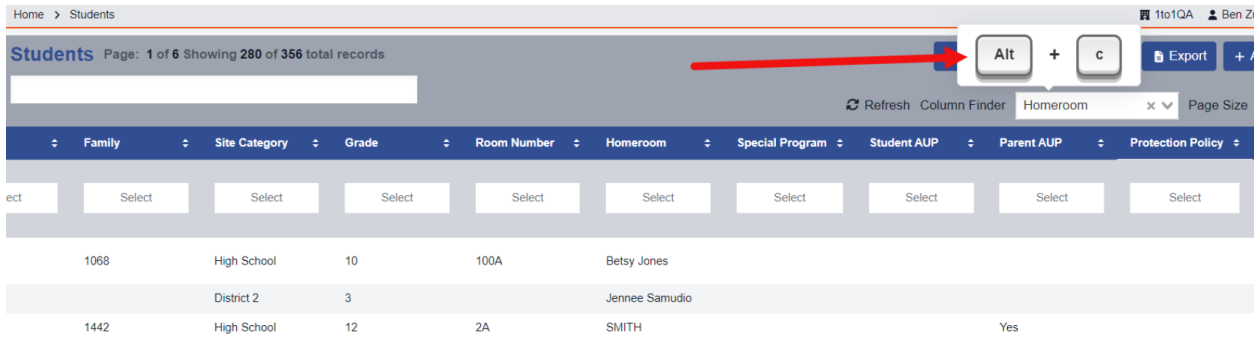


Release 8.3.0

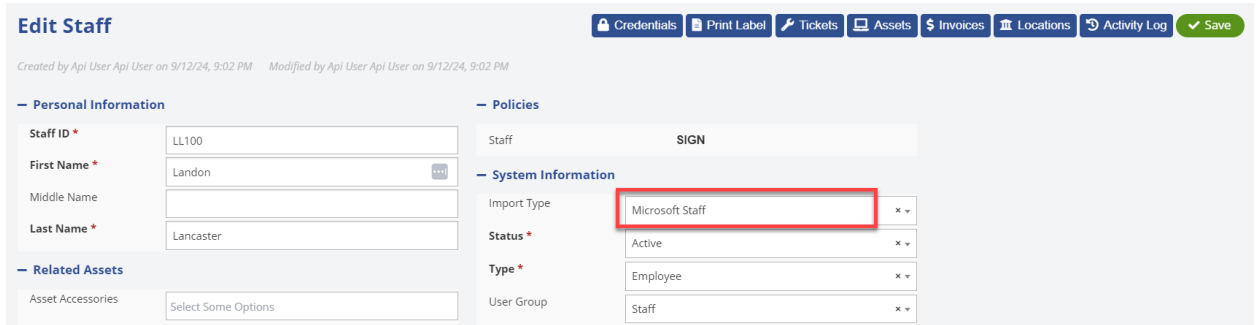
General

- **All Manage Pages** – The hot key reminder popup for Column Finder has been removed. The hot key combination will still drop down the list but the reminder was removed.



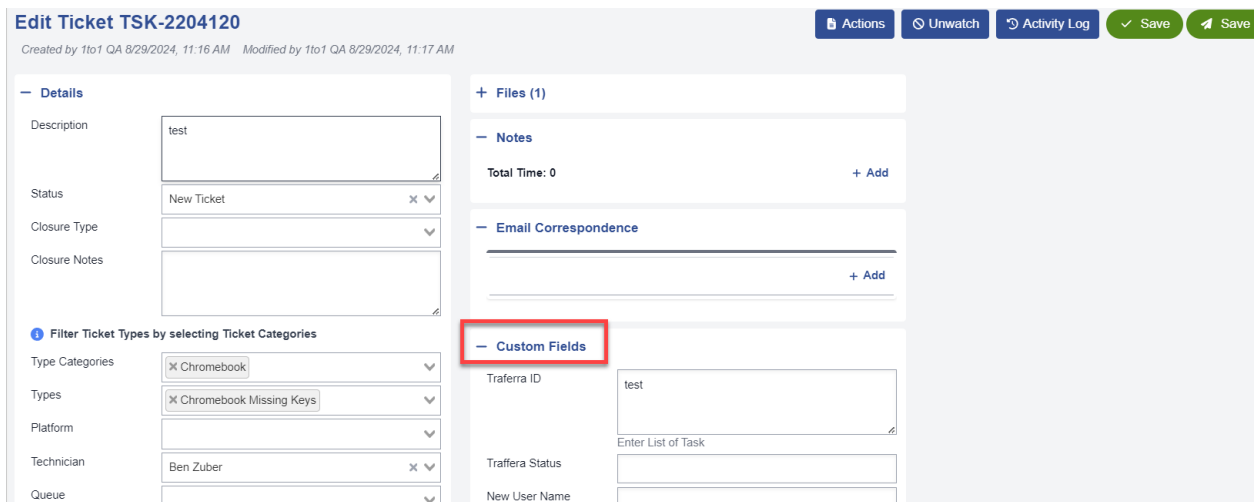
Staff

- **Add/Edit Staff** – Microsoft Staff and Google Staff has been added to the Import Type drop down list.



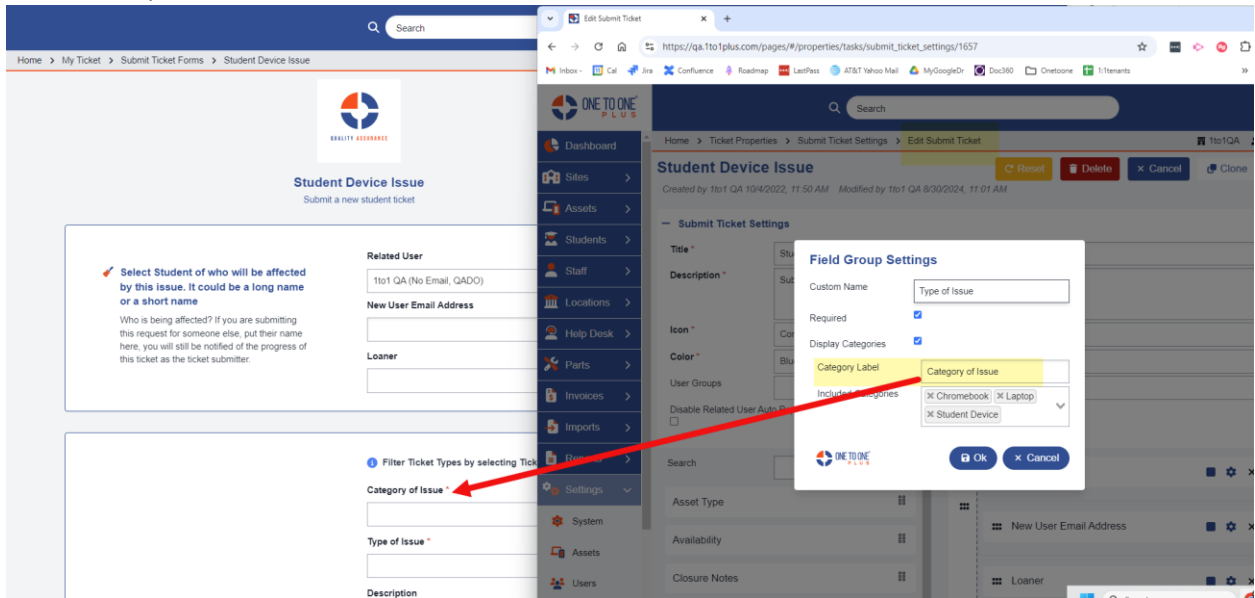
Help Desk

- **Add/Edit Ticket** – Custom Fields will now display under the Notes and Correspondence section of the screen.



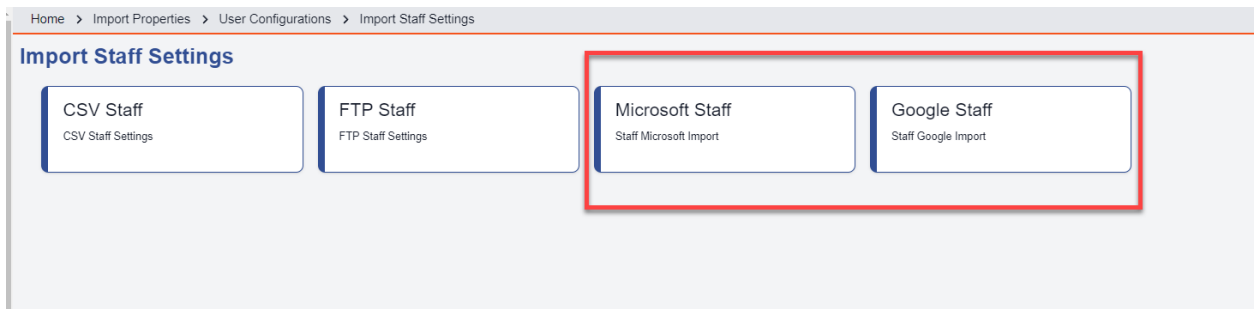
Release 8.3.0

- **Submit Ticket** – The category custom label from the Submit Ticket Settings was not reflecting correctly on the submit ticket screen. This has now been fixed.

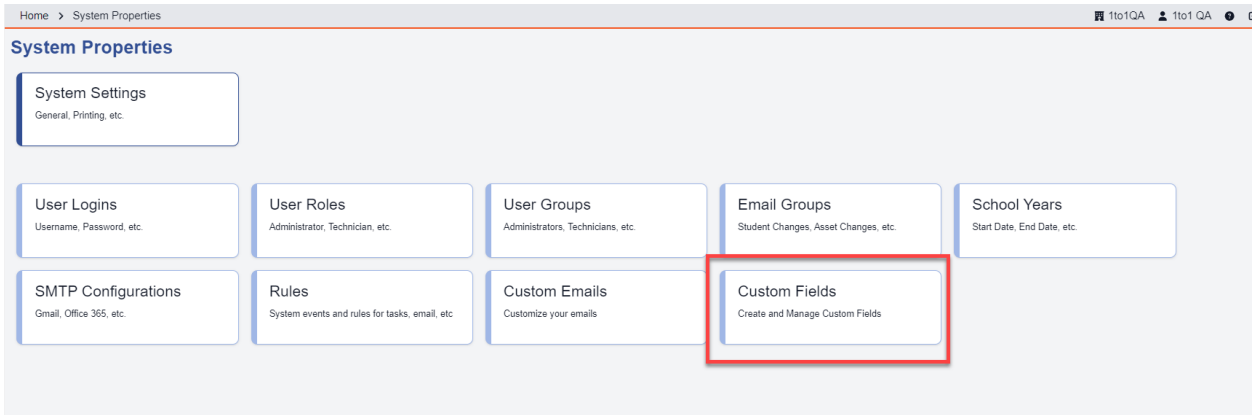


Settings

- **Imports/Import Users Settings/Staff** – Two new staff import options have been added. Please contact Support/Implementation if you would like to enable these options and for detailed instructions for setup.
 - **Google Staff**
 - **Microsoft Staff**



- **System/Custom Fields** – The ability to setup custom fields for Assets, Invoices, Tickets and Users have been added.

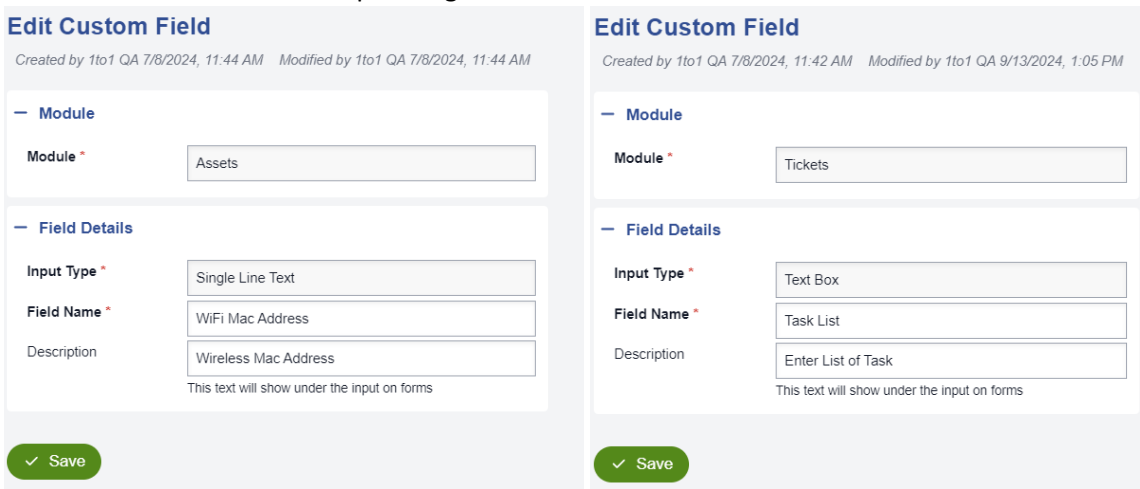


The screenshot shows a table of Custom Fields. The table has columns for Field Name, Description, Input Type, Module, Sub Module, Created Date, Modified Date, and Actions. The following table represents the data shown in the screenshot:

Field Name	Description	Input Type	Module	Sub Module	Created Date	Modified Date	Actions
WiFi Mac Address	Wireless Mac Address	Single Line Text	Assets		7/8/2024, 11:44 AM	7/8/2024, 11:44 AM	[Edit] [Delete]
Title		Single Line Text	Users	Staff	9/11/2024, 3:00 PM	9/11/2024, 3:00 PM	[Edit] [Delete]
Text Field Import	Testing	Single Line Text	Users	Students	7/8/2024, 11:48 AM	7/8/2024, 11:48 AM	[Edit] [Delete]
Temp Asset		Single Line Text	Assets		9/5/2024, 4:36 PM	9/5/2024, 4:36 PM	[Edit] [Delete]
Task List	Enter List of Task	Text Box	Tickets		7/8/2024, 11:42 AM	9/13/2024, 1:05 PM	[Edit] [Delete]
Serial Number	Asset Serial Number	Single Line Text	Invoices		7/8/2024, 11:46 AM	7/8/2024, 11:46 AM	[Edit] [Delete]
Secondary School		Single Line Text	Users	Staff	7/8/2024, 12:15 PM	7/8/2024, 12:15 PM	[Edit] [Delete]

Custom Fields Setup/Usage

- **Custom Fields** – Custom fields are available in Assets, Invoices, Tickets, Users (Staff and Student). Custom fields can be setup as single line field or text box.



Edit Asset Print Label Tickets (19) Users Invoices (\$0.00) Activity Log Save

Created by Api User Api User on 2/21/24, 4:10 PM Modified by 1to1 QA on 9/16/24, 2:42 PM

Asset Information

Asset ID	1347
Description	Desc1
Serial Number *	1138
Type *	Desktop
Class	Class2
Category	Chromebook
Pool	Staff
Manufacturer	Dell
Model *	OPTIPLX 760

Assigned/Held Information

Assigned To User	Zoe (STUDENT) R Durham (ID: Z120406) - QAHS
Assigned To Location	Select An Option
Held By User	Zoe (STUDENT) R Durham (ID: Z120406) - QAHS
Held By Location	Select An Option
Turned in?	No

Purchasing Information

Device Information

Related Files

Status * Active

External Status Active

Notes Note2

Custom Fields

WiFi Mac Address	01-23-45-67-89-AB
Platform version	OIS
Bluetooth Mac Address	00:11:22:33:FF:EE
Asset Custom Field	
Temp Asset	
Custom Notes	

Submit Ticket Settings (Custom Fields)

- **Tickets/Submit Ticket Settings** – The screen has been modified to include custom fields.

1. Under the field selections, custom fields are identified with a banner beside of the field that will display when you hover over the field with your mouse.

Created by 1to1 QA 10/4/2022, 11:50 AM Modified by 1to1 QA 8/13/2024, 3:20 PM

Submit Ticket Settings

Title *	Student Device Issue
Description *	Submit a new student ticket
Icon *	Computer & Phone
Color *	Blue
User Groups	
Disable Related User Auto Population	<input type="checkbox"/>

Closure Notes

Collaborators

Contact Phone Number

Email Addresses

Invoice Amount

New Asset

New User Email Address

New User Name

Select Student of who will be affected by this issue. It could be a long name or a short name. Who is being affected? If you are submitting this request for someone else, put their name here, you will still be notified of the progress of this ticket as the ticket submitter.

Related User

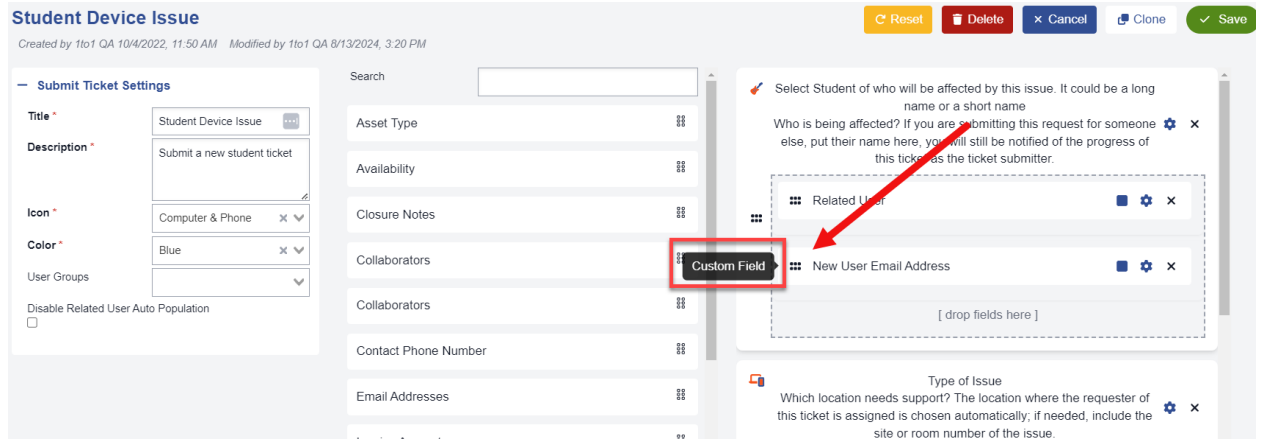
Type of Issue

Which location needs support? The location where the requester of this ticket is assigned is chosen automatically; if needed, include the site or room number of the issue.

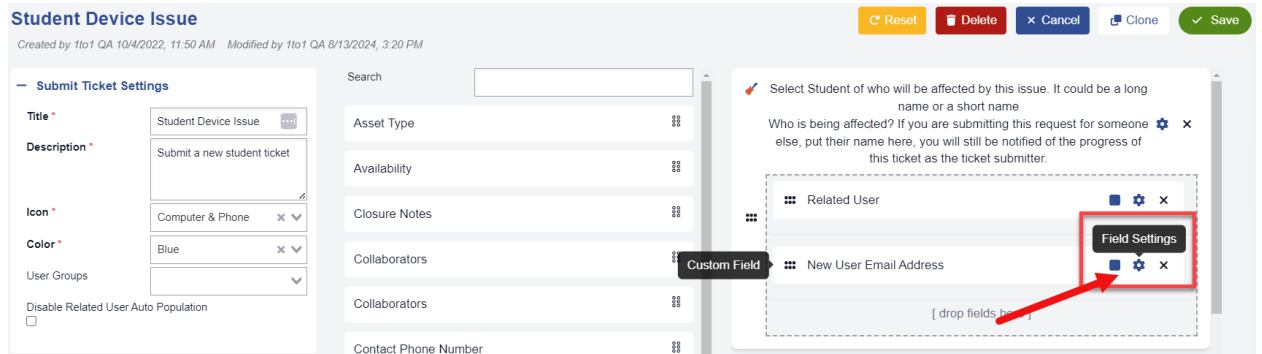
Ticket Types

Description

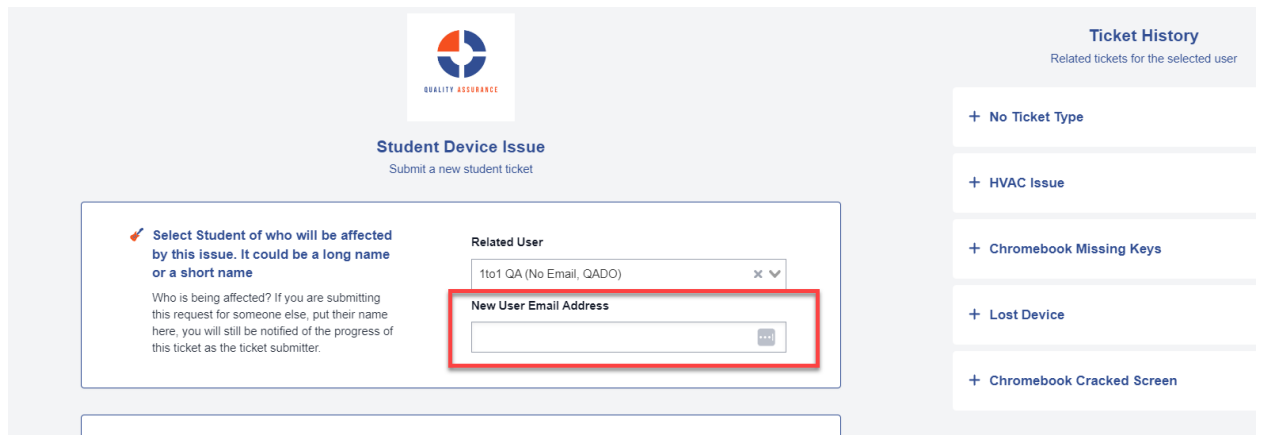
- 2. A custom field can be dragged/dropped in the form builder side like a normal field. It is also identified with the custom field banner.



- 3. Field Settings can also be set on custom fields like normal fields.



- 4. The field is used like a normal field on the Submit Ticket form.



Import Settings (Custom Fields)

- **Imports** – All Import Setting pages have been modified to include custom fields.

The image shows two screenshots from a software interface. The top screenshot is the 'Google Chrome OS Device' configuration page. It has a breadcrumb trail: Home > Import Properties > Asset Configurations > Google Chrome OS. The page is divided into two main sections: 'Standard Settings' and 'Service Settings' on the left, and 'Data Syncing Options(Sync enabled)' and 'Field Mappings' on the right. The 'Field Mappings' section contains a table with columns for Source, Destination, Preserve, and Remove. The 'Notes' row is highlighted with a red box.

The bottom screenshot is the 'Custom Fields' table. It has a breadcrumb trail: Home > System Properties > Custom Fields. The table header includes 'Field Name', 'Description', 'Input Type', 'Module', 'Sub Module', 'Created Date', 'Modified Date', and 'Actions'. The 'Custom Notes' row is highlighted with a red box, and its 'Module' is 'Assets', which is also highlighted with a red box.

Source	Destination	Preserve	Remove
Serial Number	Serial Number	<input type="checkbox"/>	<input type="checkbox"/>
Serial Number	Asset ID	<input type="checkbox"/>	<input type="checkbox"/>
Status	Asset State	<input type="checkbox"/>	<input type="checkbox"/>
Model	Asset Model	<input type="checkbox"/>	<input type="checkbox"/>
Org Unit Path	Site	<input type="checkbox"/>	<input type="checkbox"/>
Most Recent User	Assigned To User	<input type="checkbox"/>	<input type="checkbox"/>
Most Recent User	Held By User	<input type="checkbox"/>	<input type="checkbox"/>
Notes	Custom Notes	<input type="checkbox"/>	<input type="checkbox"/>

Field Name	Description	Input Type	Module	Sub Module	Created Date	Modified Date	Actions
WiFi Mac Address	Wireless Mac Address	Single Line Text	Assets	Select	7/8/2024, 11:44 AM	7/8/2024, 11:44 AM	Edit Delete
Temp Asset		Single Line Text	Assets		9/5/2024, 4:36 PM	9/5/2024, 4:36 PM	Edit Delete
Platform version		Single Line Text	Assets		7/8/2024, 11:45 AM	7/8/2024, 11:45 AM	Edit Delete
Custom Notes		Text Box	Assets		7/8/2024, 11:45 AM	7/8/2024, 11:45 AM	Edit Delete
Bluetooth Mac Address		Single Line Text	Assets		7/8/2024, 11:46 AM	7/8/2024, 11:46 AM	Edit Delete
Asset Custom Field		Single Line Text	Assets		8/16/2024, 8:24 PM	8/16/2024, 8:24 PM	Edit Delete