

General

- **Labels** - Label clarity has been enhanced for all labels generated within the system.

Assets

- **Edit Assets-**
 - We now support Dymo Label size 1"x 2 1/8". A drop down option will now appear when to select Label Size. This option is not available for the Legacy Print Label.

The screenshot shows the 'Edit Asset' form with a 'Print Label' modal open. The modal has a 'Select Label' section with radio button options: Single Asset ID, Single Asset SN, Double Asset ID with Assignee, Double Asset ID with Assignee ID, Double Asset SN with Assignee, Double Asset SN with Assignee ID, and Double Asset ID and SN (selected). Below this is a 'Select Printer' dropdown set to 'Dymo LabelWriter 550'. The 'Label Size' dropdown is highlighted with a red box and shows '1 x 2-1/8'. At the bottom of the modal are 'Print' and 'Close' buttons.

- Labels that include assignee information will now be disabled if an asset does not have an assigned user.

The screenshot shows the 'Edit Asset' form with a 'Print Label' modal open. The modal has a 'Select Label' section with radio button options: Single Asset ID, Single Asset SN, Double Asset ID with Assignee, Double Asset ID with Assignee ID, Double Asset SN with Assignee, Double Asset SN with Assignee ID, and Double Asset ID and SN (selected). Below this is a 'Select Printer' dropdown set to 'Dymo LabelWriter 550'. The 'Label Size' dropdown shows '1-1/8 x 3-1/2'. At the bottom of the modal are 'Print' and 'Close' buttons. In the background, the 'Assigned To User' field is highlighted with a red box, indicating it is required for labels with assignee information.

Student

- **Edit Student** - We now support Dymo Label size 1"x 2 1/8". A drop down option will now appear when to select Label Size.

The screenshot shows the 'Edit Student' form for a student named Zoee (Student) Durham-Zuber. A 'Print Label' modal is open, displaying options for 'Select Label' (Single Student ID), 'Select Printer' (Dymo LabelWriter 550), and 'Label Size' (1 x 2-1/8). The 'Label Size' dropdown is highlighted with a red box. The modal also includes a 'Print' button and a 'Close' button.

Day User - Reason: Games

Edit Student

Created by Admin Admin on 7/25/23, 9:28 PM Modified by 1to1 QA on 8/11/25, 11:17 AM

— Personal Information

First Name * Zoee (Student)

Middle Name

Last Name *

— Related Assets

Asset Accessories

Charger Wireless Mouse Wireless Case

Assigned Assets

Asset ID Serial Number Asset Status Asset Type Held by

Print Label

Select Label: Single Student ID

Select Printer: Dymo LabelWriter 550

Label Size: 1 x 2-1/8

ONE TO ONE PLUS

Print Close

Staff

- **Edit Staff** - We now support Dymo Label size 1"x 2 1/8". A drop down option will now appear when to select Label Size.

The screenshot shows the 'Edit Staff' form for a staff member named Zac Coggins. A 'Print Label' modal is open, displaying options for 'Select Label' (Single Staff ID), 'Select Printer' (Dymo LabelWriter 550), and 'Label Size' (1 x 2-1/8). The 'Label Size' dropdown is highlighted with a red box. The modal also includes a 'Print' button and a 'Close' button.

Day User - Reason: Games

Edit Staff

Created by Api User Api User on 2/24/25, 8:01 PM Modified by 1to1 QA on 7/22/25, 3:11 PM

— Personal Information

Staff ID * zcoggins

First Name * Zac

Middle Name

Last Name * Coggins

— Related Assets

Asset Accessories

Select Some Options

Assigned Assets

Asset ID Serial Number Asset Status Asset Type Held by

Print Label

Select Label: Single Staff ID

Select Printer: Dymo LabelWriter 550

Label Size: 1 x 2-1/8

ONE TO ONE PLUS

Print Close

Locations

- **Edit Locations** - We now support Dymo Label size 1"x 2 1/8". A drop down option will now appear when to select Label Size.

The screenshot displays the 'Edit Location' page for location ID '2312312310ABC'. The page includes a 'Location Information' section with fields for Location ID, Description, Type, Site, Identifier, Assigned to Location, and Related User. A 'Print Label' modal is open, showing options for 'Select Label' (Single Location ID), 'Select Printer' (Dymo LabelWriter 550), and 'Label Size' (1 x 2-1/8). The 'Label Size' field is highlighted with a red box. The modal also features a 'Print' button and a 'Close' button.

Location Information	
Location ID *	2312312310ABC
Description	ABCDEFGHJKLM
Type *	Cart
Site *	DES
Identifier	32kj42kl3j42k3lj4
Assigned to Location	QAHS-RM-101
Related User	Jacob Adelberg (ID: jadelberg)

Created by 1to1 QA on 6/19/25, 3:45 PM. Modified by 1to1 QA on 6/19/25, 4:09 PM

Assigned Assets (0) | Field Assets (0) | Print Label

+ Related Files

Print Label

Select Label: ☒ Single Location ID

Select Printer: Dymo LabelWriter 550 x v

Label Size: 1 x 2-1/8 x v

ONE TO ONE PLUS

Print Close

Invoices

- **Add Invoice**- When entering a new invoice if a required field is skipped, it will alert you to the missed field and won't save until the required field has been input.
- **Edit Invoice**- Only Admin users will have the ability to delete an Invoice. The option to delete has been removed from other user roles.

Settings

● System > Rules -

- You can now easily clone previously configured rules. A "**Save and Clone**" button has been added to both the top right and bottom left of the existing rule screen. Select **Save and Clone** on an existing rule. All information from the original rule will be duplicated, except for the **Rule Name**. Enter a new Rule Name, make any necessary changes, and click **Save**.

The screenshot shows the 'Edit Rule' interface. At the top right, there are two buttons: 'Save' and 'Save and Clone'. The 'Save and Clone' button is highlighted with a red box. At the bottom left, there are also two buttons: 'Save' and 'Save and Clone'. The 'Save and Clone' button is also highlighted with a red box. The form contains fields for Module (Tickets), Rule Name (Send update email to assigned by user), Description, Event (Ticket is Updated), Priority (1), and an Enabled checkbox. Below these are sections for Conditions, Actions, Modifications, and Notifications.

- A clone option has also been added to the Rules manage page.

The screenshot shows the 'Rules' manage page. It displays a table of rules with columns: Rule Name, Description, Module, Priority, Enabled, Created Date, Modified Date, and Actions. The 'Actions' column contains a 'Clone' button, which is highlighted with a red box. A red arrow points from the 'Clone' button in the 'Actions' column to the 'Save and Clone' button in the 'Edit Rule' form above.

Rule Name	Description	Module	Priority	Enabled	Created Date	Modified Date	Actions
Customer Satisfaction Survey	This rule will trigger a survey	Tickets	1	Yes	10/24/2023, 7:56 PM	9/3/2025, 5:09 PM	Clone
Asset Type Critical		Tickets	1	Yes	10/27/2023, 12:42 PM	10/29/2024, 3:22 PM	Clone
Asset move		Assets	1	Yes	2/14/2025, 9:27 AM	3/7/2025, 11:06 AM	Clone

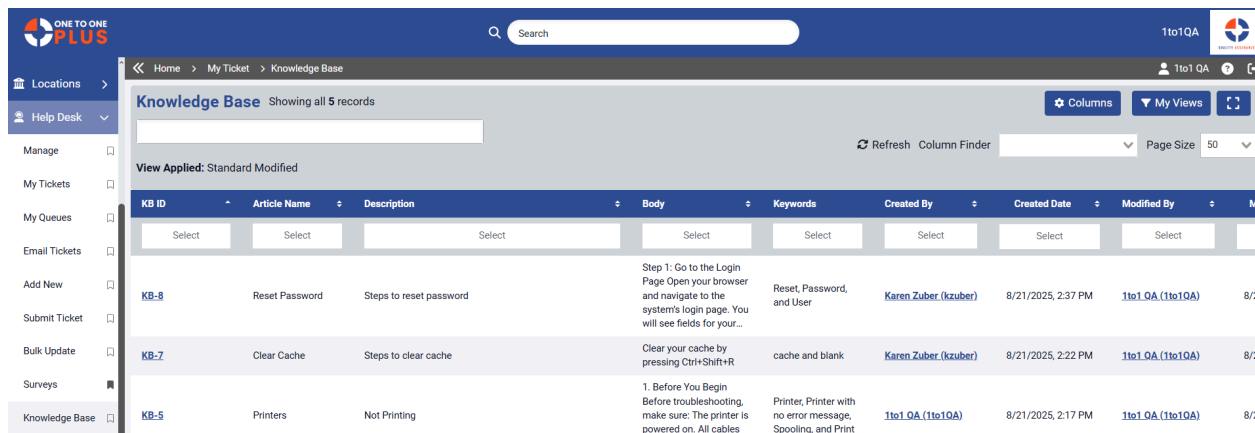
Release 9.8.0

September 8, 2025

Knowledge Base

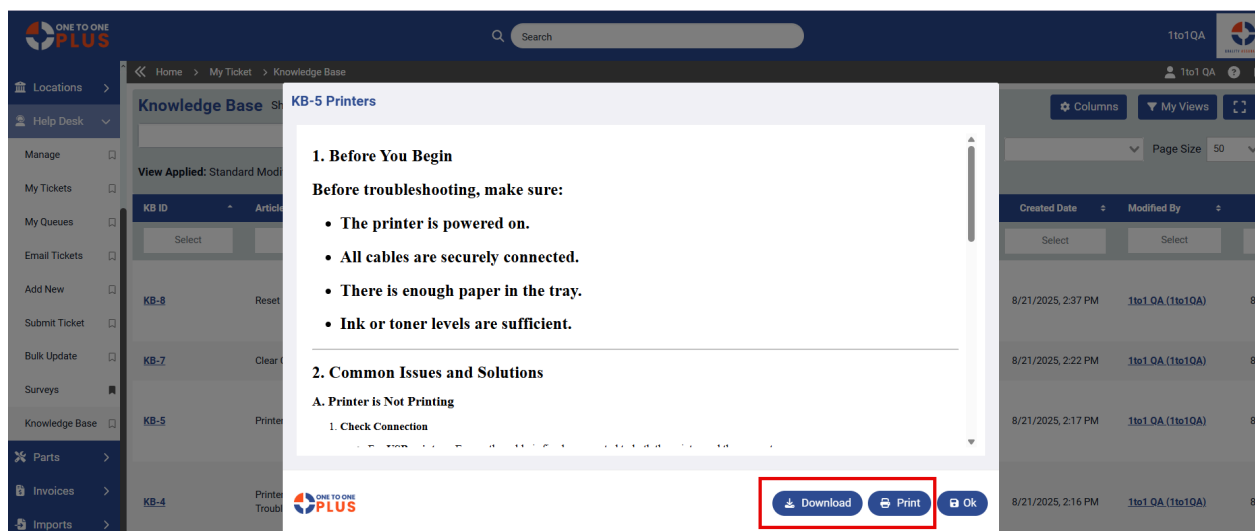
The Knowledge Base (KB) feature enhances the Help Desk module by allowing organizations to create, manage, and display helpful resources directly within the ticketing workflow. These articles can be internal documents or links to external resources and are designed to improve support efficiency and end-user self-service.

Knowledge Base articles can be viewed from the option located under Help Desk. You can Download and/or Print from each of the articles



The screenshot shows the 'Knowledge Base' section of the 'ONE TO ONE PLUS' software. The interface includes a sidebar with navigation options like 'Locations', 'Help Desk', 'Manage', 'My Tickets', 'My Queues', 'Email Tickets', 'Add New', 'Submit Ticket', 'Bulk Update', 'Surveys', and 'Knowledge Base'. The main area displays a table of knowledge base articles. The table has columns for KB ID, Article Name, Description, Body, Keywords, Created By, Created Date, and Modified By. Three articles are visible: KB-8 (Reset Password), KB-7 (Clear Cache), and KB-5 (Printers).

KB ID	Article Name	Description	Body	Keywords	Created By	Created Date	Modified By
KB-8	Reset Password	Steps to reset password	Step 1: Go to the Login Page Open your browser and navigate to the system's login page. You will see fields for your...	Reset, Password, and User	Karen Zuber (kzuber)	8/21/2025, 2:37 PM	1to1 QA (1to1QA)
KB-7	Clear Cache	Steps to clear cache	Clear your cache by pressing Ctrl+Shift+R	cache and blank	Karen Zuber (kzuber)	8/21/2025, 2:22 PM	1to1 QA (1to1QA)
KB-5	Printers	Not Printing	1. Before You Begin Before troubleshooting, make sure: The printer is powered on. All cables	Printer, Printer with no error message, Spooling, and Print	1to1 QA (1to1QA)	8/21/2025, 2:17 PM	1to1 QA (1to1QA)



The screenshot shows the 'KB-5 Printers' article in the 'ONE TO ONE PLUS' software. A modal window is open, displaying the article content. The modal has a title 'KB-5 Printers' and contains the following text:

1. Before You Begin

Before troubleshooting, make sure:

- The printer is powered on.
- All cables are securely connected.
- There is enough paper in the tray.
- Ink or toner levels are sufficient.

2. Common Issues and Solutions

A. Printer is Not Printing

1. Check Connection

At the bottom of the modal, there are three buttons: 'Download', 'Print', and 'Ok'. The 'Download' and 'Print' buttons are highlighted with a red box.

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September 8, 2025

Articles are also searchable by typing in the keywords in the global search at the top of the screen

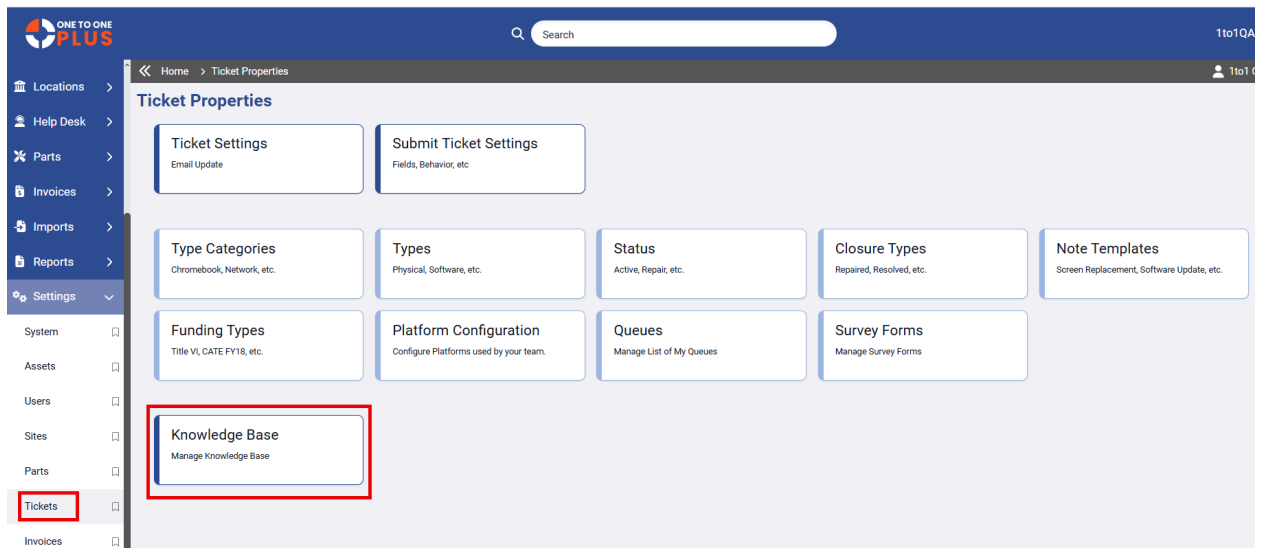
The screenshot displays the ONE TO ONE PLUS Knowledge Base interface. A search bar at the top right contains the text 'Printer'. A dropdown menu is open below the search bar, listing various categories: ASSETS, COXBX12 COXBX12 (Not Turned In), ASSIGNEE, No Results Found, USERS, No Results Found, LOCATIONS, No Results Found, TICKETS, No Results Found, INVOICES, No Results Found, INVOICE TASKS, No Results Found, and KNOWLEDGE BASE. The KNOWLEDGE BASE category is highlighted with a red box, and its sub-items, KB-4 Printer Troubleshooting and KB-5 Printers, are also highlighted with a red box. The main content area shows a table of knowledge base articles. The table has columns for KB ID, Article Name, Description, and a list of related articles. The first article is KB-8, Reset Password, Steps to reset password. The second article is KB-7, Clear Cache, Steps to clear cache. The third article is KB-5, Printers, Not Printing. The fourth article is KB-4, Printer Troubleshooting, Things to try for printer problems. The table is filtered by 'View Applied: Standard Modified'.

KB ID	Article Name	Description	Related Articles
KB-8	Reset Password	Steps to reset password	Reset Password, and User
KB-7	Clear Cache	Steps to clear cache	Clear your cache by pressing Ctrl+Shift+R cache and blank
KB-5	Printers	Not Printing	1. Before You Begin Before troubleshooting, make sure: The printer is powered on. All cables are securely connected... Printer, Printer with no error message, Spooling, and Print
KB-4	Printer Troubleshooting	Things to try for printer problems	Printer Troubleshooting Guide Overview This article provides troubleshooting steps for resolving common... Printer, Printer with no error message, Spooling, Print, Jam, and Print Quality

Use the instructions below to configure this new feature.

Setup

- **Knowledge Base** - To use this feature, a KB form must be set up. You can create or manage forms by navigating to **Settings > Tickets > Knowledge Base**. You must be an Admin to create and manage KB and specific groups can have access to articles.



Home > Ticket Properties > Knowledge Base > Edit Knowledge Base

General

Article Name * Printer Troubleshooting

Description Things to try for printer problems

Keywords Add More Keywords... ×

Printer ×

Printer with no error message ×

Spooling × Print × .lam ×

User Groups

Body

Printer Troubleshooting Guide

Overview

This article provides troubleshooting steps for resolving common printer issues, including connectivity errors, paper jams, and print quality problems.

Step 1: Check Printer

Article Name can be a generic name of the type of KB form. **Description** allows for detailed explanation of the article. It will not appear on the ticket screens.

Keywords are the searchable words that can be used to display the article. There is no limit of how many you can create. Each keyword has a 256 character limit.

User Groups can be used to control who can have access to the article. The **Body** is used to store the details of the article or to provide external links to resources that the user can access. The body can contain images as well as details.

- **Ticket Types** - After KB articles are created, they will need to be linked to ticket types. Multiple articles can be linked to one ticket type.

Home > Ticket Properties > Ticket Types > Edit Ticket Type

Edit Ticket Type

Created by 1to1 QA 10/4/2022, 2:25 PM Modified by 1to1 QA 8/25/2025, 9:19 AM

Ticket Type *	Printer
Description	
Billable Amount	0.00
Task Type Category	Hardware x v
Email Group	... v
Default Technician	v
Default?	<input type="checkbox"/>
Submit Ticket?	<input checked="" type="checkbox"/>
Turn In?	<input type="checkbox"/>

✓ Save

Knowledge Base

Articles

- KB-4 Printer Troubleshooting
- KB-5 Printers
- KB-7 Clear Cache

Process

- **Submit Ticket, Add Ticket, Edit Ticket** - When a ticket type is selected that is linked to a KB article, it will display on the right side of the ticket form.

The screenshot shows the 'Submit Ticket' form in the ONE TO ONE PLUS system. The form is titled 'Submit a student ticket'. It includes a sidebar on the left with navigation options like 'Bookmarks', 'Dashboard', 'Sites', 'Assets', 'Students', 'Staff', 'Locations', and 'Help Desk'. The main form area has sections for 'Select Student of who will be affected by this issue.', 'Related User' (with a dropdown menu showing 'Karen Zuber'), 'Related Asset', 'Collaborators', and 'Ticket Types' (with a dropdown menu showing 'Printer'). A red box highlights the 'Ticket Types' dropdown. To the right of the form, a 'Knowledge Base' sidebar is visible, showing a list of articles: 'KB-4 Printer Troubleshooting', 'KB-5 Printers', and 'KB-7 Clear Cache'. Each article has a 'View More' link. A red box highlights the 'Knowledge Base' sidebar. The sidebar also lists 'New Student' tickets with details like 'TSK-5009136', 'TSK-5009179', 'TSK-5009221', and 'TSK-5009540'.

The user can then click on the “view more” option to see the details and they can be downloaded or printed.

The screenshot shows the 'KB-4 Printer Troubleshooting' article. The article title is 'Printer Troubleshooting Guide'. It includes an 'Overview' section and two steps: 'Step 1: Check Printer Connections' and 'Step 2: Clear Paper Jams'. At the bottom, there are buttons for 'Download', 'Print', and 'OK'. A red arrow points to the 'View More' link in the sidebar.