

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.

Asset 054159 History

Search Changes

1to1QA1 Morgan (kmorgan@onetooneplus.com) 10/1/2025, 2:59 PM

| Fields | Previous | New |
|----------------------|-------------|------------|
| Assigned To Location | None | QAHS-Spare |
| Held By Location | None | QAHS-Spare |
| Assigned To User | Adel Morris | None |
| Held By User | Adel Morris | None |
| Assigned To | Adel Morris | QAHS-Spare |
| Held By | Adel Morris | QAHS-Spare |

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.

Edit Staff

Created by Api User Api User on 2/24/25, 8:01 PM Modified by 1to1 QA on 10/29/25, 3:06 PM

Quick Ticket Credentials Print Label Tickets Assets Invo

Personal Information

Staff ID *

First Name *

Middle Name

Last Name *

Related Assets

Asset Accessories

| Assigned Assets | | | | | |
|-----------------|---------------|--------------|------------|-------------|--------|
| Asset ID | Serial Number | Asset Status | Asset Type | Held by | Action |
| 18 | 27 | Active | Chromebook | Zac Coggins | |

Held Assets

Policies

Staff Policy Technician **SIGN**

Staff Signed Policy Tech **SIGN**

System Information

Import Type

Status *

Type *

User Group

Restrict to Sites

Restrict to Asset Groups

Restrict to Ticket Categories

Job Title

- **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.

View Staff

Created by Api User Api User on 3/6/25, 6:02 PM Modified by 1to1QA1 Morgan on 10/2/25, 12:44 PM

Personal Information

Staff ID * zcoggins

First Name * Zac

Last Name * Coggins

Job Title Marketing

Job Description

Grade Taught

Policies

System Information

Status * Active

Type * Technician

Notes

Related Assets

Asset Accessories Select Some Options

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.

Surveys Page: 1 of 1 Showing 6 of 8 total records

Columns My Views Export

Refresh Column Finder Page Size 50


View Applied: Standard Modified


| Survey ID | Ticket ID | Queue Name | Related User | Ticket Types | Ticket Type Category | Site | Site Category | Technician | Closed Date | Created By |
|------------------|-------------|------------|---------------|---------------------------|----------------------|------|---------------|----------------|--------------------|----------------|
| SVY-204DEIHTQ0 | TSK-5010679 | | Walker Morgan | Chromebook Cracked Screen | Chromebook | QAHS | High School | 1to1QA1 Morgan | 09/26/2025 2:49 PM | Api User Api i |
| SVY-224KOB6BAO | TSK-5010677 | | Walker Morgan | Chromebook Cracked Screen | Chromebook | QAHS | High School | 1to1QA1 Morgan | 09/26/2025 2:46 PM | 1to1QA1 Mor |
| SVY-8MJC69KCFU | TSK-5010659 | | Walker Morgan | Chromebook Cracked Screen | Chromebook | QAHS | High School | 1to1QA1 Morgan | 09/26/2025 2:53 PM | John Mills (1) |
| SVY-1JRSOMS603NC | TSK-5010437 | | Walker Morgan | Chromebook | Chromebook | QAHS | High School | 1to1QA1 Morgan | 09/02/2025 2:08 PM | 1to1QA1 Mor |

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


Select an Article


Search templates...

KB-26 Resetting Your District Password
password, reset, and login [View More](#) 

KB-27 Connecting a Device to School Wi-Fi  (Restricted)
wifi and network

This article cannot be sent via email or embedded when user group restrictions are applied.

[View More](#) 

KB-28 Using the Classroom Projector and Smartboard
projector and smartboards [View More](#) 

[X Cancel](#)

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.

The screenshot displays the 'Import Lookup' interface and an Excel spreadsheet. The 'Import Lookup' screen shows a table with columns: Table, Import, Value, Created, and Actions. The table contains one record with the following data:

| Table | Import | Value | Created | Actions |
|-------|--------------|---|---------------------|---------|
| Sites | Google Staff | /User Departments/Sales and Marketing/Sales | 10/15/2025 11:27 AM | + e |

The Excel spreadsheet, titled 'Import Lookup-1760542067.csv', shows the same data in a tabular format:

| | A | B | C | D | E | F |
|---|---------------------|--------------|---------------------------------------|-------------------|---|---|
| 1 | Friendly Table Name | Import Type | Value | Created | | |
| 2 | Sites | Google Staff | /User Departments/Sales and Marketing | 10/15/25, 3:27 PM | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |

Settings

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

Home > System Properties > Rules > Edit Rule

Edit Rule

Created by 1to1QA1 Morgan 10/1/2025, 4:50 PM Modified by 1to1QA1 Morgan 10/7/2025, 1:25 PM

Changes to this section will reset conditions, modifications, and other actions

Module * Tickets

Rule Name * Collaborator test

Description Collaborator test

Event * Ticket is Created x v

Priority * 1

Enabled ☒

Conditions

Or And Condition Field

Field * Ticket Type x v

Operator * One Of x v

Ticket Type(s) * Chromebook Cracked Screen x v

Delete

Actions

Modifications

Action

Action * Add Collaborator(s) x v

User(s) * Adel Morris (10002) Walker Morgan (108) x v

Delete

Notifications

Action

Action * Send Update Email to Collaborator(s) x v

Delete

Save Save and Clone

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

Add Asset Category

General

Asset Category *

Description

✓ Save

- **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.

Home > Ticket Properties > Submit Ticket Settings > Edit Submit Ticket

Student Ticket

Created by 1to1QA1 Morgan 1/13/2025, 3:05 PM Modified by 1to1QA1 Morgan 10/1/2025, 3:22 PM

Reset Delete Cancel Clone Save

Submit Ticket Settings

Title * Student Ticket

Description * Submit a ticket

Icon * Computer

Color * Light Blue

User Groups

Quick Ticket

This form will be hidden from users on the submit ticket screen.

☐ Disable Related User Auto Population

Search

Availability

Closure Notes

Collaborators

Contact Phone Number

Email Addresses

Invoice Amount

New User Name

Platform

Task List for Tickets

Task Status

Secondary Phone

[drop fields here]

New Field Group

Start Date

End Date

Pickup Date

Due Date

[drop fields here]

+ Add a Field Group

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

Google Staff Import Settings

Created by 1to1QA1 Morgan 10/30/2024, 4:11 PM Modified by 1to1QA1 Morgan 10/3/2025, 2:45 PM

Standard Settings

Enable Import ☒

OU Scoping

OU's Included

Service Settings

Default User Status *

Default User Type *

Default User Group *

Permissions *

Admin Email *

Json Credential *

✓ Save

+ Data Syncing Options

Field Mappings

Choose Source Choose Destination

| Source | Destination | Preserve [?] | Remove |
|-----------------|--------------------|--------------------------|--------|
| ▶ Employee ID | Staff ID | <input type="checkbox"/> | ✕ |
| ▶ First Name | First Name | <input type="checkbox"/> | ✕ |
| ▶ Last Name | Last Name | <input type="checkbox"/> | ✕ |
| ▶ Primary Email | Email Address | <input type="checkbox"/> | ✕ |
| ▶ Job Title | Job Title | <input type="checkbox"/> | ✕ |
| ▶ OU Path | Site | <input type="checkbox"/> | ✕ |
| ▶ Building ID | Building Id Custom | <input type="checkbox"/> | ✕ |
| ▶ Department | Asset Groups | <input type="checkbox"/> | ✕ |

This Field is Req