

No Longer Receive Email Notifications on a Ticket

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Click on Help Desk

The screenshot shows the One to One Plus dashboard. The sidebar menu on the left has 'Help Desk' highlighted with a red box. The main dashboard area contains several charts:

- Open Tickets by Assigned Technician:** Pie chart showing tickets assigned to John Gordon (278), June Jackson (54), Tom Tech (2), Email Tech (1), Landon Jones (1), John Lee (1), and Mitzi Brown (124).
- Open Tickets by Site:** Pie chart showing tickets from DHS (345), DSD (65), Repair (1), EMS (4), DHS (17), and DMS (69).
- Open Tickets by Type:** Pie chart showing tickets for Cracked Screen (303), Broken Speaker (15), 1st Offense Cracked Screen (3), 1st Offense (1), Misc/Banquets (2), Lost Charger (1), Lost Item (3), Keyboard (172), Display Issue (5), Display Screen (1), Electrical (1), and Printer (1).
- Tickets by Status:** Pie chart showing tickets for New Service Call (474), Waiting on Parts (1), Repair (15), Holding (1), and Device in Transit (6).
- Tickets by Closure Type:** Pie chart showing tickets for Repaired (345), Unresolved (1), User Error (2), Depot Repair (4), and Sweep-out (14).
- Outstanding Tickets by Time:** Bar chart showing the number of tickets outstanding for different time intervals: 0-1 day, 1-3 days, 3-5 days, 5-7 days, 7-30 days, and older than 30.
- Daily Ticket Status:** Bar chart showing the status of tickets for Depot Repair, Device in Transit, and New Service Call.

Select the ticket that you would no longer like to be notified about

The screenshot shows the One to One Plus Tickets list view. The ticket TSK-1460227 is highlighted with a red box. The table below shows the details of the tickets:

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category	Related User	Related Location	Technician	Created By	Invoice
TSK-1460227			Select	Select	Network is down.	Administrative	One to One Plus		John Gordon	One to One Plus	
TSK-1459692					Security alert	High School	John Gordon		John Gordon	One to One Plus	
TSK-1459678					TEST PROD	Administrative	John Gordon		John Gordon	One to One Plus	
TSK-1459673			Cracked Screen	Student Device	Testing the cracked.	High School	One to One Plus		John Gordon	One to One Plus	
TSK-1459609					One to One Plus Help Desk Webinars	High School	Joey Cole		John Gordon	One to One Plus	
TSK-1459004			Display Issue	Student Device	test	Administrative	Guest Account		Tom Tech	One to One Plus	
TSK-1459089			Display Issue	Student Device	Testing	Administrative	Guest Account		tech 1	One to One Plus	
TSK-1456228	1007	2007	Cracked Screen	Student Device		High School	Joey Cole	4021 Cart A	John Gordon	Joey Cole	
TSK-1454803					One to One Plus Help Desk Issue Resolution	High School	Jane Doe		Mitzi Brown		
TSK-1454790					One to One Plus Help Desk Issue Resolution	High School	Jane Doe		Mitzi Brown		
TSK-1454576					One to One Plus Asset Assignment Webinars	Elementary School	Sara Holland		John Gordon		

Showing 1 to 50 of 501 entries (filtered from 2,366 total entries)

Select the Unwatch button

The screenshot shows the 'Edit Ticket TSK-1460227' page in the One to One Plus system. The page is divided into several sections:

- Header:** Includes the One to One Plus logo, a search bar, and user information for 'Demo School District'.
- Left Sidebar:** A navigation menu with options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, My Queues, Email Tickets, Add New, Submit Ticket, Bulk Update, Parts, Invoices, and Imports.
- Main Content Area:**
 - Details:** Fields for Description (Network is down.), Status (New Service Call), Closure Type, Closure Notes, Type Categories, Types, Platform, Technician (John Gordon), Queue (Network Issue Queue), Priority (Moderate), and Collaborators.
 - User/Location:** Field for Related User (One to One Plus (OnetoOnePlus)).
 - Notes:** Section with 'Total Time: 0' and an '+ Add' button.
 - Actions:** A row of buttons at the top right: Actions, Unwatch (highlighted with a red box), Activity Log, Save, and Save and Send.

You will no longer receive email notifications related to this ticket

This screenshot shows the same 'Edit Ticket TSK-1460227' page, but with the 'Parts' section highlighted by a red box. The 'Parts' section is currently empty and includes a '+ Parts' button. Other sections visible include:

- Closure Notes:** An empty text area.
- User/Location:** Fields for Related User, Grade Level, Related Location, Site (DSD), Room Number, Contact Phone Number, and Availability (From/To).
- Related Asset and Loaner/New Asset:** Sections with '+ Related Asset' and '+ Loaner/New Asset' buttons.