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.



2 Select "Manage" or "My Tickets".



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

ONE TO ONE			Q 🕞	earch			
🕒 Dashboard	Home > Ticket					圜 QA1	🛓 1to1 QA1 🛛 🚺
Sites >	-				_	Switch ba	ack to the legacy page
Assets >	Ticket Page: 1 c	of 1 Showing 9 of 143 tota	l records		Column:	s 🔻 My Views 🖹 Export 🖨 Print All	+ Add New
					2 Refresh	Column Finder V Pa	ge Size 50 🗸
Students >	View Applied: Stand	ard					
Staff >	Ticket ID 🗘	Asset Serial Number 💠	Asset ID 🗘	Ticket Type	Ticket Type Category	Description	Site Catego
fit Locations >	Select	Select	Select	Select	Select	Select	Selei
🔎 Help Desk 🗸	TSK-5009108	1000 SNLCB	1000	Chromebook Cracked Screen	Chromebook	Crack screen due to drop	High School
E My Tickets	TSK-5009104			Chromebook Cracked Screen	Chromebook	keys missing	High School
TE My Queues	TSK-5009105			Chromebook Cracked Screen	Chromebook	need remote	High School
🛓 Email Tickets	TSK-5009103	17369SN	<u>17369</u>	Chromebook missing keys	Chromebook	png	High School
Add New	TSK-5009102			Chromebook Cracked Screen	Chromebook	Chromebook missing keys	High School
Bo Submit Ticket	TSK-5009101			Chromebook Cracked Screen	Chromebook	test png	High School
Bulk Update	TSK-5009100			Chromebook Cracked Screen	Chromebook	test pdf	
Invoices >	TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
→ Imports >	TSK-5009098			Chromebook	Chromebook	email ticket	-
Departe >							

4 Select the desired ticket.

				م	Search					
🖶 Dashboard 📋	Home > Ticket								n QA	1 🛓 1to1 QA1 😧 🕞
Sites >	-								Switch	back to the legacy page
	Ticket Page: 1 o	of 1 Showing 9 of 143 tota	I records				Columns 🕸	▼ My Views	🖹 Export 🖶 Print /	All + Add New
Assets >							2 Refresh Colu	umn Finder	~ 1	Page Size 50 V
Students >	View Applied: Standa	ard								
Staff >	Ticket ID 🗘	Asset Serial Number ÷	Asset ID 🗘	Ticket Type	Ticket Type Category	Description	•	Site Category +	Related User +	Related User Site
Locations >	Select	Select	Select	Select	Select	Select		Select	Select	Select
Help Desk 🗸	Tex socotos	10005311 CD	1000	Chromebook	Chromobook	Crack screep due to dree		High School	Zao Colo	OAHS
🖽 Manage	131-5005105	TOUGHLUB	1000	Cracked Screen	Chiomebook	Clack screen use to drop		riigii School	Lac Cole	QANS
#Ξ My Tickets	TSK-5009104			Chromebook Cracked Screen	Chromebook	keys missing	1	High School	Cristian Kagay	QAHS
TE My Queues	TSK-5009105			Chromebook Cracked Screen	Chromebook	need remote		High School	Jill Smith	QAHS
📥 Email Tickets	TSK-5009103	17369SN	17369	Chromebook missing keys	Chromebook	png		High School	Kimberly Morgan	QAHS
Add New	TSK-5009102			Chromebook Cracked Screen	Chromebook	Chromebook missing keys		High School	Joey Cole	/User Departments/Manage
Submit Ticket	TSK-5009101			Chromebook Cracked Screen	Chromebook	test png		High School	Kimberly Morgan	QAHS
Bulk Update	TSK-5009100			Chromebook Cracked Screen	Chromebook	test pdf			Kimberly Morgan	QAHS
Invoices >	TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey		District 1	Joey Cole	/User Departments/Manage
Imports >	TSK-5009098			Chromebook	Chromebook	email ticket			Joey Cole	/User
Paparte >										

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

				Q Search						
🖶 Dashboard	Home > Ticket > Ed	iit Ticket						臔 QA	1 💄 1to1 QA	1 😧 (+
Sites >	Edit Ticket TSI	K-5009108			Actions	⊘ Unwatch	C Activity Log	✓ Save	A Save and	Send
Assets >	Created by 1to1 QA1 1/1	3/2025, 3:55 PM Modified by 1to	11 QA1 1/13	2025, 3:55 PM						
-	- Details			+ Files						
Students >	Description	Crack screen due to drop		- Notes						
<u>stan</u> >			4	Total Time: 0		+ Add				
fit Locations >	Status	New Ticket	×v							
🔎 Help Desk 🗸	Closure Type		~	- Email Corresponde	ence					
🖽 Manage	Closure Notes					+ Add				
#E My Tickets			h							
	6 Filter Ticket Types	by selecting Ticket Categories		- Custom Fields						
My Queues	Type Categories	X Chromebook	~			_				
🛓 Email Tickets	Types	Chromebook Cracked		Custom Notes Tickets						
Add New		outon	~		Custom Mates Tiskets	10				
Bubmit Ticket	Platform		~	Invoice Amount	Custom Notes Tickets					
😂 Bulk Update	Technician	Burt Lancaster	×v	Secondary Phone	Invoice Amount					
🌿 Parts >	Queue		~		Secondary Phone	_				
	Priority	Moderate	×v	New User Name						
Imports >	Collaborators		~	Task List for Tickets	New User Name					
Poporte >	- User/Location									

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

PLUS			Q Search		
🖶 Dashboard	Home > Ticket > Edit Tic	ket			☴ QA1 💄 1to1 QA1 🔮
Sites >	Platform	~		Custom Notes Tickets	
	Technician	Kimberly Morgan X V	Invoice Amount		
	Queue	~	Secondary Phone	Invoice Amount	
🗮 Students >	Priority	Moderate × V		Secondary Phone	
Staff >	Collaborators	~	New User Name		
1 Locations >			Task List for Tickets	New User Name	
Help Desk 🗸	- User/Location				
T Manage	Related User	Zac Cole (78, QAHS) X V		Task List for Tickets	
e manage	Related User Job Title	Staff			
#Ξ My Tickets	Related User Site	QAHS X V	- Invoicing	_	
TE My Queues	Grade Level	12		+ Add	
📥 Email Tickets	Related Location	QAHS-Cart 10 × V	Invoice Number	×	
# Add New	Site	QAHS X V	Funding Type	×	
Cubmit Tiskat	Room Number	HS200	- Delated Hass Deliai	No Insurance Delieu	
Submit ficket	Contact Phone Number		T Related User Folicit	es No insurance Policy	
📚 Bulk Update	Availability	From: To	+ Dates		
🎉 Parts >	+ Palatad Assat		- Parts		
Invoices >	T Related Asset				
🚽 Imports 🖒	+ Loaner/New Asset		Choose a part	~	
Paparte >					

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

ONE TO ONE			Q Search						
😫 Dashboard	Home > Ticket > Edit T	licket						🛱 QA1 💄 1to1 QA	1 🛛 (+
Sites >	- User/Location		Task List for Tickets						^
Accele >	Related User	Zac Cole (78, QAHS) X V				10			
- A33613 /	Related User Job Title	Staff		Task List for	Tickets				
Students >	Related User Site	QAHS × V	- Invoicing						
💄 Staff 🛛 >	Grade Level	12				+ Add			
fm Locations >	Related Location	QAHS-Cart 10 X V	Invoice Number			~			
👤 Help Desk ↓	Site	QAHS X V	Funding Type			~			
Manane	Room Number	HS200							
- manage	Contact Phone Number		+ Related User Po	licies	N	o Insurance Policy			
#E My Tickets	Availability	From: To	+ Dates						
TE My Queues			- Parts						
📥 Email Tickets	+ Related Asset		. unto						
# Add New	- Loaner/New Asset		Choose a part			~			
Bubmit Ticket		+ Add							
Sulk Update			Part Name	Name P	rice Quantity	Actions			
🏂 Parts >				No parts have b	een added to this task.				
6									
s Invoićes >									
Imports >	🗸 Save 🖪 Save	and Send							
Paparte >									v

8 Files related to the ticket can be uploaded.

ONE TO ONE				Q Search		
Dashboard	Home > Ticket > Edit	t Ticket				賣 QA1 🛓 1to1 QA1 🤤 🕞
Sites >	Edit Ticket TSK	C-5009108 V2025, 3:55 PM Modified by 1to1 QA1 1/13	3/2025, 3:55 PM		Actions O Unwatch	Activity Log Save A Save and Send
🚹 Assets 🛛 🖒	- Details			- Files		
K Students	Description	Crack screen due to drop				
Staff >			10	Click to choose files	or drag here	
Locations >	Status	New Ticket	×v			
🍳 Help Desk 🗸	Closure Type		~	- Notes		
🗄 Manage	Closure Notes			Total Time: 0	+ Add	
# My Tickets			le	- Email Correspondence		
TE My Queues	Filter Ticket Types	by selecting Ticket Categories				
	Type Categories	× Chromebook	~		+ Add	
Email Tickets	Types	X Chromebook Cracked Screen	~			
Add New	Platform		~	+ Custom Fields		
Submit Ticket	Technician	Kimberly Morgan	×v	- Invoicing		
😂 Bulk Update	Queue		~		+ Add	
🖌 Parts >	Priority	Moderate	×v	Invoice Number	~	
Invoices >	Collaborators		~	Funding Type	~	
Timports >	- User/Location			+ Related User Policies	No Insurance Policy	
	Related User	Zac Cole (78, QAHS)	×v			

9

Update ticket status in this field.

PLUS			Q Search	
Dashboard	Home > Ticket > Ec	iit Ticket		置 QA1 💄 1101 QA1
Sites >	Edit Ticket TSI	K-5009108 3/2025, 3:55 PM Modified by 1to1 QA1 1/13/2025, 3	55 PM	🗈 Actions 🛇 Unwatch 🗇 Activity Log 🗸 Save 🛹 Save and Set
Assets >	- Details		— Files	
Students > Staff >	Description	Crack screen due to drop	<u></u>	
Locations >	Status Closure Type	New Ticket	Click to choose files or drag he Order	ere
Manage	Closure Notes		Total Time: 0	+ Add
My Tickets	6 Filter Ticket Types	by selecting Ticket Categories	- Email Correspondence	
My Queues	Type Categories	× Chromebook	~	+ Add
Email Tickets	Types	X Chromebook Cracked Screen	×	
Add New	Platform		✓ + Custom Fields	
Submit Ticket	Technician	Kimberly Morgan	- Invoicing	
Bulk Update	Queue		~	+ Add
Parts >	Priority	Moderate	X V Invoice Number	~
Invoices >	soliabol ators		Funding Type	v
Imports >	- User/Location		+ Related User Policies	No Insurance Policy
	Related User	Zac Cole (78 OAHS)	* *	

Add closure notes here.

				Q Search							
🖶 Dashboard	Home > Ticket > Edit Ti	ïcket							夏 QA	1 🛓 1to1 QA1 🛛	(+
Sites >	Edit Ticket TSK-	5009108 025, 3:55 PM Modified by 11o1 QA1 1/13/20	25, 3:55 PM			Actions	O Unwatch	う Activity Log	✓ Save	A Save and Send	Î
Assets >	- Details			- Files							I.
Students > Staff >	Description	Crack screen due to drop		[<u>ئ</u>						I
Locations >	Status Closure Type	New Ticket	× •	- Notes	Click to choose files or drag here						l
Manage	Closure Notes		Ť	Total Time: 0		+ Add					l
FE My Tickets	6 Filter Ticket Types by	selecting Ticket Categories	_	- Email Corresponden	ce						I
T ≦ My Queues	Type Categories	× Chromebook	~			+ Add					
Email Tickets	Types	X Chromebook Cracked Screen	~								
Add New	Platform		~	+ Custom Fields							
Bubmit Ticket	Technician	Kimberly Morgan	×v	- Invoicing							
😂 Bulk Update	Queue		~			+ Add					
🎇 Parts 🛛 🖒	Priority	Moderate	×v	Invoice Number		~					
S Invoices >	Collaborators		~	Funding Type		~					
🛃 Imports >	- User/Location			+ Related User Policies	s No Ins	urance Policy					
	Related User	Zac Cole (78, QAHS)	×v								*

11 Technicians can note time spent on ticket.

ONE TO ONE			Q Search				
🖶 Dashboard	Home > Ticket > Edit T	licket				置 QA1 よ 1	1to1 QA1 😧 🕞
Sites >	Edit Ticket TSK- Created by 1to1 QA1 1/13/2	5009108		B	Actions 🛇 Unwatch	🔊 Activity Log 🗸 Save 🖪 Sav	ve and Send
Assets >	- Details		- Files				
Students >	Description	Crack screen due to drop	Click	to choose files or drag here			
	Status	New Ticket × V	- Notes				
▲ Help Desk ~ ▲ Manage	Closure Type Closure Notes	~	Total Time: 0	(+/	Add		
E My Tickets	Filter Ticket Types by	y selecting Ticket Categories	Email Correspondence		_		
My Queues	Type Categories	× Chromebook		+ A	dd		
📥 Email Tickets	Types	× Chromebook Cracked Screen					
Add New	Platform	~	+ Custom Fields				
Bubmit Ticket	Technician	Kimberly Morgan X V	- Invoicing				
📚 Bulk Update	Queue	~		+ 4	Add		
🏂 Parts >	Priority	Moderate × V	Invoice Number		~		
s Invoices >	Collaborators	~	Funding Type		~		
Imports >	- User/Location		+ Related User Policies	No Insurance I	Policy		
Poporte >	, Related User	Zac Cole (78, QAHS) X V					

View information about the asset here.

ONE TO ONE			Q Search						
Dashboard	Home > Ticket > Edit Ti	cket						買 QA1	1to1
bushbourd	Grade Level	12							
Sites >	Related Location	QAHS-Cart 10 X V	Choose a part			~			
ssets >	Site	QAHS XY							
ludents >	Room Number	H\$200	Part Name	Name Price	Quantity	Actions			
taff >	Contact Phone Number			inter i noc	quantity	Houons			
	Availability	Erom: To		No parts have been a	dded to this task.				
ocations >									
lelp Desk 🗸	- Related Asset								
Manage	Asset ID	1000 (Lenovo 100e Chromebook 2nd Gen) 🛛 🗙 🗸							
My Tickets	Asset - 1000	(8) Assian V							
My Queues									
Email Tickate	Ticket Count	1							
Email fickets	Serial Number Site	1000SNLCB QAHS							
Add New	Туре	Chromebook							
Submit Ticket	Model	Lenovo 100e Chromebook 2nd Gen							
Bulk Update	Held By	Zac Cole							
Parts >									
voices >	- Loaner/New Asset								
		+ Add							
ports >									

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

ONE TO ONE				Q Search						
Bashboard	Home > Ticket > Edit Ti	cket								
Sites >	Site	QAHS	×v							
Assets >	Room Number	HS200		Part Name	Name	Price	Quantity	Actions		
	Contact Phone Number		-		No parts t	have been add	ed to this task.			
Students >	Availability	From: To								
Staff >	- Related Asset									
Locations >	Asset ID		_							
🔍 Help Desk 🗸		1000 (Lenovo 100e Chromebook 2nd Gen)	×v							
🖽 Manage	Asset - 1000	(II) A:	isign 🗸							
E My Tickets	Ticket Count									
T My Queues	Serial Number	1000SNLCB								
Email Tickate	Туре	Chromebook								
	Model	Lenovo 100e Chromebook 2n	d Gen							
Add New	Assigned To Held By	Zac Cole Zac Cole								
Bubmit Ticket										
😂 Bulk Update	- Loaner/New Asset									
🖌 Parts 🔉			+ Add							
Invoices >										
➡ Imports >	✓ Save	and Send								

Add email ticket correspondence to staff or students.

UNE TO ONE				Q Search	
Dashboard	Home > Ticket > Ed	dit Ticket			🛐 QA1 💄 1to1 QA1 🔮
Sites >	Edit Ticket TS	K-5009108	01 OA1 1/13	Actions O Unwatch 3 Ac	tivity Log 🗸 Save 🖪 Save and Send
Assets >	- Details	0.000, 0.007 in Incomed by In		+ Files	
Students >	Description	Crack screen due to drop			
Staff >				- Notes	
Locations >	Status	New Ticket	×v	10ta mile. 0 + A00	
Help Desk 🗸	Closure Type		~	- Email Correspondence	
Manage	Closure Notes			+ Add	
My Tickets			h		
My Queues	Filter Ticket Types	s by selecting Ticket Categories		+ Custom Fields	
Email Tickets	Type Categories	X Chromebook	~	+ Invoicing	
Add New	11000	Screen	~	+ Palster User Policies No Insurance Policy	
Submit Ticket	Platform		~		
Bulk Update	Technician	Burt Lancaster	×v	+ Lates	
Parts >	Queue		~	- Parts	
Invoices >	Priority	Moderate	×v	Chance a part	
Imports >	Collaborators		~	Choose a part	

Select "Save" when finished.

			Q Search				
Dashboard	Home > Ticket > Edit Ticket						
Sites >	Site QAHS	×v					
Assets	Room Number HS200		Part Name	Name	Price	Quantity	Actions
Studente >	Contact Phone Number			No parts ha	ave been adde	ed to this task.	
	Availability From:	То					
staff >	- Related Asset						
Locations >	Asset ID 1000 (I end	ovo 100e Chromebook 2nd Gen) X X					
Help Desk 🗸							
Manage	Asset - 1000	帶 Assign 🗸					
My Tickets	Ticket Count	1					
E My Queues	Serial Number	1000SNLCB QAHS					
Email Tickets	Туре	Chromebook					
Add New	Model Assigned To	Lenovo 100e Chromebook 2nd Gen Zac Cole					
+ ////////	Held By	Zac Cole					
Submit Ticket							
Sulk Update	- Loaner/New Asset						
Parts >		+ Add					
Invoices >							
Imports >	Save Save and Send						
Poporte \							