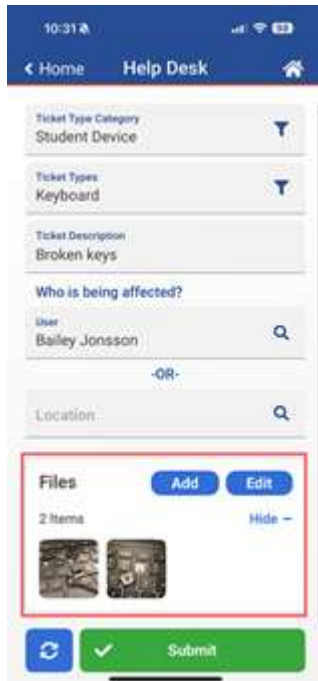


Release 9.0

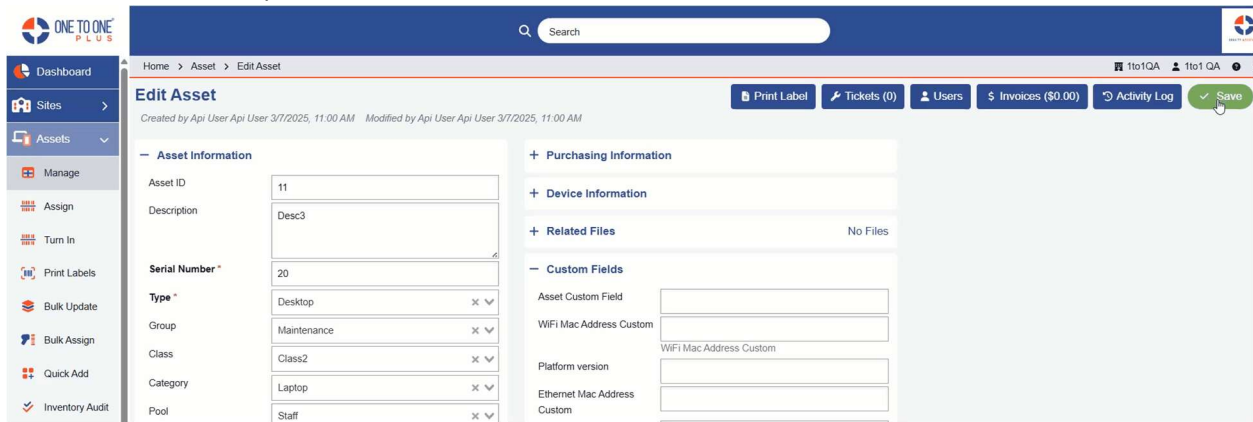
Mobile App

- **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 9.0

- **Tenant Page** – A flag is added to the tenant page to enable the OU Movement feature. This feature will be beta tested by a few clients before full release.

ONE TO ONE PLUS

Home > Edit Tenant

Edit Tenant 1to1QA

General Settings

Name * 1to1QA

Subdomain * 1to1QA

Import Monitor Email jjcole16@gmail.com

Enable New Importer ☐

Enable Email Ticket ☒

Monitor Import ☒

Enable OU ☐

Custom Field Limit 25

Go To Settings

Ticket Imports Settings

- ✓ FTP Tickets
- ✓ Manual CSV Tickets

Invoice & Payment Imports Settings

- ✓ Manual Invoice Imports Settings
- ✓ Manual Payment Imports Settings
- ✓ FTP Payment Imports Settings

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

Home > Asset > Edit Asset

Description

Serial Number * 5CD4394CK1

Type * Chromebook

Group Maintenance

Class

Category

Pool

Manufacturer

Model * HP Chromebook 11 G3/G4/G4 EE

Status * Active

External Status Active

Notes

Assigned/Held Information

Assigned To User Zoea (Student) Durham-Zuber (ID: Z-100100) - QAHS

Assigned To Location

Held By User Zoea (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
- 2025-03-12_10-36-41.jpg
- report_day_users (4).csv
- 2025-03-12_10-36-41.jpg
- 2025-03-12_10-36-41.png

Release 9.0

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

Release 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 form 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 input), Turned In (dropdown), Cost (text input, value 0.00), Funding Type (dropdown), Funding Source (dropdown), Funding Percentage (text input, value 0, highlighted with a red box), and Funding ID (text input).

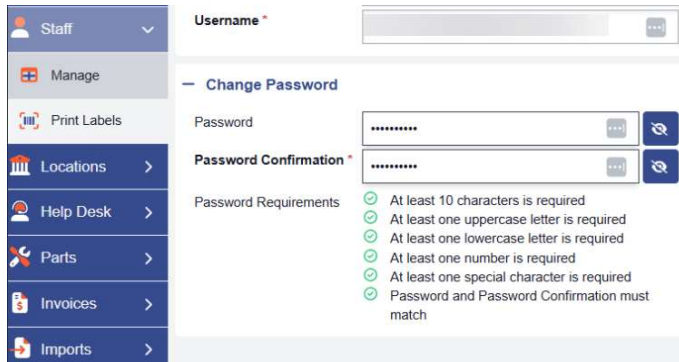
- The Bulk Update feature under Assets will now compute the Anticipated Replacement Date when the Purchase Date and Service Life Months fields contain values.

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 form 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 'Bulk Update' section on the left sidebar is also visible, with 'Purchase Date' (3/1/2025) and 'Service Life Months' (48) highlighted with red boxes.

Release 9.0

Staff

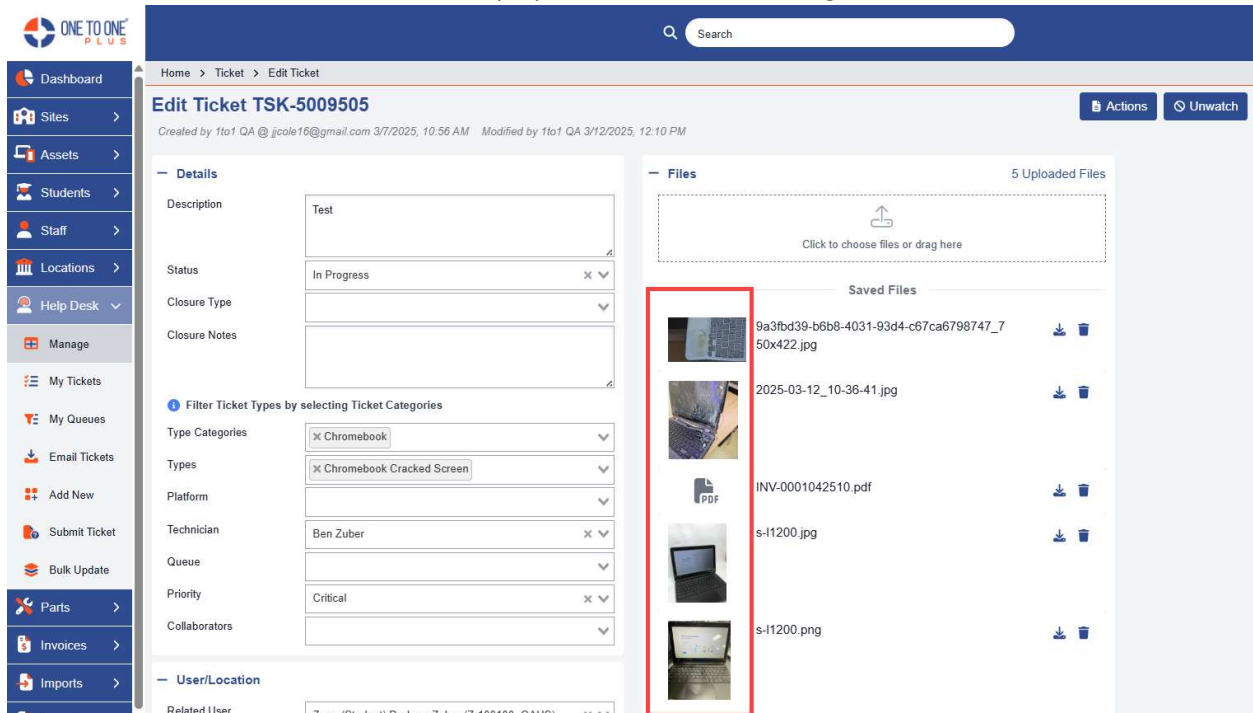
- **Edit Staff** – The Credentials button that takes you the Edit User Login, will now display the password policy requirements.



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 area has a 'Username' field at the top. Below it is a 'Change Password' section with two input fields for 'Password' and 'Password Confirmation', each with a strength indicator icon. Underneath is a 'Password Requirements' section with a list of six requirements, each preceded by a green checkmark: '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 the 'ONE TO ONE PLUS' logo, a search bar, and 'Actions' and 'Unwatch' buttons. The left sidebar contains navigation links: 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 area is divided into two sections: 'Details' and 'Files'. The 'Details' section contains fields for Description (Test), Status (In Progress), Closure Type, Closure Notes, Filter Ticket Types by selecting Ticket Categories (Type Categories: Chromebook, Types: Chromebook Cracked Screen, Platform, Technician: Ben Zuber, Queue, Priority: Critical, Collaborators), and User/Location (Related User: Zane (Student) Durham-Zuber (7-100100 OAHHS)). The 'Files' section shows '5 Uploaded Files' and a list of 'Saved Files'. The list includes five files: '9a3fbd39-b6b8-4031-93d4-c67ca6798747_7 50x422.jpg', '2025-03-12_10-36-41.jpg', 'INV-0001042510.pdf', 's-11200.jpg', and 's-11200.png'. Each file entry has a thumbnail image on the left and download/delete icons on the right. A red box highlights the first two image thumbnails.

Release 9.0

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

The screenshot displays the 'Edit Ticket TSK-5009505' page in the ONE TO ONE PLUS system. The left sidebar contains navigation links for Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area shows ticket details such as Description (Test), Status (In Progress), Closure Type, and Closure Notes. A 'Filter Ticket Types by selecting Ticket Categories' section is also visible. On the right, the 'Notes' section is highlighted with a red box, showing a note titled 'Conference Room Setup' with an embedded image of a conference room. The 'Files' section above it shows 5 uploaded files.

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

This block contains two screenshots. The left screenshot shows the 'Edit Ticket TSK-5009539' page, similar to the previous one, but with a different ticket. The right screenshot shows an email interface with a message from 'QAHS' about a new ticket. The email content includes the text 'Is this your laptop damages?' and an image of a damaged laptop, which is highlighted with a red box.

Invoices

- Add/Edit Invoices** – For Clover and Rutherford, if invoices were past due, the day user feature was not being automatically set for the related user. This has now been fixed.

Release 9.0

Settings

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

The screenshot shows the 'Edit Custom Email' interface. The left sidebar contains navigation links: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings, System, Assets, Users, and Sites. The main content area has a breadcrumb trail: Home > System Properties > Custom Email > Edit. The form fields are: Name (Survey), Subject (OnetoOnePlus), Description (Survey), and Body. The Body field contains a rich text editor with a toolbar. The text in the body field is: 'Please click the link below and answer the survey. Survey.' Below this, a red box highlights a survey section. The survey section contains: 'Questions marked with an * are required.', 'How would you rate the [support/onboarding/product/etc] experience' with radio buttons for 'Good' and 'Bad', 'What's the main reason for your score? *' with a text input field, and 'Is there anything you'd like to add? We love feedback. *' with a text input field.

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

The screenshot shows the 'Add User Login' interface. The left sidebar contains navigation links: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings, System, Assets, Users, and Sites. The main content area has a breadcrumb trail: Home > System Properties > User Logins > Add User Login. The form fields are: User Name (User *), Username * (with a red error message 'This is a required field.'), Password * (with a red error message 'This is a required field.'), and Password Confirmation. The Password Requirements section is highlighted with a red box and contains: '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' (highlighted with a red box), and 'Password and Password Confirmation must match'.

Release 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.

The screenshot shows the 'Add Rule' interface. On the left is a sidebar with icons and labels for various system components. The main area has a breadcrumb trail: Home > System Properties > Rules > Add. Below this is the 'Add Rule' title. A 'Module' dropdown menu is open, showing 'Tickets' as the selected option. A green 'Save' button is located to the left of the dropdown.

- 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.

This screenshot shows the full 'Add Rule' form. A red box highlights the 'Module' dropdown, which is set to 'Tickets'. Above the dropdown is a warning message: 'Changes to this section will reset conditions, modifications, and other actions'. Below the dropdown are fields for 'Rule Name', 'Description', 'Event', 'Priority' (set to 1), and an 'Enabled' checkbox (checked). At the bottom, the 'Conditions' section is partially visible, showing an 'Or' condition.

Release 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

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

Enabled	Created Date	Modified Date
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 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 'Template' field is set to 'Conference Room Setup'. The 'Body' field contains the text 'Conference Room Setup' followed by an inline image of a conference room. The image is highlighted with a red box.

Release 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' panel 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' panel shows a table with columns: Source, Destination, Preserve, and Remove. The table lists several mappings, including 'Serial Number' to 'Serial Number', 'Device Name' to 'Computer Name', 'Serial Number' to 'Asset ID', and 'Operating System N...' to 'Operating System'. Each mapping has a 'Preserve' checkbox and a 'Remove' button. A yellow highlight is placed over the 'Extraction Templates' link for the 'Serial Number' to 'Asset ID' mapping.

- **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. On the left, the 'Standard Settings' panel has an 'Enable Import' checkbox checked. Below it is the 'Connection Settings' panel with 'Defaults' (Default Asset Type: Chromebook, Default Asset State: Active, Default Site: QAHS) and 'Credentials' (Client ID, Tenant GUID, Client Secret). On the right, the 'Field Mappings' panel shows a table with columns: Source, Destination, Preserve, and Remove. The table lists mappings for 'Azure AD Registered', 'Compliance State', 'Device Name', 'Device Registration State', 'Email Address', 'Enrolled Date Time', 'ICCID', 'IMEI', 'Is Supervised', and 'MEID'. A red box highlights the 'Last Sync' option in the 'Source' column for the 'Device Registration State' mapping.

Release 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: IP Address

Choose Destination

Source	Destination	Preserve	Remove
Model	Asset Model	<input type="checkbox"/>	x
Number	Asset ID	<input type="checkbox"/>	x
D	Assigned To User	<input checked="" type="checkbox"/>	x
Active On	Held By User	<input type="checkbox"/>	x
al State	Last Active On	<input type="checkbox"/>	x
	IP Address	<input type="checkbox"/>	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

Source	Destination	Preserve	Remove
Serial Number	Serial Number	<input type="checkbox"/>	x
Asset Tag	Asset ID	<input type="checkbox"/>	x
Model	Asset Model	<input type="checkbox"/>	x
Username	Assigned To User	<input type="checkbox"/>	x
Username	Held By User	<input type="checkbox"/>	x
Last Check In	Last Active On	<input type="checkbox"/>	x
Reported IP Address	IP Address	<input type="checkbox"/>	x