

# Turn in an Asset



This guide outlines a simple process for turning in assets, ensuring accurate documentation of damages and invoicing. It helps streamline returns, reduce errors, and support compliance with asset management protocols.

## 1 Select "Assets".

The screenshot shows the ONE TO ONE PLUS dashboard interface. The left sidebar contains a navigation menu with the following items: Dashboard, Sites, Assets (highlighted with a red box), Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area displays the 'Dashboard' with a search bar and a navigation bar for Tickets, Assets, Users, and Locations. Below the navigation bar, there are six data visualization widgets:

- Open Tickets by Assigned Technician:** A donut chart showing tickets assigned to technicians: 11to1 QA (12), LONDON LANCASTER (2), and Joey Cole (15).
- Open Tickets by Queue:** A donut chart showing tickets in different queues: Level 1 (4) and Network (6).
- Open Tickets by Site:** A donut chart showing tickets from various sites: QADO (54), QAES (6), QAMS (8), and QAHS (33).
- Open Tickets by Type:** A donut chart showing tickets categorized by type: Financial Secretary (5), HVAC Issue (2), iPad Cracked Screen (8), iPad Issue (1), Laptop Cracked Screen (6), Laptop Missing Keys (1), Lost Device (1), Need Toner (1), Email Ticket (6), Electrical Problem (1), Chromebook Missing Keys (2), Chromebook Cracked Screen (10), Promethean Board (1), Printer (1), Password Reset (2), and New Student (23).
- Tickets by Status:** A donut chart showing the status of tickets, with 'New Ticket' at 102.
- Tickets by Closure Type:** A donut chart showing the closure type of tickets, with 'Resolved' at 3.

## 2 Select "Turn In".

The screenshot displays the ONE TO ONE PLUS dashboard interface. The left sidebar contains a navigation menu with the following items: Dashboard, Sites, Assets, Manage, Assign, Turn In (highlighted with a red box), Print Labels, Bulk Update, Bulk Assign, Quick Add, Inventory Audit, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, and Reports. The main dashboard area is titled "Dashboard" and includes a search bar, a notification "Tab selections will be stored for future visits.", and tabs for Tickets, Assets, Users, and Locations. The dashboard features six donut charts:

- Open Tickets by Assigned Technician:** Data includes Joey Cole (15), 1to1 QA (12), and LANDON LANCASTER (2).
- Open Tickets by Queue:** Data includes High School (55), Level 1 (4), and Network (6).
- Open Tickets by Site:** Data includes QADO (84), QAES (6), QAMS (8), and QAHS (33).
- Open Tickets by Type:** Data includes Financial Secretary (5), HVAC Issue (2), iPad Cracked Screen (8), iPad Issue (1), Email Ticket (6), Electrical Problem (1), Chromebook Missing Keys (2), Chromebook Cracked Screen (10), Promethean Board (1), Printer (1), Password Reset (2), Laptop Cracked Screen (6), Laptop Missing Keys (1), Lost Device (1), Need Toner (1), and New Student (23).
- Tickets by Status:** Data includes New Ticket (102).
- Tickets by Closure Type:** Data includes Resolved (3).

3 Enter or scan the "Asset ID or SN" of the asset to be turned in.

The screenshot shows the 'Turn In Asset' form in the ONE TO ONE PLUS system. The form is divided into several sections: 'Accessories to be Collected' with checkboxes for Charger, Keyboard, and Mouse; 'Turn In Information' with fields for Asset ID/SN (highlighted with a red box), Location ID (with a Search button), Previous Asset Condition (dropdown), and Asset Condition (dropdown set to 'Good'); and 'Create Ticket' with fields for Billable?, Ticket Type Category, Ticket Types, Ticket Description, and Submit Action (dropdown set to 'Held by and Assigned'). At the bottom are buttons for Submit, Submit and Receipt, and Reset.

4 Enter or scan the Location ID for the destination where the device will be turned in. If you do not know the ID, you can select the "Search" button.

This screenshot is identical to the one above, but the 'Location ID' field and its associated 'Search' button are highlighted with a red box, indicating the next step in the process.

5

If the device has damages, select the Ticket Type Category and the Ticket Type.

The screenshot shows the 'Turn In Asset' form in the ONE TO ONE PLUS system. The form is divided into several sections: 'Accessories to be Collected', 'Turn In Information', and 'Create Ticket'. The 'Accessories to be Collected' section has checkboxes for 'Charger', 'Keyboard', and 'Mouse', all of which are checked. The 'Turn In Information' section includes fields for 'Asset ID/SN \*', 'Location ID \*' (with a search button), 'Previous Asset Condition' (a dropdown menu), and 'Asset Condition' (a dropdown menu set to 'Good'). The 'Create Ticket' section includes a 'Billable?' checkbox, 'Ticket Type Category' (a dropdown menu), 'Ticket Types' (a dropdown menu), 'Ticket Description' (a text area), and 'Submit Action \*' (a dropdown menu set to 'Held by and Assigned'). A red box highlights the 'Ticket Type Category' and 'Ticket Types' dropdown menus. At the bottom of the form, there are three buttons: 'Submit', 'Submit and Receipt', and 'Reset'.

6

Enter the ticket description.

The screenshot shows the 'Turn In Asset' form in the ONE TO ONE PLUS system, identical to the previous one. The 'Create Ticket' section is highlighted with a red box, showing the 'Ticket Description' text area. The 'Ticket Type Category' and 'Ticket Types' dropdown menus are also visible. At the bottom of the form, there are three buttons: 'Submit', 'Submit and Receipt', and 'Reset'.

## 7 If damages need to be invoiced, select "Billable".

### Turn In Asset

#### Accessories to be Collected

- Charger
- Keyboard
- Mouse

#### Turn In Information

Asset ID/SN \*

Location ID \*

Previous Asset Condition

Asset Condition

#### Create Ticket

Billable?

Ticket Type Category

Ticket Types

Ticket Description

## 8 Select "Submit".

The screenshot shows the 'Turn In Asset' form within the One to One Plus application. The interface includes a navigation sidebar on the left with options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area displays the form with sections for 'Accessories to be Collected', 'Turn In Information', 'Create Ticket', and 'Submit Action'. The 'Billable?' checkbox is highlighted with a red box. At the bottom of the form, the 'Submit' button is highlighted with a red box, along with 'Submit and Receipt' and 'Reset' buttons. The top navigation bar shows the user is logged in as '1to1 QA1'.