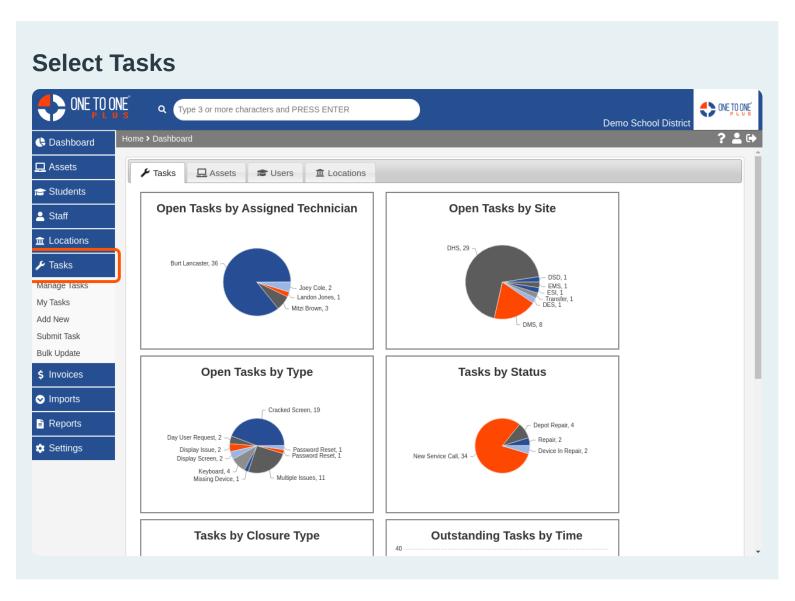
Edit a Ticket

Author: Burt LancasterUpdated: 2 years ago



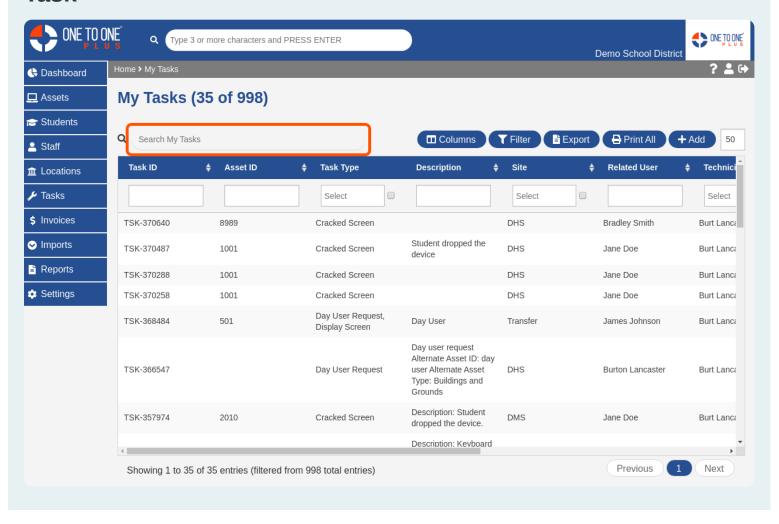
Click on My Tasks ONE TO ONE ONE TO ONE Type 3 or more characters and PRESS ENTER Demo School District **(** Dashboard Assets **ℱ** Tasks Assets Users Students Open Tasks by Assigned Technician Open Tasks by Site Staff DHS, 29 Tasks Burt Lancaster, 36 Manage Tasks Landon Jones, 1 My Tasks Mitzi Brown, 3 Add New Submit Task Bulk Update Open Tasks by Type Tasks by Status \$ Invoices Imports Cracked Screen, 19 Reports Depot Repair, 4 Day User Request, 2 -Repair, 2 Settings Device In Repair, 2

Outstanding Tasks by Time

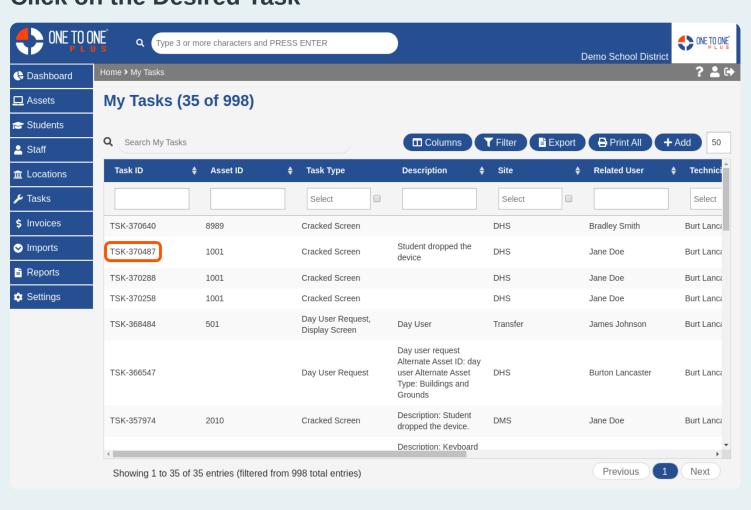
Display Screen, 2 -

Tasks by Closure Type

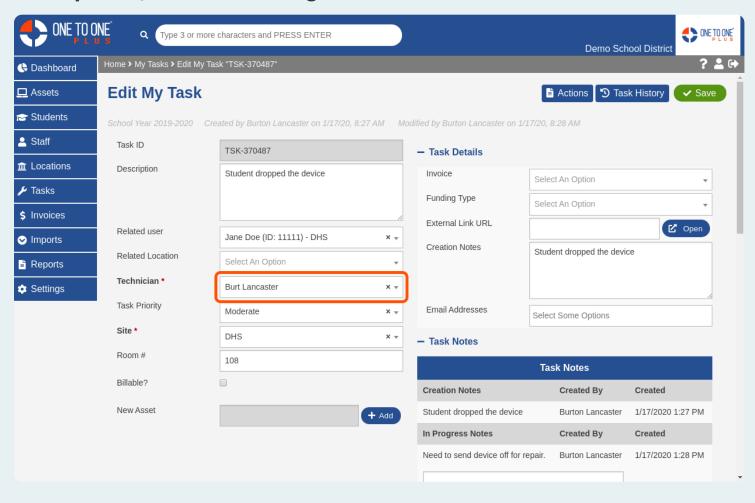
Search for a Task by Number or by User or Asset Related to the Task



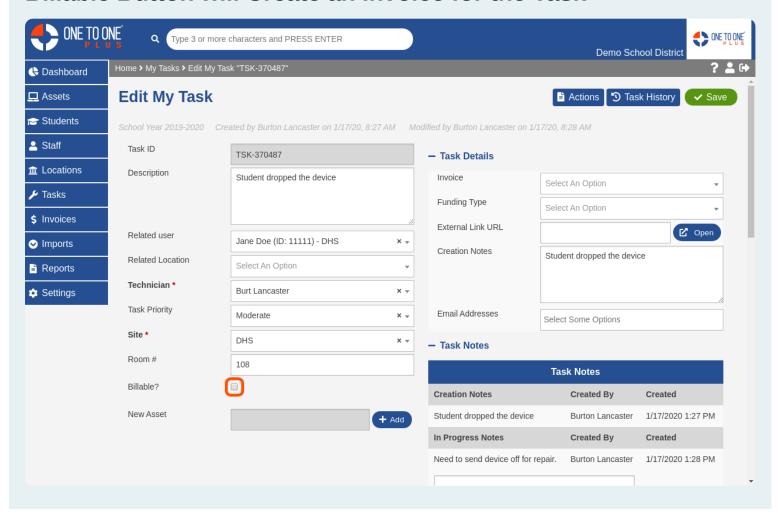
Click on the Desired Task



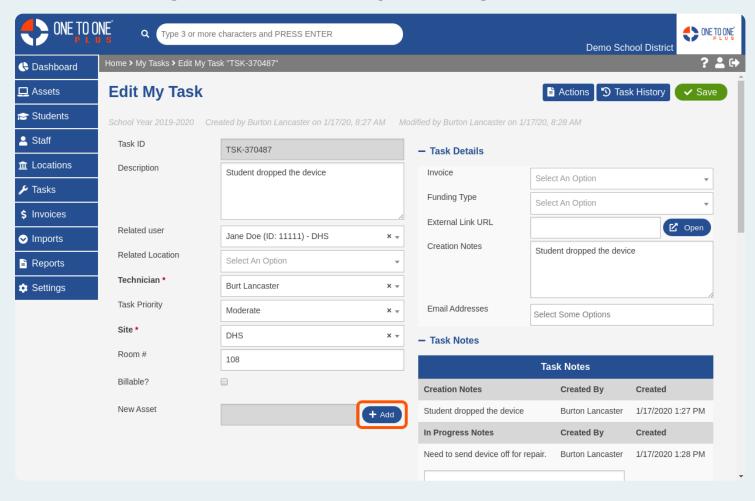
If Required, You Can Assign the Tasks to Another Technician



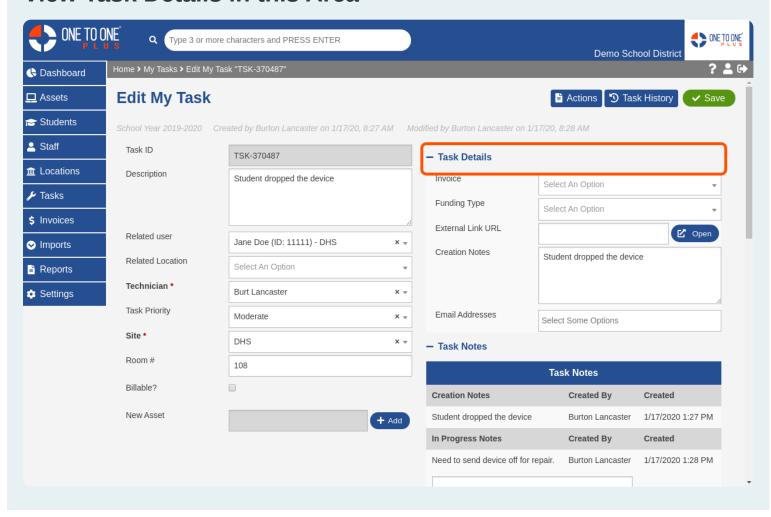
If the Tasks is Billable (i.e. malicious damage), Clicking the Billable Button will Create an Invoice for the Task



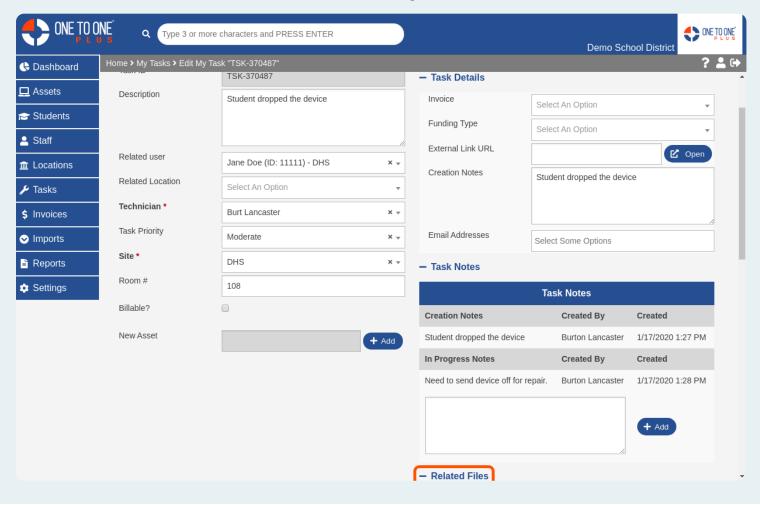
You Can Assign a New Device by Clicking on the Add Button



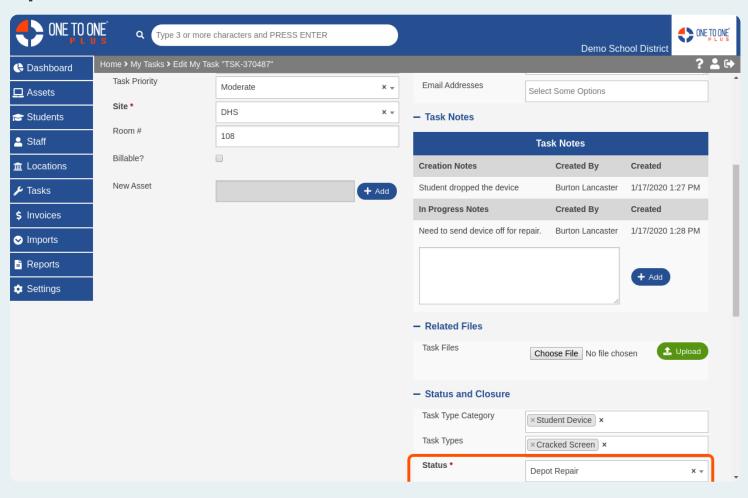
View Task Details in this Area



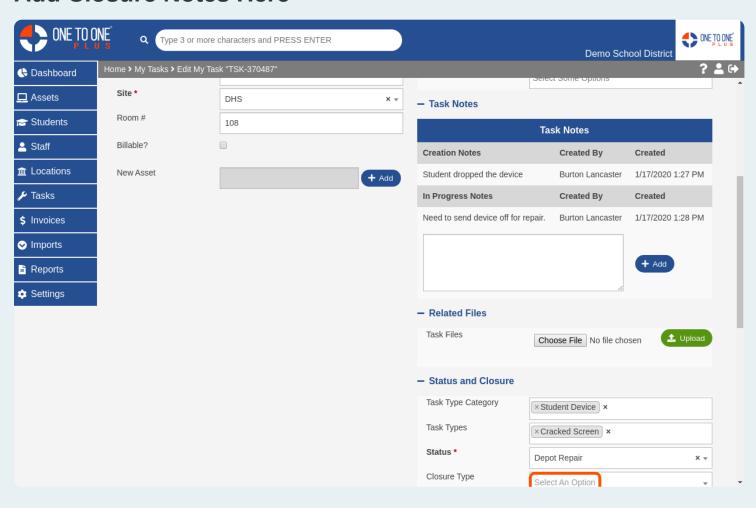
Files Related to the Task Can Be Uploaded



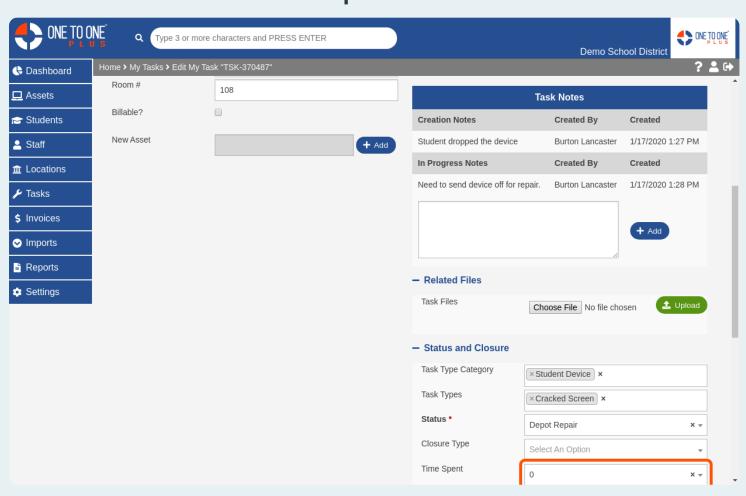
Update Task Status in this Field



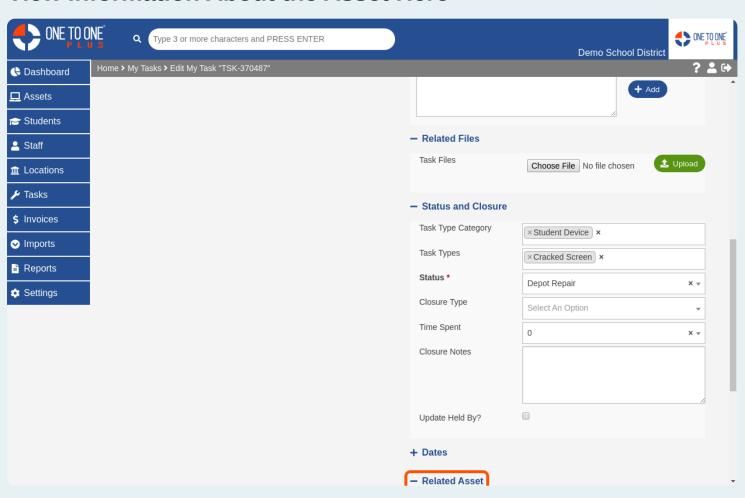
Add Closure Notes Here



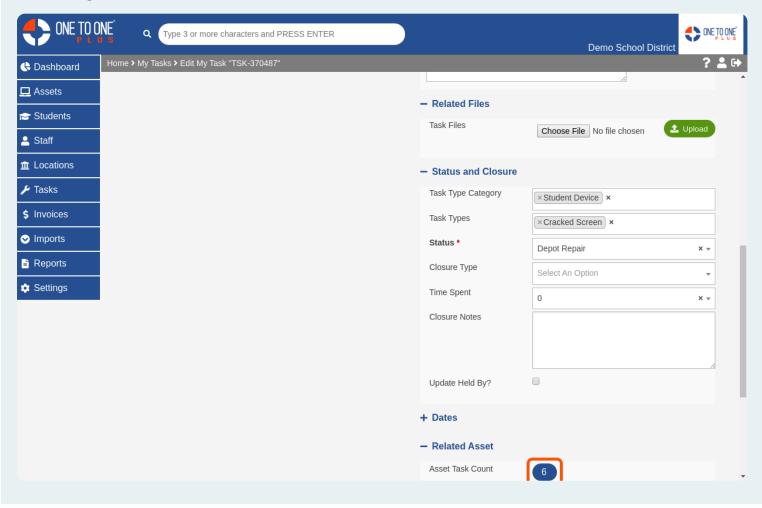
Technicians Can Note Time Spent



View Information About the Asset Here



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



Click Save When Finished

