

General

- **Adjust Column Width** - A new enhancement allows users to customize the column widths on the **Manage Pages** screen.
 - Column width preferences are saved in your user's cache and will persist between sessions.
 - Your customized widths will remain in effect until you manually resize the columns or select **Reset** from the **Columns** menu to restore the default settings.
 - When a **Description**, **Note**, or **Custom Field** is too narrow to display the full text, an ellipsis (...) will appear. Click the ellipsis to view the complete content.

Assets Page 1 of 3,650 (Showing 182,456 of 182,473 total records)

Columns My Views Actions

Refresh Column Finder Page Size 50

View Applied: Standard Modified

Select All	Asset ID	Serial Number	Site	Site Category	More Testing	Notes	Asset Type	Manufacturer	Model
☐	10	Ast10	QAMS	Middle School		Testing notes	Chromebook	Acer	Thinkpad T1F
☐	100	Ast1	QAMS	High School	More Testing Custom Field This site is designed to provide visitors...	This site is designed to provide visitors with a comprehensive, user-friendly...	Chromebook	Asus	11DU807D00
☐	10033	DMPWQ1KKJ28N	QADO	District 1		RJJK UPDATE	iPad	Apple	iPad Pro 2nd Generation (10.5 inch Wi-Fi)
☐	10135	GG7763GHMF3M	QADO	District 1		RJJK UPDATE	iPad	Apple	iPad 7th Generation (Wi-Fi)
☐	10142	GG779PVRMF3M	QADO	District 1			iPad	Apple	iPad 7th Generation (Wi-Fi)
☐	10169	DMPZJGDGMF3N	QADO	District 1			iPad	Apple	iPad 7th Generation (Wi-Fi)

First Previous 1 2 3 4 5 Next Last 1

- **Select All Checkboxes** - Manage screens that include actions such as “Export”, “Bulk Update”, “Print All”, or “Email All” now feature a new selection column on the left side of the grid. This allows you to choose specific records for the selected action.

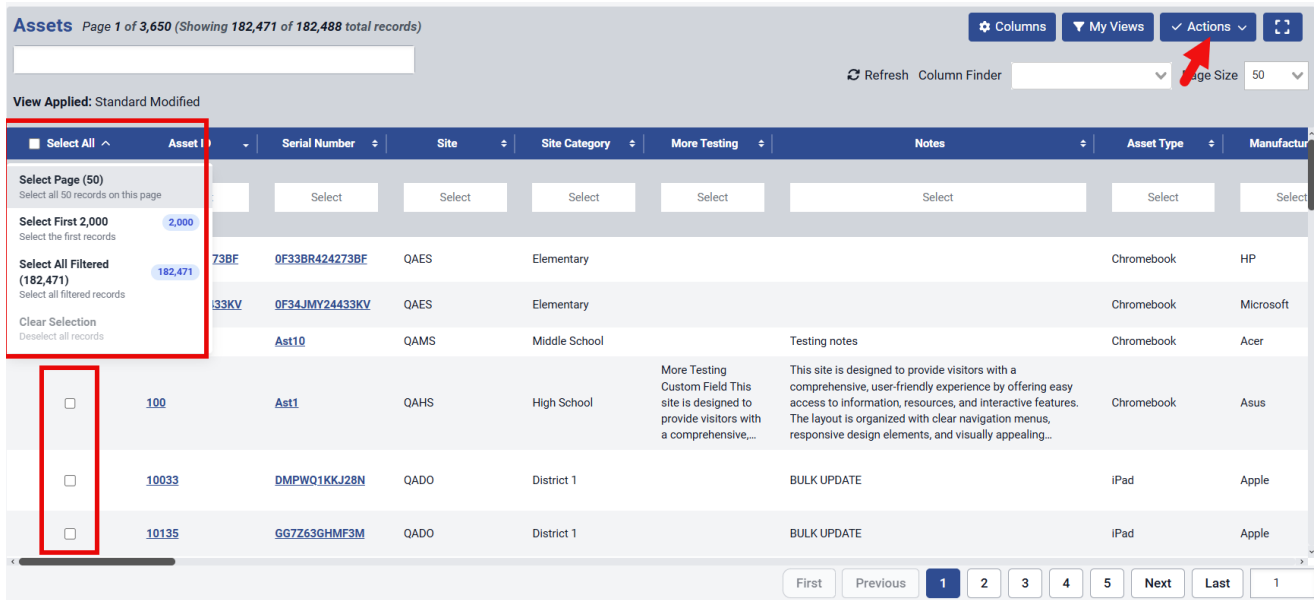
Available selection options include:

Select Page – Selects all records displayed on the current page. (The number of records selected depends on your page size.)

Select First 2,000 – Selects the first 2,000 records, beginning with page 1. You can clear individual records from this selection and replace them with records from other pages as needed. However, **Bulk Update** supports a maximum of **2,000 selected records** per operation.

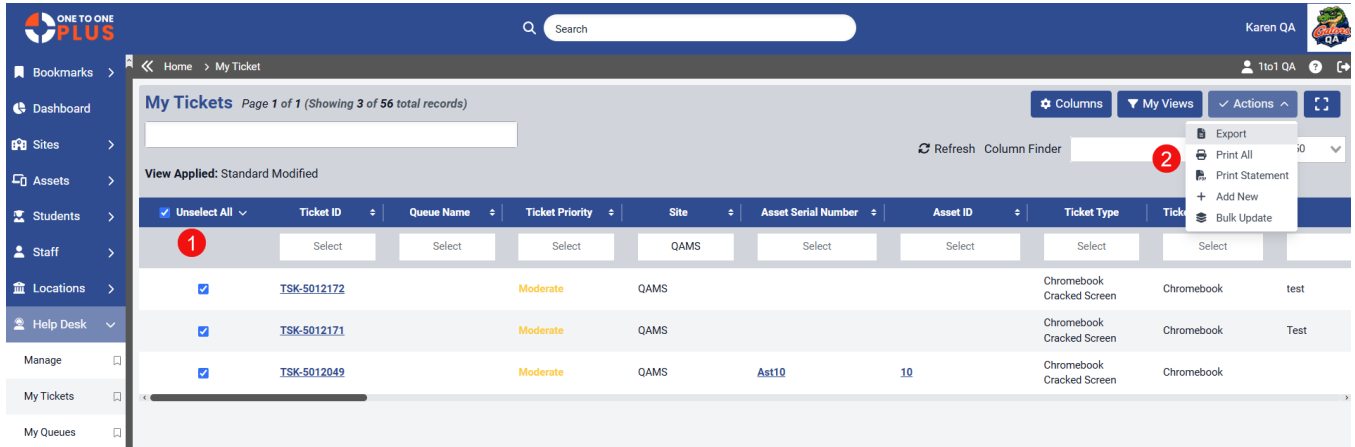
You can also use the **Shift** key to select a continuous range of records.

For the best experience, apply filters to narrow the displayed data before selecting records and performing an action.



The screenshot displays the 'Assets' management interface. At the top, it shows 'Page 1 of 3,650 (Showing 182,471 of 182,488 total records)'. A red arrow points to the 'Actions' dropdown menu. Below the header, a 'View Applied: Standard Modified' section is visible. A red box highlights the 'Select All' dropdown menu, which includes options: 'Select Page (50)', 'Select First 2,000', 'Select All Filtered (182,471)', and 'Clear Selection'. Another red box highlights the selection checkboxes in the table rows. The table columns include: Asset ID, Serial Number, Site, Site Category, More Testing, Notes, Asset Type, and Manufacturer. The table contains several rows of data, including records for QAES, QAMS, QAHS, QADO, and District 1. The bottom of the interface shows pagination controls with 'First', 'Previous', '1', '2', '3', '4', '5', 'Next', and 'Last' buttons.

- **Actions Button** - A new actions button has been added to all Manage pages that contain an action such as Add New, Export, Print All, Print Statements (help desk) and Email All (admin only). You must use the checkboxes in the left column to select the records prior to using all actions except for Add New.



The screenshot shows the 'My Tickets' page with the following data:

Unselect All	Ticket ID	Queue Name	Ticket Priority	Site	Asset Serial Number	Asset ID	Ticket Type	Ticket
☒	TSK-5012172		Moderate	QAMS			Chromebook Cracked Screen	Chromebook test
☒	TSK-5012171		Moderate	QAMS			Chromebook Cracked Screen	Chromebook Test
☒	TSK-5012049		Moderate	QAMS	Asst10	10	Chromebook Cracked Screen	Chromebook

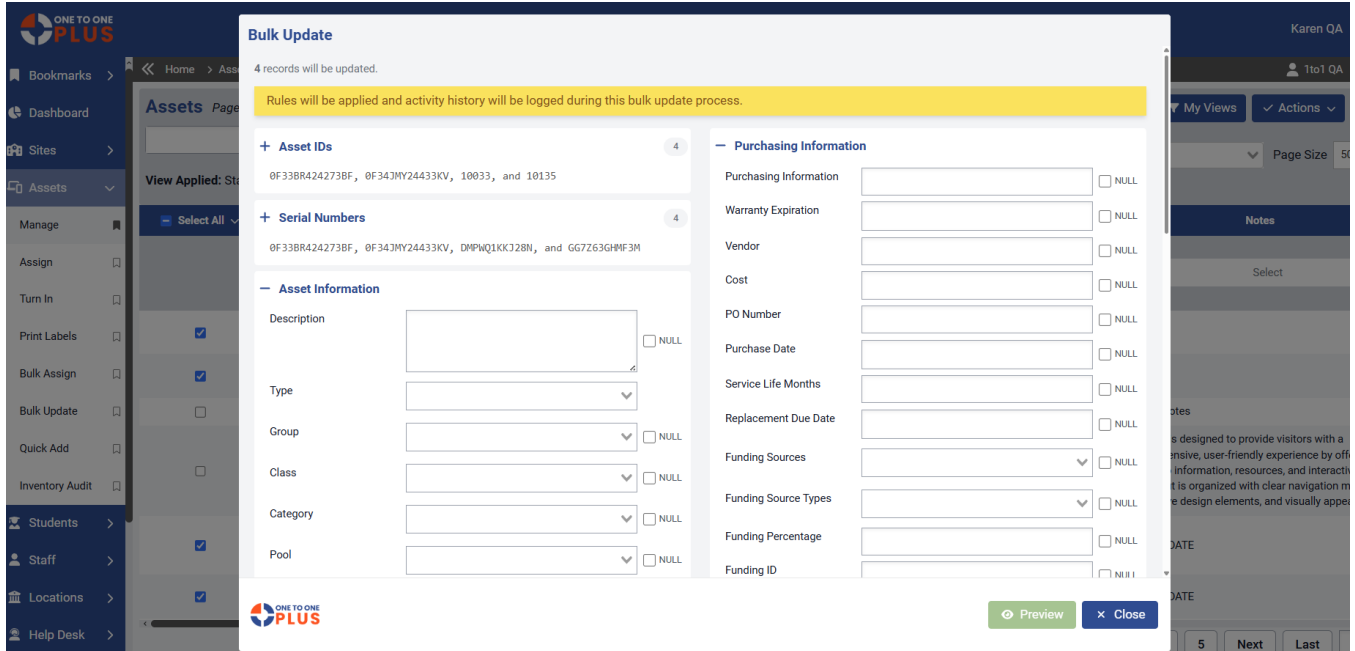
- **Bulk Update** - A new feature has been added to all of the Manage page screens in Sites, Assets, Students, Staff, Locations, Help Desk, Parts and Invoices.

Most fields will have the ability to be updated or cleared (NULL) depending on if the field is a required field or a field that autopopulates based on another field.

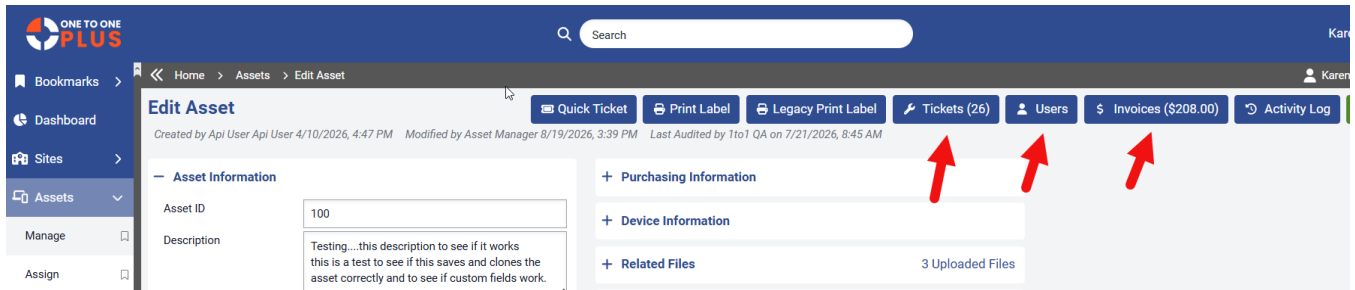
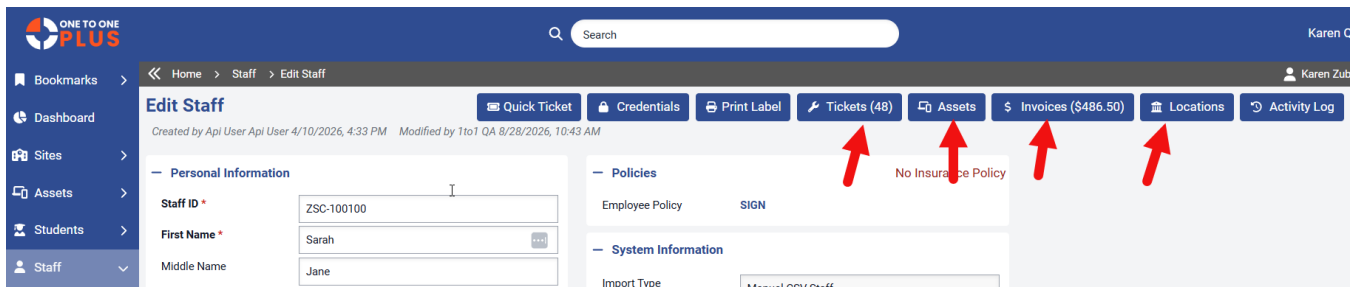
There is a limit of 2,000 records that can be selected for each bulk update. It is recommended that you filter data down to specific selections before using the bulk update option.

Permissions to use the Bulk Update will remain the same as before the feature enhancement in Assets and Help Desk and if it is new to a module, it will only be available for Admin.

Rules will be applied and activity history will be logged during this bulk update process.



- Assets/Staff/Student/Locations (carts) History Pages** - The History pages have now been updated from legacy to the modern look and feel of a Manage page. The history pages can also be accessed from the Edit screens. We have also added the ability to export data from the history pages. Breadcrumbs have also been fixed with the modern Manage pages.

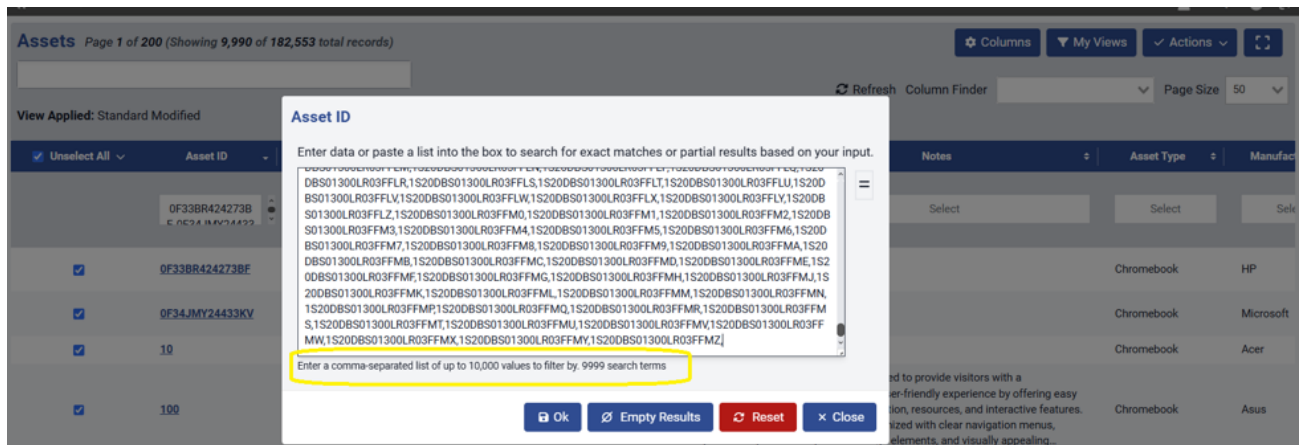



Assets

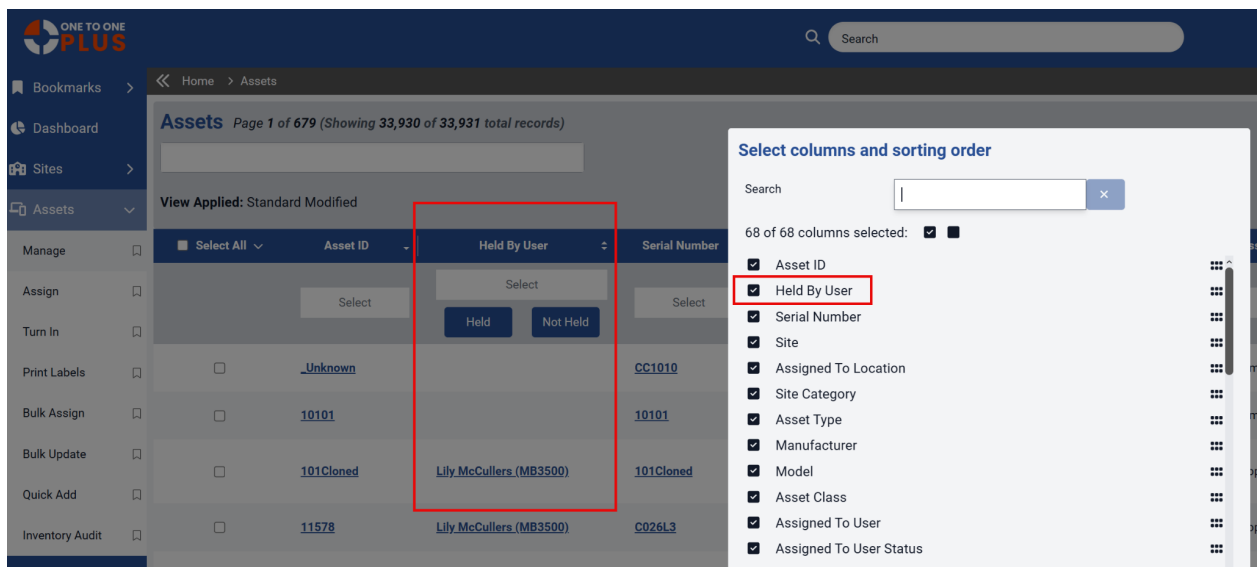
Assets Manage -

- The "Switch back to the legacy page" option has been removed.

Users can now paste up to 10,000 records into the "Asset ID" or "Serial Number" search fields without encountering an error. A tooltip has also been added to clearly communicate the maximum number of records that can be pasted into the search box.

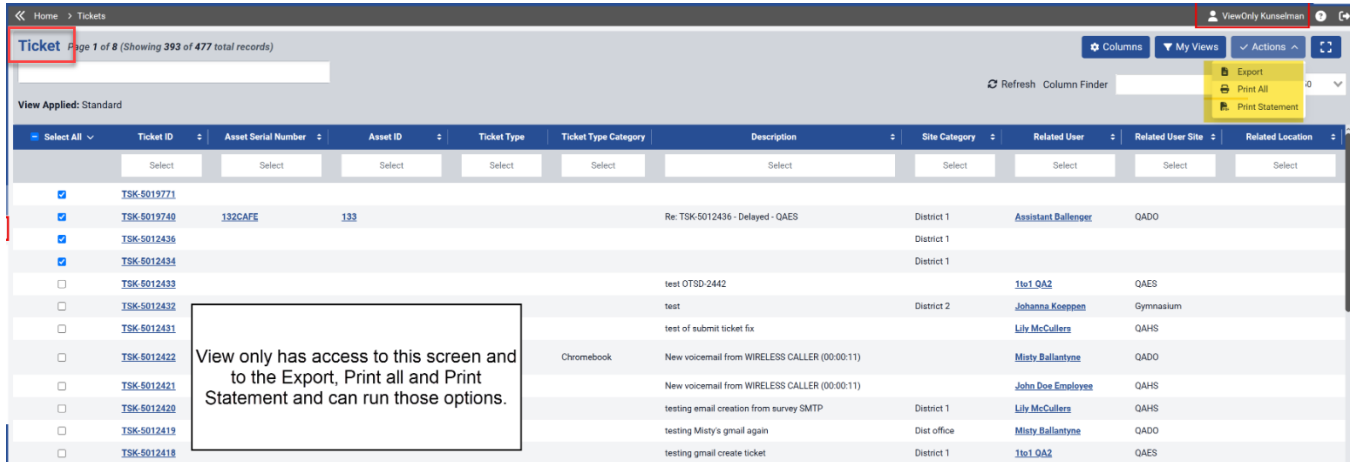


- Manage Screen now has 'Held by User' as a column option.



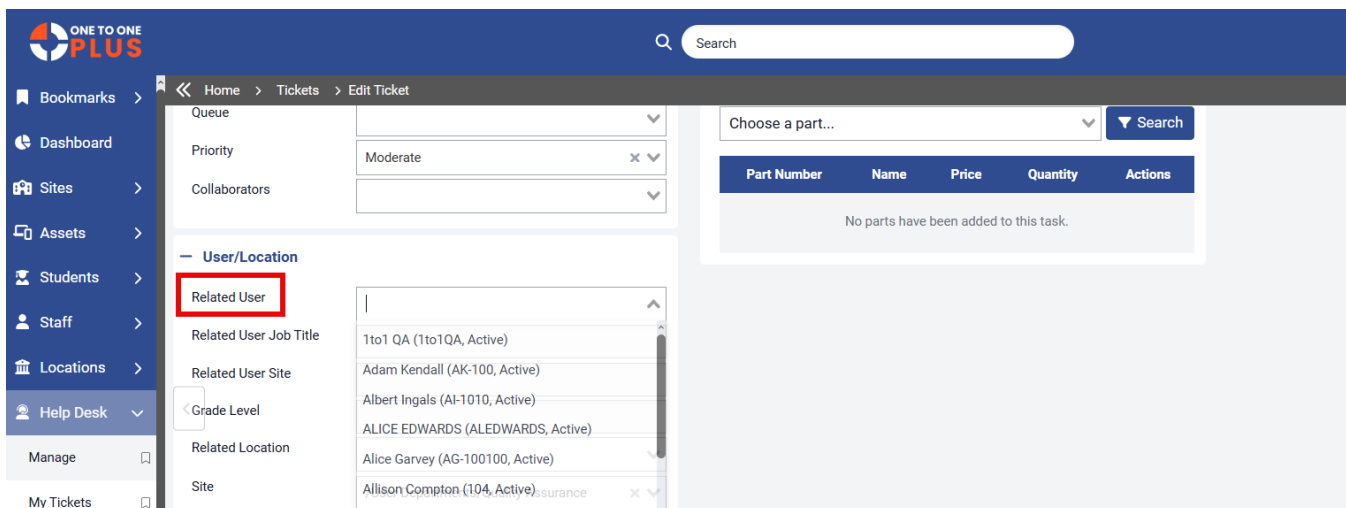
Help Desk/Tickets

- **Ticket Manage** - View only user roles now have access to the Ticket Manage page screen and the options to Export, Print All, and Print Statements.



View only has access to this screen and to the Export, Print all and Print Statement and can run those options.

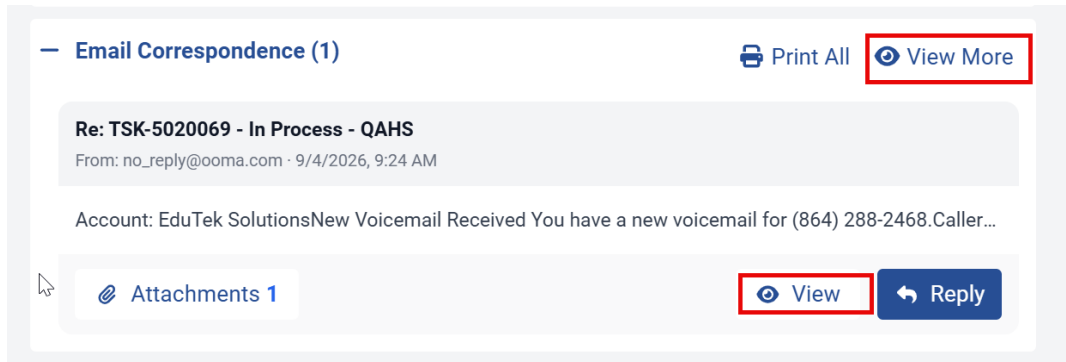
- **Add/Edit Tickets** -
 - The Related User drop down field will now display the list in alphabetical order.



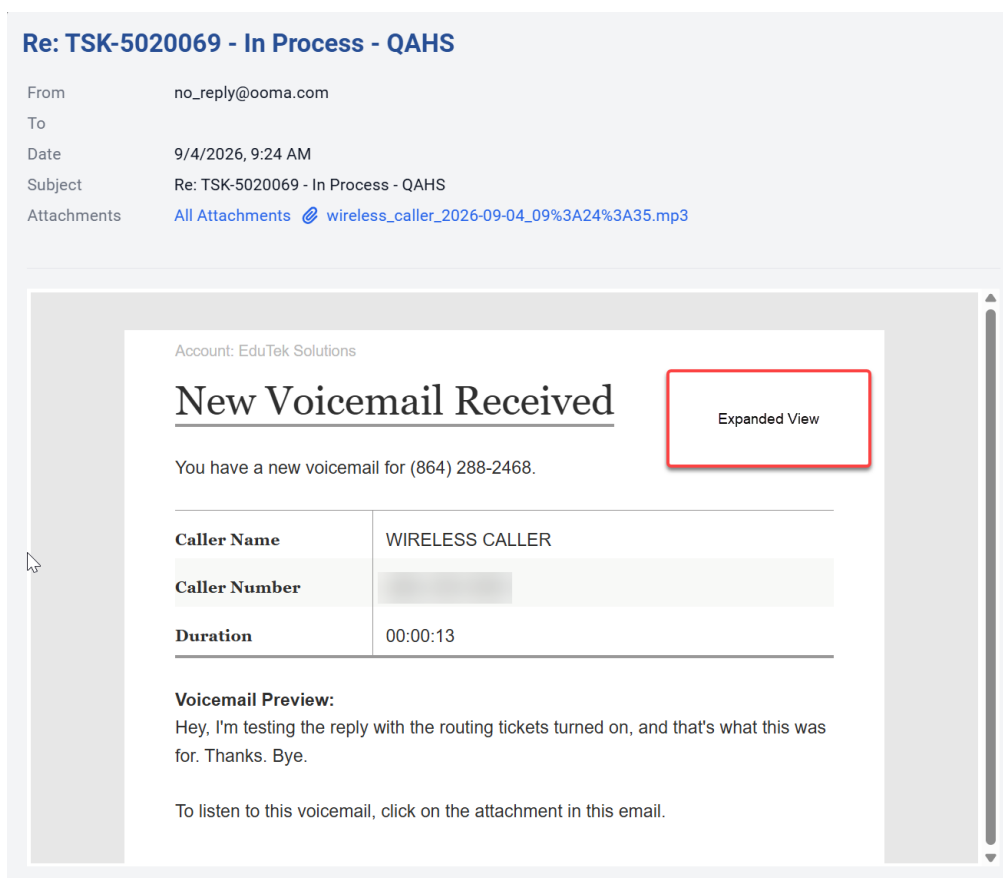
- The issue with the Status of a ticket being changed, then adding a note, then saving and sending no longer has the prior status on the email that is sent. It now reflects the correct status.

- **Edit Ticket-**

- The Correspondence section now has a 'View' button that when clicked opens a window to display the content in a larger view box.



Expanded View for Ticket Correspondence



Caller Name	WIRELESS CALLER
Caller Number	[REDACTED]
Duration	00:00:13

Voicemail Preview:
Hey, I'm testing the reply with the routing tickets turned on, and that's what this was for. Thanks. Bye.

To listen to this voicemail, click on the attachment in this email.

- **My Queues and My Tickets-** The refresh button is now working properly.

My Queues Showing all 4 records

Columns My Views Actions

Refresh Column Finder Page Size 50

View Applied: Standard

Select All	Queue Name	Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
☐	QAHS Queue	TSK-5012255			Chromebook Cracked Screen	Chromebook	Testing ticket 1278
☐	QAHS Queue	TSK-5012254			Chromebook Cracked Screen	Chromebook	test
☐	QAHS Queue	TSK-5012132	PF3651V7	E000012	Chromebook Cracked Screen	Chromebook	Testing ticket 1278
☐	QAHS Queue	TSK-5012050	Ast1	100	Chromebook Cracked Screen	Chromebook	Quick Ticket

- **Knowledge Base-** The formatting and image issue has been corrected when printing the KB articles.

Knowledge Base Article: Step 1: Go to the Login Page

Open your browser and navigate to the system's login page. You will see fields for your **username** and **password**.



Step 2: Click on "Forgot Password"

Below the login fields, look for the "Forgot Password?" link and click it. This will take you to the password recovery page.



Step 3: Enter Your Account Information

On the recovery page, enter your registered **email address** or **username**. This information will be used to identify your account.

Print 4 pages

Destination: Save as PDF

Pages: All

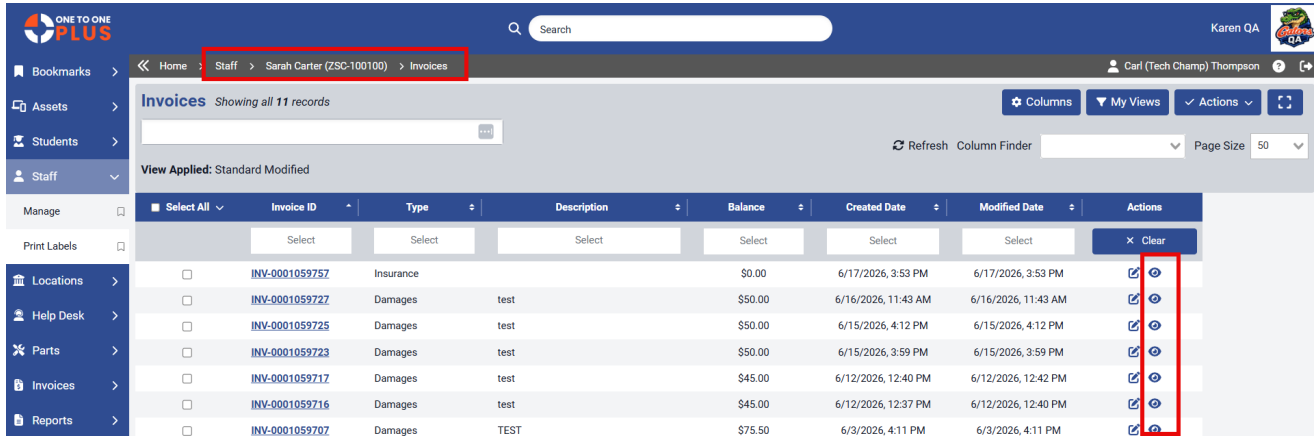
Layout: Portrait

More settings

Save Cancel

Invoices

- **Invoice Manage Page** - When logged in as View Only or Tech Champion, the eyeball under actions on the Invoice History page was not working correctly. Now it will take you to a view invoice page.



ONE TO ONE PLUS

Search

Karen QA

Home > Staff > Sarah Carter (ZSC-100100) > Invoices

Invoices Showing all 11 records

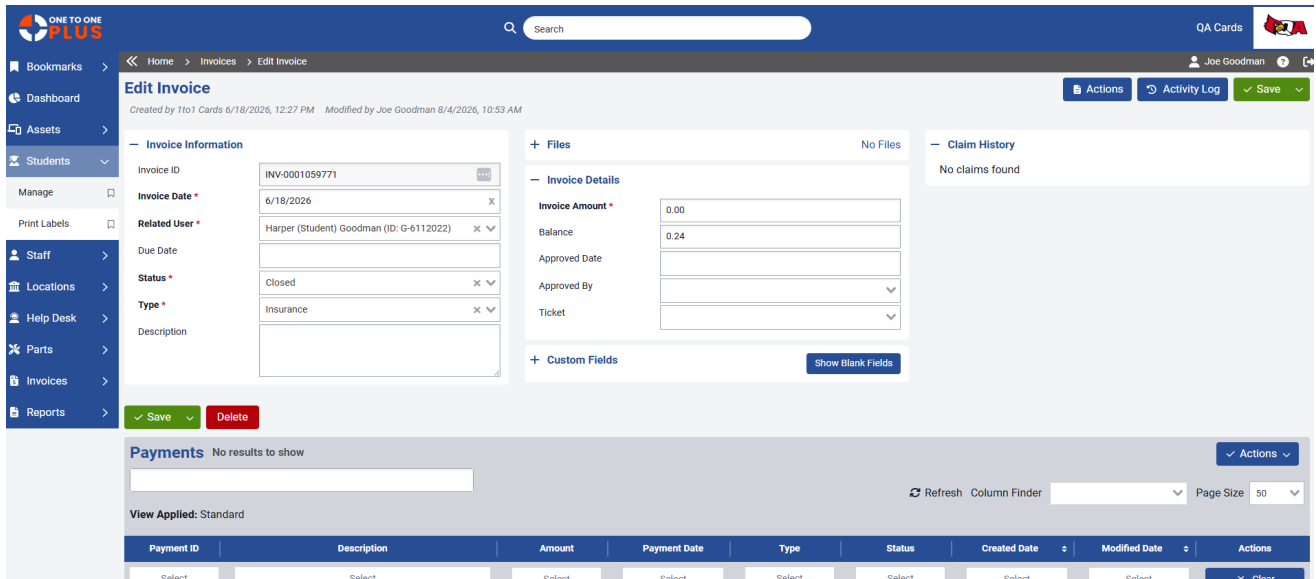
Columns My Views Actions

Refresh Column Finder Page Size 50

View Applied: Standard Modified

Select All	Invoice ID	Type	Description	Balance	Created Date	Modified Date	Actions
☐	INV-0001059757	Insurance		\$0.00	6/17/2026, 3:53 PM	6/17/2026, 3:53 PM	x Clear
☐	INV-0001059727	Damages	test	\$50.00	6/16/2026, 11:43 AM	6/16/2026, 11:43 AM	x Clear
☐	INV-0001059725	Damages	test	\$50.00	6/15/2026, 4:12 PM	6/15/2026, 4:12 PM	x Clear
☐	INV-0001059723	Damages	test	\$50.00	6/15/2026, 3:59 PM	6/15/2026, 3:59 PM	x Clear
☐	INV-0001059717	Damages	test	\$45.00	6/12/2026, 12:40 PM	6/12/2026, 12:42 PM	x Clear
☐	INV-0001059716	Damages	test	\$45.00	6/12/2026, 12:37 PM	6/12/2026, 12:40 PM	x Clear
☐	INV-0001059707	Damages	TEST	\$75.50	6/3/2026, 4:11 PM	6/3/2026, 4:11 PM	x Clear

- **Edit Invoice** - When logged as a Field Tech, the system allows the invoice to be opened in edit mode, enabling the Field Tech to modify the invoice.



ONE TO ONE PLUS

Search

QA Cards

Home > Invoices > Edit Invoice

Edit Invoice

Created by Ito1 Cards 6/18/2026, 12:27 PM Modified by Joe Goodman 8/4/2026, 10:53 AM

Actions Activity Log Save

Invoice Information

Invoice ID INV-0001059771

Invoice Date 6/18/2026

Related User Harper (Student) Goodman (ID: G-6112022)

Due Date

Status Closed

Type Insurance

Description

Save Delete

Files No Files

Invoice Details

Invoice Amount 0.00

Balance 0.24

Approved Date

Approved By

Ticket

Custom Fields Show Blank Fields

Claim History No claims found

Payments No results to show

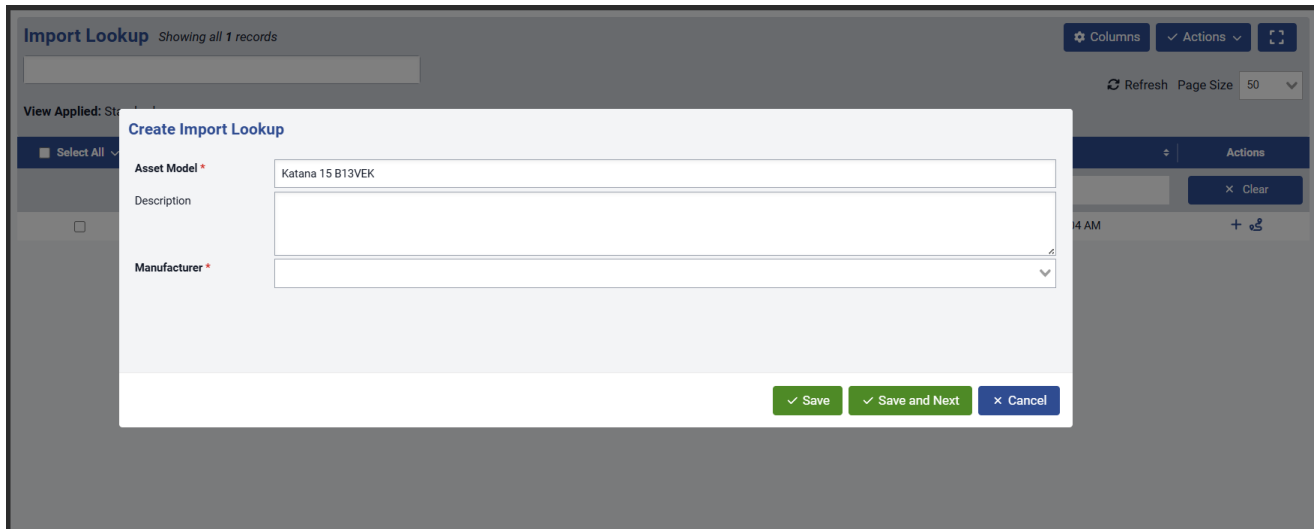
Refresh Column Finder Page Size 50

View Applied: Standard

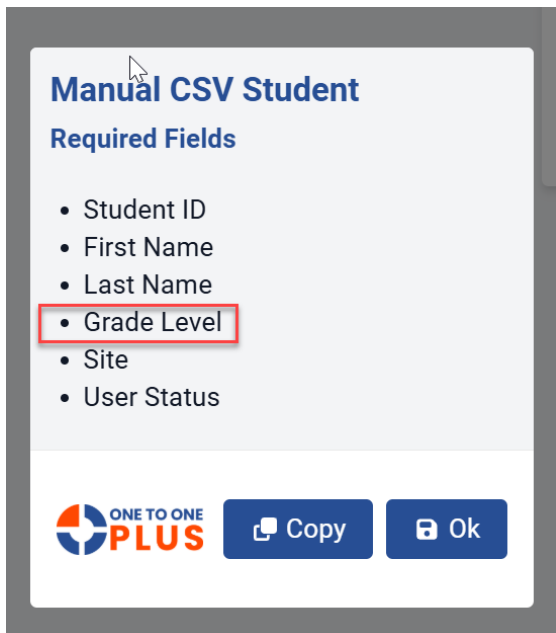
Payment ID	Description	Amount	Payment Date	Type	Status	Created Date	Modified Date	Actions
Select	Select	Select	Select	Select	Select	Select	Select	x Clear

Imports

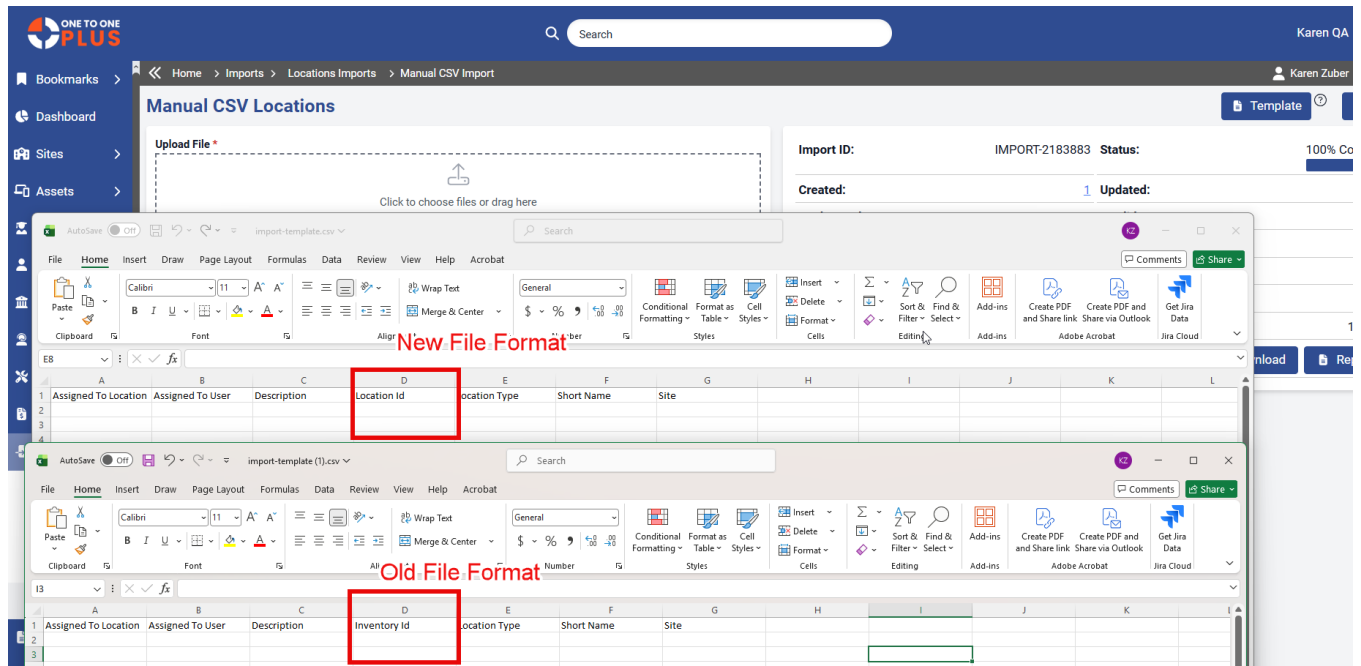
- **Imports (All)** - All import Missing Lookups create and map modals have been widened to display larger names and descriptions.



- **Student Manual CSV import file:** Grade Level is now a required field.



- **Locations Import:** The “Inventory ID” column has been renamed to “Location ID”.



Manual CSV Locations

Upload File *

Click to choose files or drag here

Import ID: IMPORT/2183883 Status: 100% Co

Created: 1 Updated:

New File Format

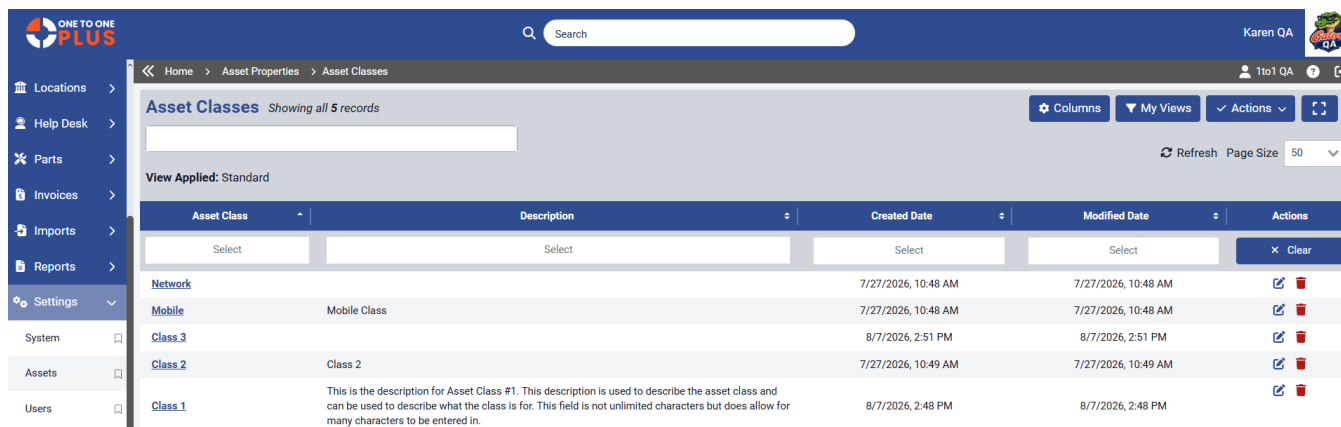
Assigned To Location	Assigned To User	Description	Location Id	Location Type	Short Name	Site

Old File Format

Assigned To Location	Assigned To User	Description	Inventory Id	Location Type	Short Name	Site

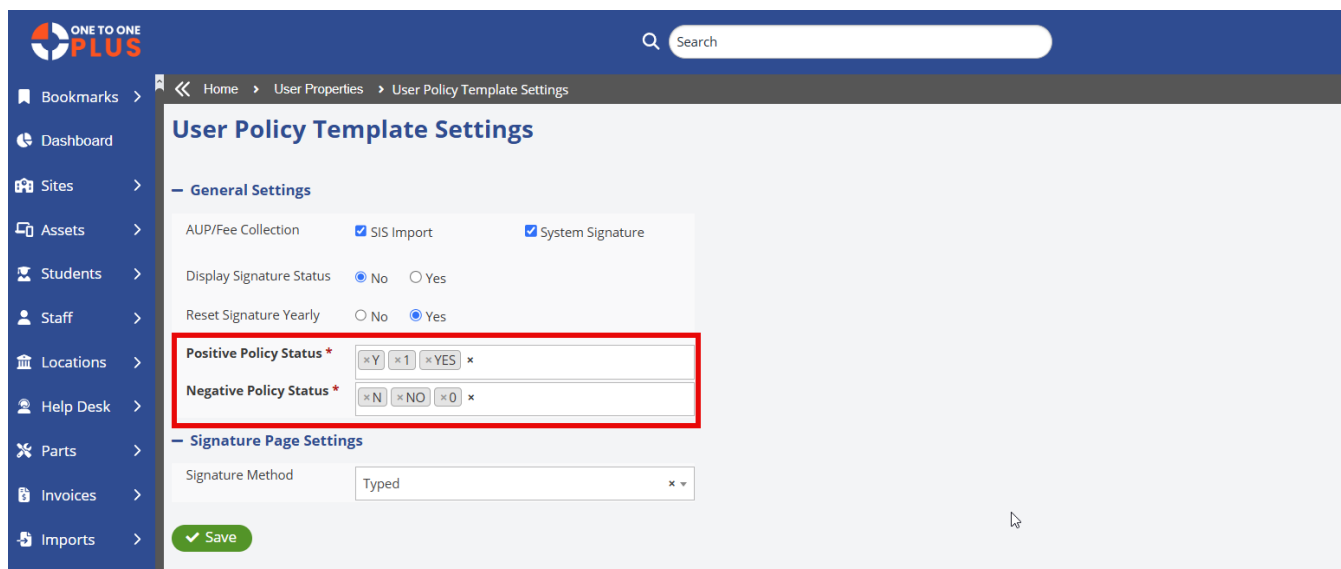
Settings

- **Assets>Classes** - The Classes page has now been updated from legacy to the modern look and feel of a Manage page.



Asset Class	Description	Created Date	Modified Date	Actions
Network		7/27/2026, 10:48 AM	7/27/2026, 10:48 AM	Edit Delete
Mobile	Mobile Class	7/27/2026, 10:48 AM	7/27/2026, 10:48 AM	Edit Delete
Class 3		8/7/2026, 2:51 PM	8/7/2026, 2:51 PM	Edit Delete
Class 2	Class 2	7/27/2026, 10:49 AM	7/27/2026, 10:49 AM	Edit Delete
Class 1	This is the description for Asset Class #1. This description is used to describe the asset class and can be used to describe what the class is for. This field is not unlimited characters but does allow for many characters to be entered in.	8/7/2026, 2:48 PM	8/7/2026, 2:48 PM	Edit Delete

- **Users>Policy Settings** - The user "Positive and Negative Policy Status" fields now will save a "0" (zero) value.



User Policy Template Settings

General Settings

AUP/Fee Collection ☒ SIS Import ☒ System Signature

Display Signature Status ☒ No ☐ Yes

Reset Signature Yearly ☐ No ☒ Yes

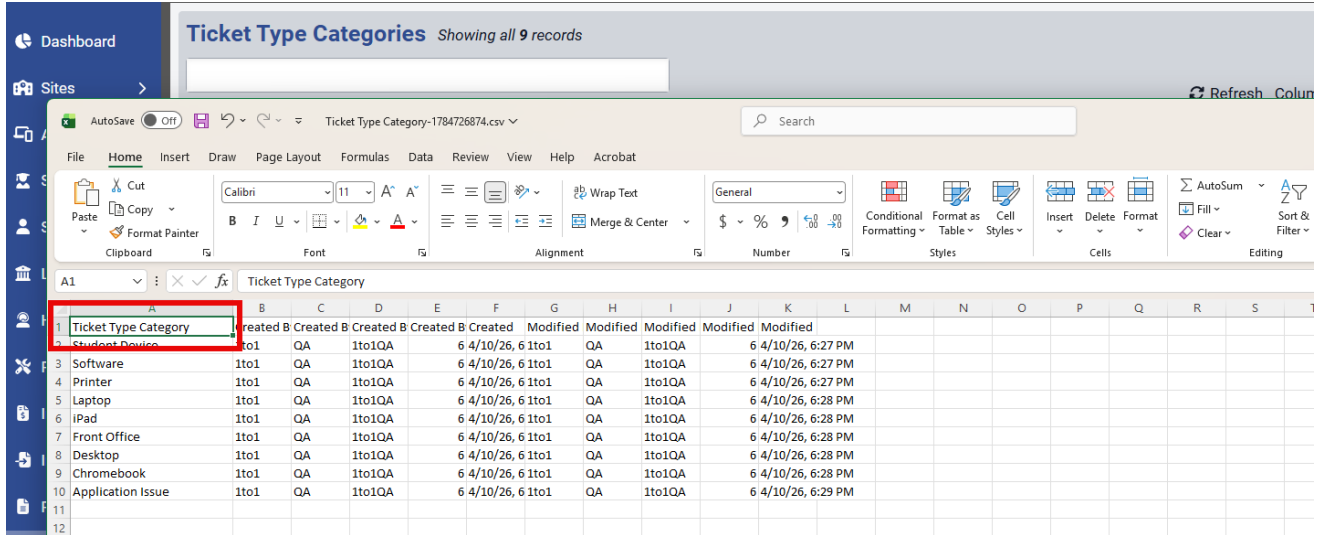
Positive Policy Status *

Negative Policy Status *

Signature Page Settings

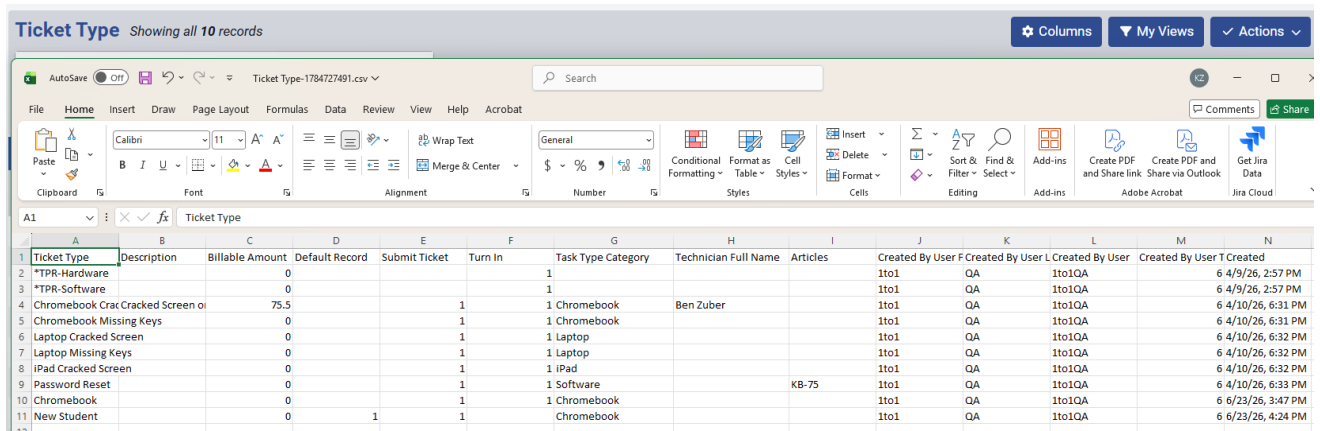
Signature Method

- **Tickets>Ticket Type Category-** The export file now shows “Ticket Type Category” instead of short name.



Ticket Type Category	Created B	Created B	Created B	Created B	Created B	Modified	Modified	Modified	Modified	Modified
Student Device	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:27 PM		
Software	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:27 PM		
Printer	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:27 PM		
Laptop	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:28 PM		
iPad	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:28 PM		
Front Office	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:28 PM		
Desktop	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:28 PM		
Chromebook	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:28 PM		
Application Issue	1to1	QA	1to1QA	6 4/10/26, 6	1to1	QA	1to1QA	6 4/10/26, 6:29 PM		

- **Tickets>Ticket Types-** You can now export Ticket Types. The option is located under the Actions button. You must make a selection before being able to use the export data.



Ticket Type	Description	Billable Amount	Default Record	Submit Ticket	Turn In	Task Type Category	Technician Full Name	Articles	Created By User F	Created By User L	Created By User	Created By User T	Created
*TPR-Hardware		0				1			1to1	QA	1to1QA		6 4/9/26, 2:57 PM
*TPR-Software		0				1			1to1	QA	1to1QA		6 4/9/26, 2:57 PM
Chromebook Crac Cracked Screen o		75.5			1	1 Chromebook	Ben Zuber		1to1	QA	1to1QA		6 4/10/26, 6:31 PM
Chromebook Missing Keys		0			1	1 Chromebook			1to1	QA	1to1QA		6 4/10/26, 6:32 PM
Laptop Cracked Screen		0			1	1 Laptop			1to1	QA	1to1QA		6 4/10/26, 6:32 PM
Laptop Missing Keys		0			1	1 Laptop			1to1	QA	1to1QA		6 4/10/26, 6:32 PM
iPad Cracked Screen		0			1	1 iPad			1to1	QA	1to1QA		6 4/10/26, 6:32 PM
Password Reset		0			1	1 Software		KB-75	1to1	QA	1to1QA		6 4/10/26, 6:33 PM
Chromebook		0			1	1 Chromebook			1to1	QA	1to1QA		6 6/23/26, 3:47 PM
New Student		0	1	1		1 Chromebook			1to1	QA	1to1QA		6 6/23/26, 4:24 PM

- **Imports (All) -** The “Save” button was disabled if you came from an import missing lookup screen and went directly to the settings page and pressed save. This has now been resolved.