

# Edit a Ticket

Author: Burt Lancaster

Updated: 2 years ago

## Select Tasks

**ONE TO ONE PLUS**  Demo School District

Home > Dashboard

- Dashboard
- Assets
- Students
- Staff
- Locations
- Tasks**
- Manage tasks
- My Tasks
- Add New
- Submit Task
- Bulk Update
- Invoices
- Imports
- Reports
- Settings

**Tasks** | Assets | Users | Locations

### Open Tasks by Assigned Technician

Technician	Count
Burt Lancaster	36
Mitzi Brown	3
Joey Cole	2
Landon Jones	1

### Open Tasks by Site

Site	Count
DHS	29
DMS	8
DSD	1
EMS	1
ESI	1
Transfer	1
DES	1

### Open Tasks by Type

Type	Count
Cracked Screen	19
Multiple Issues	11
Keyboard	4
Display Screen	2
Display Issue	2
Day User Request	2
Missing Device	1
Password Reset	1

### Tasks by Status

Status	Count
New Service Call	34
Depot Repair	4
Device In Repair	2
Repair	2

### Tasks by Closure Type

### Outstanding Tasks by Time

40



# Search for a Task by Number or by User or Asset Related to the Task

Demo School District

- Dashboard
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Home > My Tasks
My Tasks (35 of 998)



Columns
Filter
Export
Print All
+ Add

Task ID	Asset ID	Task Type	Description	Site	Related User	Technician
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text" value="Select"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text" value="Select"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text" value="Select"/>
TSK-370640	8989	Cracked Screen		DHS	Bradley Smith	Burt Lancaster
TSK-370487	1001	Cracked Screen	Student dropped the device	DHS	Jane Doe	Burt Lancaster
TSK-370288	1001	Cracked Screen		DHS	Jane Doe	Burt Lancaster
TSK-370258	1001	Cracked Screen		DHS	Jane Doe	Burt Lancaster
TSK-368484	501	Day User Request, Display Screen	Day User	Transfer	James Johnson	Burt Lancaster
TSK-366547		Day User Request	Day user request Alternate Asset ID: day user Alternate Asset Type: Buildings and Grounds	DHS	Burton Lancaster	Burt Lancaster
TSK-357974	2010	Cracked Screen	Description: Student dropped the device.	DMS	Jane Doe	Burt Lancaster
			Description: Keyboard			

Showing 1 to 35 of 35 entries (filtered from 998 total entries)

Previous
1
Next

# Click on the Desired Task

Demo School District

- Dashboard
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- Students
- Staff
- Locations
- Tasks
- Invoices
- Imports
- Reports
- Settings

Home > My Tasks



## My Tasks (35 of 998)

Columns Filter Export Print All + Add 50

Task ID	Asset ID	Task Type	Description	Site	Related User	Technician
<input type="text"/>	<input type="text"/>	Select	<input type="text"/>	Select	<input type="text"/>	Select
TSK-370640	8989	Cracked Screen		DHS	Bradley Smith	Burt Lancaster
<b>TSK-370487</b>	1001	Cracked Screen	Student dropped the device	DHS	Jane Doe	Burt Lancaster
TSK-370288	1001	Cracked Screen		DHS	Jane Doe	Burt Lancaster
TSK-370258	1001	Cracked Screen		DHS	Jane Doe	Burt Lancaster
TSK-368484	501	Day User Request, Display Screen	Day User	Transfer	James Johnson	Burt Lancaster
TSK-366547		Day User Request	Day user request Alternate Asset ID: day user Alternate Asset Type: Buildings and Grounds	DHS	Burton Lancaster	Burt Lancaster
TSK-357974	2010	Cracked Screen	Description: Student dropped the device.	DMS	Jane Doe	Burt Lancaster
			Description: Keyboard			

Showing 1 to 35 of 35 entries (filtered from 998 total entries) Previous 1 Next

# If Required, You Can Assign the Tasks to Another Technician

Type 3 or more characters and PRESS ENTERDemo School District

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- Settings

Home > My Tasks > Edit My Task "TSK-370487"

## Edit My Task

School Year 2019-2020 Created by Burton Lancaster on 1/17/20, 8:27 AM Modified by Burton Lancaster on 1/17/20, 8:28 AM

Task ID: TSK-370487

Description: Student dropped the device

Related user: Jane Doe (ID: 11111) - DHS

Related Location: Select An Option

**Technician \***: **Burt Lancaster**

Task Priority: Moderate

Site \*: DHS

Room #: 108

Billable?:

New Asset:  [+ Add](#)

[Actions](#) [Task History](#) [Save](#)

### Task Details

Invoice: Select An Option

Funding Type: Select An Option

External Link URL:  [Open](#)



Creation Notes: Student dropped the device

Email Addresses: Select Some Options

### Task Notes

Creation Notes	Created By	Created
Student dropped the device	Burton Lancaster	1/17/2020 1:27 PM
In Progress Notes	Created By	Created
Need to send device off for repair.	Burton Lancaster	1/17/2020 1:28 PM

# If the Task is Billable (i.e. malicious damage), Clicking the Billable Button will Create an Invoice for the Task

Type 3 or more characters and PRESS ENTERDemo School District

Dashboard | Home > My Tasks > Edit My Task "TSK-370487"?👤↶

## Edit My Task

📄 Actions 🕒 Task History ✅ Save

School Year 2019-2020 Created by Burton Lancaster on 1/17/20, 8:27 AM Modified by Burton Lancaster on 1/17/20, 8:28 AM

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Related user: Jane Doe (ID: 11111) - DHS

Related Location: Select An Option

Technician\*: Burt Lancaster

Task Priority: Moderate

Site\*: DHS

Room #: 108

Billable?

New Asset:  + Add

### Task Details

Invoice: Select An Option

Funding Type: Select An Option

External Link URL:  🔗 Open


Creation Notes: Student dropped the device

Email Addresses: Select Some Options

### Task Notes

Task Notes		
Creation Notes	Created By	Created
Student dropped the device	Burton Lancaster	1/17/2020 1:27 PM
In Progress Notes		
Creation Notes	Created By	Created
Need to send device off for repair.	Burton Lancaster	1/17/2020 1:28 PM

# You Can Assign a New Device by Clicking on the Add Button

Type 3 or more characters and PRESS ENTERDemo School District

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Home > My Tasks > Edit My Task "TSK-370487"

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Related user: Jane Doe (ID: 11111) - DHS

Related Location: Select An Option

Technician \*: Burt Lancaster

Task Priority: Moderate

Site \*: DHS

Room #: 108

Billable?:

New Asset:  + Add

### Task Details

Invoice: Select An Option

Funding Type: Select An Option

External Link URL:  Open


Creation Notes: Student dropped the device

Email Addresses: Select Some Options

### Task Notes

Creation Notes	Created By	Created
Student dropped the device	Burton Lancaster	1/17/2020 1:27 PM
In Progress Notes	Created By	Created
Need to send device off for repair.	Burton Lancaster	1/17/2020 1:28 PM

# View Task Details in this Area

Type 3 or more characters and PRESS ENTERONE TO ONE PLUS Demo School District

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Home > My Tasks > Edit My Task "TSK-370487"

## Edit My Task

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Description: Student dropped the device

Related user: Jane Doe (ID: 11111) - DHS

Related Location: Select An Option

Technician \*: Burt Lancaster

Task Priority: Moderate

Site \*: DHS

Room #: 108

Billable?:

New Asset:  [+ Add](#)

[Actions](#) [Task History](#) [Save](#)

### Task Details

Invoice: Select An Option

Funding Type: Select An Option

External Link URL:  [Open](#)

Creation Notes: Student dropped the device

Email Addresses: Select Some Options

### Task Notes

Creation Notes	Created By	Created
Student dropped the device	Burton Lancaster	1/17/2020 1:27 PM
In Progress Notes	Created By	Created
Need to send device off for repair.	Burton Lancaster	1/17/2020 1:28 PM



# Files Related to the Task Can Be Uploaded

The screenshot displays the ONE TO ONE PLUS web application interface. The top navigation bar includes the logo, a search bar with the placeholder text "Type 3 or more characters and PRESS ENTER", and the text "Demo School District". A left sidebar contains navigation links for Dashboard, Assets, Students, Staff, Locations, Tasks, Invoices, Imports, Reports, and Settings. The main content area is titled "Home > My Tasks > Edit My Task 'TSK-370487'".

The task details are as follows:

- Description:** Student dropped the device
- Related user:** Jane Doe (ID: 11111) - DHS
- Related Location:** Select An Option
- Technician:** Burt Lancaster
- Task Priority:** Moderate
- Site:** DHS
- Room #:** 108
- Billable?:**
- New Asset:**  + Add

The **Task Details** section includes:

- Invoice:** Select An Option
- Funding Type:** Select An Option
- External Link URL:**  + Open
- Creation Notes:** Student dropped the device
- Email Addresses:** Select Some Options

The **Task Notes** section contains two tables:


Creation Notes	Created By	Created
Student dropped the device	Burton Lancaster	1/17/2020 1:27 PM

In Progress Notes	Created By	Created
Need to send device off for repair.	Burton Lancaster	1/17/2020 1:28 PM

Below the tables is a text area for adding new notes with a "+ Add" button. At the bottom, a section titled "Related Files" is partially visible and highlighted with a red box.

# Update Task Status in this Field

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Home > My Tasks > Edit My Task "TSK-370487"

Task Priority:  x v

Site \*:  x v

Room #:

Billable?:

New Asset:

Email Addresses:

### Task Notes

Creation Notes	Created By	Created
Student dropped the device	Burton Lancaster	1/17/2020 1:27 PM
In Progress Notes	Created By	Created
Need to send device off for repair.	Burton Lancaster	1/17/2020 1:28 PM

### Related Files

Task Files:  No file chosen



### Status and Closure

Task Type Category:

Task Types:

**Status \***:  x v

# Add Closure Notes Here

Type 3 or more characters and PRESS ENTERDemo School District

Home > My Tasks > Edit My Task "TSK-370487"

**Site \*** DHS x

Room # 108

Billable?

New Asset  [+ Add](#)

### Task Notes

Creation Notes	Created By	Created
Student dropped the device	Burton Lancaster	1/17/2020 1:27 PM
In Progress Notes	Created By	Created
Need to send device off for repair.	Burton Lancaster	1/17/2020 1:28 PM

[+ Add](#)

### Related Files

Task Files [Choose File](#) No file chosen [Upload](#)

### Status and Closure



Task Type Category

Task Types

**Status \*** Depot Repair x

Closure Type

# Technicians Can Note Time Spent

Type 3 or more characters and PRESS ENTERDemo School District

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Home > My Tasks > Edit My Task "TSK-370487"

Room #

Billable?

New Asset  + Add

### Task Notes

Creation Notes	Created By	Created
Student dropped the device	Burton Lancaster	1/17/2020 1:27 PM

In Progress Notes	Created By	Created
Need to send device off for repair.	Burton Lancaster	1/17/2020 1:28 PM

+ Add

### Related Files

Task Files Choose File No file chosen Upload

### Status and Closure

Task Type Category


Task Types

Status \*

Closure Type

Time Spent

# View Information About the Asset Here



Type 3 or more characters and PRESS ENTER

Demo School District

Home > My Tasks > Edit My Task "TSK-370487"

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- Invoices
- Imports
- Reports
- Settings

+ Add

**Related Files**

Task Files  No file chosen

**Status and Closure**

Task Type Category

Task Types

**Status \***  x v

Closure Type  v

Time Spent  x v

Closure Notes

Update Held By?

+ Dates

**Related Asset**


# Click on the Asset Task Count to View an Assets Work Order History

The screenshot displays the ONE TO ONE PLUS web application interface. The top navigation bar includes the logo, a search box with the placeholder text "Type 3 or more characters and PRESS ENTER", and the text "Demo School District". The left sidebar contains navigation links for Dashboard, Assets, Students, Staff, Locations, Tasks, Invoices, Imports, Reports, and Settings. The main content area shows the breadcrumb "Home > My Tasks > Edit My Task 'TSK-370487'".

The main content area is divided into several sections:

- Related Files:** A section for uploading files, with a "Choose File" button, the text "No file chosen", and an "Upload" button.
- Status and Closure:** A section for task details, including:
  - Task Type Category: Student Device
  - Task Types: Cracked Screen
  - Status: Depot Repair
  - Closure Type: Select An Option
  - Time Spent: 0
  - Closure Notes: A text area for notes.
  - Update Held By?: A checkbox.
- + Dates:** A section for dates.
- Related Asset:** A section for related assets, with the text "Asset Task Count" and a red box containing the number "6".

# Click Save When Finished



Type 3 or more characters and PRESS ENTER

ONE TO ONE PLUS

Demo School District

Home > My Tasks > Edit My Task "TSK-370487"

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Closure Type: Select An Option

Time Spent: 0

Closure Notes: [Text Area]

Update Held By?

**+ Dates**

**- Related Asset**

Asset Task Count	6
Asset ID	1001
Serial Number	2001
Site	DHS
Type	Chromebook
Assigned To	Jane Doe
Held By	Jane Doe