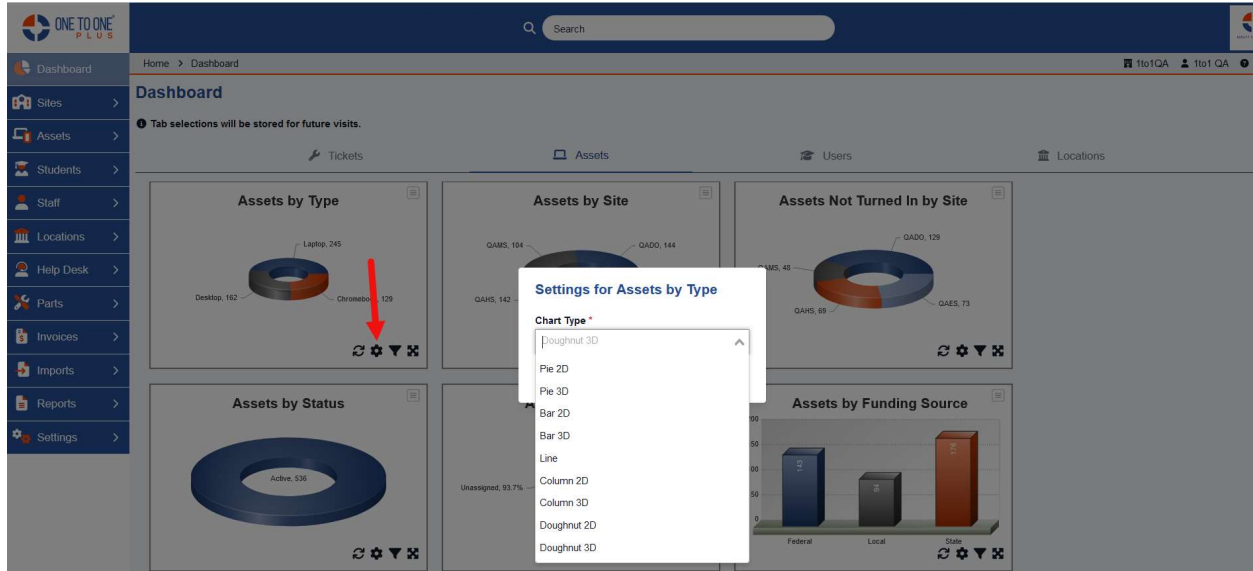


# Release 7.5.0

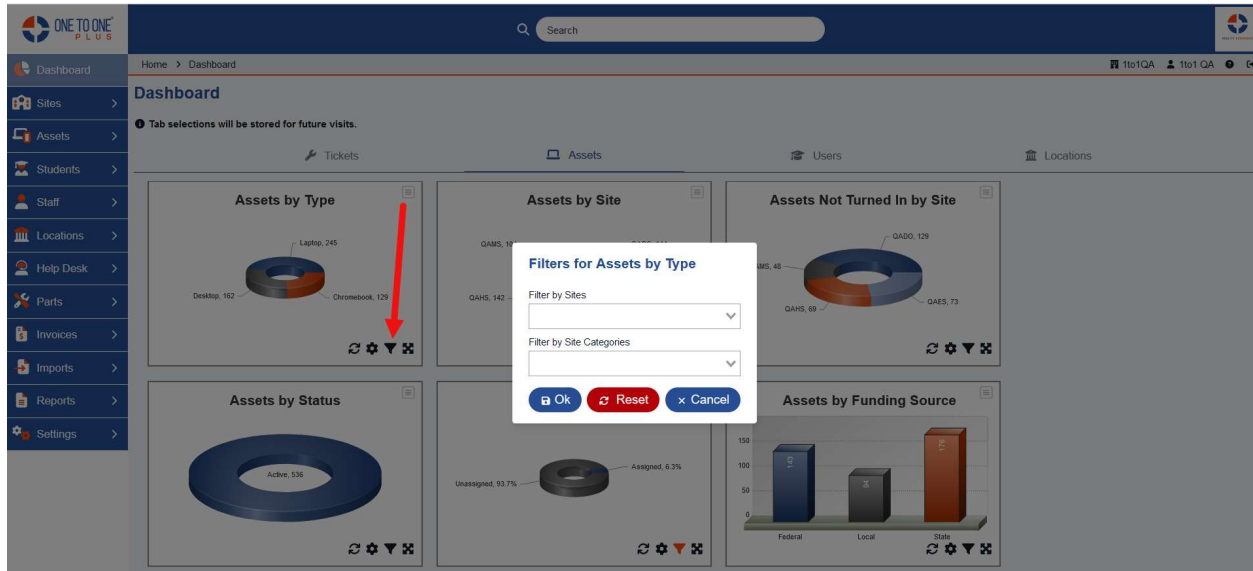
## Dashboard

Dashboards have now been revamped to offer more chart types, auto refresh and the ability to filter on site and site category.

Each chart card offers new icons to do various things. The gear icon allows you to select the type of chart to view.

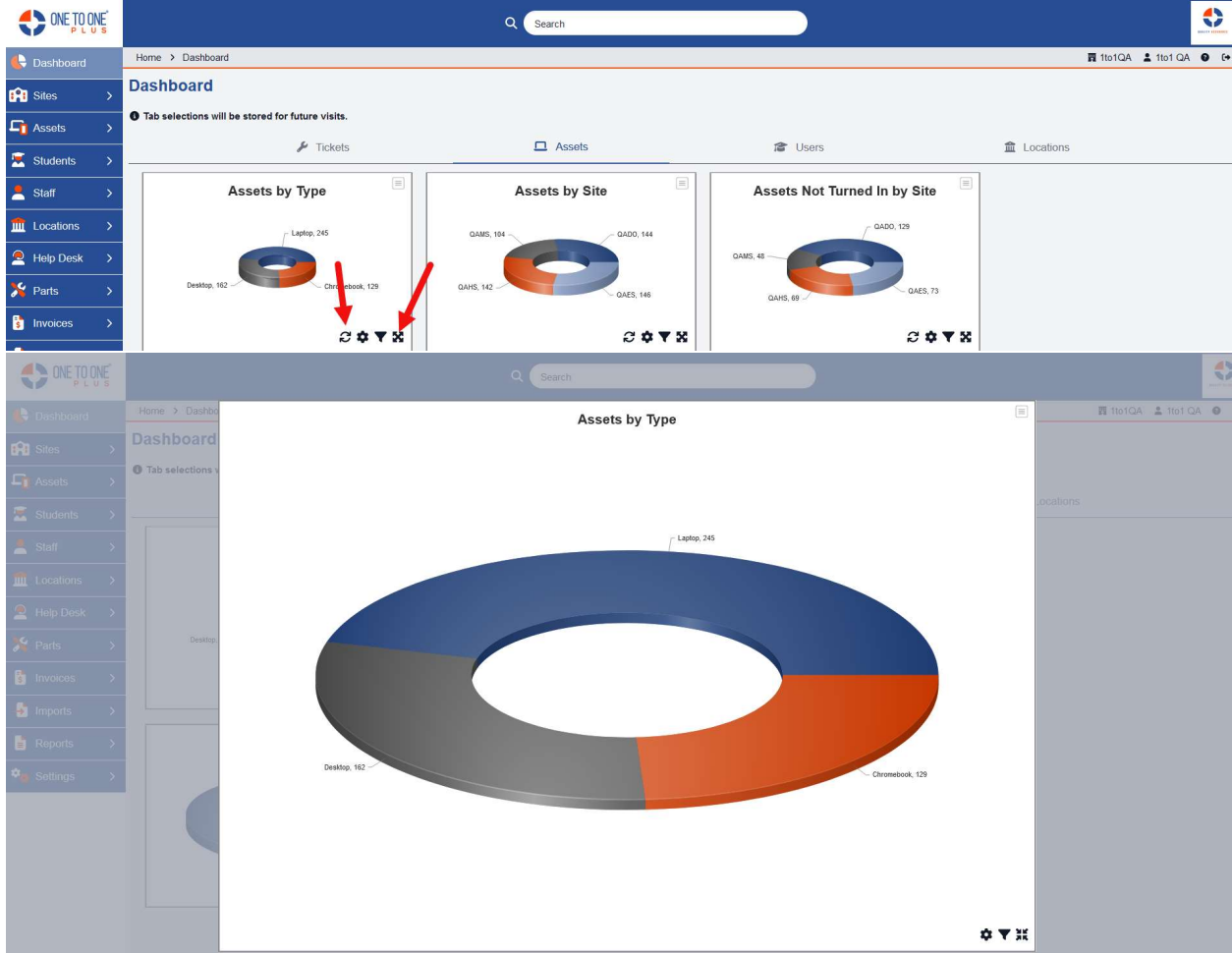


The filter icon allows you to narrow down your chart sections by specific sites and/or site categories.

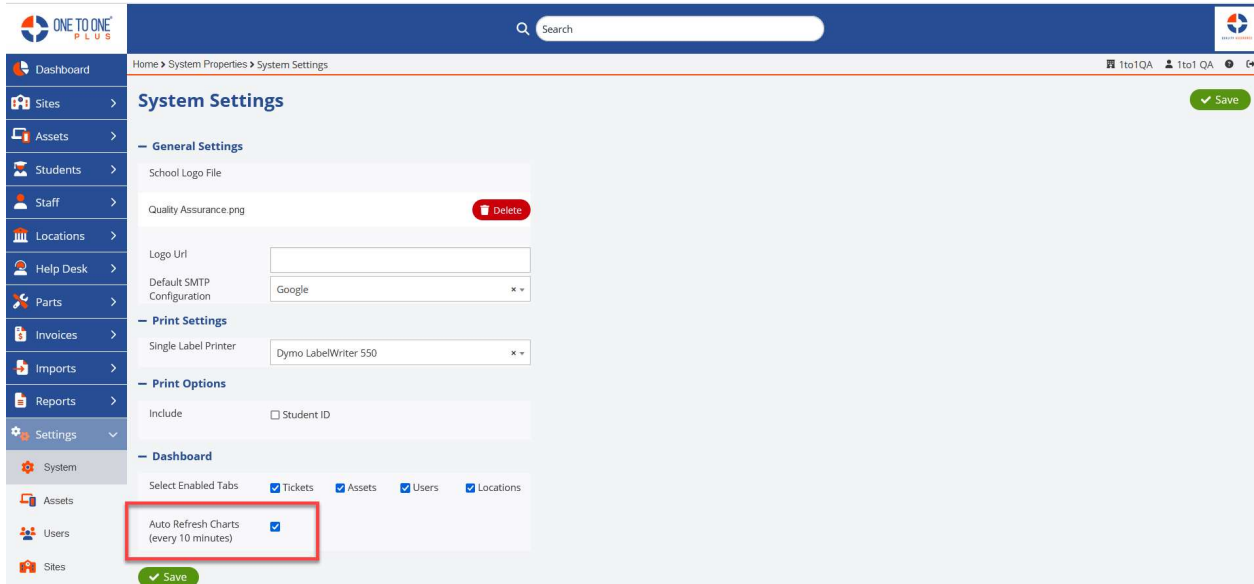


# Release 7.5.0

There is also a refresh icon for the specific card and also an icon to expand the card for better viewing.



A setting has also been added to the Settings > System menu to default the charts to refresh every 10 minutes.



# Release 7.5.0

## Manage Screens

The assigned and unassigned buttons have changed to help easily identify which filter is being used.

Asset ID	Serial Number	Site	Site Category	Manufacturer	Asset Class	Assigned To User	Assigned To User Status	Assigned To Grade
1045	32505	QAHS	High School	HP	Class3	Cindy Stancil (1234564)	Active	
1063	94266	QAHS	High School	HP	Class2	Zoea (STAFF) Durham (823492)	Active	
1084	807	QAHS	High School	Dell	Class2	Zoea (STAFF) Durham (823492)	Active	
1089	548	QAHS	High School	HP	Class1	Cindy Stancil (1234564)	Active	

## Assets

**Quick Add** – Purchase Information and Device Information section has been added to the Quick Add screen.

**Quick Add**

Type \*  
Model \*  
Site \*  
Status \*  
Room Number

+ Purchasing Information

+ Device Information

Removed S/N Prefix  
Print Label  
Focus Input  
Asset ID  
Serial Number \*

## Student/Staff

**Email Student/Staff Changes** – We now offer the option to send student/staff email for when certain fields have changed per site. This email triggers for changes that occurred over the past 24 hours and will contain information about users who have been added, inactivated, reactivated, new to a site, and/or removed from a site.

Contact support if you would like this feature activated for your organization.

**MailCatcher** Search messages...  Clear

<NoReply@1to1plus.com>	<jpey.cole@oneoneplus.com>	Staff Changes for Site: QAMS	Tuesday, 27 Feb 2024 9:46:28 AM
<NoReply@1to1plus.com>	<jpey.cole@oneoneplus.com>	Staff Changes for Site: QAHS	Tuesday, 27 Feb 2024 9:46:28 AM
<NoReply@1to1plus.com>	<jpey.cole@oneoneplus.com>	Staff Changes for Site: QAES	Tuesday, 27 Feb 2024 9:46:28 AM
<NoReply@1to1plus.com>	<jpey.cole@oneoneplus.com>	Staff Changes for Site: QADO	Tuesday, 27 Feb 2024 9:46:28 AM
<NoReply@1to1plus.com>	<jpey.cole@oneoneplus.com>, <eilndurham1209@gmail.com>	Student Changes for Site: QAMS	Tuesday, 27 Feb 2024 8:55:18 AM
<NoReply@1to1plus.com>	<jpey.cole@oneoneplus.com>, <eilndurham1209@gmail.com>	Student Changes for Site: QAHS	Tuesday, 27 Feb 2024 8:55:18 AM
<NoReply@1to1plus.com>	<jpey.cole@oneoneplus.com>, <eilndurham1209@gmail.com>	Student Changes for Site: QAES	Tuesday, 27 Feb 2024 8:55:18 AM
<NoReply@1to1plus.com>	<jpey.cole@oneoneplus.com>, <eilndurham1209@gmail.com>	Student Changes for Site: QADO	Tuesday, 27 Feb 2024 8:55:18 AM

Received: Tuesday, 27 Feb 2024 8:55:18 AM  
 From: <NoReply@1to1plus.com>  
 To: <jpey.cole@oneoneplus.com>, <eilndurham1209@gmail.com>  
 Subject: Student Changes for Site: QADO

HTML [Source](#) [Download](#)



The following changes to Students have been made in the last 24 hours at Site: QADO

Inactivated Students							
External ID	Full Name	Grade Level	Date	Assigned Assets	Held Assets		
3292408	Mama Bartolemo Spier	11	02/26/24 5:14 PM				

Students New to Site							
External ID	Full Name	Grade Level	Date	Old Site	New Site	Assigned Assets	Held Assets
3292408	Mama Bartolemo Spier	11	02/26/24 5:02 PM	QAHS	QADO		

Students Removed from Site							
External ID	Full Name	Grade Level	Date	Old Site	New Site	Assigned Assets	Held Assets
816729	Cale Terry Maydway	7	02/26/24 9:49 AM	QADO	QAMS		

# Release 7.5.0

## Help Desk

- **Manage Page**
  - **Export** – The export on the Tickets manage page will now display the technician's name in one field.

The screenshot shows the 'Tickets' manage page in the One to One Plus system. The 'Export' button is highlighted with a red box. Below the table, a preview of the exported CSV data is shown, with the 'Technician Full Name' column highlighted by a red box.

Ticket ID	Queue Name	Site	Site Category	Ticket Priority	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
TSK-2203110	QAHS	High School	High School	Low	32505	1045			test
TSK-2203106	QAES	District 2	District 2	Moderate	34907	1074			test
TSK-2203097	QAES	District 2	District 2	Moderate	5801	1031			Cracked Screen

- **Add/Edit Ticket** –
  - **Email Correspondence** –
    - This has now been updated to be rich text editor.
    - Issue with attachments inconsistently showing has been fixed.
    - The format of the screen now matches the email function from Actions button. It will also allow multiple email addresses.

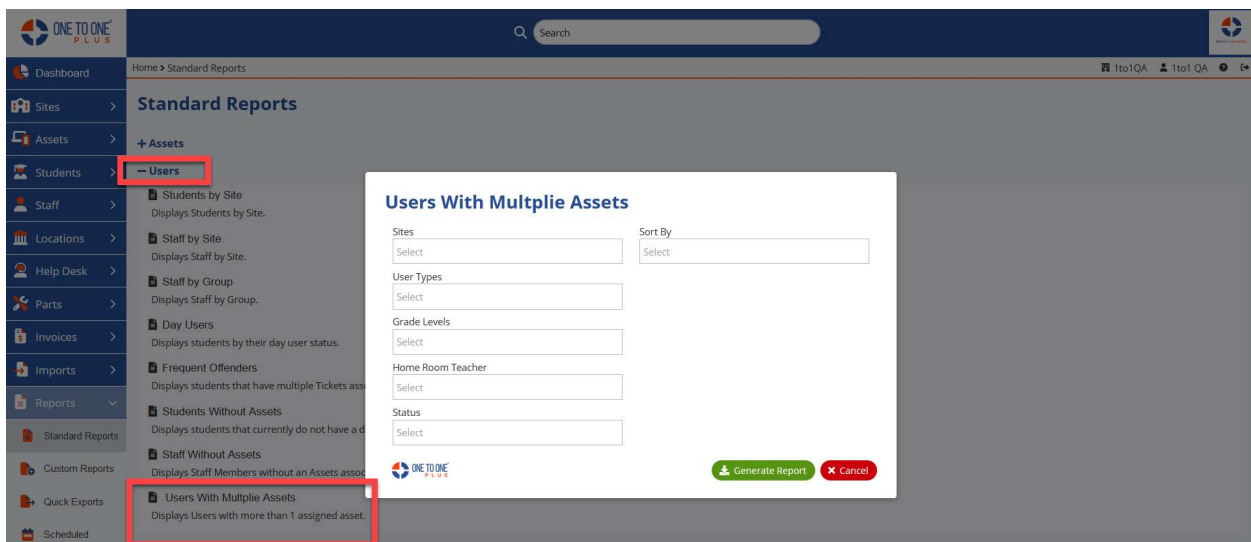
The screenshot shows the 'Edit Ticket TSK-2203087' page in the One to One Plus system. A 'New Email Correspondence' modal is open, showing fields for 'To Staff', 'To Student', 'To Guardian', 'Subject', and 'Message'. The 'Message' field is a rich text editor.

# Release 7.5.0

- **Notes –**
  - This was sending duplicate emails when save/send on a note. This has now been fixed.
  - Notes has been updated to rich text editor.
- **Print All –** The report from the print all button now contains Related Location, Related User's ID, and Related User's Grade Level.
- **Parts –** The parts column was showing n/a on the manage page. This has now been fixed.

## Reports

- **Standard Reports > Users –** A new report has been added under Users on the Standard Reports menu. This report will display users that have more than one assigned asset.



The screenshot shows a Microsoft Excel spreadsheet titled 'users\_with\_multiple\_assets(12).csv'. The spreadsheet contains a table with the following data:

User ID	First Name	Last Name	Status	User Type	Site	Asset ID	Asset SN	Asset Type	Grade Level	Homeroom Teacher
823492	Zoe	Durham	Active	Employee	QAHS	1063	94266	Desktop		
823492	Zoe	Durham	Active	Employee	QAHS	1064	807	Desktop		
1234564	Cindy	Stancil	Active	Student	QAHS	1045	32505	Chromebook	11	
1234564	Cindy	Stancil	Active	Student	QAHS	1089	548	Desktop	11	
1234564	Cindy	Stancil	Active	Student	QAHS	1116	1917	Desktop	11	
1234564	Cindy	Stancil	Active	Student	QAHS	1117	11103	Laptop	11	
1234564	Cindy	Stancil	Active	Student	QAHS	1205	3221	Laptop	11	

## Imports

- Imports was giving error message when trying to import large files. This has now been fixed.

# Release 7.5.0

## Settings – Tickets

- A new field has been added to the Ticket Setting page called “Enable Add New Ticket”. This field is enabled by default. If you uncheck it, the Add New option on the left navigation panel will no longer be available and the Add New buttons on the ticket manage pages will not show. With this unchecked, tickets can only be submitted under the Submit Ticket option.

This screenshot shows the 'Ticket Settings' page in the ONE TO ONE PLUS system. The 'General Settings' section includes a 'Banner Message' field, an 'Email Update Format' dropdown set to 'Both', and several checkboxes for 'Email Update Staff', 'Email Update Students', and 'Route Ticket Emails'. A new checkbox, 'Enable Add New Ticket', is highlighted with a red box and is currently checked. Other settings include 'User Groups' (set to 'Tech Champion') and 'On status closed require' options for 'Closure notes' and 'Time'.

This screenshot shows the same 'Ticket Settings' page, but the 'Enable Add New Ticket' checkbox is now unchecked and highlighted with a red box. All other settings remain the same as in the previous screenshot.

This screenshot shows the 'Ticket' list page. The top navigation bar includes a search bar and user information. Below the navigation, there are buttons for 'Columns', 'My Views', 'Export', and 'Print All', which are highlighted with a red box. The main content area displays a table of tickets with columns for Ticket ID, Queue Name, Site, Site Category, Related User, Ticket Priority, Asset Serial Number, Asset ID, Ticket Type, and Ticket Type Category. The first two rows of data are visible.

Ticket ID	Queue Name	Site	Site Category	Related User	Ticket Priority	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category
TSK-2203119	QAHS	High School	Cindy Stancil	Moderate	1917	1116	Chromebook Missing Keys	Chromebook	
TSK-2203110	QAHS	High School	Cindy Stancil	Low	32505	1046			