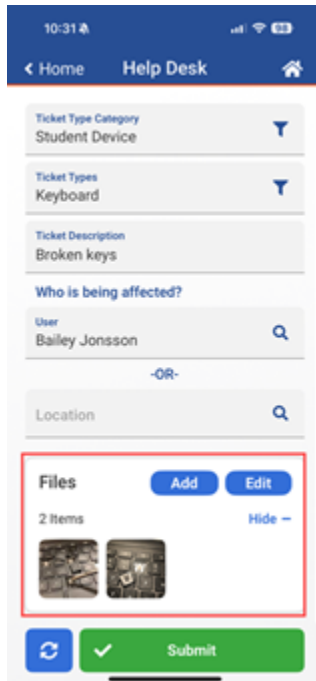


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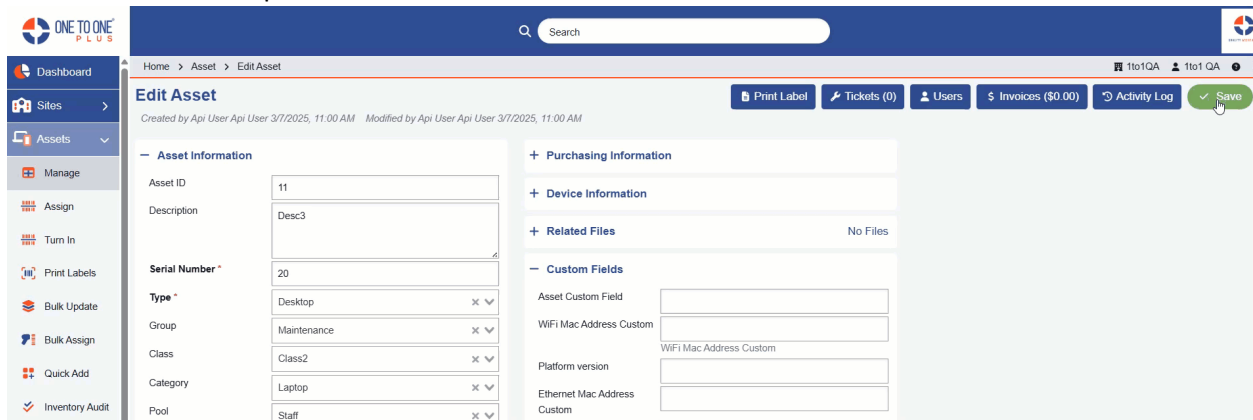
Mobile App

- **Submit Ticket & My Tickets** – An option has been added to the add files when creating a ticket or editing a ticket. Files can be uploaded from your photo library, take a photo directly or documents.



General

- **Manage Screens** – When multiple columns were enabled, using sorting or filtering on columns positioned far to the right of the manage page would cause the screen to refocus at the beginning. As a result, users had to scroll back to their desired column to view the results.
- **Confirmation Messages** – All confirmation message will now display longer on the screen and will have a count down progress bar underneath the messages. If you hover over the message, the counter will stop.



Release 8.9.0

Assets

- **Add/Edit Assets –**

- Assigning an asset to a user updates correctly but reverts to the original room number after closing the related ticket and refreshing the asset edit screen. This issue has now been fixed.
- Related Files will now display a thumbnail of the image.

ONE TO ONE PLUS

Dashboard Sites Assets Manage Assign Turn In Print Labels Bulk Update Bulk Assign Quick Add Inventory Audit Students Staff Locations Help Desk Parts Invoices

Home > Asset > Edit Asset

Description

Serial Number * 5CD4394CK1

Type * Chromebook x v

Group Maintenance x v

Class

Category

Pool

Manufacturer

Model * HP Chromebook 11 G3/G4/G4 EE x v

Status * Active x v

External Status Active

Notes

Assigned/Held Information

Assigned To User Zoe (Student) Durham-Zuber (ID: Z-100100) - QAHS x v

Assigned To Location

Held By User Zoe (Student) Durham-Zuber (ID: Z-100100)

Related Files 6 Uploaded Files

Click to choose files or drag here

Saved Files

NV-0001042510.pdf

a3fbd39-b6b8-4031-93d4-c67ca6798747_70x422.jpg

025-03-12_10-36-41.jpg

report_day_users (4).csv

-11200.jpg

-11200.png

- **Assign Asset –** Searching for a related user by ID was not functioning correctly. This issue has now been resolved.

Release 8.9.0

- **Bulk Update –**
 - Funding percent has been added as an option for bulk update.

The screenshot shows the 'Bulk Update Assets' form in the ONE TO ONE PLUS application. The left sidebar contains navigation links: Dashboard, Sites, Assets (selected), Manage, Assign, Turn In, Print Labels, Bulk Update (highlighted), Bulk Assign, Quick Add, Inventory Audit, Students, and Staff. The main content area has a breadcrumb trail 'Home > Assets > Bulk Update' and a search bar. Below the breadcrumb, there are two radio buttons: 'Asset Serial Numbers' (selected) and 'Asset IDs'. The form fields include: Site (dropdown), Status (dropdown), Assigned to Location (dropdown), Held by Location (dropdown), Room (text), Turned In (dropdown), Cost (text, value 0.00), Funding Type (dropdown), Funding Source (dropdown), Funding Percentage (text, value 0, highlighted with a red box), and Funding ID (text).

- The Bulk Update feature under Assets will now compute the Anticipated Replacement Date when the Purchase Date and Service Life Months fields contain values.

The screenshot shows the 'Edit Asset' form in the ONE TO ONE PLUS application. The left sidebar is the same as the previous screenshot. The main content area has a breadcrumb trail 'Home > Asset > Edit Asset' and a search bar. Below the breadcrumb, there are two buttons: 'Print Label' and 'Tickets (1)'. The form is divided into two main sections: 'Asset Information' and 'Purchasing Information'. The 'Asset Information' section includes fields for Asset ID (100), Description, Serial Number (10), Type (Chromebook), Group, Class, Category, Pool, Manufacturer, Model (Thinkpad 11E), Status (Active), External Status (Active), and Notes. The 'Purchasing Information' section includes fields for Purchasing Information, Warranty Expiration, Vendor, Cost, PO Number, Purchase Date (2025-03-01), Service Life Months (48), Anticipated Replacement (2029-03-01, highlighted with a red box), Funding Sources, Funding Source Types, Funding Percentage (100), and Funding ID. The 'Anticipated Replacement' field is highlighted with a red box, indicating it is the result of a calculation based on the Purchase Date and Service Life Months.

Release 8.9.0

Staff

- **Edit Staff** – The Credentials button that takes you the Edit User Login, will now display the password policy requirements.

The screenshot shows the 'Edit Staff' form. On the left is a sidebar with navigation links: Staff, Manage, Print Labels, Locations, Help Desk, Parts, Invoices, and Imports. The main form has a 'Username' field at the top. Below it is the 'Change Password' section, which includes a 'Password' field, a 'Password Confirmation' field, and a 'Password Requirements' section. The requirements are listed with green checkmarks: 'At least 10 characters is required', 'At least one uppercase letter is required', 'At least one lowercase letter is required', 'At least one number is required', 'At least one special character is required', and 'Password and Password Confirmation must match'.

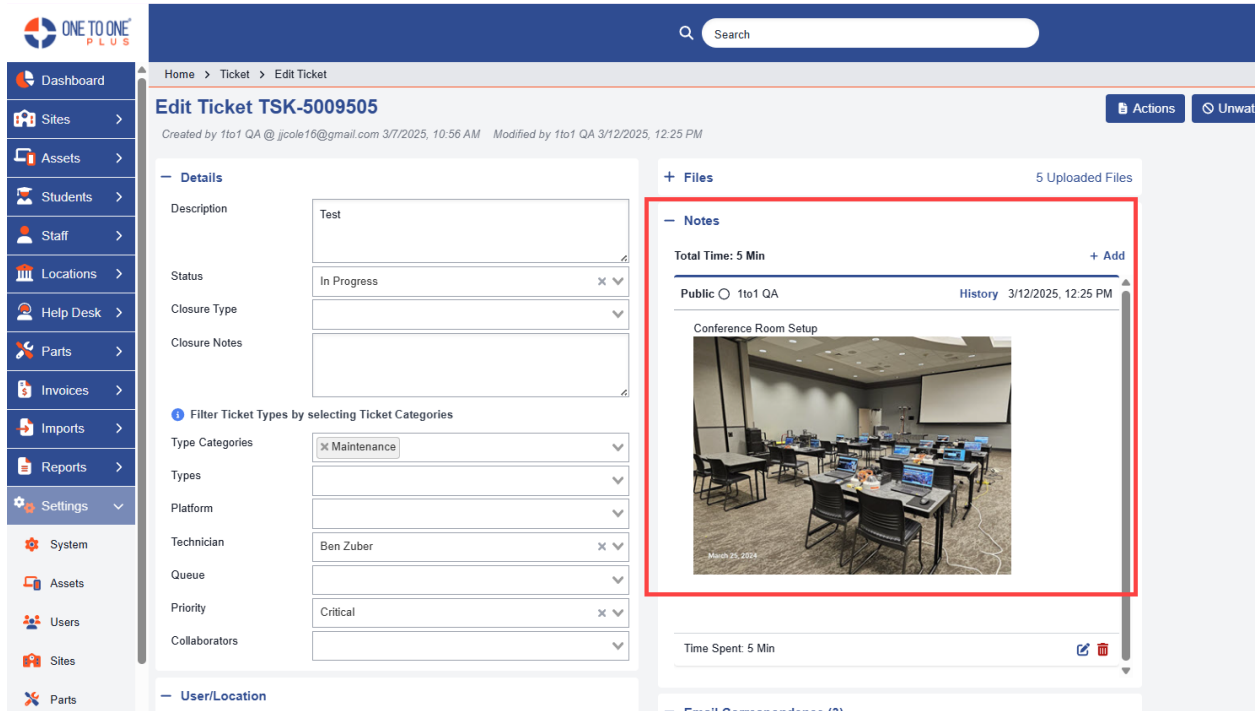
Help Desk

- **Add/Edit Tickets** –
 - Related Files will now display a thumbnail of the image.

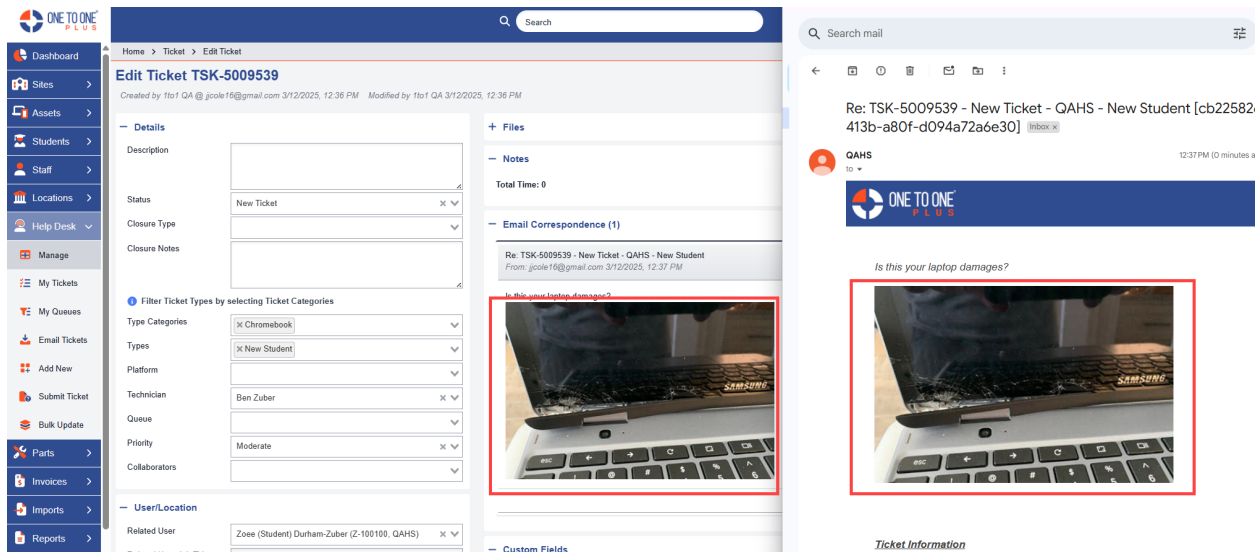
The screenshot shows the 'Edit Ticket TSK-5009505' form. The top navigation bar includes a search bar and 'Actions' and 'Unwatch' buttons. The left sidebar has links for Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, My Queues, Email Tickets, Add New, Submit Ticket, Bulk Update, Parts, Invoices, and Imports. The main form is divided into two sections: 'Details' and 'Files'. The 'Details' section includes fields for Description, Status, Closure Type, Closure Notes, Filter Ticket Types by selecting Ticket Categories, Type Categories, Types, Platform, Technician, Queue, Priority, and Collaborators. The 'Files' section shows 5 Uploaded Files. A red box highlights the first three files, which have thumbnails: '9a3fbd39-b6b8-4031-93d4-c67ca6798747_7 50x422.jpg', '2025-03-12_10-36-41.jpg', and 'INV-0001042510.pdf'. The 'Saved Files' section lists 's-11200.jpg' and 's-11200.png'.

Release 8.9.0

- Notes will now allow inline images. These images can be uploaded from the templates or by directly pasting image in the note area.



- Email Correspondence will now allow inline images. These images can be uploaded by directly pasting image in the correspondence area.



Settings

- **System>Custom Emails** – Custom email templates now allow inline images to be inserted in the body of the email.

- **System>Add/Edit User Login** – The “special characters” that are required in the password are based on the English US Keyboard. The special characters that are allowed:

~!@#\$%^&*()_+={}|[]\';",./<>?

Release 8.9.0

- **System>Rules –**

- A new option has been added when you click on “New” button, enabling you to select module. Currently, only Tickets are available. This update lays the groundwork for the upcoming OU Movement feature.

ONE TO ONE PLUS

Home > System Properties > Rules > Add

Add Rule

Module *
Tickets

Save

- A new option has been added to the Add/Edit Rule screen for “Module”. This will default from the selection on the initial add new page. Currently, only Tickets are available. This update lays the groundwork for the upcoming OU Movement feature.

ONE TO ONE PLUS

Home > System Properties > Rules > Add

Add Rule

Changes to this section will reset conditions, modifications, and other actions

Module *
Tickets

Rule Name *

Description

Event *

Priority *

Enabled

Conditions

Or

Release 8.9.0

- A new option has been added to the add/edit rules screen to allow a rule to be enabled/disabled. This flag will be enabled by default.

ONE TO ONE PLUS

Home > System Properties > Rules > Add

Add Rule

Changes to this section will reset conditions, modifications, and other actions

Module * Tickets

Rule Name *

Description

Event *

Priority *

Enabled ☒

Conditions

Or

- Enabled flag has been added to the manage page and to the select/sort columns option.

ONE TO ONE PLUS

Home > System Properties > Rules

Rule(s)

Showing all 8 records

View Applied: Standard

Rule Name **Description**

Select Select

Survey

Asset Type Critical

Asset move

If device is assigned to a student at

Select columns and sorting order

Search

All columns (10): ☒ ☐

☒ Rule Name (clickable column)

☒ Description

☒ Module

☐ Event

☒ Priority

☒ Enabled

Enabled **Created Date** **Modified Date** **Action**

☐ Yes ☐ No

Yes 10/24/2023, 7:56 PM 10/29/2024, 3:13 PM

Yes 10/27/2023, 12:42 PM 10/29/2024, 3:22 PM

Yes 2/14/2025, 9:27 AM 3/7/2025, 11:06 AM

- Created by/Modified by information has been added to the Edit Rule screen.

ONE TO ONE PLUS

Home > System Properties > Rules > Edit

Edit Rule

Created by 1to1 QA 10/24/2023, 7:56 PM Modified by 1to1 QA 10/29/2024, 3:13 PM

Changes to this section will reset conditions, modifications, and other actions

Module * Tickets

Rule Name * Survey

Release 8.9.0

- Created by/Modified by information has been added to the Rules manage page and the select/sort columns

The screenshot shows the 'Rules' management page in the ONE TO ONE PLUS application. A modal window titled 'Select columns and sorting order' is open, allowing users to select columns and their sorting order. The modal lists 10 columns: Rule Name (clickable column), Description, Module, Event, Priority, Enabled, Created By, Created Date, Modified By, and Modified Date. The 'Created By', 'Created Date', 'Modified By', and 'Modified Date' columns are highlighted with a red box. The main table below shows a list of rules with columns for 'Enabled', 'Created Date', 'Modified Date', and 'Actions'. The 'Created Date' and 'Modified Date' columns are highlighted with a red box.

Enabled	Created Date	Modified Date	Actions
Yes	10/24/2023, 7:56 PM	10/29/2024, 3:13 PM	[Edit] [Delete]
Yes	10/27/2023, 12:42 PM	10/29/2024, 3:22 PM	[Edit] [Delete]
Yes	2/14/2025, 9:27 AM	3/7/2025, 11:06 AM	[Edit] [Delete]
No	2/26/2025, 3:31 PM	2/26/2025, 3:37 PM	[Edit] [Delete]
Yes	3/7/2025, 11:07 AM	3/7/2025, 11:07 AM	[Edit] [Delete]
Yes	11/12/2024, 11:40 AM	11/12/2024, 11:40 AM	[Edit] [Delete]
Yes	10/4/2022, 7:58 AM	10/4/2022, 7:58 AM	[Edit] [Delete]

- **Tickets>Note Templates** – Note templates will now allow inline images in the body of the template.

The screenshot shows the 'Edit Ticket Note Template' page in the ONE TO ONE PLUS application. The 'Body' field contains the text 'Conference Room Setup' and an inline image of a conference room. The image is highlighted with a red box.

Release 8.9.0

- **Imports>API Imports (users and assets)** – Field Mappings for “simple fields” such as Serial Number located under source column now have the ability to do extraction templates.

The screenshot displays the configuration interface for API Imports. On the left, the 'Connection Settings' section includes 'Defaults' (Default Asset Type: MacBook Air, Default Asset Model: MacBook, Default Asset State: Active, Default Site: QADO) and 'Credentials' (URL, Access Token). Below this is the 'Action Items' section with a 'Copy Settings From' dropdown. On the right, the 'Field Mappings' section features a table with columns: Source, Destination, Preserve, and Remove. The table lists mappings for Serial Number, Device Name, and Operating System Name, each with expandable options for Extraction Templates and Source Alternatives.

Source	Destination	Preserve	Remove
Serial Number	Serial Number	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Device Name	Computer Name	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating System N...	Operating System	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- **Imports> Intune** – Last sync date has been added to the Intune Import source column

Intune Managed Device

The screenshot shows the configuration interface for Intune Managed Devices. The 'Standard Settings' section has an 'Enable Import' checkbox checked. The 'Connection Settings' section includes 'Defaults' (Default Asset Type: Chromebook, Default Asset State: Active, Default Site: QAHS) and 'Credentials' (Client ID, Tenant GUID, Client Secret). The 'Field Mappings' section features a table with columns: Source, Destination, Preserve, and Remove. The table lists mappings for various fields, including 'Last Sync', which is highlighted with a red box.

Source	Destination	Preserve	Remove
Last Sync		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Release 8.9.0

- **Imports>Google** – IP Address has been added to the Google Import source column

Google Chrome OS Device

Standard Settings

Enable Import ☒

Connection Settings

Defaults

Default Asset Type * Chromebook x v

Default Asset State * Active x v

Default Site * DHS x v

Credentials

Query Value

Permissions *

Admin Email *

Json Credential *

Data Syncing Options

Preview

Field Mappings

Choose Source

Choose Destination

Annotation

Model

Number

D

Active On

al State

Preserve

☐

☐

☒

☐

☐

Remove

x

x

x

x

x

- **Imports>Jamf Pro Computer** – Last Check In and Reported IP Address has been added to the source column

Home > Import Properties > Asset Configurations > Jamf PRO Computer

Jamf Pro Computer

Standard Settings

Enable Import ☒

Connection Settings

Defaults

Default Asset Type * Laptop x v

Default Asset State * Active x v

Default Site * QADO x v

Credentials

Username *

Password *

URL *

Action Items

Copy Settings From

This will copy Access Token, Username, and Password from the selected service.

Data Syncing Options

Preview

Field Mappings

Choose Source

Choose Destination

Source

Destination

Preserve

Remove

Serial Number

Serial Number

☐

x

Asset Tag

Asset ID

☐

x

Model

Asset Model

☐

x

Username

Assigned To User

☐

x

Username

Held By User

☐

x

Last Check In

Last Active On

☐

x

Reported IP Address

IP Address

☐

x