

Setup Email to Ticket Notification Groups

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Select Settings

The screenshot shows the 'System Properties' page in the One to One Plus application. The left sidebar contains a menu with the following items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The 'Settings' item is highlighted with a red rectangle. The main content area displays several configuration cards: System Settings (General, Printing, etc.), User Logins (Username, Password, etc.), User Roles (Administrator, Technician, etc.), User Groups (Administrators, Technicians, etc.), Email Groups (Student Changes, Asset Changes, etc.), School Years (Start Date, End Date, etc.), SMTP Configurations (Gmail, Office 356, etc.), Rules (System events and rules for tasks, email, etc.), and Custom Emails (Customize your emails).

Select Tickets

The screenshot shows the 'System Properties' page in the One to One Plus application. The left sidebar contains a menu with the following items: Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings, System, Assets, Users, Sites, Parts, and Tickets. The 'Tickets' item is highlighted with a red rectangle. The main content area displays the same configuration cards as the previous screenshot: System Settings (General, Printing, etc.), User Logins (Username, Password, etc.), User Roles (Administrator, Technician, etc.), User Groups (Administrators, Technicians, etc.), Email Groups (Student Changes, Asset Changes, etc.), School Years (Start Date, End Date, etc.), SMTP Configurations (Gmail, Office 356, etc.), Rules (System events and rules for tasks, email, etc.), and Custom Emails (Customize your emails).

Select Ticket Settings

The screenshot shows the 'Ticket Properties' page in the ONE TO ONE PLUS system. The left sidebar contains a navigation menu with 'Settings' expanded. The main content area is titled 'Ticket Properties' and contains several configuration cards. The 'Ticket Settings' card, which includes 'Email Update', is highlighted with an orange border. Other cards include 'Submit Ticket Settings', 'Status', 'Types', 'Type Categories', 'Closure Types', 'Note Templates', 'Funding Types', 'Platform Configuration', and 'Queues'. The top navigation bar includes the ONE TO ONE PLUS logo, a search bar, and the user 'Demo School District'.

Select a Task Notification from the list

The screenshot shows the 'Ticket Settings' page in the ONE TO ONE PLUS system. The left sidebar contains a navigation menu with 'Settings' expanded. The main content area is titled 'Ticket Settings' and is divided into 'General Settings' and 'Task Email Settings'. In the 'Task Email Settings' section, the 'New Email Task Notification' dropdown menu is open, and 'New Email Ticket Created' is highlighted with an orange border. Other options in the dropdown include 'New Email Task Email Group'. A green 'Save' button is visible at the bottom left of the settings area. The top navigation bar includes the ONE TO ONE PLUS logo, a search bar, and the user 'Demo School District'.

Select an email group that you wish to receive the notification of a new email ticket submitted

ONE TO ONE PLUS

Home > Ticket Properties > Ticket Settings

Ticket Settings

General Settings

Banner Message: The internet is currently out at DHS and will be restored by this afternoon. Please do not submit a ticket request for this internet issue.

Email Update Format: Both

Email Update Staff:

Email Update Students:

Route Ticket Emails:

User Groups - These users in these groups can see private notes on tasks: Demo Administrators Group, Demo Lead Tech

On status closed require

Closure notes:

Time:

Task Email Settings

New Email Task Notification: New Email Ticket Created

New Email Task Email Group: New Email Ticket

Save

Click Save

ONE TO ONE PLUS

Home > Ticket Properties > Ticket Settings

Ticket Settings

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Time:

Save