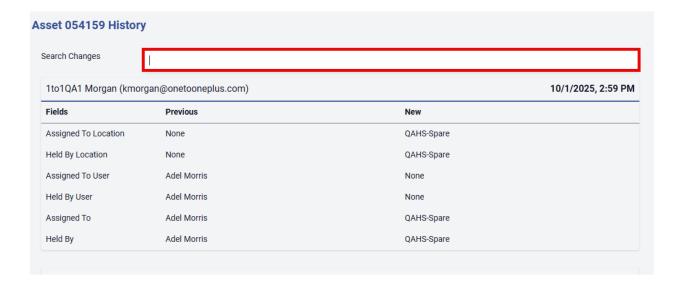
#### General

- **Brother Labels** Updated formatting has improved the appearance of labels printed from the Brother printer.
- **Logout -** When you log out of the program, you will now be redirected to your District-specific URL.
- Activity Log You can now search the Activity Log in Assets, Parts, Invoices, and Tickets to quickly find past activity.

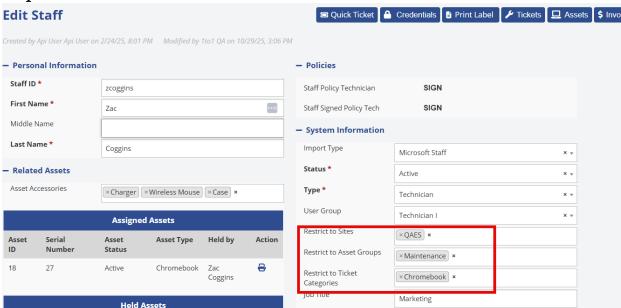


### Assets

- Breadcrumbs Breadcrumbs have been updated to allow navigation back to the previous screen.
- Custom Fields- Previously, importing records with blank custom field values would overwrite existing data, leaving the custom fields empty. This issue has now been resolved.

#### **Staff**

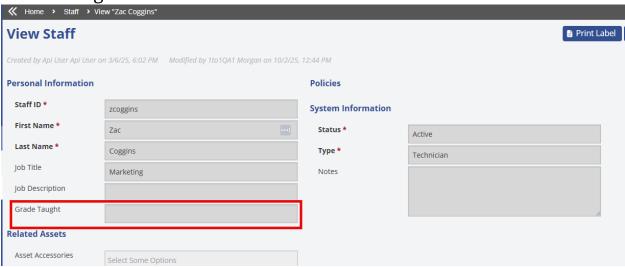
 Add/Edit Staff - Asset Group, Ticket Category, and Site Restrictions have been added to the Staff Add/Edit screen. In order to see these fields, you must contact support or implementation to enable.



- Restrict to Asset Group On Staff/Student screens, all assets are viewable but links are disabled for any that are not part of the restriction. All other screens will filter based on the user's restriction.
- Restrict to Ticket Category Users will only be able to view tickets that belong to the ticket categories assigned to them.
  - Access restrictions will apply across:
    - Ticket Manage Screen
    - Reports and exports
    - Dashboard charts and metrics
  - On the My Tickets screen, user should be able to see tickets if the following is true
    - Created by
    - Related User
    - Collaborator

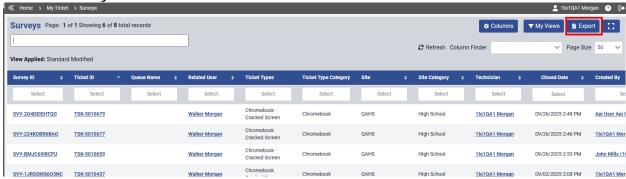
- Technician
- Queue Technician

 View Staff - Grade taught is no longer displayed as a required field. The field name has also been changed from Grade Level to Grade Taught.

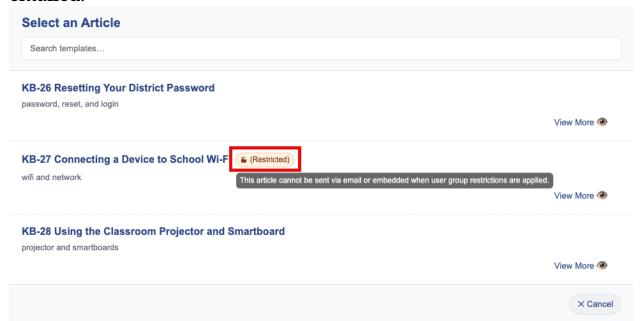


### **Help Desk**

- Ticket
  - Add/Edit (Notes) The "Add" button would disable after entering notes on a ticket. This has now been resolved.
  - Exports Ticket exports have been revamped when exporting either all columns or only selected columns.
  - Survey Manage An Export button has been added to the Survey Management screen, allowing you to export surveys.



 Knowledge Base - Knowledge Base articles assigned to a user group are now marked as restricted and can no longer be emailed.

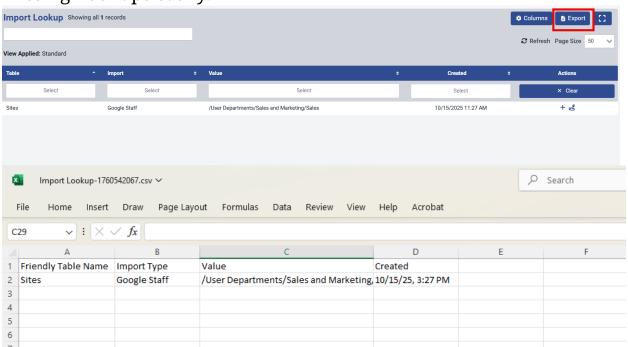


#### **Parts**

- Edit Parts Quantities were not updating after a transfer was saved. This issue has now been resolved.
- Order Part quantities will be automatically updated on the screen once saved.

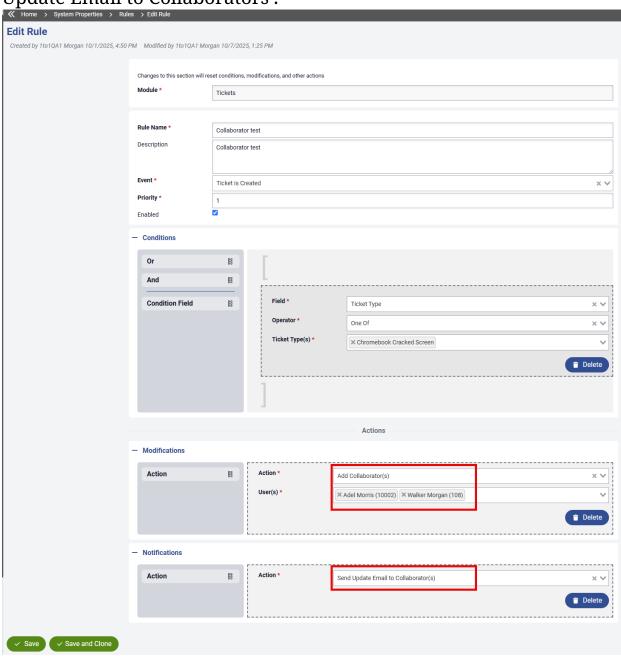
## **Imports**

 Assets > Google Chrome OS Device - An Export button has been added to the Import Lookup screen, allowing you to export missing Lookups easily.

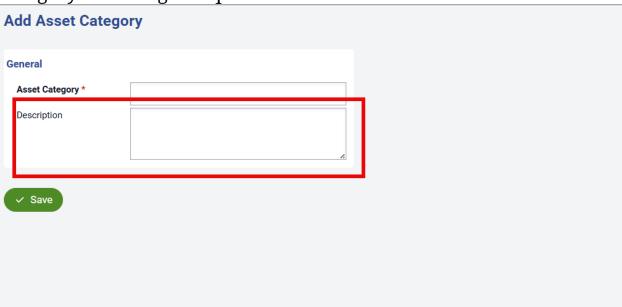


# **Settings**

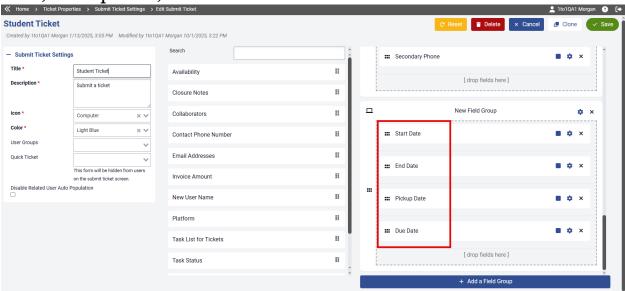
● **System > Rules -** Three new actions have been added to Ticket Rules: 'Add Collaborator(s)', 'Remove Collaborator(s)', and 'Send Update Email to Collaborators'.



■ Assets > Asset Categories - The description field for Asset Category is no longer required.



■ Tickets > Submit Ticket Settings - The following four date fields can now be added to Submit Ticket forms: Start Date, End Date, Pickup Date, and Due Date.



• Imports > Import User Settings > Staff > Google Staff - Google imports now support restricting users to a specific Asset Group.

