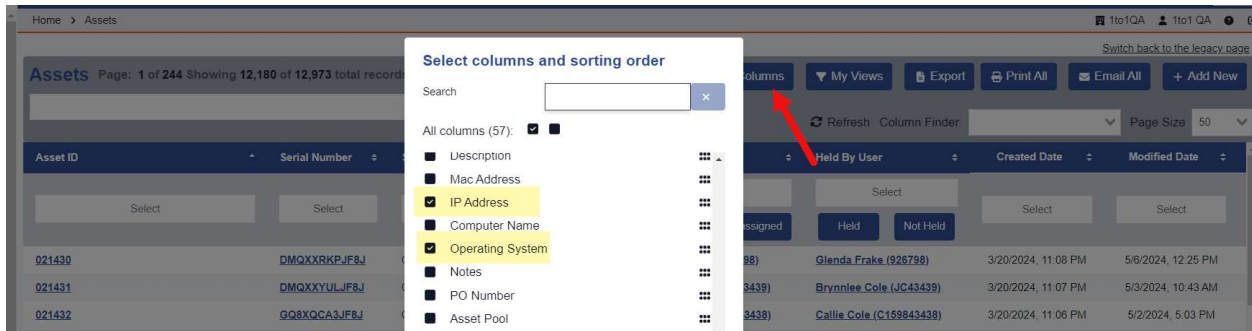


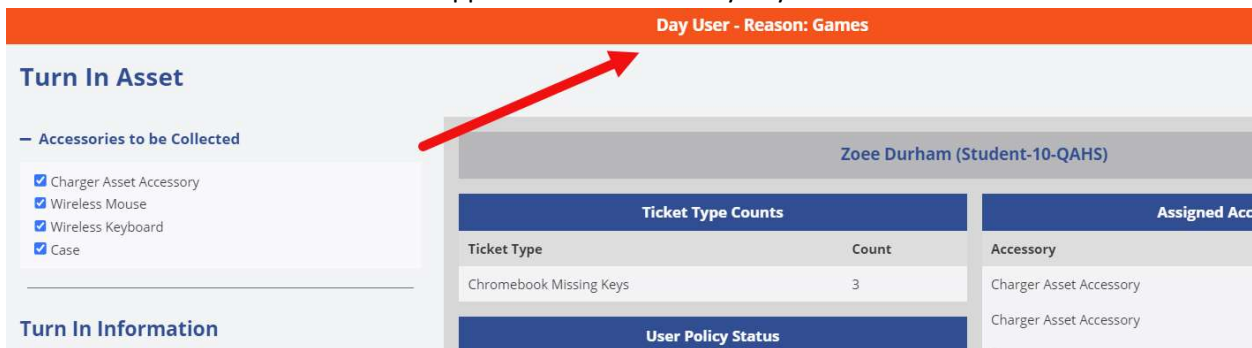
Release 7.8.0

Assets

- **Asset Manage** – IP Address and Operating System fields have been added to the manage page. This can be seen by clicking on the Columns button and checking the box for the field.



- **Turn In** – A banner will now appear if student has any day user restrictions.



Help Desk

- **Edit Ticket –**
 - New banner messages will appear beside of the “Related User Polices” section based on the student’s insurance status. This is based on having either a signed policy or a protection policy identified on the student record. See [Insurance Setup Details](#) for more info.
 - If user has insurance but has not been fully used on an invoice(s), it will display “Has Insurance Policy”

The screenshot shows the 'Edit Ticket TSK-2203751' interface. The 'Details' section on the left includes fields for Description, Status (New Ticket), Closure Type, Closure Notes, and Filter Ticket Types by selecting Ticket Categories (Chromebook, Chromebook Missing Keys). The 'Related User Policies (1 Signed)' section on the right displays a list of policies with a yellow banner 'Has Insurance Policy' next to it, indicated by a red arrow. A red text annotation says 'This will display differently depending on status of insurance.'

Policy Name	Status
Student Tech Insurance	5/6/2024, 3:29 PM [FP]
Student AUP	Not Signed
Student AUP	n/a
Parent AUP	n/a
Information Release	n/a
Web Page Permission	n/a
Protection Policy	n/a

- If user has insurance and has fully used on an invoice(s), it will display “Insurance Limit has Been Reached”.

The screenshot shows the 'Related User Policies (1 Signed)' section with a yellow banner 'Insurance Limit has Been Reached' next to it, indicated by a red arrow.

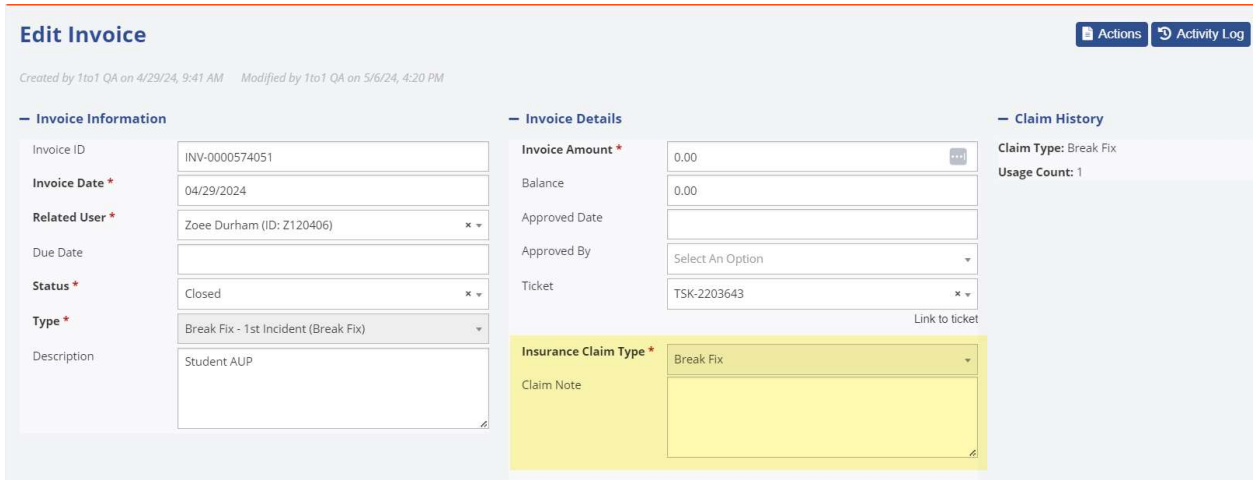
Release 7.8.0

Invoices

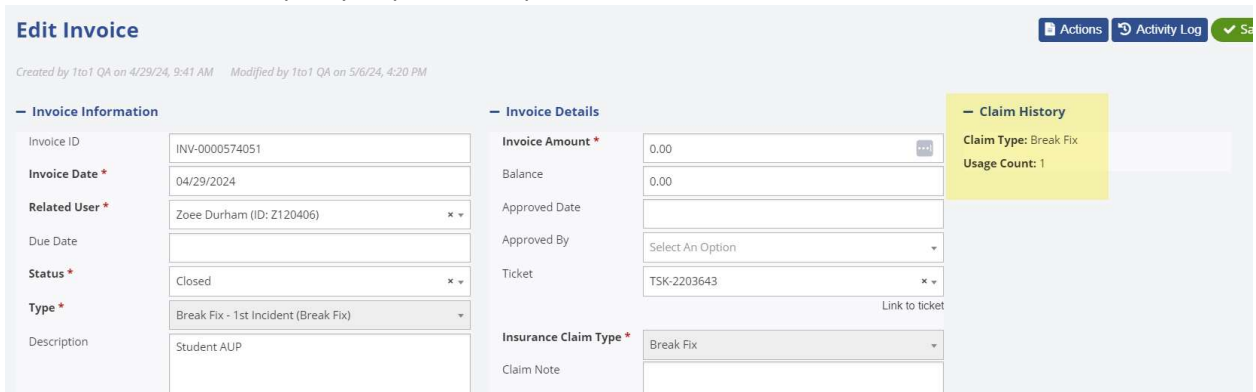
- **Edit Invoice –**
 - Type box will be disabled after saving the invoice. If wrong type has been used, you will need to delete the invoice and re-enter.



- If an Invoice Type is linked to an Insurance Claim Type, a new section will appear displaying the claim type and claim notes can be added.

A screenshot of the 'Edit Invoice' form. The form is divided into three main sections: 'Invoice Information', 'Invoice Details', and 'Claim History'. The 'Invoice Information' section includes fields for Invoice ID, Invoice Date, Related User, Due Date, Status, Type, and Description. The 'Invoice Details' section includes Invoice Amount, Balance, Approved Date, Approved By, and Ticket. The 'Claim History' section shows Claim Type and Usage Count. A new section, 'Insurance Claim Type', is highlighted in yellow and contains a dropdown menu for 'Insurance Claim Type' (set to 'Break Fix') and a text area for 'Claim Note'. The 'Claim History' section is also visible, showing 'Claim Type: Break Fix' and 'Usage Count: 1'. The form has a 'Save' button in the top right corner.

- A Claim History section has been added and will be displayed if you user is associated with insurance policy or protection plan.

A screenshot of the 'Edit Invoice' form, similar to the previous one, but with the 'Claim History' section highlighted in yellow. The 'Claim History' section shows 'Claim Type: Break Fix' and 'Usage Count: 1'. The 'Insurance Claim Type' section is also visible, showing 'Break Fix' and a 'Claim Note' field. The form has a 'Save' button in the top right corner.

Settings

- **Invoices>Types** – Insurance Claim Type has been added to link the types to either break fix or total loss. This only applies if you have types that are associated with student insurance policy or protection plans.

Edit Invoice Type

Invoice Type: Break Fix - 2nd Incident

Description:

Insurance Claim Type: Break Fix

Save

- **Insurance** – A new page has been added under Settings for insurance settings. Here you can select if you want to track break fixes, total loss or both. You can then identify how many of each are allowed. Additionally, you can select to have the counts reset on the student’s invoices yearly based on school year.

Insurance Settings

System Insurance Claim Types:

Break Fix Count: 2

- OR -

Total Loss Count: 1

Resets Yearly:

Claims Are Exclusive:

Save

If the “Claims Are Exclusive” is unchecked, the system will treat the claim types as “And”

Insurance Settings

System Insurance Claim Types:

Break Fix Count: 1

- AND -

Total Loss Count: 1

Resets Yearly:

Claims Are Exclusive:

Save

Release 7.8.0

Insurance Setup Details

1. **Users > Policy Settings** – Positive Policy Status needs to be set to a value that is used with imports and/or setup directly on Student Record. This is case sensitive so if you select all upper case, make sure this is how it is displayed on the student’s record.

The image shows two screenshots from a software application. The top screenshot is titled "User Policy Template Settings" and is located under "Home > User Properties > User Policy Template Settings". It features a sidebar on the left with navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings (highlighted with a red box), System, Assets, and Users (highlighted with a red box). The main content area is divided into "General Settings" and "Signature Page Settings". Under "General Settings", there are checkboxes for "AUP/Fee Collection", "SIS Import" (checked), and "System Signature" (checked). There are also radio buttons for "Display Signature Status" (Yes selected) and "Reset Signature Yearly" (Yes selected). Two dropdown menus are present: "Positive Policy Status" (set to "Yes") and "Negative Policy Status" (set to "No"). The "Signature Page Settings" section has a "Signature Method" dropdown set to "Typed". A green "Save" button is at the bottom left of this section.

The bottom screenshot is titled "Edit Student" and is located under "Home > Students > Edit 'Calle Cyle'". It shows a form for student information. The "Personal Information" section includes fields for "First Name" (Calle), "Middle Name", and "Last Name" (Cole). The "Related Assets" section has a dropdown for "Asset Accessories" set to "Charger Asset Accessory" with a "Case" dropdown. The "Assigned Assets" section is empty. The "Policies" section is a table with the following data:

Policy Name	Status
Student Tech Insurance	SIGN
Student AUP	SIGN
Student AUP	
Parent AUP	
Information Release	
Web Page Permission	
Protection Policy	Yes

A red arrow originates from the "Positive Policy Status" dropdown in the top screenshot and points to the "Protection Policy" field in the bottom screenshot, which is highlighted with a red box.

Release 7.8.0

2. **Users> User Policy Template Types** – If tracking insurance through signed student policies, you will need to set the system type on those policies.

The screenshot shows two forms side-by-side. The top form is 'Edit User Policy Template Type' with fields for Short Name (Student Technology Insurance), Description, User Type (Student), and System Type (Insurance). The bottom form is 'Edit Student' with fields for Personal Information (First Name: Brynlee, Last Name: Cole) and Related Assets. A 'Policies' section on the right of the 'Edit Student' form lists 'Student Tech Insurance' with a 'SIGN' button. A red arrow points from the 'Insurance' dropdown in the top form to the 'Student Tech Insurance' entry in the bottom form.

3. **Invoices>Types** – Insurance Claim Types will need to be assigned to invoice types.

The screenshot shows the 'Edit Invoice Type' form. The 'Invoice Type' is 'Break Fix - 1st Incident' and the 'Description' is 'Insurance Break Fix'. The 'Insurance Claim Type' dropdown is set to 'Break Fix' and is highlighted with a yellow background. A red arrow points to the 'Break Fix' dropdown.

Release 7.8.0

- Students** – There are two types of insurance coverages that a student can have for the insurance claim counts to be tracked.

Protection Policy – A student can carry a protection policy signed outside of One to One Plus. If this is the case, this needs to be set according to the value in the “Positive Policy Status” setting under Settings>Users>Policy Settings

Edit Student Print Label Tickets (30) Assets Invoices (\$0.00) Activity Log

Created by Api User Api User on 12/7/23, 2:45 PM Modified by 1to1 QA on 5/2/24, 5:04 PM

Personal Information

First Name * Callie
Middle Name
Last Name * Cole

Related Assets

Asset Accessories: Charger Asset Accessory, Case

Assigned Assets

Asset ID	Serial Number	Asset Status	Asset Type	Held by	Action
021432	GQ8XQCA3JF8J	Active	IPad	Callie Cole	

Policies

Student Tech Insurance	SIGN
Student AUP	SIGN
Student AUP	
Parent AUP	
Information Release	
Web Page Permission	
Protection Policy	Yes

Student Contact Information

Signed Policy withing One to One Plus – A student can have a signed policy within One to One Plus for the current school year. The system will look to see if this has an [FP], [PP] code beside of date/time stamp. This will tell system if policy is partially paid or fully paid. A code of [D] indicates that the policy was declined.

Edit Student Print Label Tickets (25) Assets Invoices (\$45.00) Activity Log

Created by 1to1 QA on 12/5/23, 12:28 PM Modified by 1to1 QA on 5/7/24, 7:55 AM

Personal Information

First Name * Zoee
Middle Name R
Last Name * Durham

Related Assets

Asset Accessories: Charger Asset Accessory, Case

Assigned Assets

Asset	Serial	Asset	Asset	Held by	Action
-------	--------	-------	-------	---------	--------

Policies

Student Tech Insurance	5/7/24, 7:54 AM[FP]	Delete	Print
Student AUP	SIGN		
Student AUP			
Parent AUP			
Information Release			
Web Page Permission			
Protection Policy			

Release 7.8.0

- Edit Ticket** - After tickets are created for any breaks or losses, the edit ticket screen will indicate the insurance status. If the student still has insurance available to use, it will display a “Has Insurance Policy” message in the Related User Policies section.

Edit Ticket TSK-2203918 Actions Unwatch Activity Log
Created by 1to1 QA @ kzuber@onetooneplus.com 5/7/2024, 7:55 AM Modified by 1to1 QA 5/7/2024, 7:55 AM

Details

Description: Missing enter key

Status: New Ticket

Closure Type: [Dropdown]

Closure Notes: [Text Area]

Filter Ticket Types by selecting Ticket Categories

Type Categories: Chromebook

Types: Chromebook Missing Keys

Platform: [Dropdown]

Technician: Ben Zuber

Queue: [Dropdown]

Priority: Moderate

Collaborators: [Dropdown]

Files

Notes

Total Time: 0 + Add

Email Correspondence

+ Add

Invoicing

Related User Policies (1 Signed) **Has Insurance Policy** ←

Student Tech Insurance	5/7/2024, 7:54 AM [FP]
Student AUP	Not Signed
Student AUP	n/a
Parent AUP	n/a
Information Release	n/a
Web Page Permission	n/a
Protection Policy	n/a

A red “Insurance Limit has Been Reached” message will be displayed if the user has reached limit on insurance claims.

Edit Ticket TSK-2203914 Actions Unwatch Activity Log
Created by 1to1 QA @ kzuber@onetooneplus.com 5/6/2024, 12:46 PM Modified by 1to1 QA 5/6/2024, 4:02 PM

Details

Description: test

Status: New Ticket

Closure Type: [Dropdown]

Closure Notes: [Text Area]

Filter Ticket Types by selecting Ticket Categories

Type Categories: Chromebook

Types: Chromebook Missing Keys

Platform: [Dropdown]

Technician: Ben Zuber

Queue: [Dropdown]

Priority: Moderate

Collaborators: [Dropdown]

Files

Notes

Total Time: 0 + Add

Email Correspondence

+ Add

Invoicing

Related User Policies **Insurance Limit has Been Reached** ←

Student Tech Insurance	Not Signed
Student AUP	Not Signed
Student AUP	n/a
Parent AUP	n/a
Information Release	n/a
Web Page Permission	n/a
Protection Policy	Yes

Release 7.8.0

- 6. Add/Edit Invoices – When an invoice is entered, it will display the claim history for the current school year.

The Type will also be disabled and a new section called Insurance Claim Type will be displayed with an area for a claim note.

The claim history will reset yearly based on the system School Years.

The screenshot shows the 'Edit Invoice' interface with the following sections and fields:

- Invoice Information:** Invoice ID (INV-0000574064), Invoice Date (04/30/2024), Related User (Callie Cole), Status (Closed), Type (Break Fix - 1st Incident (Break Fix)), Description (Protection Policy).
- Invoice Details:** Invoice Amount (50.00), Balance (0.00), Approved Date, Approved By (Select An Option), Ticket (TSK-2203651).
- Insurance Claim Type:** Break Fix, Claim Note (text area).
- Asset:** Asset ID (021432), Asset Serial Number (GQ8XQCA3jF8j), Asset Type (iPad), Asset Model (iPad 9th generation (Wi-Fi)).
- Claim History:** Claim Type: Break Fix, Usage Count: 2.