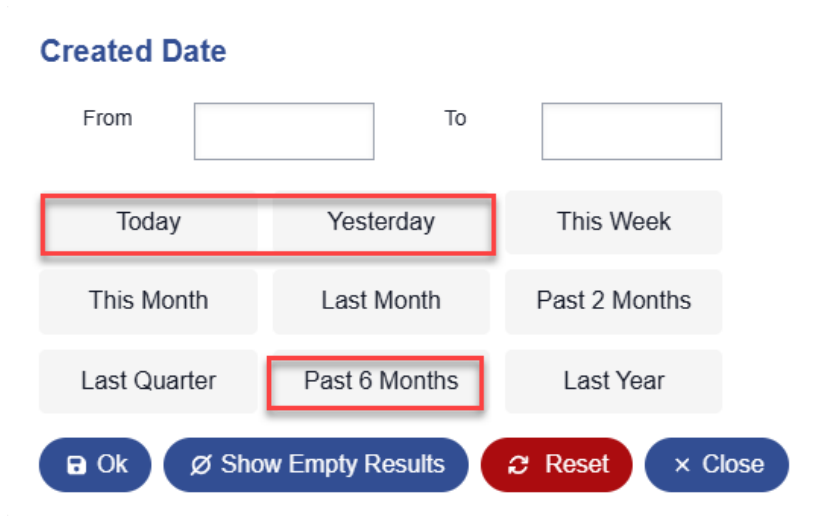


General

- **Date Filters** - We have added TODAY, YESTERDAY, and the PAST 6 MONTHS as options now in the calendar section in the manage pages and settings pages throughout the application. Anywhere you can search or select calendar dates you should see these options now. An example is shown below.



Created Date

From To

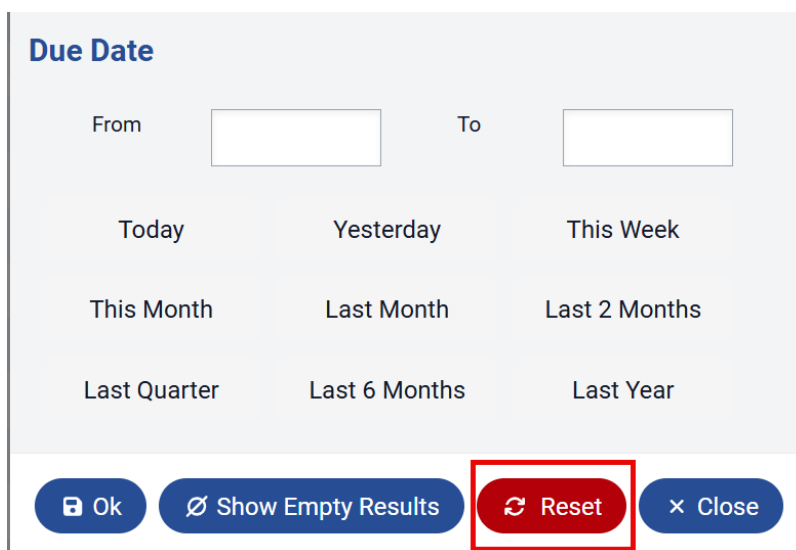
Today Yesterday This Week

This Month Last Month Past 2 Months

Last Quarter Past 6 Months Last Year

Ok Show Empty Results Reset Close

- **Date/Calendar Reset button:** Manage Page(s): date related columns previously had an issue with the reset option not working. It will now RESET properly using the Reset button. This is throughout 1to1Plus. See example below.



Due Date

From To

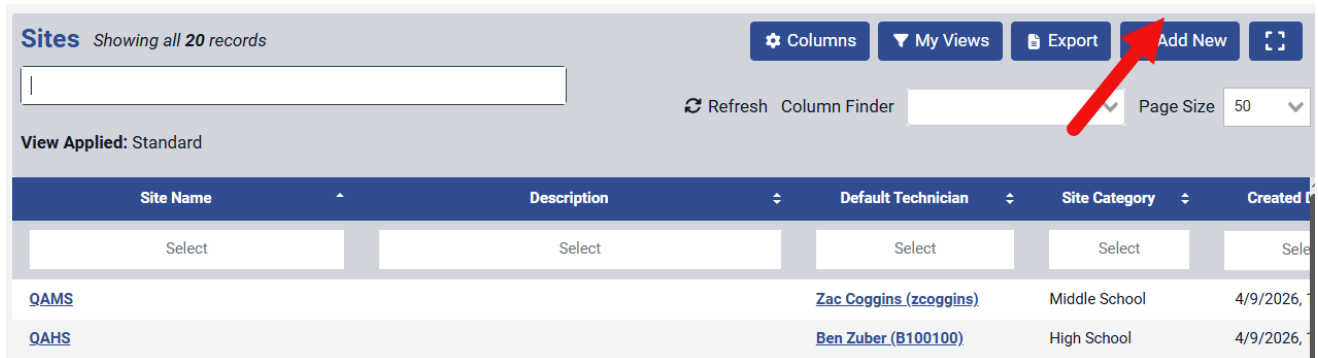
Today Yesterday This Week

This Month Last Month Last 2 Months

Last Quarter Last 6 Months Last Year

Ok Show Empty Results Reset Close

- **Legacy Page** links have been removed across the various Manage pages. See example below.



Sites Showing all 20 records

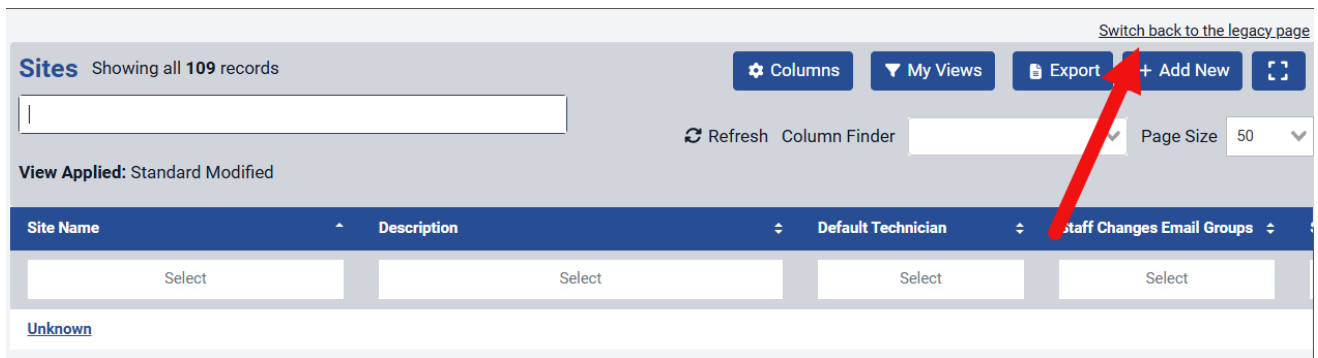
Columns My Views Export **Add New**

Refresh Column Finder Page Size 50

View Applied: Standard

Site Name	Description	Default Technician	Site Category	Created T
Select	Select	Select	Select	Select
QAMS		Zac Coggins (zcoggins)	Middle School	4/9/2026, 1
QAHS		Ben Zuber (B100100)	High School	4/9/2026, 1

Previously it looked like this:



Sites Showing all 109 records

Columns My Views Export **Add New**

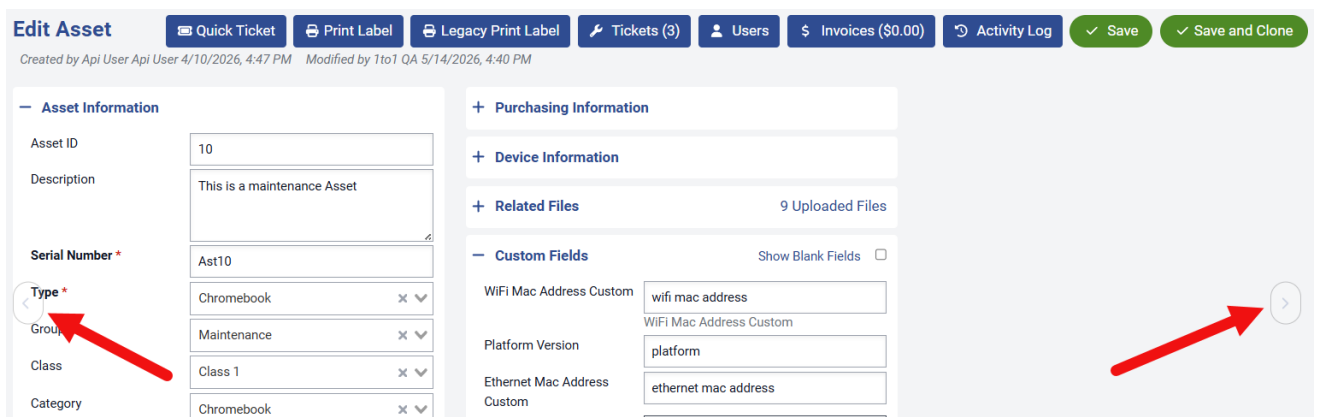
Refresh Column Finder Page Size 50

View Applied: Standard Modified

[Switch back to the legacy page](#)

Site Name	Description	Default Technician	Staff Changes Email Groups
Select	Select	Select	Select
Unknown			

- **Next/Previous** - A new feature has been added to all "Edit" pages that will let the user move to the next or previous record while sitting on the edit page. If you move to the next or previous record and have not saved changes on the current page, you will receive a message alerting you of unsaved changes.



Edit Asset Quick Ticket Print Label Legacy Print Label Tickets (3) Users Invoices (\$0.00) Activity Log Save Save and Clone

Created by Api User Api User 4/10/2026, 4:47 PM Modified by 1to1 QA 5/14/2026, 4:40 PM

Asset Information

Asset ID: 10

Description: This is a maintenance Asset

Serial Number*: Ast10

Type* Chromebook

Group: Maintenance

Class: Class 1

Category: Chromebook

Purchasing Information

Device Information

Related Files 9 Uploaded Files

Custom Fields Show Blank Fields

WiFi Mac Address Custom: wifi mac address

WiFi Mac Address Custom: WiFi Mac Address Custom

Platform Version: platform

Ethernet Mac Address Custom: ethernet mac address

Assets

- Add/Edit Asset-** A new feature has been added to allow assets to be cloned from the “Add”, “Edit” pages and from the “Actions” column on the manage page. Only users with the permissions to create will be allowed to clone. All fields will be cloned **except for Asset ID, Serial Number, Files and Import Type**.

Edit Asset Quick Ticket Print Label Legacy Print Label Tickets (3) Users Invoices (\$0.00) Activity Log Save Save and Clone

Created by Api User Api User 4/10/2026, 4:47 PM Modified by 11o1 QA 5/14/2026, 4:40 PM

Asset Information

Asset ID: 10

Description: This is a maintenance Asset

Serial Number *: Ast10

Type *: Chromebook

Group: Maintenance

Class: Class 1

Category: Chromebook

Pool: Campus Teachers

Manufacturer: ...

Purchasing Information

+ Device Information

+ Related Files: 9 Uploaded Files

Custom Fields: Show Blank Fields ☐

WiFi Mac Address Custom: wifi mac address

WiFi Mac Address Custom: platform

Ethernet Mac Address Custom: ethernet mac address

Custom Notes: custom notes

Save and Clone

Switch back to the legacy page

Assets Page 1 of 3,643 (Showing 182,150 of 182,157 total records)

Columns My Views Export Print All Email All Add New

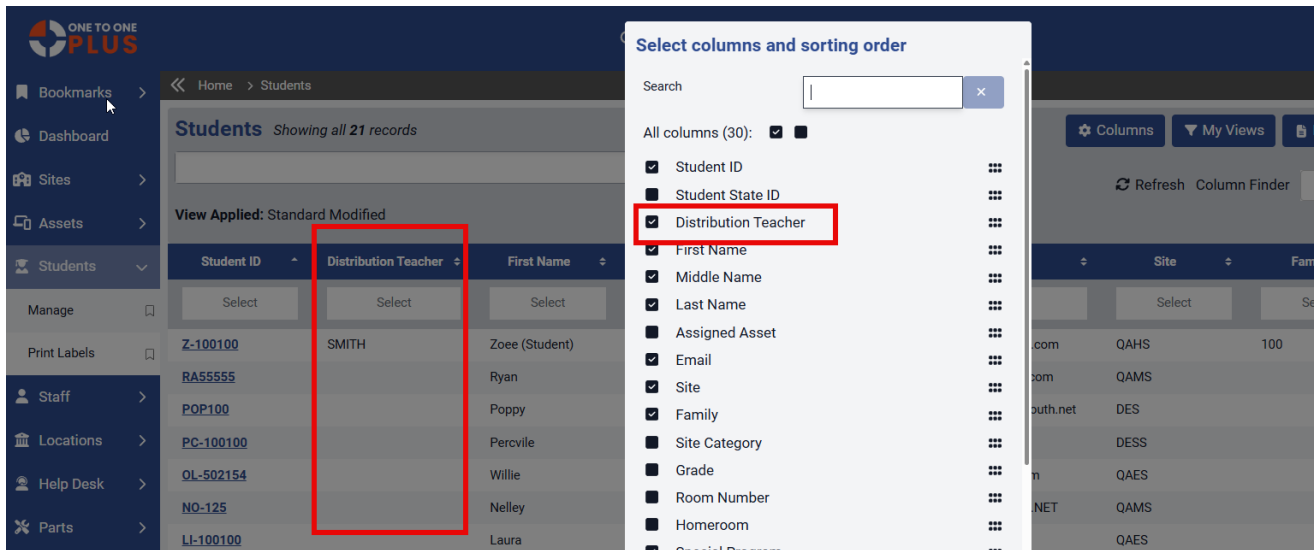
Refresh Column Finder Page Size 50

View Applied: Standard Modified

Asset ID	Serial Number	Site	Site Category	Assigned To User	Actions
Select	Select	Select	Select	Select	Assigned Unassigned Clear
0F33BR424273BF	0F33BR424273BF	QAES	Elementary		   
0F34JMY24433KV	0F34JMY24433KV	QAES	Elementary		   
10	Ast10	QAMS	Middle School	Zac Coggins (zcoggins)	   
100	Ast1	QAHS	High School	Zoe (Student) Durham-Zuber (Z-100100)	   
10033	DMPWQ1KKJ28N	QADO	District 1		   

Students

- **Students Manage Page-** Distribution Teacher column has been added to the Student's Manage page screen.

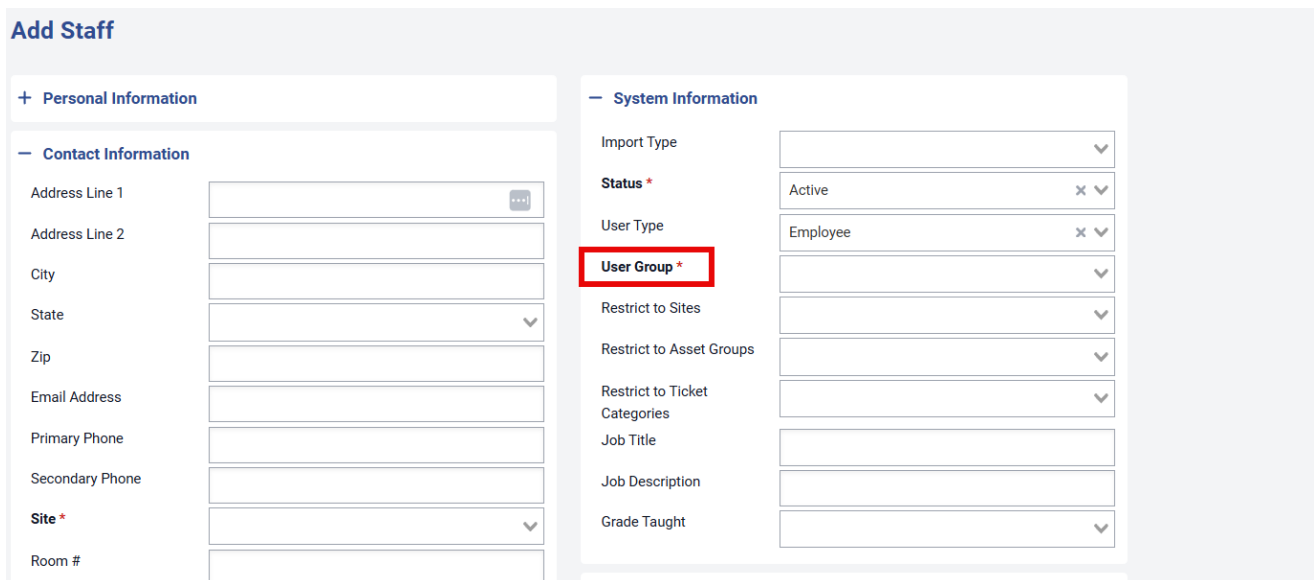


The screenshot shows the 'Students' manage page in the ONE TO ONE PLUS system. The 'Distribution Teacher' column has been added to the student list. A red box highlights the 'Distribution Teacher' column header and the 'Select' dropdown menu. A modal window titled 'Select columns and sorting order' is open, showing the 'Distribution Teacher' column selected.

Student ID	Distribution Teacher	First Name
Z-100100	SMITH	Zoe (Student)
RA55555		Ryan
POP100		Poppy
PC-100100		Percvile
OL-502154		Willie
NO-125		Nelley
LI-100100		Laura

Staff

- **Add Staff** - The "User Group" field will now be required when adding a new staff member.



The screenshot shows the 'Add Staff' form in the ONE TO ONE PLUS system. The 'User Group' field is highlighted with a red box, indicating it is now a required field.

Add Staff

Personal Information

Contact Information

Address Line 1

Address Line 2

City

State

Zip

Email Address

Primary Phone

Secondary Phone

Site *

Room #

System Information

Import Type

Status *

User Type

User Group *

Restrict to Sites

Restrict to Asset Groups

Restrict to Ticket Categories

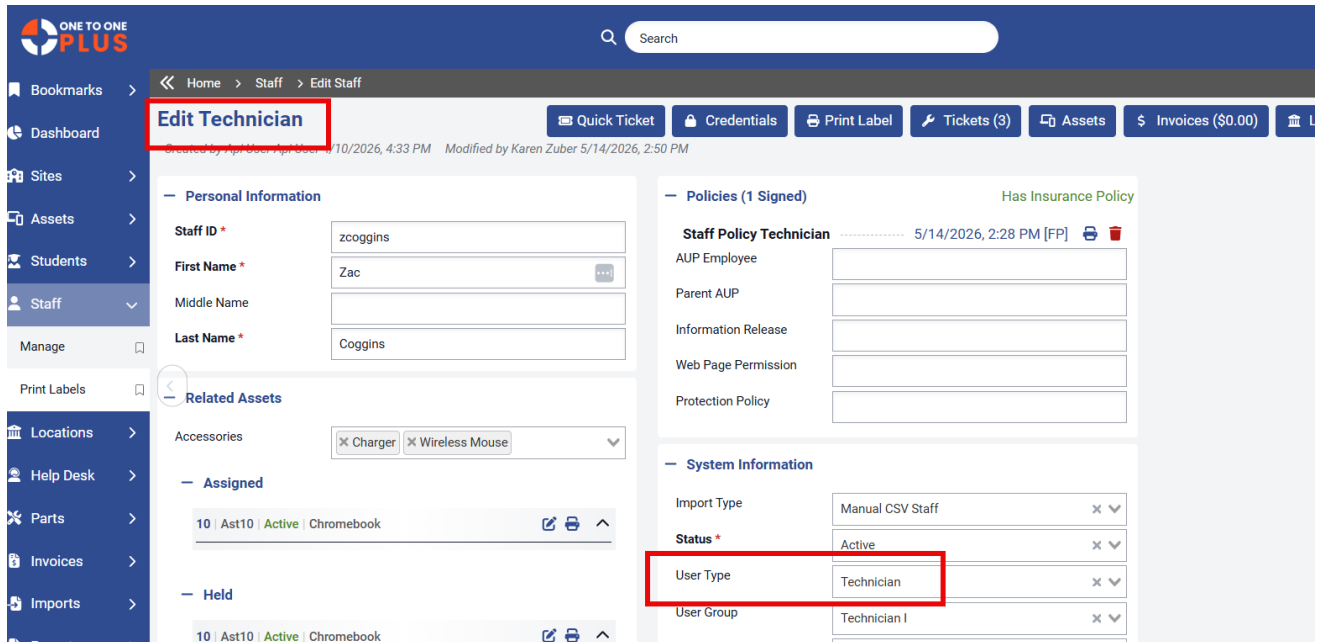
Job Title

Job Description

Grade Taught

- **Edit Staff -**

- The title on the Edit Staff page will now reflect the User Type. See example below.



ONE TO ONE PLUS

Search

Home > Staff > Edit Staff

Edit Technician

Quick Ticket | Credentials | Print Label | Tickets (3) | Assets | Invoices (\$0.00)

Created by Api User Api User 4/10/2026, 4:33 PM Modified by Karen Zuber 5/14/2026, 2:50 PM

Personal Information

Staff ID * zcoggins

First Name * Zac

Middle Name

Last Name * Coggins

Related Assets

Accessories: X Charger X Wireless Mouse

Assigned

10 Ast10 Active Chromebook

Held

10 Ast10 Active Chromebook

Policies (1 Signed) Has Insurance Policy

Staff Policy Technician 5/14/2026, 2:28 PM [FP]

AUP Employee

Parent AUP

Information Release

Web Page Permission

Protection Policy

System Information

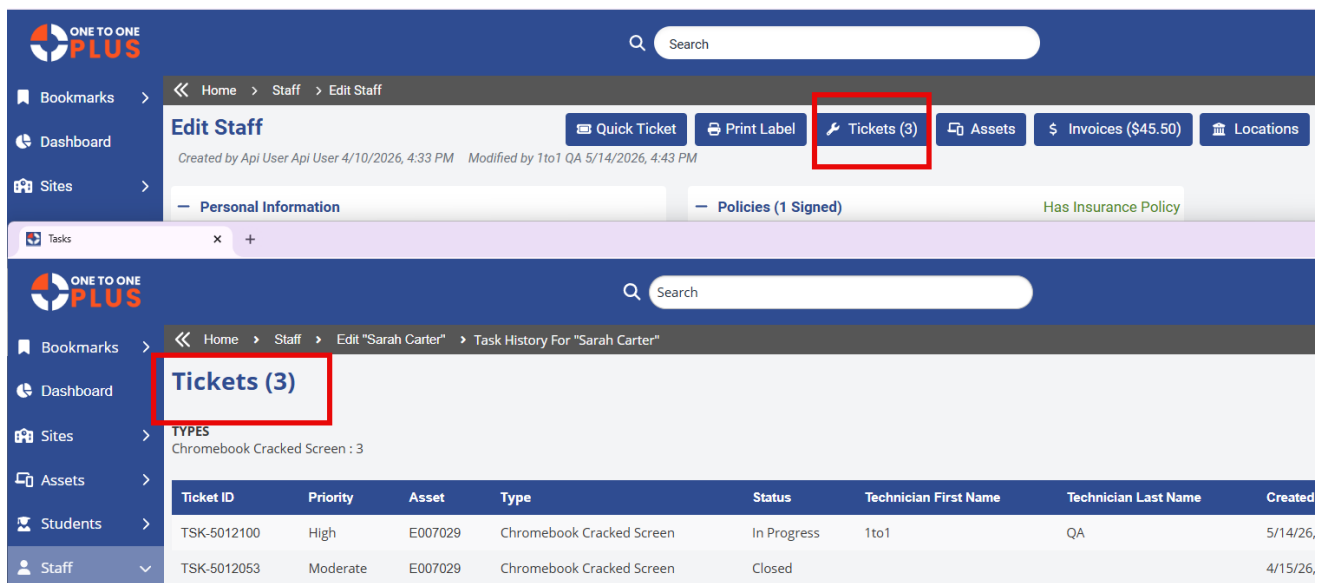
Import Type Manual CSV Staff

Status * Active

User Type Technician

User Group Technician I

- The Edit Staff page will reflect the number of help desk tickets correctly on the Tickets button.



ONE TO ONE PLUS

Search

Home > Staff > Edit Staff

Edit Staff

Quick Ticket | Print Label | Tickets (3) | Assets | Invoices (\$45.50) | Locations

Created by Api User Api User 4/10/2026, 4:33 PM Modified by 1to1 QA 5/14/2026, 4:43 PM

Personal Information

Policies (1 Signed) Has Insurance Policy

Tasks

ONE TO ONE PLUS

Search

Home > Staff > Edit "Sarah Carter" > Task History For "Sarah Carter"

Tickets (3)

TYPES

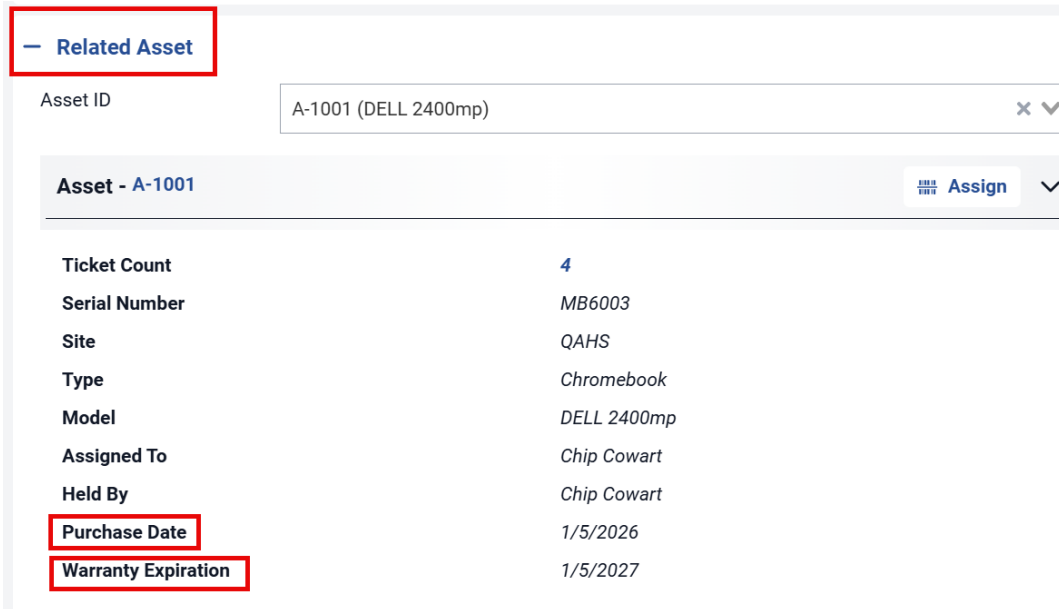
Chromebook Cracked Screen : 3

Ticket ID	Priority	Asset	Type	Status	Technician First Name	Technician Last Name	Created
TSK-5012100	High	E007029	Chromebook Cracked Screen	In Progress	1to1	QA	5/14/26,
TSK-5012053	Moderate	E007029	Chromebook Cracked Screen	Closed			4/15/26,

Help Desk/Tickets

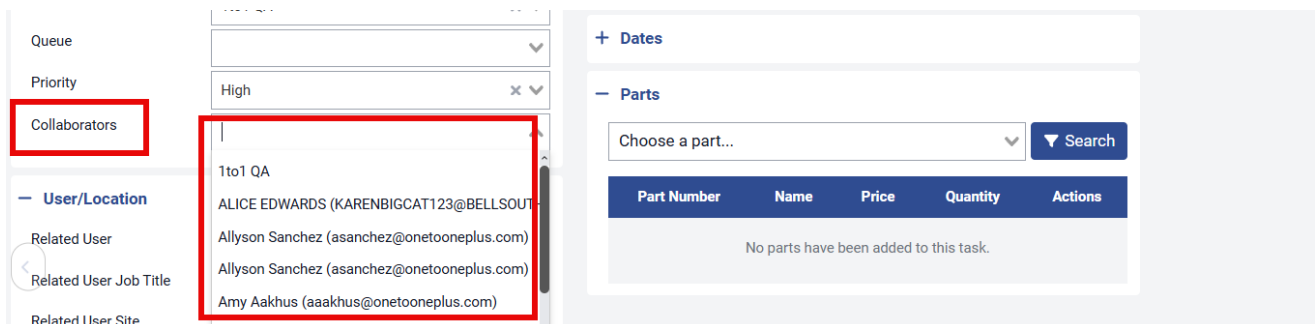
- **Add/Edit Tickets -**

- Purchase Date and Warranty Expiration fields have been added to the Edit Ticket screen in the Related Asset Area.



Asset - A-1001	
Ticket Count	4
Serial Number	MB6003
Site	QAHS
Type	Chromebook
Model	DELL 2400mp
Assigned To	Chip Cowart
Held By	Chip Cowart
Purchase Date	1/5/2026
Warranty Expiration	1/5/2027

- Collaborator drop down is now being sorted in alphabetical order.



- A new feature has been added to allow tickets to be cloned from the “Add”, “Edit” pages and from the “Actions” column on the Manage page. Only users with the permissions to create will be allowed to clone. All fields will be cloned **except for Related Assets, Loaner/New Asset, Files, Notes, Correspondence, Invoicing and Parts.**

Edit Ticket TSK-5012103

Created by 1to1 QA 5/21/2026, 10:15 AM Modified by 1to1 QA 5/21/2026, 10:41 AM

Actions

Unwatch

Activity Log

Save

Save and Send

Save and Clone

Details

Description

Description

Status

In Progress

Closure Type

Closure Notes

Files

No Files

Click to choose files or drag here

Notes

Total Time: 0

+ Add

My Tickets

Page 1 of 1 (Showing 9 of 10 total records)

Columns

My Views

Export

Print All

Add New

Refresh

Page Size 50

View Applied: Standard Modified

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Actions
Select	Select	Select	Select	Clear
TSK-5012103	MP21XQAH57B	E007029	Chromebook Cracked Screen	
TSK-5012102				
TSK-5012101			Chromebook Cracked Screen	
TSK-5012100	MP21XQAH57B	E007029	Chromebook Cracked Screen	

● Edit Ticket-

- The issue with a Null Value populating closure notes when closure type was changed to 'Repaired' has been corrected.

Edit Ticket TSK-4900487
Created by Api User 10/16/2024, 9:43 AM Modified by 1to1plus Plus 4/22/2026, 10:34 AM

Details

Description: Save your team weeks of time

Status: Closed

Closure Type: Repaired

Closure Notes *: **Null**
Issue has been repaired

Files

Notes

Total Time: 0

Email Correspondence (2)

From: Sharon Anderson 11/19/2024, 4:37 PM

test from within 1to1

Parts

● Add/Edit Part -

- The Transaction Category field is now a required field when adding Part(s) Inventory.

Home > Parts > Edit Part

On Hand: 23, Ordered: 2, Total Used: 5, Used YTD: 5

Website: www.dell.com

Part Site Inventory

Site	On Hand
QAHS	15
QAES	4
DES	4

Add Part Inventory

Part Number: 100

Part Name: Dell Keyboard

Transaction Category * (This is a required field.)

Site: QAHS

Quantity *: 1

Reason?

ONE TO ONE PLUS Save Cancel

- Manufacturer has been added to the Manage and Add/Edit Part screen. The Model field will also be filtered based on the manufacturer.

Edit Part
Created by 1to1 QA 4/13/2026, 10:52 AM Modified by Karen Zuber 5/8/2026, 12:56 PM

Information

Number * 100

Name * Dell Keyboard

Type * Keyboard

Manufacturer * Lenovo

Model * 200e-Keyboard

Price * 35.50

Quantities

Minimum * 5

On Hand 23

Vendor Information

Vendor * Dell

Address 5450 Great America Parkway

City Santa Clara

State California

Zip 95054

Contact James Smith

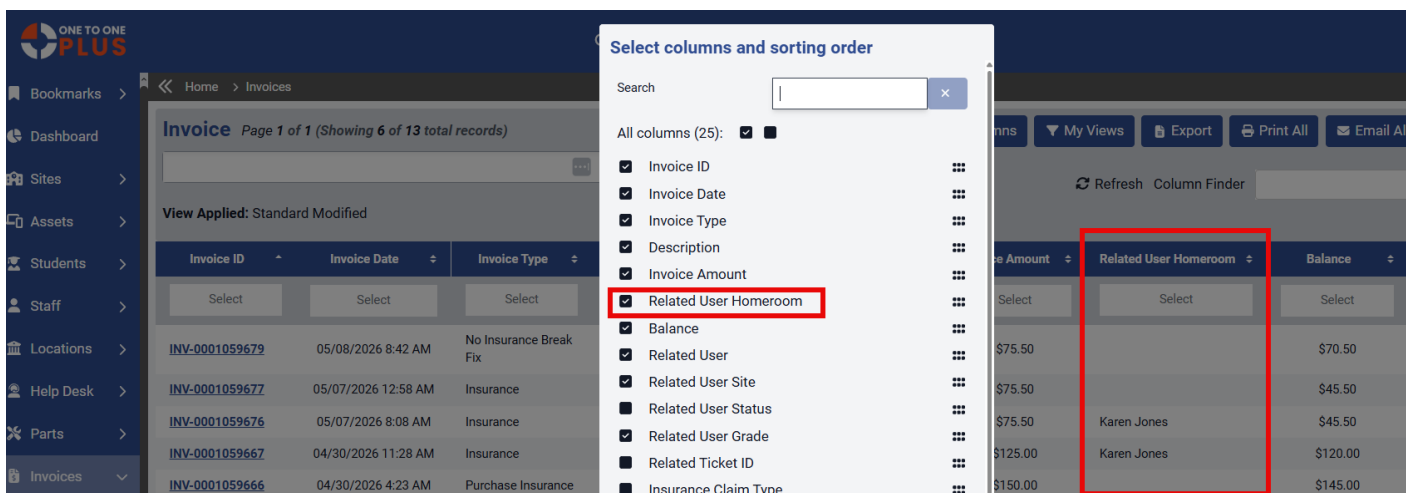
Contact Email DELL@ABC.COM

Contact Phone 1-888-200-1111

Website www.dell.com

Invoices

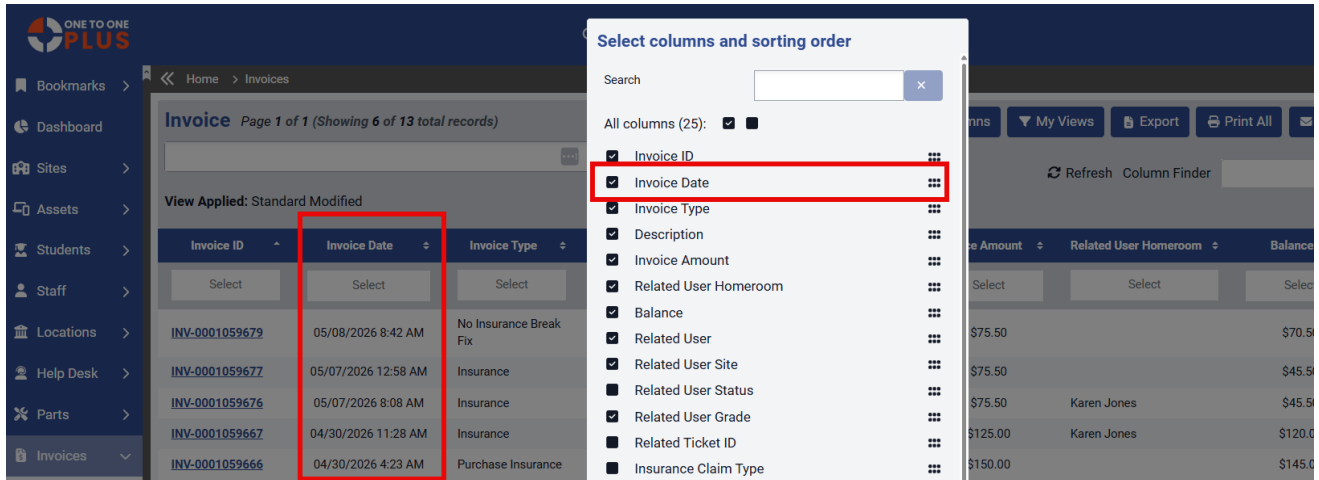
- **Invoice Manage Page -**
 - The field/column 'Related User Homeroom' has been added to the Invoice Manage page screen.



The screenshot shows the 'Invoice Manage Page' with a table of invoices. A 'Select columns and sorting order' dialog is open, showing a list of columns. The 'Related User Homeroom' column is highlighted in the dialog and in the table. The table has columns for Invoice ID, Invoice Date, Invoice Type, and Balance. The 'Related User Homeroom' column is added to the table, showing a dropdown menu with 'Select' and 'Karen Jones'.

Invoice ID	Invoice Date	Invoice Type	Balance
INV-0001059679	05/08/2026 8:42 AM	No Insurance Break Fix	
INV-0001059677	05/07/2026 12:58 AM	Insurance	\$75.50
INV-0001059676	05/07/2026 8:08 AM	Insurance	\$75.50
INV-0001059667	04/30/2026 11:28 AM	Insurance	\$75.50
INV-0001059666	04/30/2026 4:23 AM	Purchase Insurance	\$125.00
			\$150.00

- The Invoice Date field has been added to the Invoice Manage Page columns.



Select columns and sorting order

Search

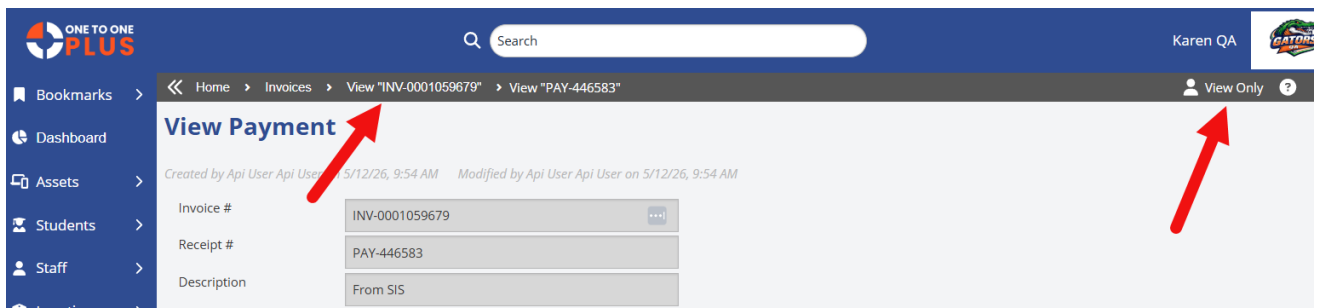
All columns (25):

- ☒ Invoice ID
- ☒ Invoice Date
- ☒ Invoice Type
- ☒ Description
- ☒ Invoice Amount
- ☒ Related User Homeroom
- ☒ Balance
- ☒ Related User
- ☒ Related User Site
- ☐ Related User Status
- ☒ Related User Grade
- ☐ Related Ticket ID
- ☐ Insurance Claim Type

View Applied: Standard Modified

Invoice ID	Invoice Date	Invoice Type
INV-0001059679	05/08/2026 8:42 AM	No Insurance Break Fix
INV-0001059677	05/07/2026 12:58 AM	Insurance
INV-0001059676	05/07/2026 8:08 AM	Insurance
INV-0001059667	04/30/2026 11:28 AM	Insurance
INV-0001059666	04/30/2026 4:23 AM	Purchase Insurance

- **View Payment** - View Only user, the breadcrumb for the view payment page was taken the user back to an edit screen. This has now been resolved.



View Payment

Created by Api User Api User on 5/12/26, 9:54 AM Modified by Api User Api User on 5/12/26, 9:54 AM

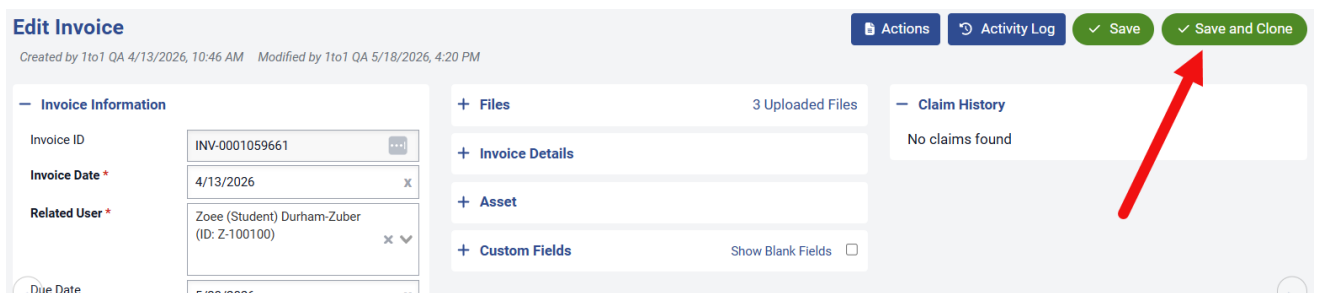
Invoice # INV-0001059679

Receipt # PAY-446583

Description From SIS

View Only

- **Add/Edit Invoices** - A new feature has been added to allow invoices to be cloned from the "Add", "Edit" pages and from the "Actions" column on the Manage page. Only users with the permissions to create will be allowed to clone. All fields will be cloned **except for Files, Invoice Details Section, Custom Fields and Payments**. Also, invoices that have type of Total Loss or Break Fix will not be cloned.



Edit Invoice

Created by 1to1 QA 4/13/2026, 10:46 AM Modified by 1to1 QA 5/18/2026, 4:20 PM

Invoice Information

Invoice ID INV-0001059661

Invoice Date 4/13/2026

Related User Zoee (Student) Durham-Zuber (ID: Z-100100)

Due Date 5/19/2026

3 Uploaded Files

Claim History

No claims found

Save Save and Clone

Invoice Page 1 of 1 (Showing 6 of 13 total records)

Columns My Views Export Print All Email All + Add New

Refresh Column Finder Page Size 50

View Applied: Standard Modified

Invoice ID	Invoice Date	Invoice Type	Invoice Amount	Balance	Related User	Actions
Select	Select	Select	Select	Select	Select	Clear
INV-0001059679	05/08/2026 8:42 AM	No Insurance Break Fix	\$75.50	\$70.50	Sharon Anderson (staffsanderson)	  
INV-0001059677	05/07/2026 12:58 AM	Insurance	\$75.50	\$45.50	Sarah Carter (SC-100100)	  
INV-0001059676	05/07/2026 8:08 AM	Insurance	\$75.50	\$45.50	Zoe (Student) Durham-Zuber (Z-100100)	  
INV-0001059667	04/30/2026 11:28 AM	Insurance	\$125.00	\$120.00	Zoe (Student) Durham-Zuber (Z-100100)	  
INV-0001059666	04/30/2026 4:23 AM	Purchase Insurance	\$150.00	\$145.00	Mary Ingles (MI123)	  

Imports

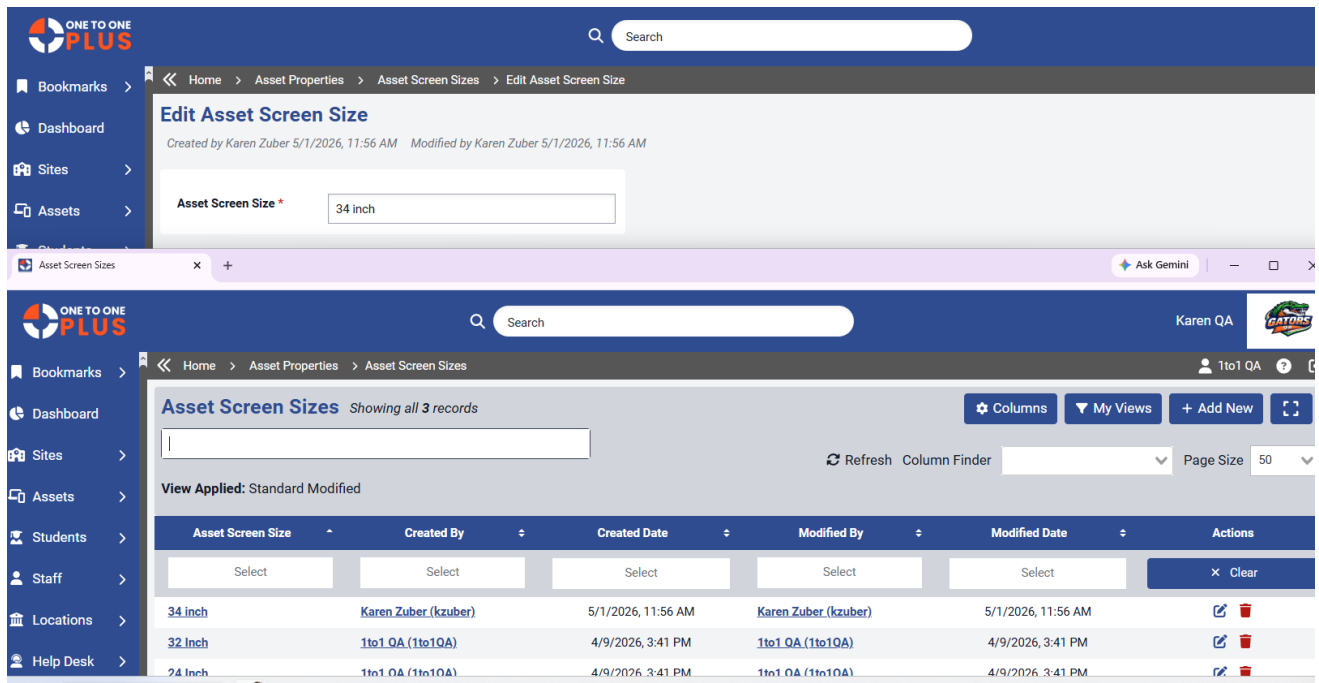
- **FTP CSV imports**- A download button has been added to each import, Assets, Students, Staff, and Location. (ex below)

FTP CSV Assets Logs

Import Results			
Import ID:	IMPORT-2153071	Status:	100% Complete
Created:	0	Updated:	8
Unchanged:	2	Invalid Input:	0
Invalid Output:	0	Invalid Records Skipped:	0
Removed:	0	Invalid Removed:	0
Total:	10	Missing Lookups:	0
Import Date:	1/20/2025, 10:47 AM	Created by User:	Api User
Actions:		Download Reports	

Settings

- **Assets > Screen Sizes** - The Manage page and Add/Edit Screen Size pages have been updated from the legacy format.



Edit Asset Screen Size
Created by Karen Zuber 5/1/2026, 11:56 AM Modified by Karen Zuber 5/1/2026, 11:56 AM

Asset Screen Size *

Asset Screen Sizes Showing all 3 records

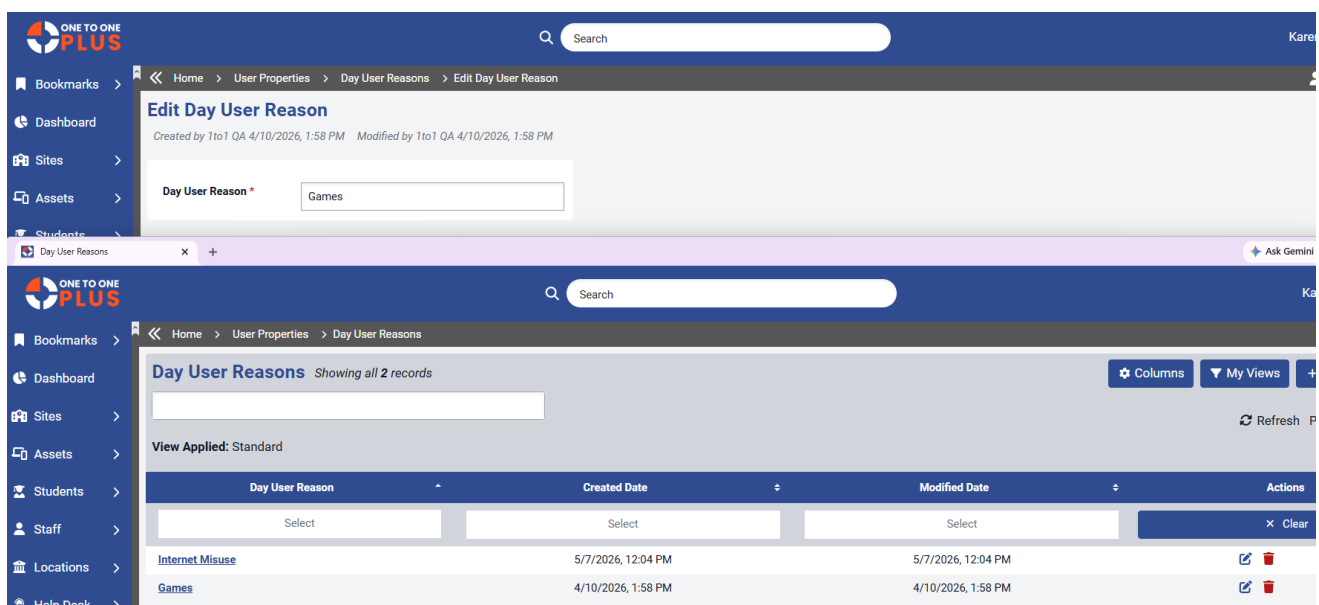
Columns My Views Add New

Refresh Column Finder Page Size 50

View Applied: Standard Modified

Asset Screen Size	Created By	Created Date	Modified By	Modified Date	Actions
34 inch	Karen Zuber (kzuber)	5/1/2026, 11:56 AM	Karen Zuber (kzuber)	5/1/2026, 11:56 AM	Edit Delete
32 Inch	1to1 QA (1to1QA)	4/9/2026, 3:41 PM	1to1 QA (1to1QA)	4/9/2026, 3:41 PM	Edit Delete
24 Inch	1to1 QA (1to1QA)	4/9/2026, 3:41 PM	1to1 QA (1to1QA)	4/9/2026, 3:41 PM	Edit Delete

- **Users > Day User Reasons** - The Manage page and Add/Edit Day User Reasons pages have been updated from the legacy format.



Edit Day User Reason
Created by 1to1 QA 4/10/2026, 1:58 PM Modified by 1to1 QA 4/10/2026, 1:58 PM

Day User Reason *

Day User Reasons Showing all 2 records

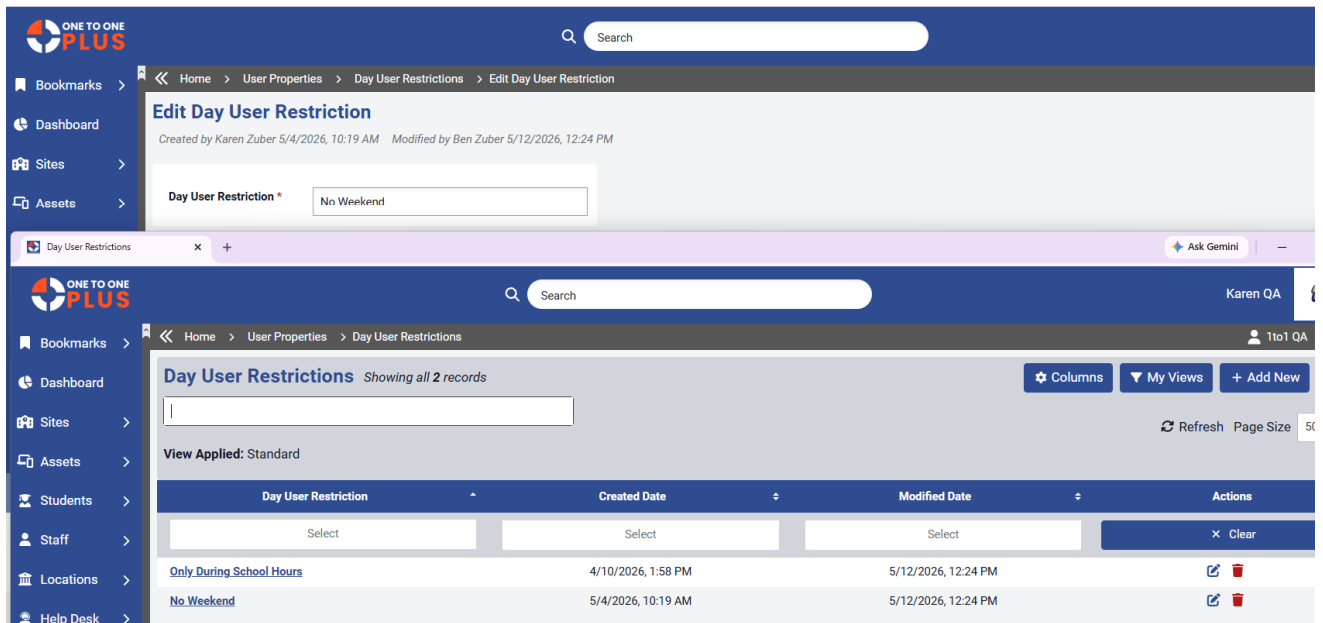
Columns My Views Add New

Refresh

View Applied: Standard

Day User Reason	Created Date	Modified Date	Actions
Internet Misuse	5/7/2026, 12:04 PM	5/7/2026, 12:04 PM	Edit Delete
Games	4/10/2026, 1:58 PM	4/10/2026, 1:58 PM	Edit Delete

- **Users > Day User Restrictions** - The Manage page and Add/Edit Day User Restrictions pages have been updated from the legacy format.



Edit Day User Restriction
Created by Karen Zuber 5/4/2026, 10:19 AM Modified by Ben Zuber 5/12/2026, 12:24 PM

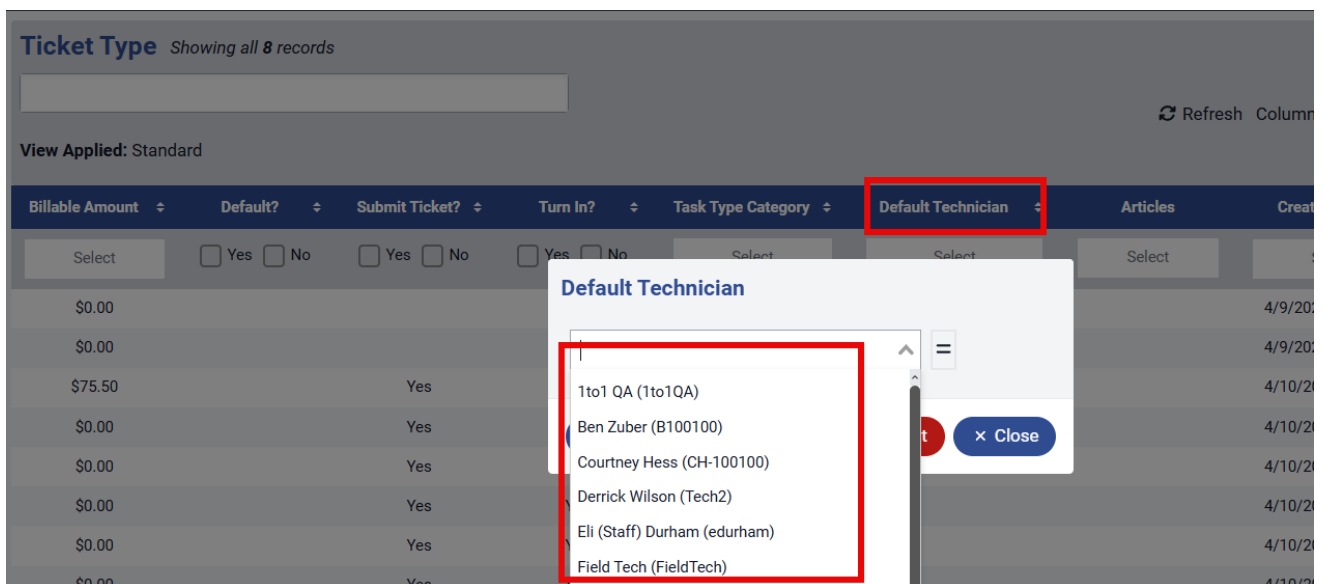
Day User Restriction * No Weekend

Day User Restrictions Showing all 2 records

View Applied: Standard

Day User Restriction	Created Date	Modified Date	Actions
Only During School Hours	4/10/2026, 1:58 PM	5/12/2026, 12:24 PM	
No Weekend	5/4/2026, 10:19 AM	5/12/2026, 12:24 PM	

- **Tickets > Ticket Type** - Default Technician field on the manage page will now only show staff that are set as a Technician.



Ticket Type Showing all 8 records

View Applied: Standard

Billable Amount	Default?	Submit Ticket?	Turn In?	Task Type Category	Default Technician	Articles	Create Date
Select	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	Select	Select	Select	
\$0.00							4/9/2026
\$0.00							4/9/2026
\$75.50		Yes					4/10/2026
\$0.00		Yes					4/10/2026
\$0.00		Yes					4/10/2026
\$0.00		Yes					4/10/2026
\$0.00		Yes					4/10/2026
\$0.00		Yes					4/10/2026

Default Technician

- 1to1 QA (1to1QA)
- Ben Zuber (B100100)
- Courtney Hess (CH-100100)
- Derrick Wilson (Tech2)
- Eli (Staff) Durham (edurham)
- Field Tech (FieldTech)

- **Tickets > Platform Configuration** - The description field is no longer a required field.

Edit Platform Configuration

Created by Karen Zuber 5/5/2026, 4:49 PM Modified by Karen Zuber 5/5/2026, 4:49 PM

Name *

IOS

Description