

Sites

- **Manage** - “Site wasn’t available” message was given when clicking on the “Export” button. This has now been fixed.

Students/Staff

- **Edit Student/Staff –**
 - Student’s “day user” referral status was getting set to none incorrectly during nightly process. This has now been resolved.
 - The printer buttons located under “Actions” in the “Assigned/Held Assets” section was not working properly. This has now been fixed.

Home > Students > Edit "Zoe (Student) Durham-Zuber"

Edit Student Print Label Tickets (17) Assets Invoices (\$100.00) Activity Log

Created by Admin Admin on 7/25/23, 9:28 PM Modified by 1to1 QA on 4/14/25, 10:19 PM

+ Personal Information

- Related Assets

Asset Accessories

Assigned Assets

Asset ID	Serial Number	Asset Status	Asset Type	Held by	Action
mmb2023	5CD8350MMB	Active	Chromebook	Zoe (Student) Durham-Zuber	
gsuiteassetKZ	5CD4394CK1	Active	Chromebook	Zoe (Student) Durham-Zuber	

+ Policies

+ Student Contact Information

+ Person Responsible Contact Information

+ System Information

+ User Restrictions

+ Related Files

Notes

+ Custom Fields

- The related user under the “Assigned/Held by” section of the assets was not refreshing if the name changed on the staff/student record. This has now been fixed.

Home > Students > Edit "Zoe (Student) Durham-Zuber"

Edit Student Print Label Tickets (17) Assets Invoices (\$100.00) Activity Log

Created by Admin Admin on 7/25/23, 9:28 PM Modified by 1to1 QA on 4/14/25, 10:19 PM

+ Personal Information

First Name *

Middle Name

Last Name *

- Related Assets

Asset Accessories

Assigned Assets

Asset ID	Serial Number	Asset Status	Asset Type	Held by	Action
mmb2023	5CD8350MMB	Active	Chromebook	Zoe (Student) Durham-Zuber	
gsuiteassetKZ	5CD4394CK1	Active	Chromebook	Zoe (Student) Durham-Zuber	

Held Assets

Asset ID	Serial Number	Asset Status	Asset Type	Assigned to	Action
mmb2023	5CD8350MMB	Active	Chromebook	Zoe (Student) Durham-Zuber	

+ Policies

+ Student Contact Information

+ Person Responsible Contact Information

+ System Information

+ User Restrictions

+ Related Files

Notes

+ Custom Fields

Help Desk

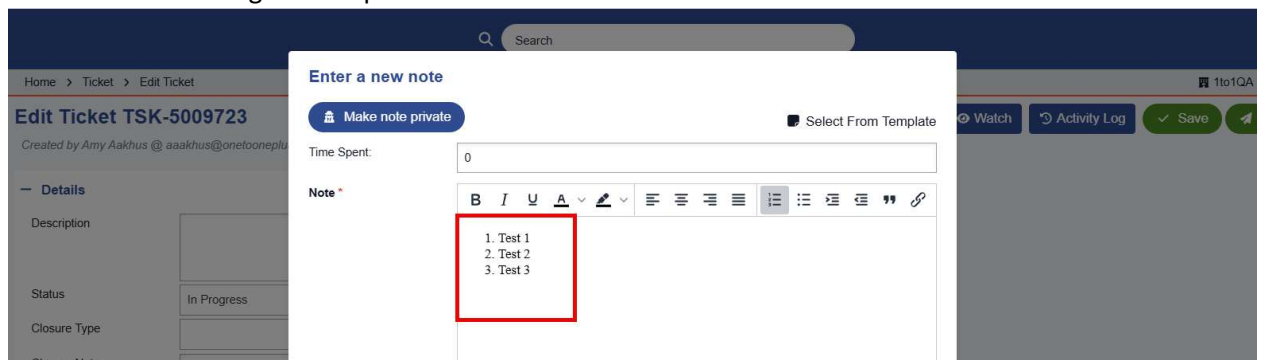
- **Edit Ticket –**

- An error message was being displayed when trying to save a part on a ticket. This has now been fixed.
- An error was being displayed when adding a part to the ticket. This has now been resolved.
- Some users were experiencing font code in the body of emails that were sent through Outlook client. This has now been fixed.



```
/* Font Definitions */
@font-face
(font-family:"Cambria Math";
panose-1:2 4 5 3 5 4 6 3 2 4;)
@font-face
(font-family:DengXian;
panose-1:2 1 6 0 3 1 1 1 1 1;)
@font-face
(font-family:Calibri;
panose-1:2 15 5 2 2 2 4 3 2 4;)
```

- The formatting in the Ticket Note Template was not displaying correctly when creating a new note using the template. This issue has now been resolved.



Release 9.2.0

- **Submit Ticket –**
 - Multiple files can now be added to on the Submit Ticket form.

The screenshot shows the 'Submit Ticket' form. The 'Attach an optional file' section is highlighted with a red box. It contains two uploaded files:

- [new] 9a3fbd39-b6b8-403-1-93d4-c67ca6798747_75
- [new] 2025-03-12_10-37-37.jpg

A green message above the files states: '2 file(s) not uploaded yet.'

Parts

- **Add/Edit Part –** Errors were being given while trying to add inventory with long part names. This has now been resolved.

The screenshot shows the 'Edit Part' form. The 'Information' section is highlighted with a red box. It contains the following fields:

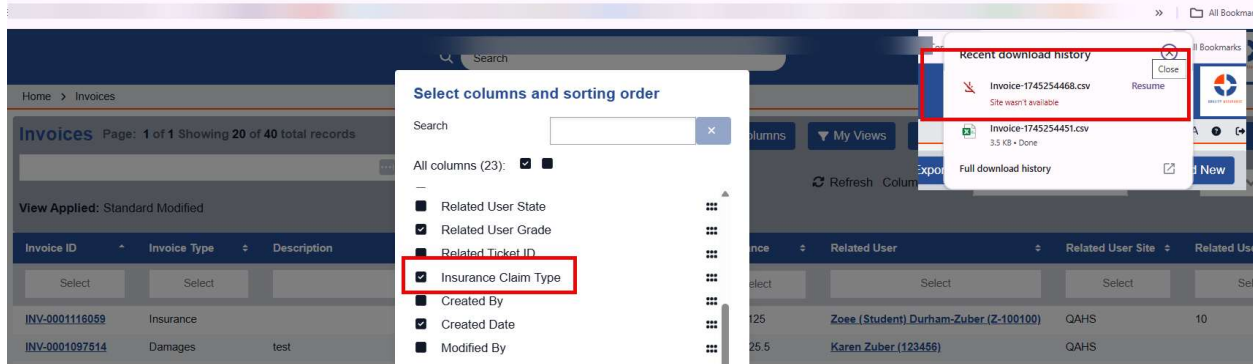
- Number: 3" x 3" Post-It-Notes Pad Lined Cape Town Color
- Name: 3" x 3" Post-It-Notes Pad Lined Cape Town Color Collection
- Type: Keyboard
- Model: 3" x 3" Post-It-Notes Pad Lined Cape Town Color Collection
- Price: 125.00

The 'Part Site Inventory' table is also visible:

Site	On Hand	Used Year to date	Minimum Quantity	On Order	Actions
QAMS	0	0	1	0	+ - ↺
QAHS	1	0	1	0	+ - ↺

Invoices

- **Manage** – “Site wasn’t available” message was given when Insurance Claim Type was selected in the columns and clicking on the “Export” button. This has now been fixed.



Imports

- **Microsoft Staff** – All groups were not being displayed in the “User Group Scope” drop down. This has now been fixed.

Reports

- **Custom Reports>Task** – This report was displaying an error message. This has now been resolved.

Settings

- **Tickets>Note Templates** – The "Add New" button was previously disabled, but it is now functioning correctly.
- **Tickets>Ticket Types** –
 - The “Public” column has been renamed to “Submit Ticket?”.

A screenshot of the "Ticket Type" settings page. It shows a table with columns: Ticket Type, Description, Billable Amount, Default?, Submit Ticket?, Turn In?, Task Type Category, and Default Technician. The "Submit Ticket?" column header is highlighted with a red box. Below the header, there are checkboxes for "Yes" and "No". The first row of data shows "Chromebook Cracked Screen" with a billable amount of \$125.50, and the "Submit Ticket?" checkbox is checked (Yes).

Ticket Type	Description	Billable Amount	Default?	Submit Ticket?	Turn In?	Task Type Category	Default Technician
Select	Select	Select	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	Select	Select
Chromebook Cracked Screen	Chromebook Cracked Screen	\$125.50	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	Chromebook	Ben Zuber

- The “Default Technician” drop down will now only display staff that are flagged as technicians.

Home > Ticket Properties > Ticket Types > Edit Ticket Type 1to1

Edit Ticket Type

Created by 1to1 QA 10/4/2022, 2:14 PM Modified by 1to1 QA 3/3/2025, 3:17 PM

Ticket Type *
 Description
 Billable Amount
 Task Type Category
 Email Group
Default Technician
 Default?
 Submit Ticket?
 Turn In?

Laptop Cracked Screen
 Laptop Cracked Screen
 0.00
 Laptop

 1to1 QA
 Amy Aakhus
 Ben Zuber
 Eli (Staff) Durham
 Joey Cole

✓ Save

- **Invoice>Types** – A delete option has been added under “Actions” to allow an invoice type that is not tied to any invoices to be deleted.

Home > Invoice Properties > Invoice Types 1to1QA 1to1 QA



Invoice Type

Showing all 9 records

Columns My Views Add New

Refresh Column Finder Page Size 50

View Applied: Standard

Invoice Type	Description	Insurance Claim Type	Created Date	Modified Date	Actions
Select	Select	Select	Select	Select	✕ Clear
Total Loss Insurance	Total Loss	Total Loss	5/10/2024, 8:44 AM	5/24/2024, 10:25 AM	✕ 
Past Due			2/24/2025, 3:39 PM	2/25/2025, 3:33 PM	✕ 
No Insurance Lost Device	No Insurance Lost Device		10/4/2022, 4:14 PM	10/30/2024, 4:17 PM	✕ 