

Manage My Tickets

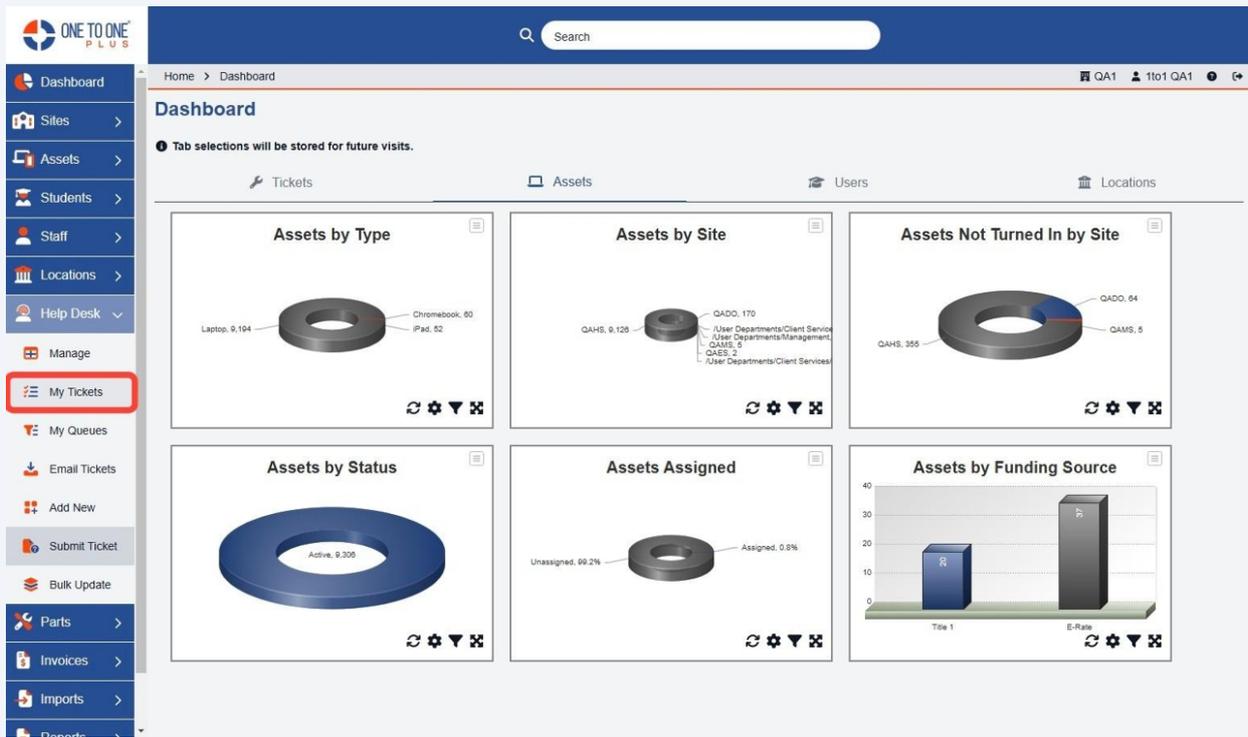


This guide helps you manage tickets in the Help Desk system by customizing views, exporting data, and tracking updates. Follow these steps to streamline your workflow and improve productivity.

1 Select "Help Desk".

The screenshot displays the ONE TO ONE PLUS dashboard interface. On the left, a vertical navigation menu lists various system components: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk (highlighted with a red box), Parts, Invoices, Imports, Reports, and Settings. The main content area is titled 'Dashboard' and features a search bar at the top. Below the search bar, there are navigation tabs for Tickets, Assets, Users, and Locations. The dashboard contains six data visualization widgets: 'Assets by Type' (donut chart showing Laptop: 9,104, Chromebook: 60, iPad: 52); 'Assets by Site' (donut chart showing QAHS: 9,126, QADO: 170, and other categories); 'Assets Not Turned In by Site' (donut chart showing QAHS: 355, QADO: 64, and QAMS: 5); 'Assets by Status' (donut chart showing Active: 6,305); 'Assets Assigned' (donut chart showing Unassigned: 99.2% and Assigned: 0.8%); and 'Assets by Funding Source' (bar chart comparing Title 1 and E-Rate).

2 Select "My Tickets".



3 The My Tickets screen displays tickets you have entered or tickets that are assigned to you if you are a technician.

The 'My Tickets' screen displays a table of ticket records. The table has the following columns:

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
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	
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket	

4 Select "Columns" to select fields to display and customize your view.

The screenshot shows the 'My Tickets' page in the ONE TO ONE PLUS system. The 'Columns' button is highlighted with a red box. The page displays a table of tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, and Site Category. The 'View Applied' is set to 'Standard'.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
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	
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket	

5 Select "My Views" to save your customized view.

The screenshot shows the 'My Tickets' page in the ONE TO ONE PLUS system. The 'My Views' button is highlighted with a red box. The page displays the same table of tickets as in the previous screenshot. The 'View Applied' is set to 'Standard'.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
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	
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket	

6 Select "Export" to download a CSV file.

The screenshot shows the 'My Tickets' page in the ONE TO ONE PLUS system. The 'Export' button is highlighted with a red box. The page displays a table of tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, and Site Category. The 'Export' button is located in the top right corner of the table area, next to 'Print All' and '+ Add New' buttons.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
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	
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket	

7 Select "Print All" to print a sheet for each ticket listed.

The screenshot shows the 'My Tickets' page in the ONE TO ONE PLUS system. The 'Print All' button is highlighted with a red box. The page displays a table of tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, and Site Category. The 'Print All' button is located in the top right corner of the table area, next to 'Export' and '+ Add New' buttons.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
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	
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket	

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Select "Add New" to add a new ticket. (This can also be done from the Add New tab under Help Desk).

The screenshot shows the 'My Tickets' page in the ONE TO ONE PLUS system. The page header includes a search bar and navigation links. The main content area displays a table of tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, and Site Category. The '+ Add New' button is highlighted in a red box in the top right corner of the table area.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
Select	Select	Select	Select	Select	Select	Select
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	
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket	

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Use the fields to filter the results.

The screenshot shows the 'My Tickets' page in the ONE TO ONE PLUS system. The page header includes a search bar and navigation links. The main content area displays a table of tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, and Site Category. The 'Ticket Type' dropdown menu is highlighted in a red box, indicating it is used for filtering results.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
Select	Select	Select	Select	Select	Select	Select
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	
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket	

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Select a ticket or the edit button (to the far right) to view or modify a ticket.

ONE TO ONE PLUS

Home > My Ticket

QA1 1to1 QA1

Switch back to the legacy page

My Tickets Page: 1 of 1 Showing 6 of 128 total records

Columns My Views Export Print All Add New

Refresh Column Finder Page Size 50

View Applied: Standard

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
Select	Select	Select	Select	Select	Select	Select
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	
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1
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