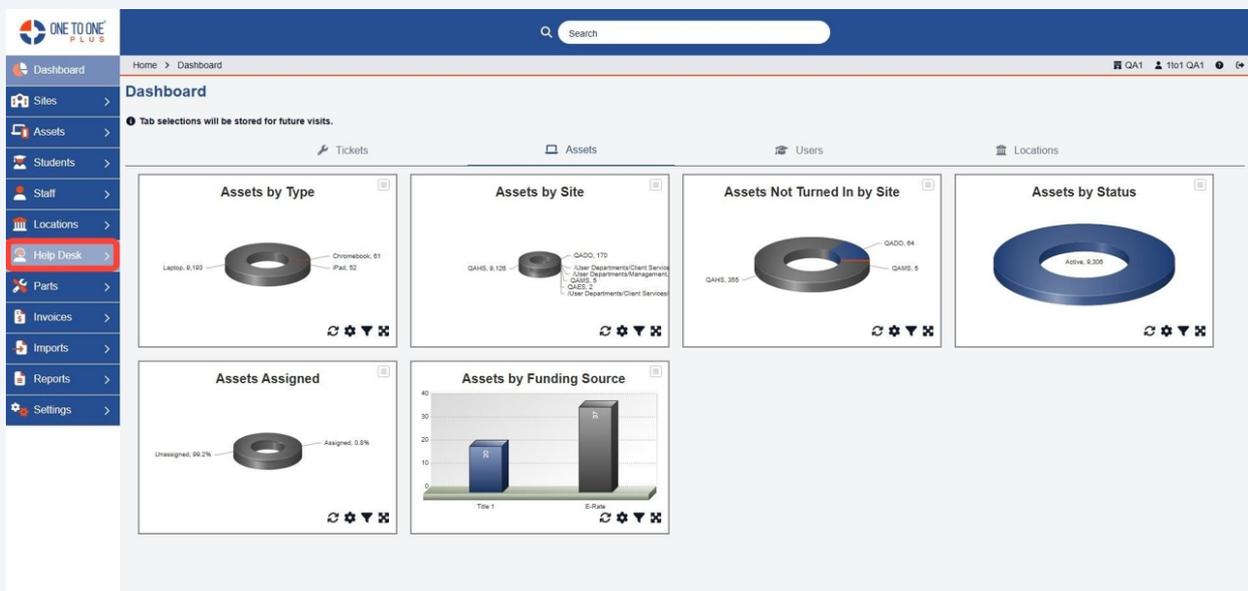


Edit a Ticket



This guide provides clear steps for managing help desk tickets, including searching, assigning, invoicing, and updating statuses. Following it helps ensure timely resolutions, accurate records, and improved productivity in tech support.

1 Click "Help Desk".



2 Select "Manage" or "My Tickets".

The screenshot shows the ONE TO ONE PLUS Dashboard. On the left sidebar, the 'Manage' and 'My Tickets' options are highlighted with red boxes. The main dashboard area contains several charts: 'Assets by Type' (donut chart showing Laptop: 9.10% and Chromebook: 91%), 'Assets by Site' (donut chart showing QAHS: 9.10% and QAHS: 170%), 'Assets Not Turned In by Site' (donut chart showing QAHS: 94% and QAHS: 5%), 'Assets by Status' (donut chart showing Active: 9309), 'Assets Assigned' (donut chart showing Unassigned: 99.2% and Assigned: 0.8%), and 'Assets by Funding Source' (bar chart showing Title I and E-Rate).

3 Search for a ticket by number, by user or an asset related to the ticket.

The screenshot shows the ONE TO ONE PLUS Ticket search results page. A search bar is highlighted with a red box. Below the search bar, there are options for 'Columns', 'My Views', 'Export', 'Print All', and '+ Add New'. The table below shows the search results for tickets related to Chromebooks.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
TSK-5009108	1000SNLCB	1000	Chromebook Cracked Screen	Chromebook	Crack screen due to drop	High School
TSK-5009104			Chromebook Cracked Screen	Chromebook	keys missing	High School
TSK-5009105			Chromebook Cracked Screen	Chromebook	need remote	High School
TSK-5009103	17369SN	17369	Chromebook missing keys	Chromebook	png	High School
TSK-5009102			Chromebook Cracked Screen	Chromebook	Chromebook missing keys	High School
TSK-5009101			Chromebook Cracked Screen	Chromebook	test png	High School
TSK-5009100			Chromebook Cracked Screen	Chromebook	test pdf	High School
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket	District 1

4 Select the desired ticket.

The screenshot shows the 'Ticket' page in the ONE TO ONE PLUS system. The page displays a list 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-5009108 is highlighted with a red box. The description for this ticket is 'Crack screen due to drop'.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category	Related User	Related User Site
TSK-5009108	1000SNLCB	1000	Chromebook Cracked Screen	Chromebook	Crack screen due to drop	High School	Zac Cole	QAHS
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	173698N	17368	Chromebook missing keys	Chromebook	png	High School	Kimberly Morgan	QAHS
TSK-5009102			Chromebook Cracked Screen	Chromebook	Chromebook missing keys	High School	Joey Cole	User Departments/Manage
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/Manage
TSK-5009098			Chromebook	Chromebook	email ticket		Joey Cole	User

5 If needed, you can assign the ticket to another technician.

The screenshot shows the 'Edit Ticket TSK-5009108' page in the ONE TO ONE PLUS system. The page displays the details of the ticket, including the description, status, closure type, and technician. The technician field is set to 'Burt Lancaster' and is highlighted with a red box. The page also includes sections for Files, Notes, Email Correspondence, and Custom Fields.

Details

Description: Crack screen due to drop

Status: New Ticket

Closure Type: [Dropdown]

Closure Notes: [Text Area]

Filter Ticket Types by selecting Ticket Categories

Type Categories: Chromebook

Types: Chromebook Cracked Screen

Platform: [Dropdown]

Technician: Burt Lancaster

Queue: [Dropdown]

Priority: Moderate

Collaborators: [Dropdown]

Files

Notes

Total Time: 0

Email Correspondence

Custom Fields

Custom Notes Tickets: [Text Area]

Invoice Amount: [Text Input]

Secondary Phone: [Text Input]

New User Name: [Text Input]

Task List for Tickets: [Text Area]

6

If the ticket is billable (i.e. malicious damage), select "Add" to create an invoice for the ticket.

The screenshot shows the 'Edit Ticket' form in the ONE TO ONE PLUS system. The form is divided into several sections: 'User/Location', 'Invoicing', 'Related User Policies', 'Dates', and 'Parts'. The 'Invoicing' section is highlighted with a red box around the '+ Add' button. The 'User/Location' section contains fields for Related User (Zac Cole (78, QAHS)), Related User Job Title (Staff), Related User Site (QAHS), Grade Level (12), Related Location (QAHS-Cart 10), Site (QAHS), Room Number (HS200), and Contact Phone Number. The 'Invoicing' section includes fields for Invoice Amount, Secondary Phone, New User Name, Invoice Number, and Funding Type. The 'Related User Policies' section shows 'No Insurance Policy'. The 'Dates' and 'Parts' sections are also visible.

7

You can assign a new device by selecting "Add" under Loaner/New Asset section.

The screenshot shows the 'Edit Ticket' form in the ONE TO ONE PLUS system, focusing on the 'Loaner/New Asset' section. The '+ Add' button is highlighted with a red box. The 'User/Location' section is filled with the same data as in the previous screenshot. The 'Invoicing' section is also visible. The 'Loaner/New Asset' section has a dropdown menu for 'Choose a part...'. Below this, there is a table with columns for Part Name, Name, Price, Quantity, and Actions. The table is currently empty, with a message below it stating 'No parts have been added to this task.' At the bottom of the form, there are 'Save' and 'Save and Send' buttons.

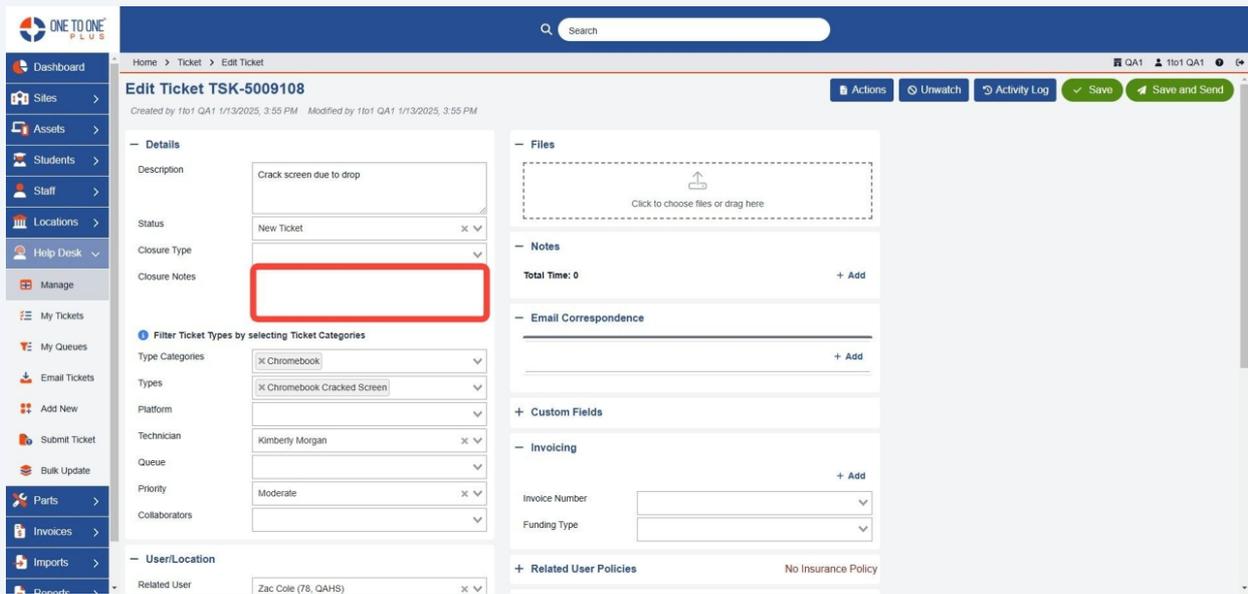
8 Files related to the ticket can be uploaded.

The screenshot shows the 'Edit Ticket TSK-5009108' page. The 'Files' section is highlighted with a red dashed box, indicating the area for uploading files. The page includes a sidebar with navigation options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, and Manage. The main content area is divided into sections: Details, Filter Ticket Types by selecting Ticket Categories, User/Location, Files, Notes, Email Correspondence, Custom Fields, Invoicing, and Related User Policies. The 'Files' section contains a dashed box with an upload icon and the text 'Click to choose files or drag here'.

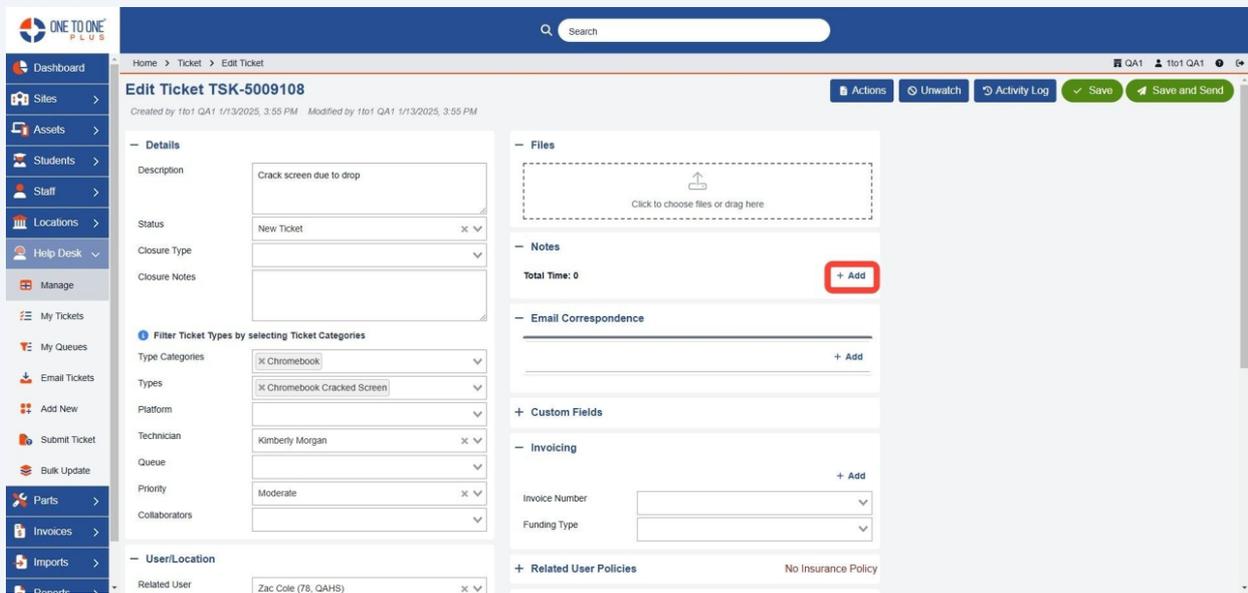
9 Update ticket status in this field.

The screenshot shows the 'Edit Ticket TSK-5009108' page. The 'Status' field in the 'Details' section is highlighted with a red box, showing the value 'New Ticket'. The page layout is identical to the previous screenshot, but the focus is on the 'Status' field. The sidebar and other sections remain the same.

10 Add closure notes here.



11 Technicians can note time spent on ticket.



12 View information about the asset here.

ONE TO ONE PLUS

Home > Ticket > Edit Ticket

Grade Level: 12

Related Location: QAHS-Cart 10

Site: QAHS

Room Number: HS200

Contact Phone Number: [input]

Availability: From: [input] To: [input]

Related Asset

Asset ID: 1000 (Lenovo 100e Chromebook 2nd Gen)

Asset - 1000 Assign

Ticket Count	1
Serial Number	1000SNLCB
Site	QAHS
Type	Chromebook
Model	Lenovo 100e Chromebook 2nd Gen
Assigned To	Zac Cole
Held By	Zac Cole

Loaner/New Asset + Add

Choose a part...

Part Name	Name	Price	Quantity	Actions
No parts have been added to this task.				

13 Select the asset ticket count to view an assets work order history.

ONE TO ONE PLUS

Home > Ticket > Edit Ticket

Site: QAHS

Room Number: HS200

Contact Phone Number: [input]

Availability: From: [input] To: [input]

Related Asset

Asset ID: 1000 (Lenovo 100e Chromebook 2nd Gen)

Asset - 1000 Assign

Ticket Count	1
Serial Number	1000SNLCB
Site	QAHS
Type	Chromebook
Model	Lenovo 100e Chromebook 2nd Gen
Assigned To	Zac Cole
Held By	Zac Cole

Loaner/New Asset + Add

Save Save and Send

Choose a part...

Part Name	Name	Price	Quantity	Actions
No parts have been added to this task.				

14 Add email ticket correspondence to staff or students.

The screenshot shows the 'Edit Ticket TSK-5009108' page. The left sidebar contains navigation options like 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 divided into sections: Details, Filter Ticket Types by selecting Ticket Categories, Files, Notes, Email Correspondence, Custom Fields, Invoicing, Related User Policies, Dates, and Parts. The 'Email Correspondence' section has a red box around the '+ Add' button.

15 Select "Save" when finished.

The screenshot shows the 'Edit Ticket TSK-5009108' page. The left sidebar is the same as in the previous screenshot. The main content area shows the 'Related Asset' section with details for Asset ID 1000 (Lenovo 100e Chromebook 2nd Gen). The 'Loaner/New Asset' section has a '+ Add' button. At the bottom, the 'Save' button is highlighted in red.