

Manage My Tickets

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Select Help Desk.

The dashboard features a sidebar on the left with navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk (highlighted with an orange box), Manage, My Tickets, Add New, Submit Ticket, Bulk Update, Invoices, Imports, and Reports. The main content area displays six analytics charts under the 'Tickets' tab.

Open Tickets by Assigned Technician

Technician	Count
Burt Lancaster	28
Mitzi Brown	28
Joey Cole	3
John Gordon	1
Charles Gordon	1
Landon Lancaster	1
Chelsey Cole	1
Mike Lewis	1
Landon Jones	1

Open Tickets by Site

Site	Count
DHS	59
EMS	1
DES	2
DMS	4

Open Tickets by Type

Type	Count
Cracked Screen	52
Keyboard	24
Missing Charger	2
Network Issue	2
Display Issue	1
Display Screen	1
HVAC Check	1
Password Reset	1
Network	1


Tickets by Status

Status	Count
New Service Call	44
Depot Repair	15
Repair	5
Third Party Repair	1
Device in Transit	1

Tickets by Closure Type

Outstanding Tickets by Time

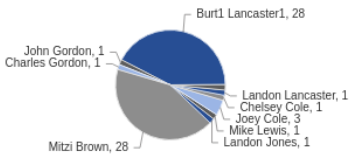
Select My Tickets.

Search

Home > Dashboard Demo School District Burt Lancaster

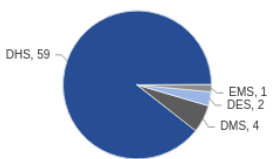
Tickets Assets Users Locations

Open Tickets by Assigned Technician



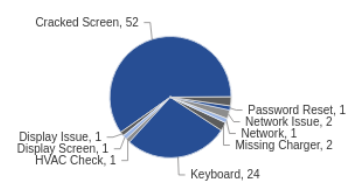
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Burt Lancaster	28
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Charles Gordon	1
Landon Lancaster	1
Mike Lewis	1
Landon Jones	1

Open Tickets by Site



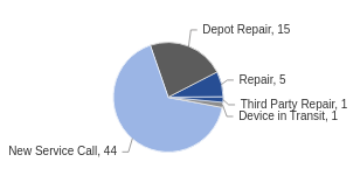
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DMS	4
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Open Tickets by Type



Type	Count
Cracked Screen	52
Keyboard	24
Missing Charger	2
Network Issue	2
Display Issue	1
Display Screen	1
HVAC Check	1
Password Reset	1
Network	1

Tickets by Status



Status	Count
New Service Call	44
Depot Repair	15
Repair	5
Third Party Repair	1
Device in Transit	1

Tickets by Closure Type

Outstanding Tickets by Time

60

- Dashboard
- Sites
- Assets
- Students
- Staff
- Locations
- Help Desk
- Manage
- My Tickets**
- Add New
- Submit Ticket
- Bulk Update
- Invoices
- Imports
- Reports

The My Tickets screen displays tickets you have entered or tickets that are assigned to you if you are a technician.

ONE TO ONE PLUS

Search

Home > My Tasks Demo School District Burt Lancaster

My Tickets (58 of 344)

Search My Tickets Columns Filter Export Print All + Add 50

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
TSK-456538	5CD4394CK1	5CD4394CK1	Cracked Screen	Student Device	Dropped the device.
TSK-456537	5CD4394CK1	5CD4394CK1	Keyboard	Student Device	K key is missing
TSK-456536	8989	8989	Cracked Screen	Student Device	
TSK-456535	5CD4394CK1	5CD4394CK1	Missing Charger	Student Device	Charger fell out of bookbag.
TSK-456534			Cracked Screen	Student Device	Screen is rainbow colored
TSK-456533	8989	8989	Cracked Screen	Student Device	Screen is broken in Test
TSK-456532	5CD4394CK1	5CD4394CK1	Keyboard	Student Device	
TSK-456531	5CD4394CK1	5CD4394CK1	Cracked Screen	Student Device	Student dropped a device
TSK-456530	8989	8989	Keyboard, Cracked Screen	Student Device	

Showing 1 to 50 of 58 entries (filtered from 344 total entries) Previous 1 2 Next

Click on Columns to select fields to display and customize your view.

The screenshot shows the ONE TO ONE PLUS interface. The top navigation bar includes the logo, a search bar, and user information (Demo School District, Burt Lancaster). The left sidebar contains navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Add New, Submit Ticket, Bulk Update, Invoices, Imports, and Reports. The main content area is titled 'My Tickets (58 of 344)' and features a search bar, a 'Columns' button (highlighted with a red box), and buttons for Filter, Export, Print All, and Add. Below these is a table with columns: Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, and Description. The table contains 10 rows of ticket data. At the bottom, there is a pagination control showing 'Showing 1 to 50 of 58 entries (filtered from 344 total entries)' and buttons for Previous, 1, 2, and Next.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
TSK-456538	5CD4394CK1	5CD4394CK1	Cracked Screen	Student Device	Dropped the device.
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Click Export to download a CSV file.

The screenshot shows the ONE TO ONE PLUS web application interface. The top navigation bar includes the logo, a search bar, and user information for 'Demo School District' and 'Burt Lancaster'. The left sidebar contains navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Add New, Submit Ticket, Bulk Update, Invoices, Imports, and Reports. The main content area is titled 'My Tickets (58 of 344)' and features a search bar, 'Columns', 'Filter', 'Export' (highlighted with a red box), 'Print All', and '+ Add' buttons. Below these is a table with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, and Description. The table contains 10 rows of ticket data. At the bottom, there is a pagination control showing 'Showing 1 to 50 of 58 entries (filtered from 344 total entries)' and buttons for 'Previous', '1', '2', and 'Next'.

Home > My Tasks

Search

ONE TO ONE PLUS

Dashboard

Sites >

Assets >

Students >

Staff >

Locations >

Help Desk >

Manage

My Tickets

Add New

Submit Ticket

Bulk Update

Invoices >

Imports >

Reports >

Search My Tickets

Columns Filter Export Print All + Add 50

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
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Showing 1 to 50 of 58 entries (filtered from 344 total entries)

Previous 1 2 Next

Click Print All to print a sheet for each ticket listed.

The screenshot shows the ONE TO ONE PLUS web application interface. The top navigation bar includes the logo, a search bar, and user information for 'Demo School District' and 'Burt Lancaster'. A left sidebar contains navigation options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Add New, Submit Ticket, Bulk Update, Invoices, Imports, and Reports. The main content area is titled 'My Tickets (58 of 344)' and features a search bar, 'Columns', 'Filter', 'Export', and 'Print All' buttons. The 'Print All' button is highlighted with a red box. Below the buttons is a table with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, and Description. The table lists 10 tickets with various issues like 'Cracked Screen', 'Keyboard', and 'Missing Charger'. At the bottom, there is a pagination control showing 'Showing 1 to 50 of 58 entries (filtered from 344 total entries)' and page navigation buttons for 'Previous', '1', '2', and 'Next'.

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Click on Add to add a new ticket (This can also be done from the Add New tab under Help Desk).

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Use the fields to filter the results.

The screenshot displays the ONE TO ONE PLUS web application interface. At the top left is the logo, and at the top right is a search bar. A navigation sidebar on the left contains menu items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Add New, Submit Ticket, Bulk Update, Invoices, Imports, and Reports. The main content area shows the breadcrumb 'Home > My Tasks', the user 'Demo School District Burt Lancaster', and the title 'My Tickets (58 of 344)'. Below the title is a search bar for 'My Tickets' and action buttons for 'Columns', 'Filter', 'Export', 'Print All', and '+ Add'. A table lists tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, and Description. The 'Ticket Type' column header has a dropdown menu open, with the word 'Select' highlighted in a red box. The table contains 10 rows of ticket data. At the bottom, it shows 'Showing 1 to 50 of 58 entries (filtered from 344 total entries)' and pagination controls for 'Previous', '1', '2', and 'Next'.

ONE TO ONE PLUS

Search

Home > My Tasks Demo School District Burt Lancaster

My Tickets (58 of 344)

Search My Tickets Columns Filter Export Print All + Add 50

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			Select	Select	
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Click on a ticket or the edit button to view or modify a ticket.

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