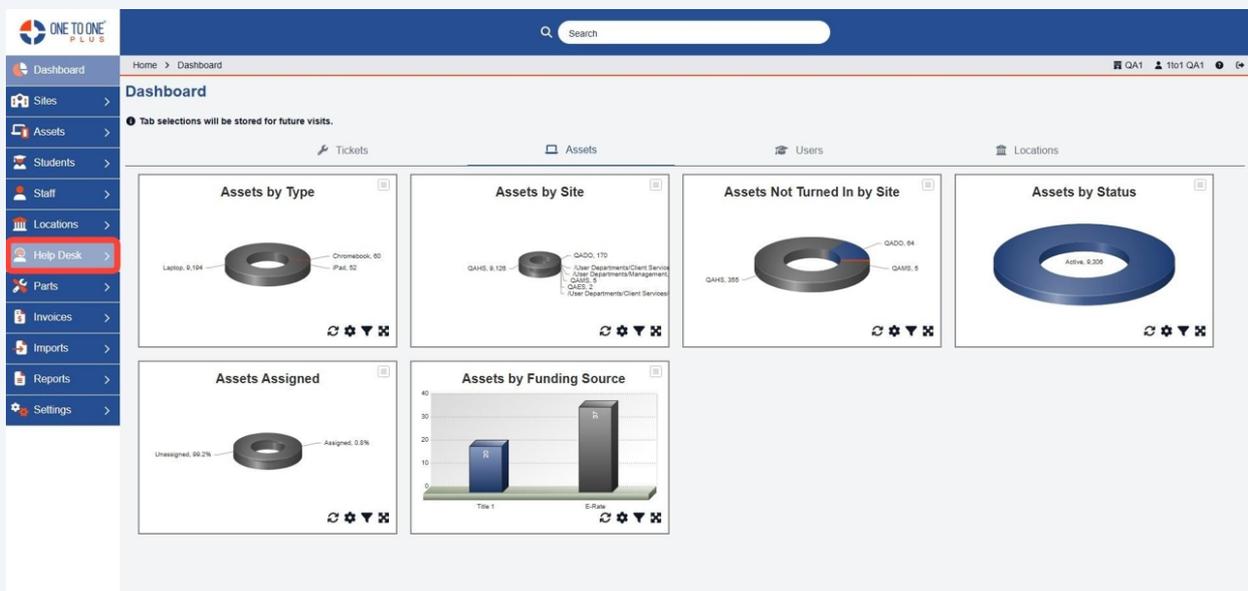


# Add a Part to a Help Desk Ticket



This guide shows how to efficiently update help desk tickets by adding parts, ensuring accurate records and streamlined communication for better ticket management and support.

1 Select "Help Desk" to access the help desk sub-menu.



2 Access the ticket you wish to update by selecting either "Manage" or "My Tickets".

The screenshot shows the ONE TO ONE PLUS Dashboard. The sidebar on the left contains several menu items, with 'Manage' and 'My Tickets' highlighted with red boxes. The main dashboard area features several charts: 'Assets by Type' (donut chart), 'Assets by Site' (donut chart), 'Assets Not Turned In by Site' (donut chart), 'Assets by Status' (donut chart), 'Assets Assigned' (donut chart), and 'Assets by Funding Source' (bar chart). The top navigation bar includes a search field and user information.

3 Select the help desk ticket that you wish to add a part to.

The screenshot shows the ONE TO ONE PLUS Ticket list page. The page displays a table of tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, Site Category, Related User, and Related User Site. The ticket TSK-5009103 is highlighted with a red box. The table data is as follows:

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category	Related User	Related User Site
TSK-5009104			Chromebook Cracked Screen	Chromebook	keys missing	High School	Cristian Kagay	QAHS
TSK-5009105			Chromebook Cracked Screen	Chromebook	need remote	High School	Jill Smith	QAHS
TSK-5009103	17389SN	17389	Chromebook Cracked Screen	Chromebook	png	High School	Kimberly Morgan	QAHS
TSK-5009102			Chromebook Cracked Screen	Chromebook	Chromebook missing keys	High School	Joey Cole	/User Departments/Managem
TSK-5009101			Chromebook Cracked Screen	Chromebook	test png	High School	Kimberly Morgan	QAHS
TSK-5009100			Chromebook Cracked Screen	Chromebook	test pdf		Kimberly Morgan	QAHS
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1	Joey Cole	/User Departments/Managem
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket		Joey Cole	/User Departments/Managem

4 Select the part or parts used on the help desk ticket.

The screenshot shows the 'ONE TO ONE PLUS' web application interface. The left sidebar contains navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, My Queues, Email Tickets, Add New, Submit Ticket, Bulk Update, Parts, Invoices, Imports, and Reports. The main content area is titled 'Home > Ticket > Edit Ticket'. It features several sections: 'Related User Site' (QAHS), 'Grade Level' (12), 'Related Location' (QAHS-Spare), 'Site' (QAHS), 'Room Number', 'Contact Phone Number', and 'Availability'. Below these are sections for '+ Related Asset' (Loaner/New Asset), '+ Invoicing', '+ Related User Policies' (No Insurance Policy), '+ Dates', and '- Parts'. The 'Parts' section contains a dropdown menu labeled 'Choose a part...' which is highlighted with a red box. Below the dropdown is a table with columns: Part Name, Name, Price, Quantity, and Actions. The table currently displays the message 'No parts have been added to this task.'

5 Select "Save" to save the part to the ticket record.

The screenshot shows the same 'ONE TO ONE PLUS' web application interface as in the previous step. The 'Parts' section is still visible. At the bottom of the form, there are two buttons: 'Save' and 'Save and Send'. The 'Save' button is highlighted with a red box, indicating the step to save the part to the ticket record.