

Add a Part to a Help Desk Ticket

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Click Help Desk

Click the Help Desk button to access the help desk sub-menu.

The screenshot shows the ONE TO ONE PLUS dashboard. The left sidebar contains a navigation menu with the following items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk (highlighted with a red box), Parts, Invoices, Imports, Reports, and Settings. The main content area displays several charts and graphs under the 'Tickets' tab, including 'Open Tickets by Assigned Technician', 'Open Tickets by Site', 'Open Tickets by Type', 'Tickets by Status', 'Tickets by Closure Type', 'Outstanding Tickets by Time', and 'Daily Ticket Status'. The 'Help Desk' menu item is highlighted with a red box.

Access Tickets

Access the ticket you wish to update by using either the Manage or My Tickets Screen.

The screenshot shows the ONE TO ONE PLUS dashboard. The left sidebar contains a navigation menu with the following items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk (expanded), Manage (highlighted with a red box), My Tickets, Email Tickets, Add New, Submit Ticket, Bulk Update, Parts, Invoices, and Imports. The main content area displays several charts and graphs under the 'Tickets' tab, including 'Open Tickets by Assigned Technician', 'Open Tickets by Site', 'Open Tickets by Type', 'Tickets by Status', 'Tickets by Closure Type', 'Outstanding Tickets by Time', and 'Daily Ticket Status'. The 'Manage' menu item is highlighted with a red box.

Select the Ticket to Update

Select the help desk ticket that you wish to add a part to.

Home > My Tickets

My Tickets (240 of 857)

Search My Tickets

Columns Filter My Filters Export Print All Add 50

ID	Asset ID	Asset ID	Description	Category	Location	Technician	Asset	Asset	Asset
TSK-902978	8989	8989	Cracked Screen	Student Device	High School	Bradley Smith			One to One Plus
TSK-902977			Keyboard	Student Device	New asset	Administrative	One to One Plus	John Gordon	One to One Plus
TSK-902976	113524163545	113524163545			hahahahahah	Administrative	One to One Plus	Landon Jones	One to One Plus
TSK-902973	8989	8989	Cracked Screen	Student Device	High School	Jane Doe		Sara Holland	One to One Plus INV-0000
TSK-902972	8989	8989	Cracked Screen	Student Device	Screen is cracked	High School	Bradley Smith	Sara Holland	One to One Plus INV-0000
TSK-902971	8989	8989	Cracked Screen	Student Device	High School	Jane Doe		Sara Holland	One to One Plus INV-0000
TSK-902970	38833E8201	100a	Cracked Screen	Student Device	dropped it	High School	One to One Plus	Sara Holland	One to One Plus INV-0000
TSK-902969	38833E8201	100a	Cracked Screen	Student Device	Testing 84616161561	High School	Jane Doe	Sara Holland	One to One Plus
TSK-902966			Test	Administrative	One to One Plus			Landon Jones	One to One Plus
TSK-902965	KDHA2161SDD	136547851	Cracked Screen	Student Device	High School	Jimmy Smith		Sara Holland	One to One Plus INV-0000
TSK-902962	6	105	Cracked Screen	Student Device	Cracked Screen	Administrative		Tech 1	One to One Plus INV-0000
TSK-902960	10	109	Cracked Screen	Student Device	Cracked Screen	Administrative		Tech 1	One to One Plus
TSK-902958	3	102	Cracked Screen	Student Device	Cracked screen	Administrative		tech 1	One to One Plus INV-0000
TSK-902954	38833E8201	100a	Missing Device	Student Device	High School	Jane Doe	DES-CB-Inventory	Mitzi Brown	One to One Plus INV-0000

Showing 1 to 50 of 240 entries (filtered from 857 total entries)

Previous 1 2 3 4 5 Next

Select Part

Select the part or parts used on the help desk ticket.

Home > My Tickets > Edit Ticket TSK-902929

Edit Ticket TSK-902929

Created by One to One Plus 1/14/2022, 5:24 PM Modified by One to One Plus 1/14/2022, 5:25 PM

Actions Activity Log Save

Details

Description: My keyboard is broke. I cant type anything.

Status: Repair

Closure Type: [dropdown]

Closure Notes: [text area]

Type Categories: Student Device, Keyboard

Types: [dropdown]

Platform: [dropdown]

Technician: John Gordon

Priority: Moderate

Collaborators: [dropdown]

Email Addresses: [text area]

User/Location

Notes

Total Time: 0 + Add

Invoicing

Dates

Files

Parts

Part: [input field]

Part Name	Price	Quantity	Actions
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Click Save

Click the save button to save the part to the ticket record.

The screenshot displays the One to One Plus web application interface. On the left is a navigation sidebar with options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Email Tickets, Add New, Submit Ticket, Bulk Update, Parts, Invoices, and Imports. The main content area shows the 'Edit Ticket TSK-902929' page. The form includes fields for Type Categories (Student Device), Types (Keyboard), Platform, Technician (John Gordon), Priority (Moderate), Collaborators, and Email Addresses. Below this is a 'User/Location' section with fields for Related User (One to One Plus), Grade Level, Related Location, Site (DSD), Room Number, Contact Phone Number, and Availability (From/To). At the bottom of the form, there are links for '+ Related Asset' and '+ Loaner/New Asset'. A green 'Save' button with a checkmark icon is highlighted with a red box at the bottom left of the form area. On the right side of the page, there is a table header with columns: Part Name, Price, Quantity, and Actions.