<u>Assets</u>

 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.

î	≪ Home > Assets > Eo	dit Asset							💄 1to1QA1 Mo	rgan 🕐 (+
	Edit Asset			Quick Ticket	Print Label	🖌 Tickets (1)	💄 Users	\$ Invoices (\$0.00)	3 Activity Log	✓ Save
I	Created by Api User Api User 2/	/7/2025, 8:05 PM Modified by Andrew Wommack 6/4/20	25, 7:53 AM	,						
	- Asset Information		+ Purchasing Information	on						
I	Asset ID	053220	+ Device Information							
Description Chromebook 053220						1.1.04				
I			+ Related Files		4 Uploa	ded Files				
I	Serial Number *	DMQKJQG5F182	- Custom Fields							
I	Type *	Chromebook 🗙 🗸	Custom Notes Assets	custom notes						
I	Group	DMQKJQG5F182 X V								
I	Class	v	Platform	Custom Notes Assets						
I	Category	Tablets × V		Platform						
I	Pool	~	Bluetooth Mac Address							
I	Manufacturer	Apple × v	WiFi Mac Address	Bluetooth Mac Address						
I	Model *	iPad 4th Generation (Wi-Fi) 🗙 🗙		WiFi Mac Address						
I	Status *	Active × v	User Email							
	External Status		1	User email						

<u>Staff</u>

• 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.

🛠 Home > Staff > Edit "Burt Lancaster"							
Edit Staff			📾 Quick Ticket 🤷 Credentials 📑 P	int Label 🛛 🖋 Tickets 🗋 🛄 Assets	\$ Invoices 🟛 Locations 🕥 Activity Log 🗸 Save		
Created by Api User Api User	on 2/24/25, 8:02 PM Modified by Api User Api User on 4/.						
— Personal Informatio	n	- Policies					
Staff ID *	blancaster	— System Informa	tion				
First Name *	Burt	Import Type	Microsoft Staff	X 🔻			
Middle Name		Status *	Active	X +			
Last Name *	Lancaster	Type *	Technician	x v			
— Related Assets		User Group	Technician I	X v			
Asset Accessories	Select Some Options	Restrict to Sites	Select Some Options				
	Assigned Assets	Job Title	CEO				
Asset ID Serial Numb	er Asset Status Asset Type Held by Actio	Job Description					

<u>Student</u>

 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.

K Home > Students >	Edit "Jane Doe"							💄 1to1QA1 Morga	an 🕐 (+
Edit Student			🔳 Q	uick Ticket 📑 Print Lab	el 🖌 🗲 Tickets (0)	Assets	\$ Invoices (\$0.00)	3 Activity Log	✓ Save
Created by 1to1QA1 Morgan o	n 3/26/25, 10:58 AM Modified by 1to1QA1 Morgan on 4/2/2	5, 7:54 PM							
- Personal Information	н	- Policies							
First Name *	Jane	Student Tech Insurance	SIGN						
Middle Name		Student AUP							
Last Name *	Doe	Parent AUP							
- Related Assets		Information Release							
Asset Accessories	× Charger × Keyboard × Mouse	Web Page Permission							
	× Protective Case - Black × Protective Case - Blue ×	Protection Policy							
	Assigned Assets	+ Student Contact Info	rmation						
Asset ID Serial Numbe	r Asset Status Asset Type Held by Action	L Brown Brownship of							

<u>Settings</u>

• 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.

K Home > Ticket Properties > Submit Ticket Settings > Edit Submit Ticket								
Submit Ticket Created by 11010A1 Morgan 6/3/2025, 7:07 AM Modified by 11010A1 Morgan 6/3/2025, 7:11 AM								
Created by 1to1QA1 Morgan 6,	/3/2025, 7:07 AM Modifie	ed by 1to10	A1 Morgan 6/3/2025, 7:11 AM					
 Submit Ticket Settings 	3		Search	i What is the issue or request?	¢×			
Title *	Submit Ticket		Availability	# Ticket Types	■ ☆ ×			
Description *	Submit a ticket		Closure Notes					
lcon *	Computer	×v	Collaborators	88 Escription	■ ‡ ×			
Color *	Blue	×v	Contact Phone Number	88 [drop fields here]				
User Groups					l			
Quick Ticket	Assets	~	Custom Notes Tickets	Who is being affected?	¢ ×			
	Assets Staff		Email Addresses	88	• ^			
Disable Related User Auto P	Students		Invoice Amount	# Related User	• * ×			
			New User Name	# Related location	■ ‡ ×			
		Platform	I drop fields here]					
		Secondary Phone						
				Without account take of foot? + Add a Field Group	÷*			