

## Assets

- **Add/Edit Assets** - A new “Quick Ticket” option has been added to the Add/Edit Asset screen. When selected, it opens a new tab with the Submit Ticket screen and automatically fills in details from the related asset—making it faster and easier to create a ticket.

**Edit Asset**  
Created by Api User Api User 2/7/2025, 8:05 PM Modified by Andrew Wommack 6/4/2025, 7:53 AM

**Asset Information**

Asset ID: 053220  
Description: Chromebook 053220  
Serial Number: DMQKJQG5F182  
Type: Chromebook  
Group: DMQKJQG5F182  
Class:   
Category: Tablets  
Pool:   
Manufacturer: Apple  
Model: iPad 4th Generation (Wi-Fi)  
Status: Active  
External Status:

**Purchasing Information**  
**Device Information**  
**Related Files** 4 Uploaded Files  
**Custom Fields**

Custom Notes Assets: custom notes  
Platform:   
Bluetooth Mac Address:   
WiFi Mac Address:   
User Email:

## Staff

- **Add/Edit Staff** - A new “Quick Ticket” option has been added to the Add/Edit Staff screen. When selected, it opens a new tab with the Submit Ticket screen and automatically fills in details from the related Staff record.

**Edit Staff**  
Created by Api User Api User on 2/24/25, 8:02 PM Modified by Api User Api User on 4/2/25, 5:14 PM

**Personal Information**

Staff ID: blancaster  
First Name: Burt  
Middle Name:   
Last Name: Lancaster  
**Related Assets**  
Asset Accessories: Select Some Options  
**Assigned Assets**

**Policies**  
**System Information**

Import Type: Microsoft Staff  
Status: Active  
Type: Technician  
User Group: Technician I  
Restrict to Sites: Select Some Options  
Job Title: CEO  
Job Description:

## Student

- **Add/Edit Student - A new “Quick Ticket” option has been added to the Add/Edit Student screen.** When selected, it opens a new tab with the Submit Ticket screen and automatically fills in details from the related Student record.

The screenshot shows the 'Edit Student' form for a student named Jane Doe. A red arrow points to the 'Quick Ticket' button in the top navigation bar. The form includes sections for Personal Information, Policies, Related Assets, Assigned Assets, and Student Contact Information.

## Settings

- **Tickets – Submit Ticket Settings - Ticket Form** - To enable the Quick Ticket button in an Asset, Staff, or Student record, you'll need to choose a Quick Ticket option from the dropdown menu in a Ticket form. Please note that only one Quick Ticket form can be created per Asset, Student or Staff.

The screenshot shows the 'Submit Ticket' form. A red box highlights the 'Quick Ticket' dropdown menu, which is currently set to 'Assets'. The form includes sections for Submit Ticket Settings, Search, and a list of fields to be added to the ticket form.