

Assets

- **Manage and Add/Edit Asset** – External Status now displays the correct status.

Home > Asset > Edit Asset

Edit Asset Print Label Tickets (0) Users Invoices (\$0.00)

Created by Api User Api User 2/4/2025, 3:10 PM Modified by Api User Api User 2/4/2025, 3:10 PM

Asset Information

Asset ID: FOES-5289

Description:

Serial Number: L610VJCWNX

Type: iPad

Group:

Class:

Category:

Pool:

Manufacturer: Apple

Model: iPad (9th generation) (Wifi)

Status: Active

External Status: INSTALLED

Notes:

Purchasing Information

Device Information

Related Files No Files

Custom Fields

Asset Custom Field:

WiFi Mac Address Custom:

Platform version:

Ethernet Mac Address Custom:

Custom Notes:

Bluetooth Mac Address:

Test Asset:

Help Desk

- **Add/Edit Tickets** –
 - Images can now be pasted or drag/dropped into the correspondence.

Home > Ticket > Edit Ticket

Edit Ticket QA1

User/Location

Related User: Karen Zuber (kzuber, QADO)

Related User Job Title: QA Lead

Related User Site: QADO

Grade Level:

Related Location:

Site: QADO

Room Number:


Contact Phone Number:

Availability: From: To:

Related Asset

Email Correspondence (5)

Re: TSK-5009107 - New Ticket - QADO - Chromebook Cracked Screen
From: 1to1 QA1 3/26/2025, 4:38 PM



- Hyperlinks will now display in correct format from notes templates

Home > Ticket > Edit Ticket

Edit Ticket TSK-5009110 QA1

Created by Api User Api User 3/26/2025, 2:47 PM

Details

Description: one more test

Status: New Ticket

Closure Type:

Enter a new note

Make note private Select From Template

Time Spent: 0

Note:

Log into the system, Click on Reset Password Check email for confirmation
<https://1to1plus.com/pages/#/tasks/edit/>

Settings

- **Tickets>Note Templates** – Images can now be pasted from a snipping tool.

