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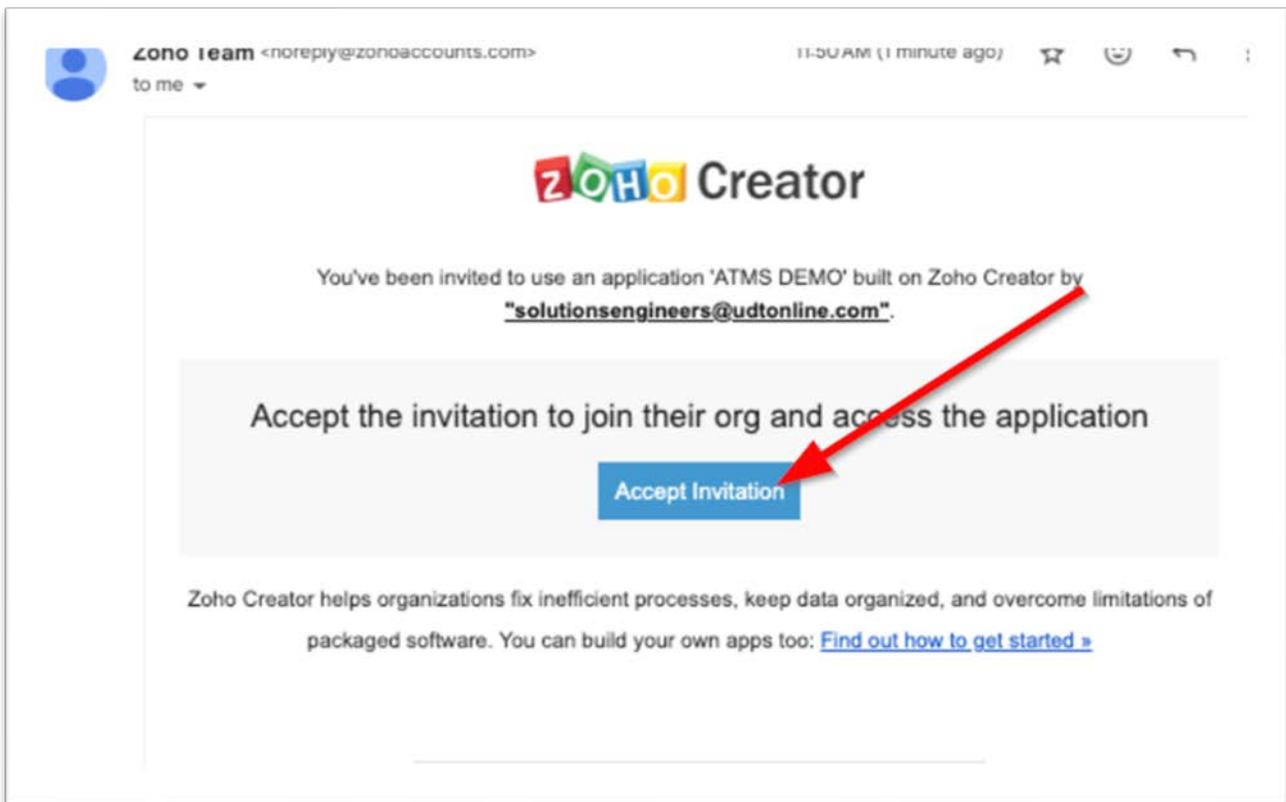
## USER & INFORMATION GUIDE

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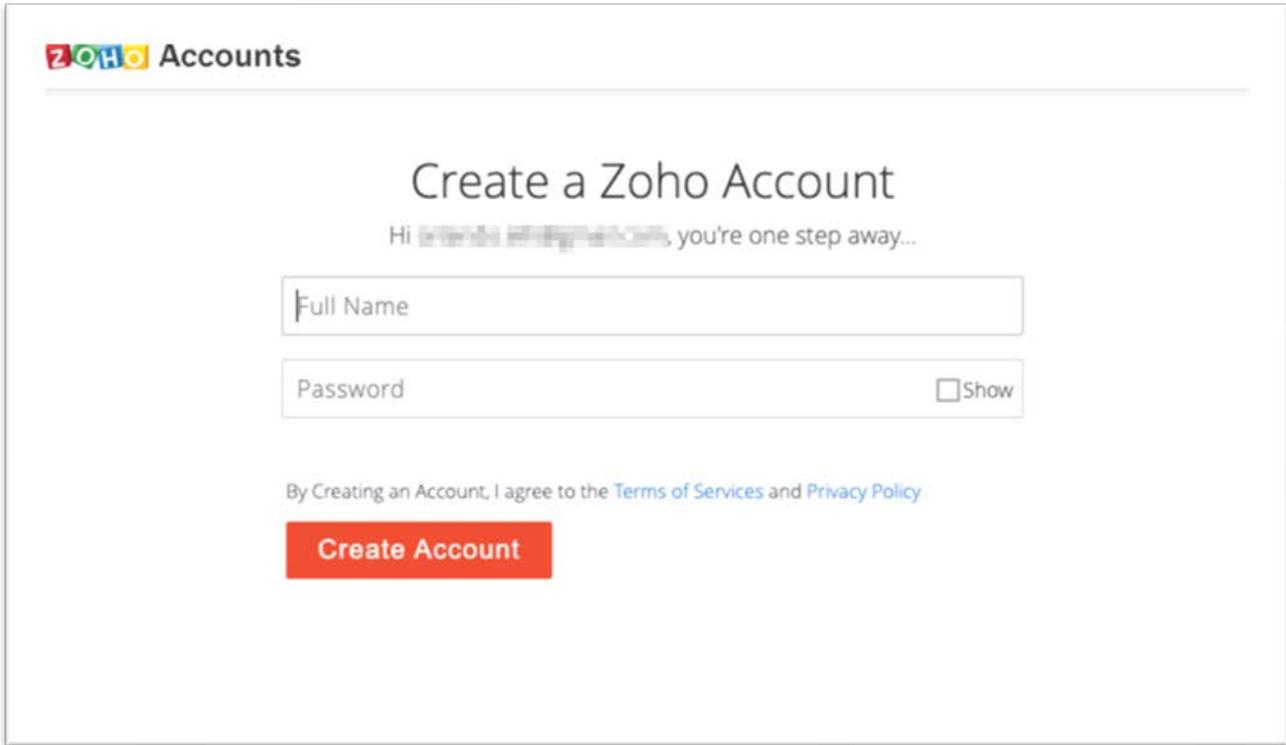
### ACCOUNT CREATION @ ACCESS

ATMS is built on the Zoho Creator platform. You will receive an email from the Zoho Team <[noreply@zohoaccounts.com](mailto:noreply@zohoaccounts.com)> depicted below. Check your spam folder for the email. Contact the TIS district office if you do not receive the email.

1. Click on “Accept Invitation” (See below)



2. Enter your Full Name and provide a Zoho Creator specific password. Initial access to the platform requires the creation of a unique password.



ZOHO Accounts

## Create a Zoho Account

Hi [@udtonline.com](#), you're one step away...

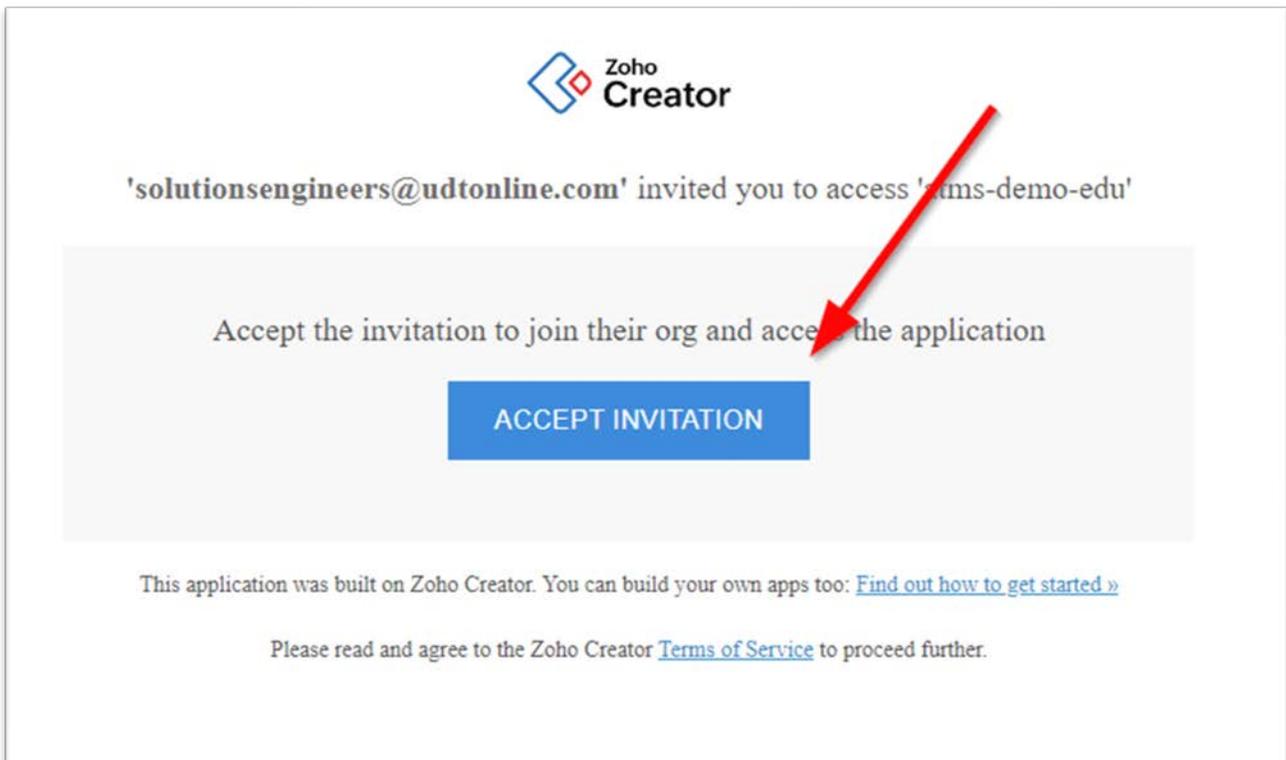
Full Name

Password   Show

By Creating an Account, I agree to the [Terms of Services](#) and [Privacy Policy](#)

**Create Account**

3. Click on "Accept Invitation"



 Zoho  
Creator

'[solutionsengineers@udtonline.com](#)' invited you to access '[sims-demo-edu](#)'

Accept the invitation to join their org and accept the application

**ACCEPT INVITATION**

This application was built on Zoho Creator. You can build your own apps too: [Find out how to get started »](#)

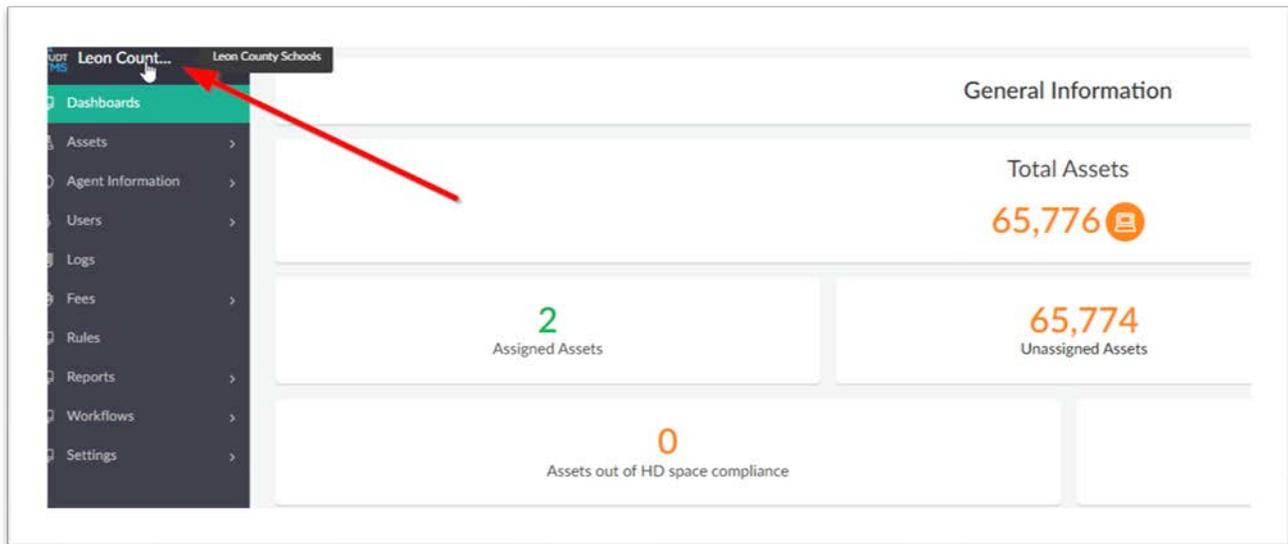
Please read and agree to the Zoho Creator [Terms of Service](#) to proceed further.

You should now have access and be directed to the Leon County Schools ATMS. You may be required to authenticate.

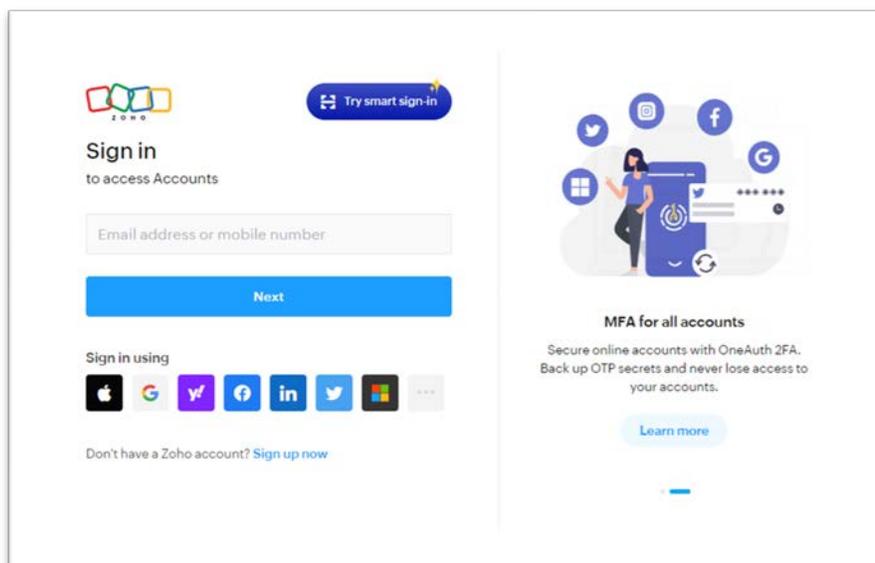
If not, please go to the next step.

4. Make sure to save the link to the website for future access.

<https://creatorapp.zoho.com/udtorlando/leon-county-schools#Dashboards>



5. Type your LCS email address, if you do not have immediate access to the Leon County Schools ATMS and are directed to the following login screen. Utilize the Authenticator.



## INTRODUCTION

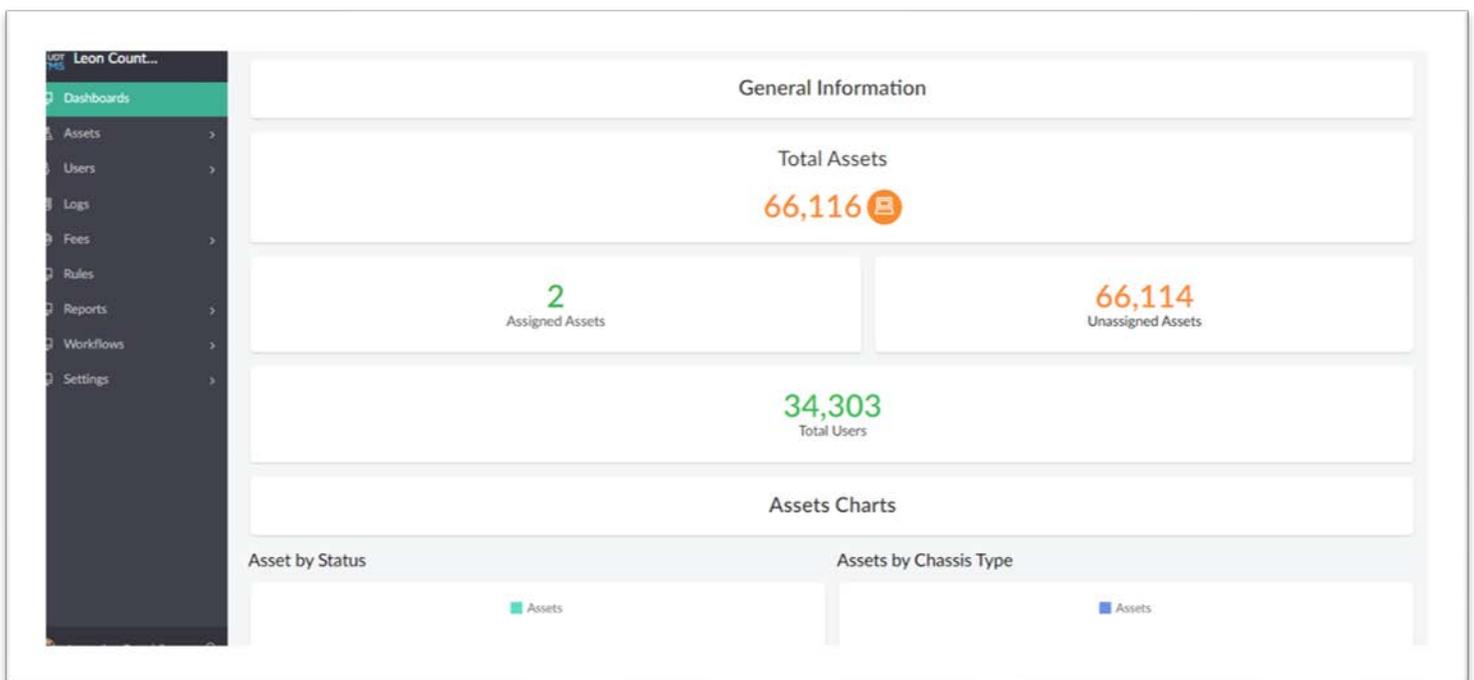
---

This document provides guidance for Users of the Asset Tracking & Management System (ATMS) for the Leon County School District.

It is divided into sections that correspond with the Main Menu of ATMS. Options vary based upon User permissions within ATMS.

To start ATMS, use a web browser and navigate to the ATMS website/URL.

<https://creatorapp.zoho.com/udtorlando/leon-county-schools#Dashboards>

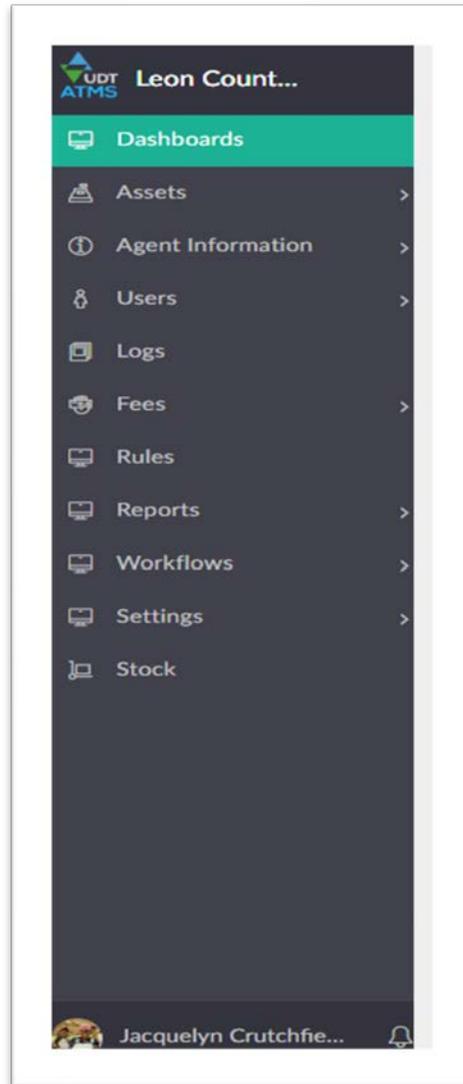


The Leon ATMS Dashboard Screen (as of July 2024)

## ATMS MAIN MENU

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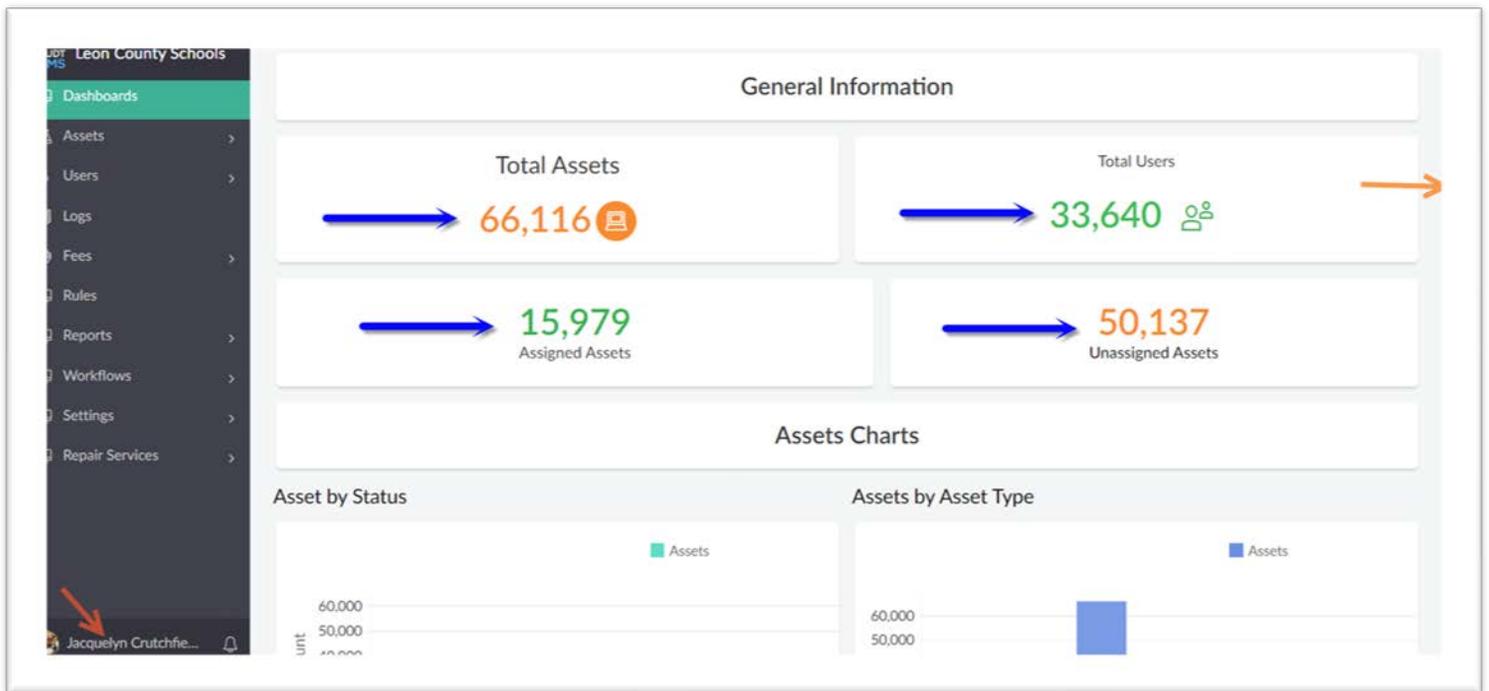
The main menu is displayed below. This guide will present topics in this order. Note: Menu items are visible based upon User permissions.



ATMS Main Menu

## DASHBOARDS

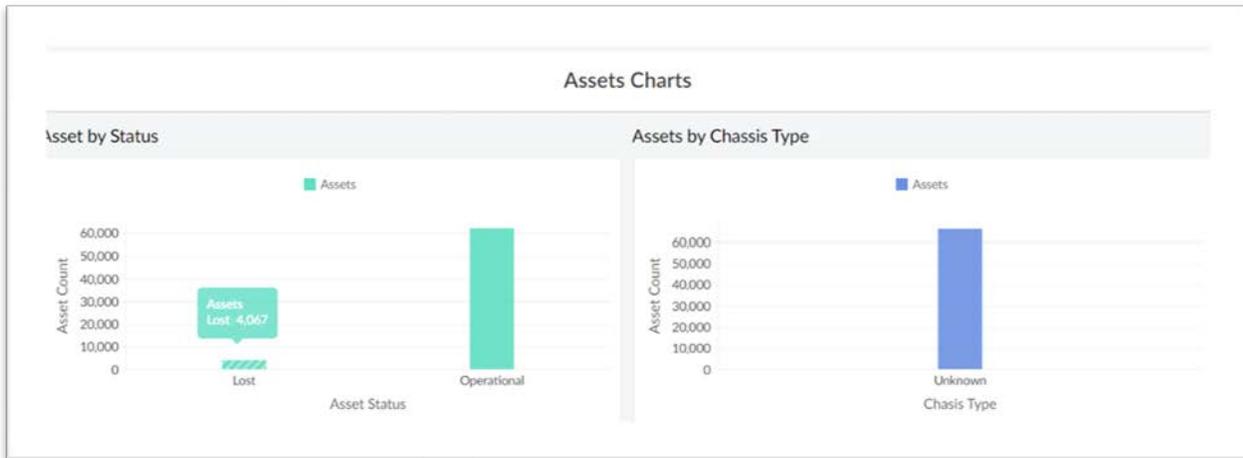
The first screen for the Leon County ATMS application is the Dashboards. It is the first selection from the main menu and provides various options to Users with permissions to view asset information within the Leon County Schools system. It allows a quick view of assets within ATMS by providing links to view the data.



Dashboard

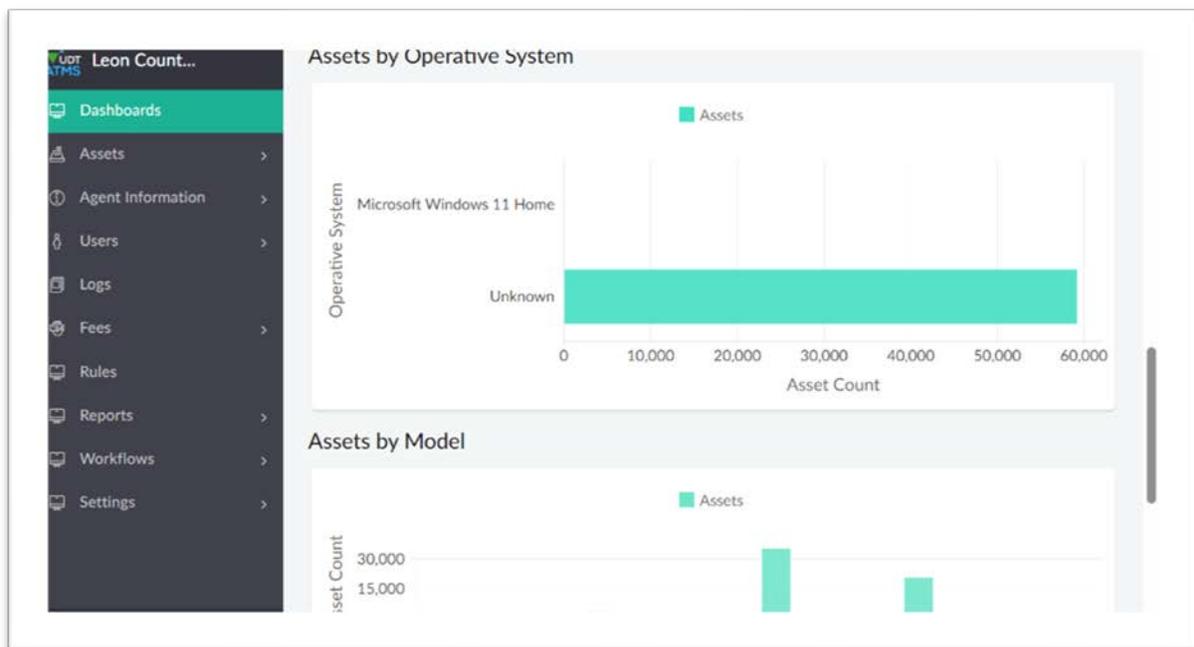
The logged-on user displays at the bottom left of the screen. The **blue arrows** depict key information that provides a quick link to asset and user information. For example, **clicking on Total Assets** will display a Report of available stock. **Clicking on Assigned Assets** will display a view of assigned assets. **Total Users** displays the number of active users in the Google Console. Additional reports are available from the Dashboard.

The **orange** arrow notes the Scroll Bar providing access to more information. Scrolling down provides additional sets of data included on the dashboard.



Dashboard – Additional Information

Hover the mouse over the color bars to see the actual number of assets. On the screen above, hovering the mouse indicates the **Lost** bar showing a total of 4,067. Please note counts include HP devices that may be assigned or retrieved. HP devices will not be entered for repair.



Dashboard – Additional Information Displayed

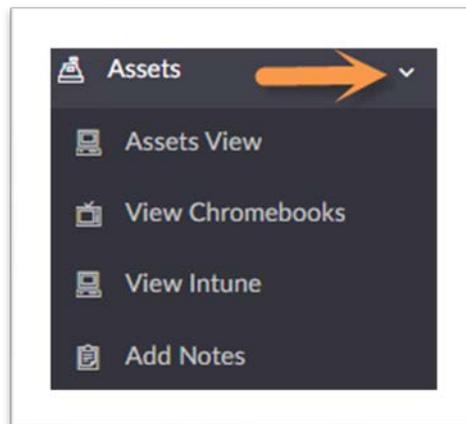


Dashboard – Additional Information as A Quick View

The lower portion of the Dashboards screen depicts the asset by location. Hovering over 0531 (Fairview Middle) displays a total of 1,878 devices.

## ASSETS

Clicking on **Assets** in the main menu will display a drop-down of links to view assets.



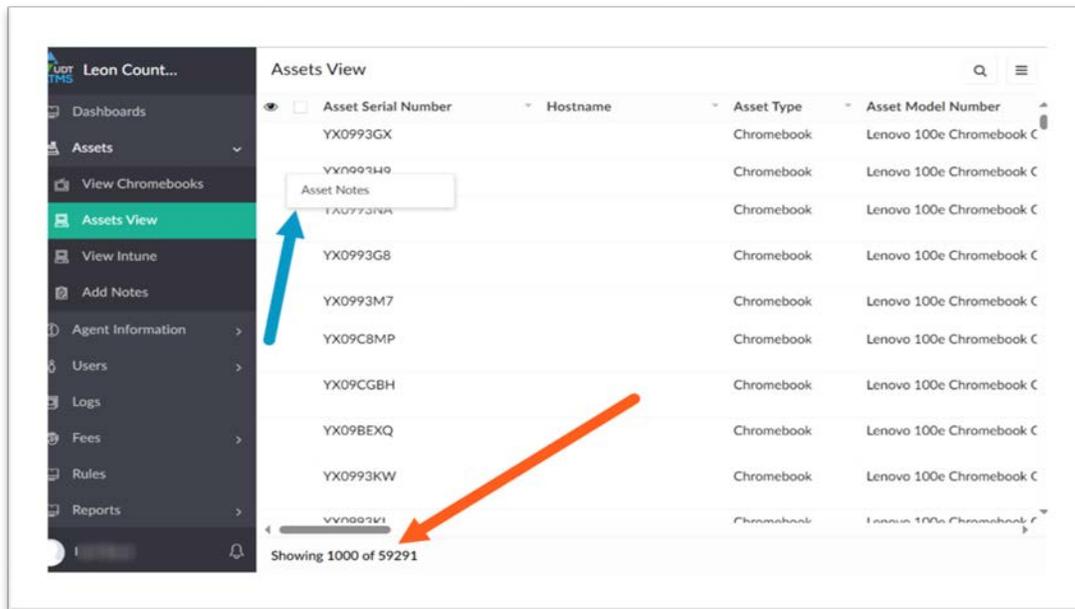
Assets Sub Menu Items

## Assets View

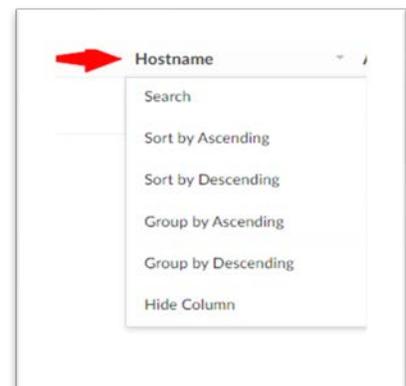
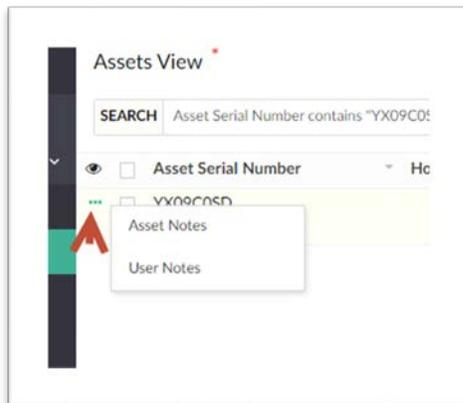
The Asset View will display the following information.

1. Students assigned to devices.
2. The status of devices (Operational/Repair/Recycle...).
3. The data sets in the asset view will also be used in the repair workflow.
4. Display the number of available devices at each school.
5. View User Activity for individual assets.

Click **Assets View** to load a report of assets within the system.



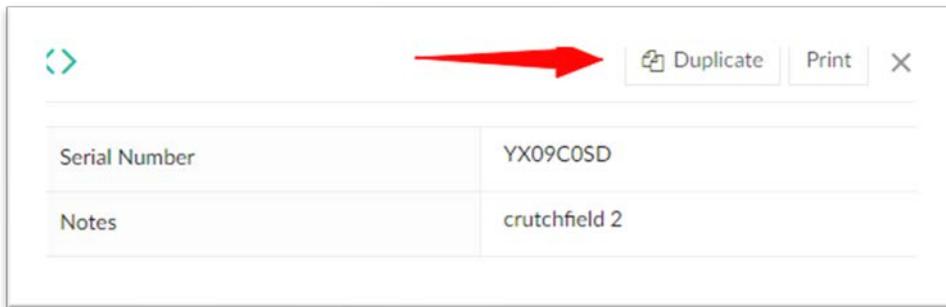
### Assets Main View



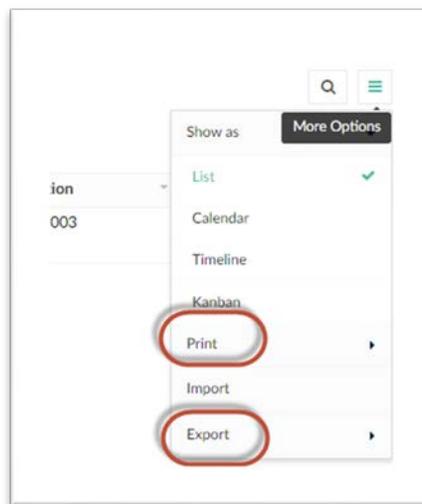
1. Click the three dots to the left of the asset.
2. Click Asset Notes. A separate tab will open the Asset Notes report. *Pop-up blocker may appear, choose Allow.*
3. Click the Note Line Item. The report may be printed or duplicated. (see below)

**Click** on any of the column headers to view options to search, sort, or group the data or hide the column.

4. Click the “x” to Close.

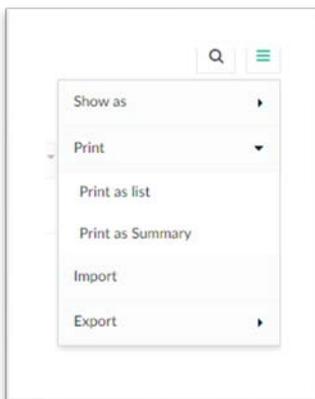


The **Print** and **Export** options are available from the **Menu** icon.



Assets Menu Options/Print & Export Menu

Click on the small triangle to the right of **Print** to reveal the available printing options. Click on the small triangle to the right of **Export** to reveal the supported export formats.



Print Menu

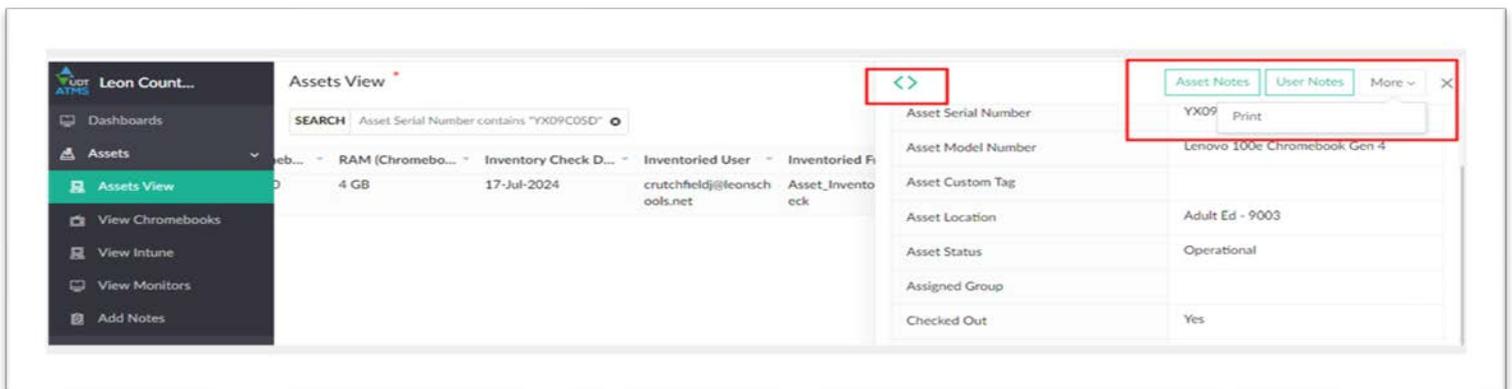


Export Menu

There are additional columns of data. Use the **scrollbar** at the bottom of the screen to move left or right to view the columns of viewable data per User permissions.



**Click** anywhere on a line to display a quick overview of that record. Users may go to the previous < or the next > record, **Print** the record, or view any **Asset Notes**. Note: Disable the Pop-up blocker as needed.

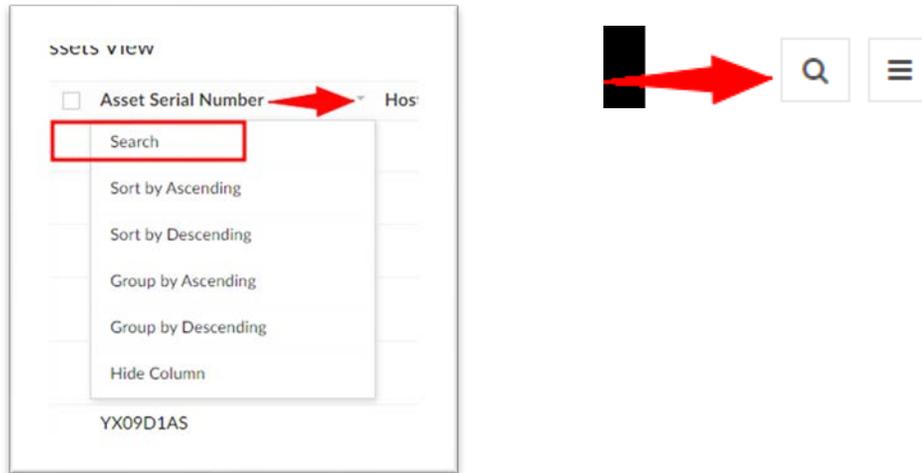


### Quick Overview Display

The **Asset Notes** button (above) is a link to the Asset Notes report. The Asset Notes report will open in a separate tab. At the bottom left of the screen, ATMS shows the number of items in the current data view. ATMS displays a **###** when the total is greater than 1,000. Click on the **###** to see the total number of items in the current view. (see below)

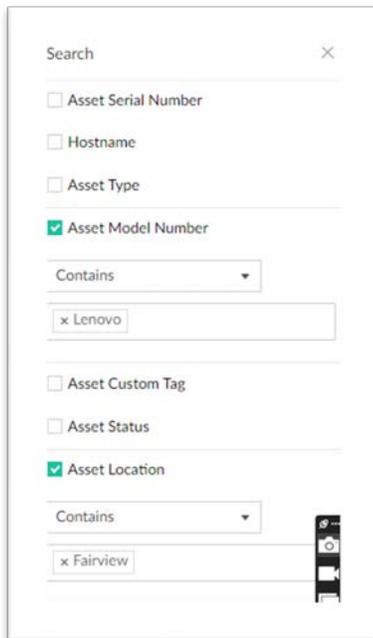
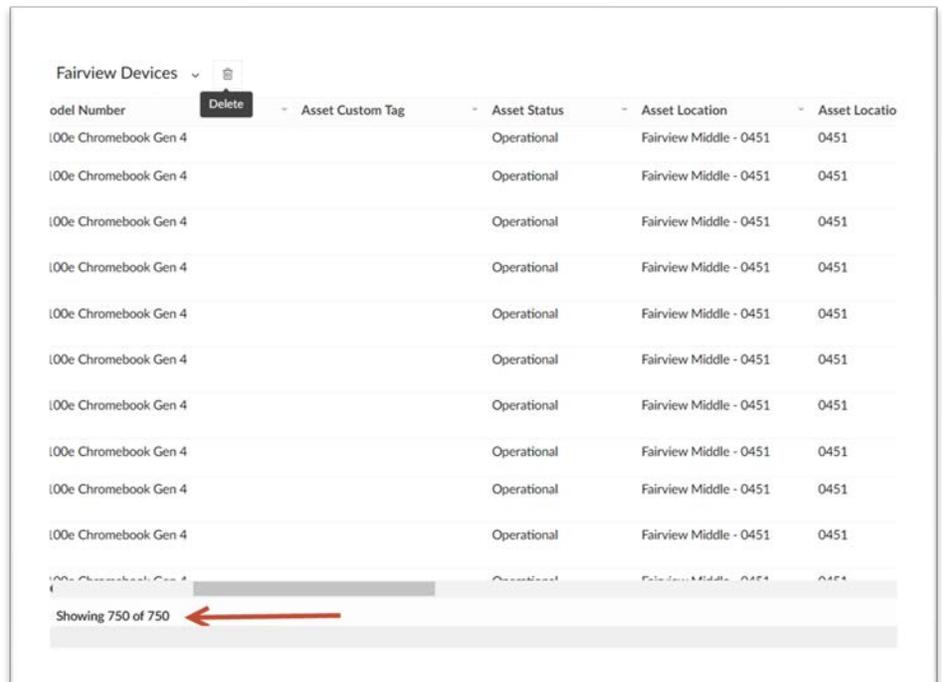


The Assets View allows for searching devices and is the same in the View Chromebooks menu (discussed on page 14). The report is presents as an Excel layout and can be filtered/searched by Selecting the Magnifier Icon or the Down Arrow of the **Column > Search**.



### Search Options Via Asset and Chromebook View

1. Click the Search Option **Down Arrow > Search** or the **Magnifier Icon**
2. Select the Desired Column Criteria (check boxes)
3. Include Additional fields as needed (Click enter to Select)
4. Red Asterisk will Appear noting multiple views are available. (see page 14)
5. View criteria may not be edited. Create a new Search. Name the Search. Save.

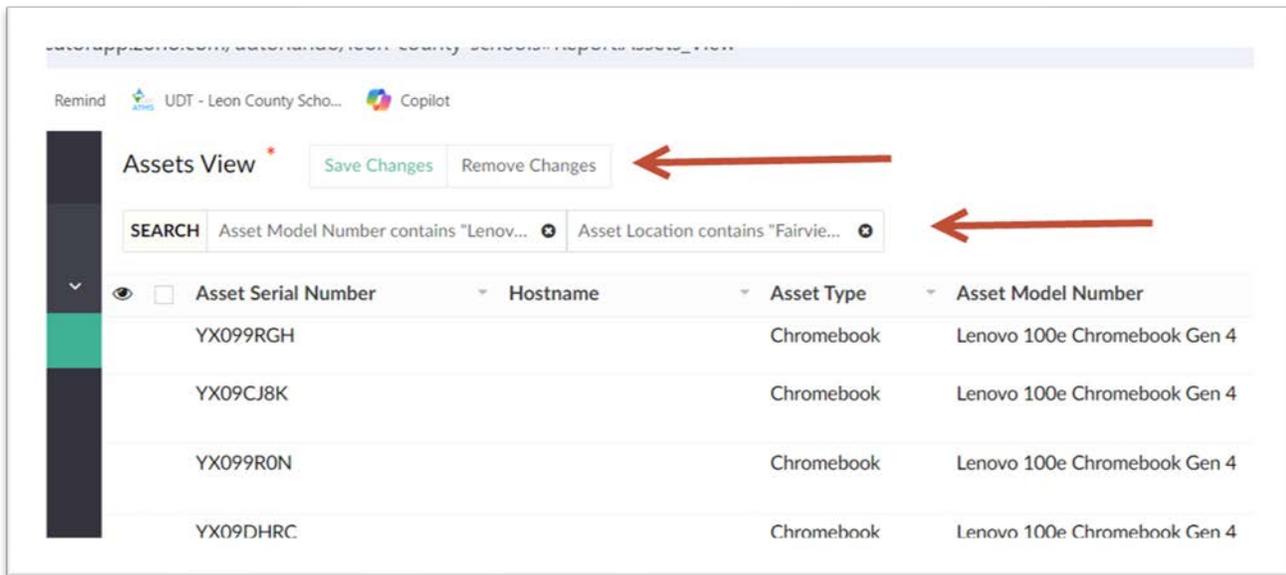



| Model Number          | Asset Custom Tag | Asset Status | Asset Location         | Asset Location |
|-----------------------|------------------|--------------|------------------------|----------------|
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |
| 100e Chromebook Gen 4 |                  | Operational  | Fairview Middle - 0451 | 0451           |

### Search Criteria and Fairview Report

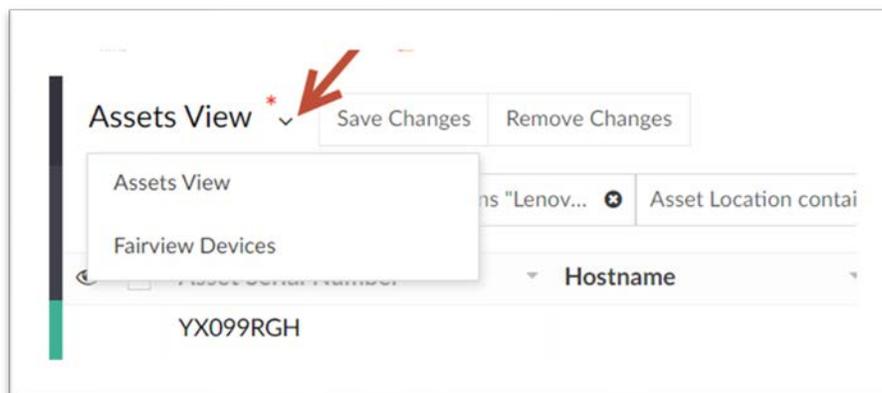
Users may create a Favorite View to Create a Customize search:

1. Click Search Option.
2. Select Criteria (as shown Above).
3. Name the Favorite Report View.
4. Click **Save Changes**.
5. To Remove, Choose **Remove Changes**
6. These Customized options are unique to the user.



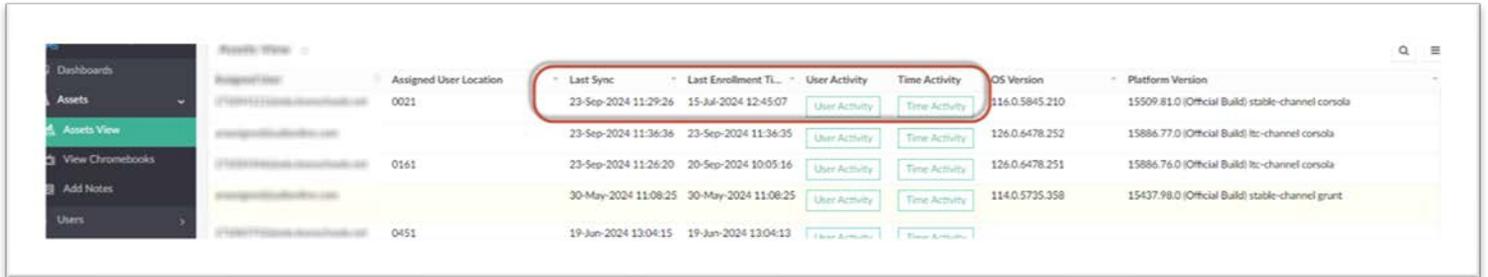
Customized/Favorite View

7. Creates a **Drop-Down** to Select desired View. (Multiple favorites may be created)



Assets View Drop-Down

View User Activity via the Assets View menu. This report displays Last Sync, Recent Users and the Time Activity device information.



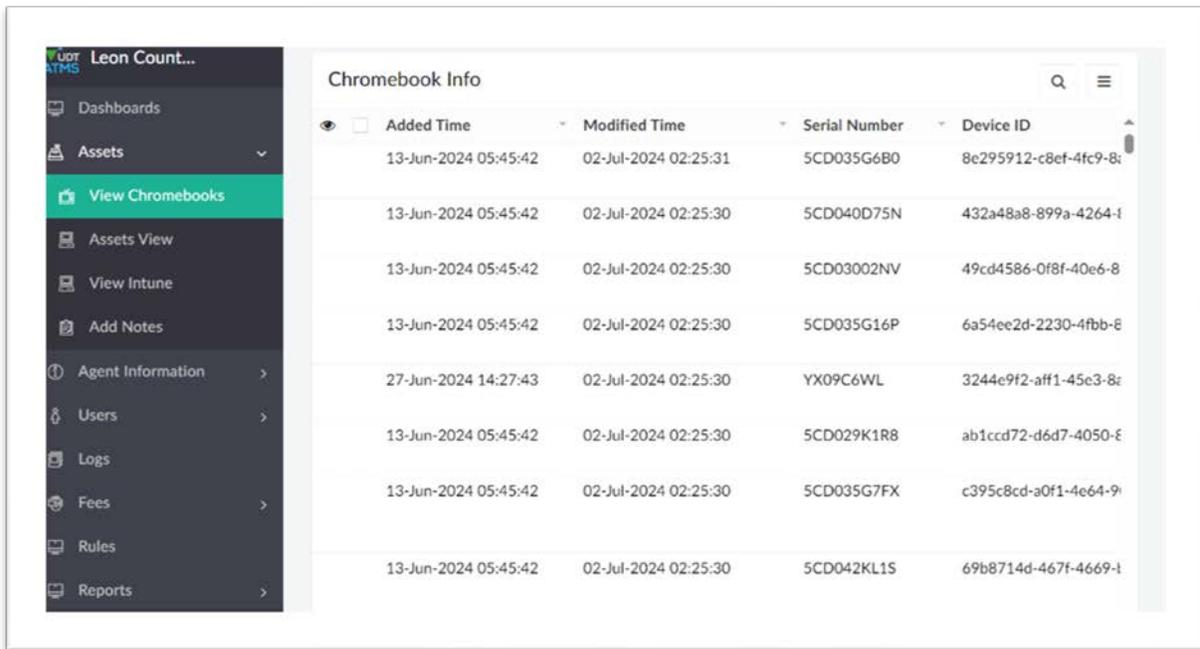
| Assigned User | Assigned User Location | Last Sync            | Last Enrollment TL   | User Activity | Time Activity | OS Version     | Platform Version                                   |
|---------------|------------------------|----------------------|----------------------|---------------|---------------|----------------|--|
| 0021          |                        | 23-Sep-2024 11:29:26 | 15-Jul-2024 12:45:07 | User Activity | Time Activity | 116.0.5845.210 | 15509.81.0 (Official Build) stable-channel corsola |
|               |                        | 23-Sep-2024 11:36:36 | 23-Sep-2024 11:36:35 | User Activity | Time Activity | 126.0.6478.252 | 15886.77.0 (Official Build) ltc-channel corsola    |
| 0161          |                        | 23-Sep-2024 11:26:20 | 20-Sep-2024 10:05:16 | User Activity | Time Activity | 126.0.6478.251 | 15886.76.0 (Official Build) ltc-channel corsola    |
|               |                        | 30-May-2024 11:08:25 | 30-May-2024 11:08:25 | User Activity | Time Activity | 114.0.5735.358 | 15437.98.0 (Official Build) stable-channel grunt   |
| 0451          |                        | 19-Jun-2024 13:04:15 | 19-Jun-2024 13:04:13 | User Activity | Time Activity |                |  |

### User Activity Information

## View Chromebooks

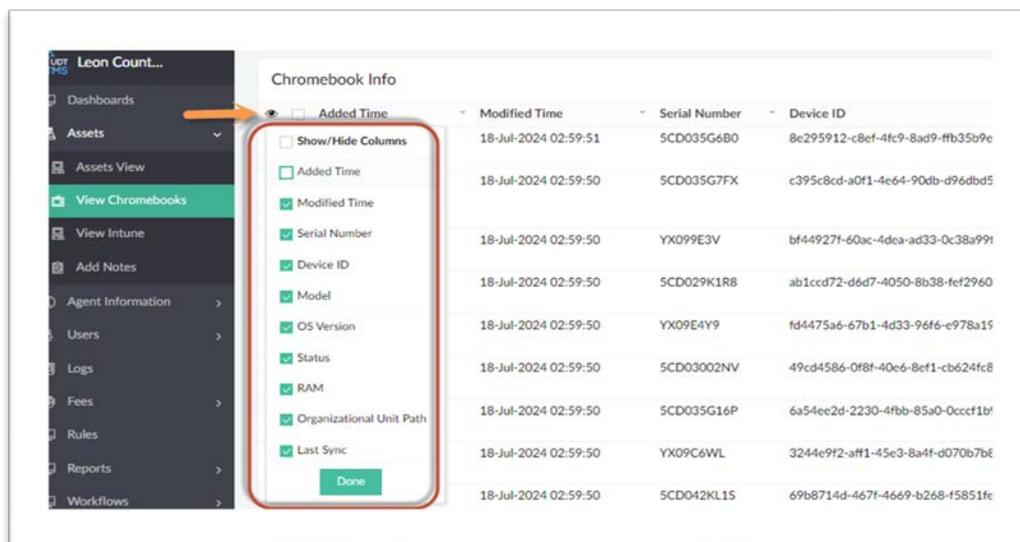
View Chromebook will contain only the assets data from Chrome Console.

Click on **View Chromebooks** to load a report. Clicking on any of the column headers will provide options to search, sort, or group the data or hide the column.



### View Chromebooks

Click on the **eye** symbol to display a box to select the columns you want to display.

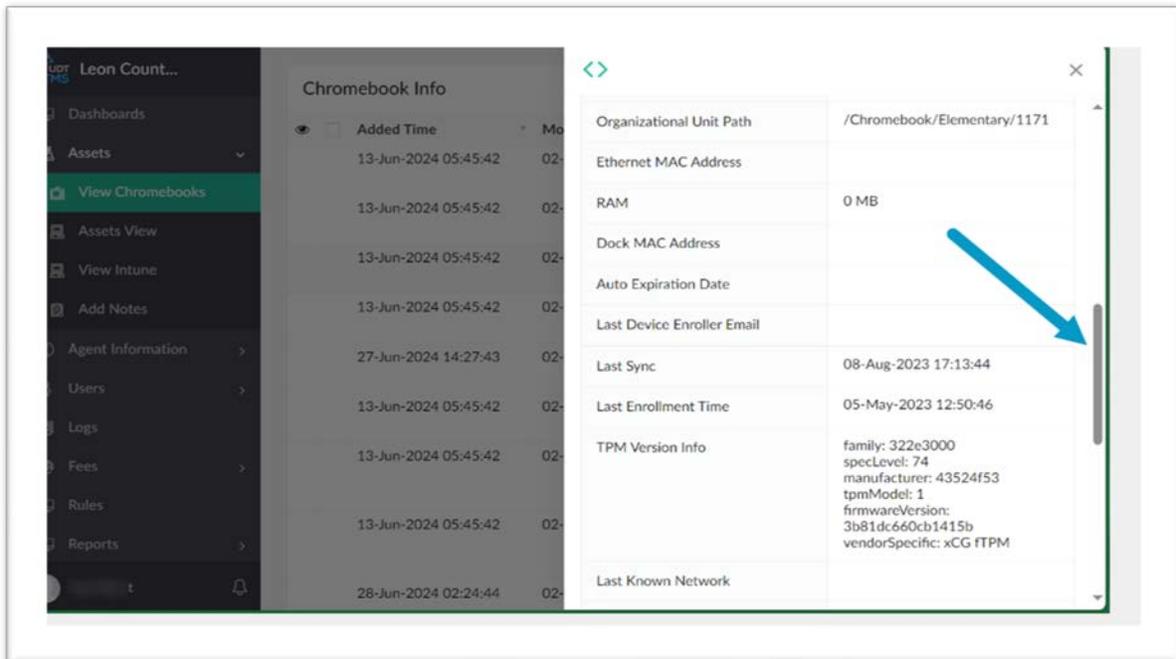


### Selection Box to Choose Column Display

Click on **Show/Hide Columns** to toggle between select or deselect columns to display in this view. Click the box next to the columns to display and click **Done**.

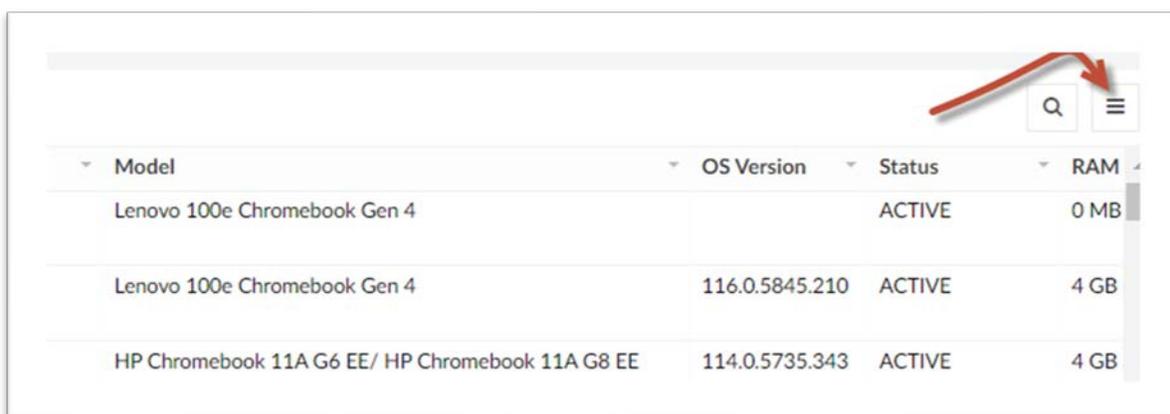
To select all boxes again, click the eye and click **Show/Hide Columns**. Choose other columns to perform the desired view.

**Click** on a line record to view specific information about the asset. Note the **blue arrow** depicts a scroll bar to display more detailed information. Click the X when done.



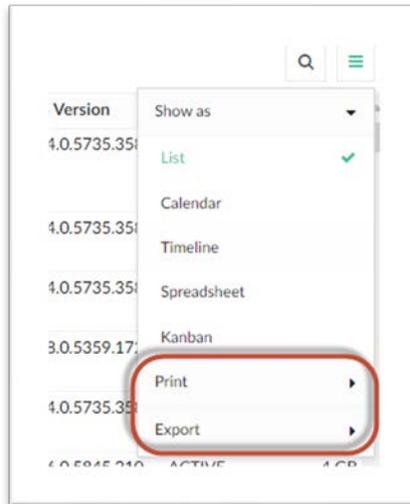
**Click on A Record to Display More Details**

Click on the Menu options icon of (3 bars or Hamburger) in the upper right corner to access options to view the list. See the **red arrow** in the screenshot below. (Configure Reports/View)



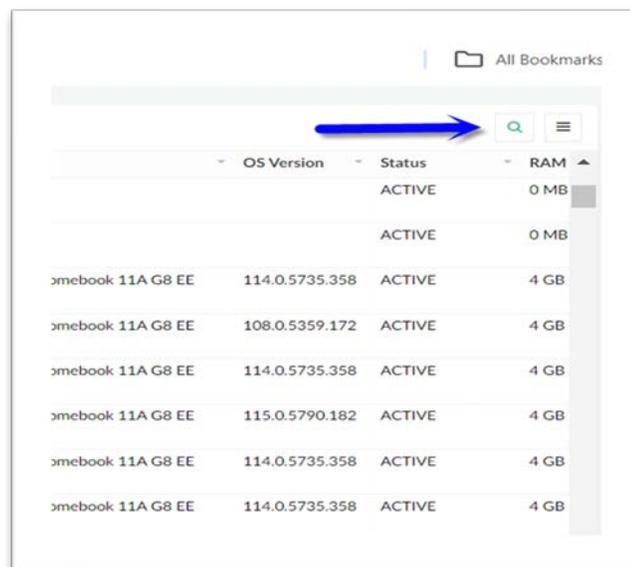
**Click on The Menu Icon for Viewing Options**

Do not attempt to display data via these functions...Calendar, Timeline, Spreadsheet, or Kanban. **However**, Print and Export are available from this menu.



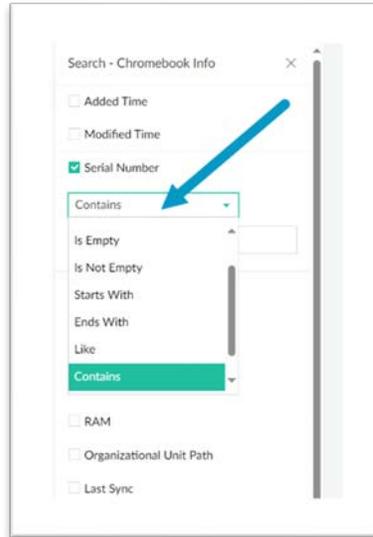
**More Options to Display Data- not supported for LCS**

**Click** on the *Magnifier* icon in the upper right corner to display a list of all columns to perform a search. The Magnifier Icon displays the rest of the available *Search* options.



**More Search Options**

Below is an example of the available fields to use to search within **Serial Number** data. A box is presented to choose the criteria for the search (see **blue arrow** below).



Search Options List

**Note:**

User Activity information is available from the View Chromebooks Menu. This data will provide device information useful for determining asset student usage and most recent logins.

| Organizational Unit Path | Last Sync            | Last Enrollment T... | User Activity | Time Activity | MAC Address  | Boot M... | Annotated User             | Support End D... |
|--------------------------|----------------------|----------------------|---------------|---------------|--------------|-----------|----------------------------|------------------|
| book/Elementary/0561     | 12-Sep-2024 08:25:31 | 02-Jul-2024 17:27:44 | User Activity | Time Activity | A83B76F5F69D | Verified  | g.cc@leonschools.net       |                  |
| book/Elementary/1131     | 12-Sep-2024 10:32:43 | 24-May-2024 13:16:50 | User Activity | Time Activity | 5CBAEFAE6AA1 | Verified  | Eliana Gonzalez            |                  |
| book/High/1141           | 12-Sep-2024 10:25:03 | 07-Jun-2024 16:00:14 | User Activity | Time Activity | A83B76F59EA7 | Verified  | enroll-udt@leonschools.net |                  |

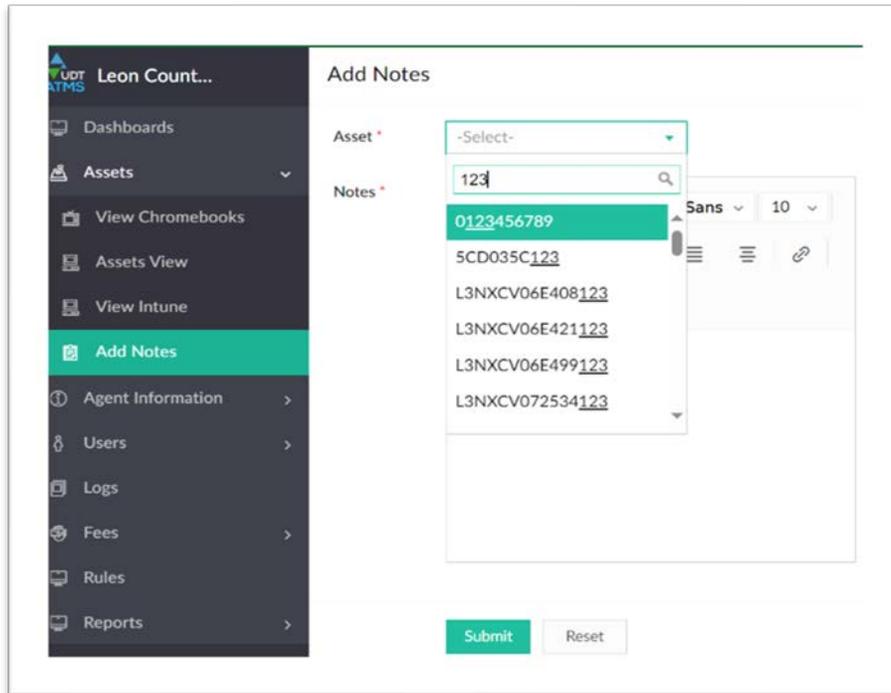
Clicking a line item displays a Printable View of the data.

| Recent Active Activity | Date         | Total Time Active |
|------------------------|--------------|-------------------|
|                        | Aug 13, 2024 | 0:43:00           |
|                        | Aug 14, 2024 | 0:35:08           |
|                        | Aug 15, 2024 | 1:21:50           |
|                        | Aug 16, 2024 | 2:16:40           |
|                        | Aug 19, 2024 | 1:44:01           |
|                        | Aug 20, 2024 | 2:08:34           |
|                        | Aug 21, 2024 | 3:59:02           |
|                        | Aug 22, 2024 | 0:40:01           |
|                        | Aug 23, 2024 | 2:07:07           |
|                        | Aug 26, 2024 | 0:53:34           |
|                        | Aug 27, 2024 | 3:28:32           |
|                        | Aug 28, 2024 | 0:55:02           |
|                        | Aug 29, 2024 | 3:48:33           |
|                        | Aug 30, 2024 | 1:11:30           |
|                        | Sep 03, 2024 | 0:50:00           |
|                        | Sep 04, 2024 | 1:26:30           |
|                        | Sep 05, 2024 | 1:33:37           |
|                        | Sep 06, 2024 | 1:51:08           |
|                        | Sep 09, 2024 | 0:37:22           |
|                        | Sep 10, 2024 | 1:15:30           |

User Activity List

## Add Notes

Click on **Add Notes** to search for an asset to add or review associated notes. Once a note is added, it will be recorded in the Assets View section. (see below)

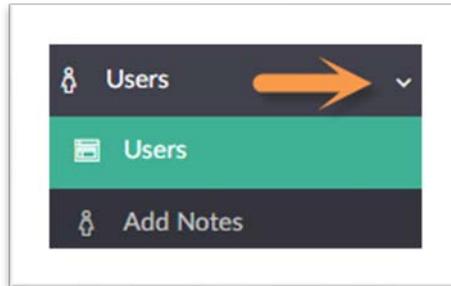


Add Notes

1. Click in the **Asset** box.
2. Type or scan in an asset serial number. In the example above, typing in “123” shows any assets with “123” in their serial number.
3. Choose an asset and begin typing any notes within the **Notes** text box.
4. Once complete, click the **Submit** button to save the notes with the associated asset serial number.
5. Click **Reset** to start over.

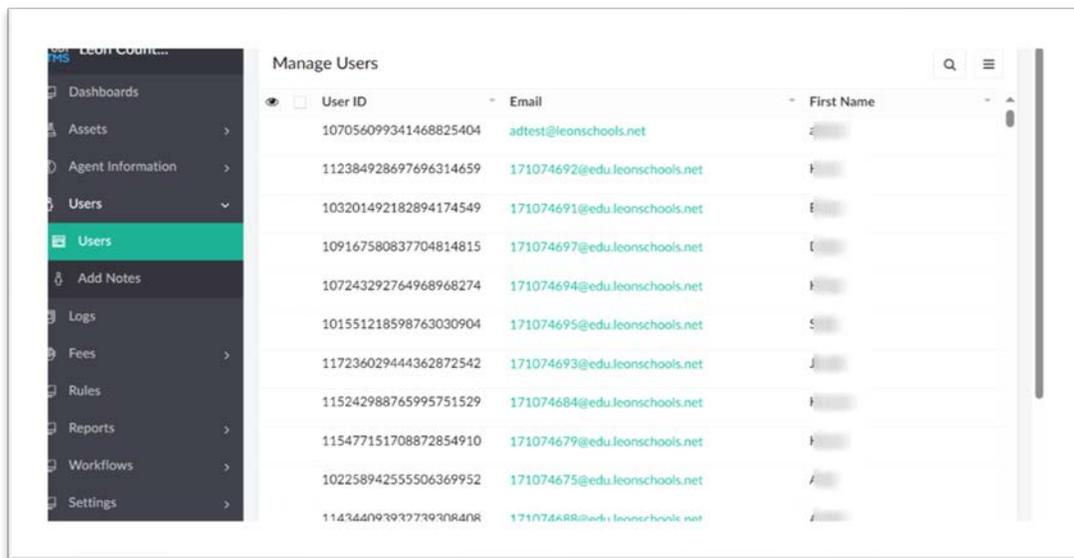
## USERS

Click on **Users** to show the two options: **Users** and **Add notes**. Keep in mind that notes added to the UDT Asset Tracking & Management System are considered public record.



Users Sub Menu

Click on **Users** to load the **Manage Users** screen.

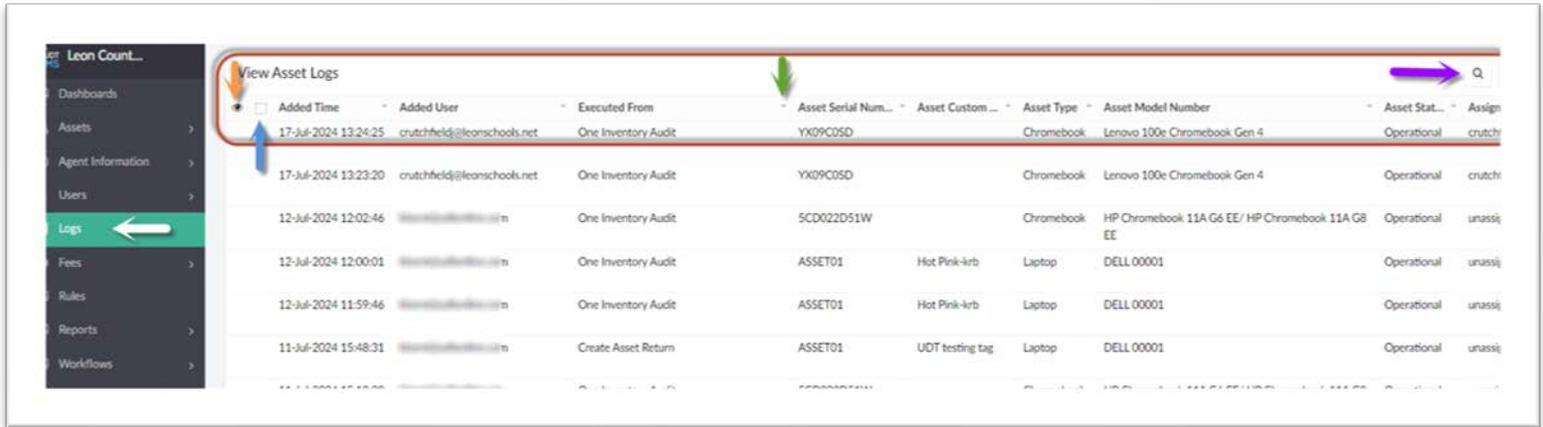


Manage Users

This screen provides the same functionality described in the **View Chromebooks** section as it relates Eye, Search, Selecting Columns, Printing, Exporting. Click on single record to display user details, add Notes to the User or Print the User details report.

## LOGS

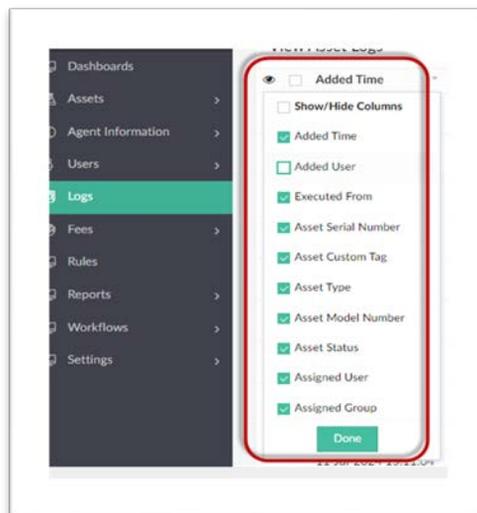
The **Logs** menu option will display an audit trail of activity within the system.



Logs Main Screen with Options

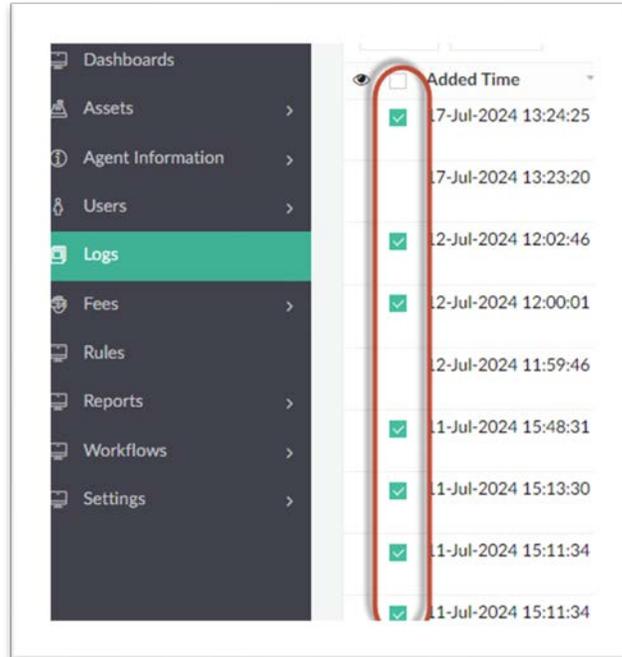
In the screenshot above, the colored arrows highlight the options within the **Logs** screen.

The **orange** arrow (View Asset Logs above) points to the **Eye** which will display a list of columns to include in the presented View. **Click Done** after making selections.



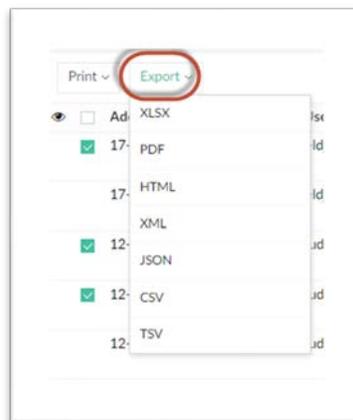
Eye – Select Columns to Display

The **blue** arrow (View Asset Logs – page 21) points to a Selection Box used to highlight each line record for inclusion and will display a Print and Export button for the selected records. Click to clear or check the records to include on a report or to export.



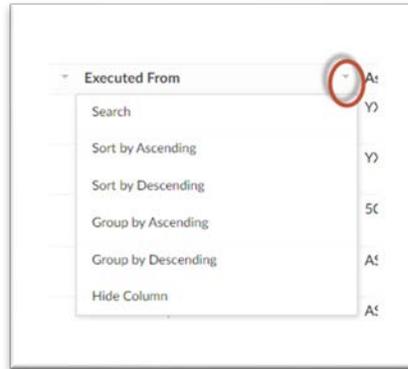
**Logs Screen to Choose Records to Print or Export**

Click on Export to view a list of the supported formats to export the data.



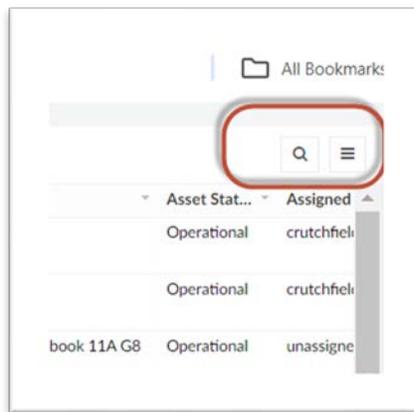
**Logs Screen Export Options**

The **green** arrow (View Asset Logs – page 21) points to a Small Triangle to display and select Sort options. Click on the small triangle to choose options to sort and/or group the data in that column. (see below)



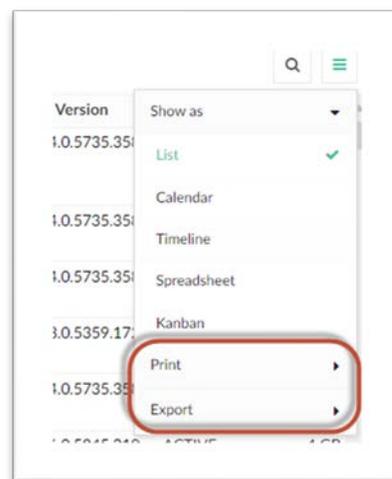
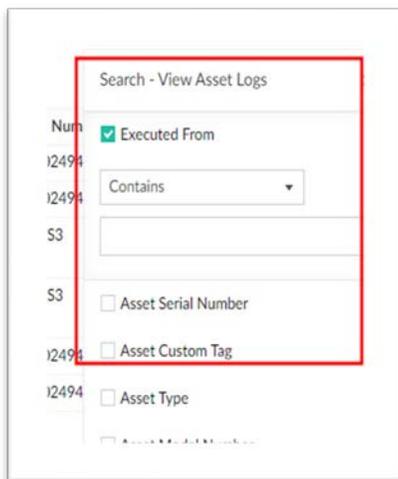
### Sort And Group Columns

The purple arrow (View Asset Logs – page 22) points to the Search and Menu with more options described in the View Chromebooks section.



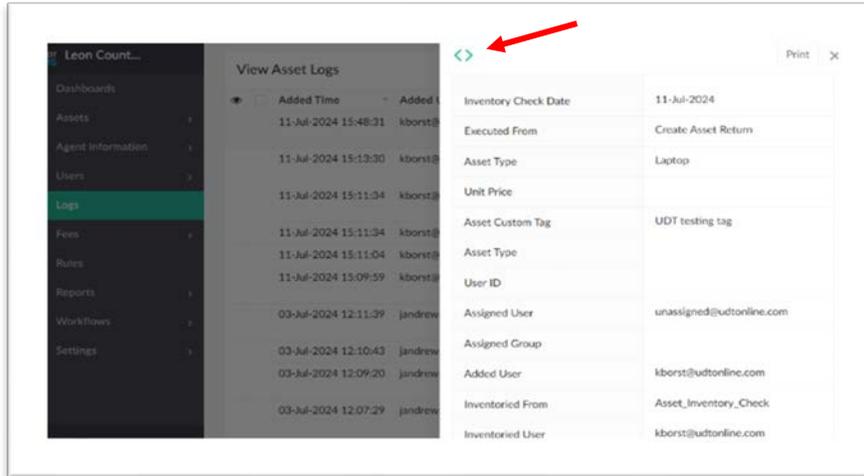
### Search Menu With More Options

Make Selections for Searching and Printing data only.



### Magnifier and Hamburger Search & Print Options

Do not attempt to display data via these functions...Calendar, Timeline, Spreadsheet, or Kanban. **However**, printing and exporting may be done from this menu. Click on a line to display that record to View or Print or Scroll through the line Items.



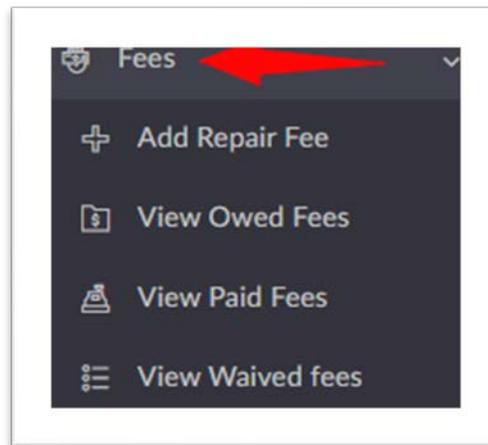
Scroll Through (double arrows), Print or View Single Line of Data

## FEES

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Waiting on date for module and documentation for this section. In the meantime, fees are entered in Focus according to the Chromebook agreement. Fees should be entered after the district's service provider (UDT) confirms that the required repair is not due to manufacturer defect. We were hoping to automate the fee process with UDT through the ATMS platform. The company has not provided a date for completion of the fee assessment workflow.

In the meantime, you may follow the process that works best for your school with entering the fees and payments. We recognize that accessing/collecting fees in a timely manner is best practice. As the repair quotes arrive, we here at TIS will continue to review and update the student's Focus record.

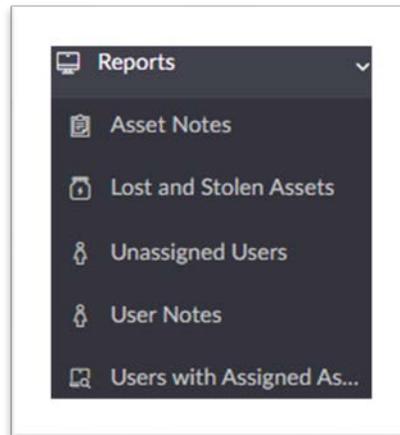


Fees Menu

## REPORTS

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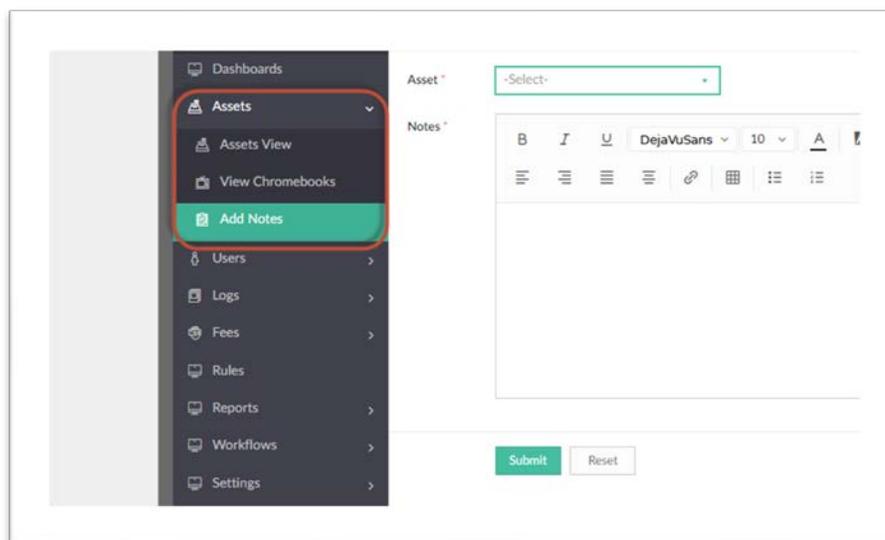
This section provides access to information based on data compiled from entries into the system. Additional reports will be available as customization continues for Leon County Schools.



Reports Menu

## Asset Notes

Asset Notes Report provide a list of note details entered via the Add Notes option under the Assets menu. The notes you enter in the textbox concerning the asset will appear in List view.



Add Asset Notes Display

## Lost and Stolen Assets

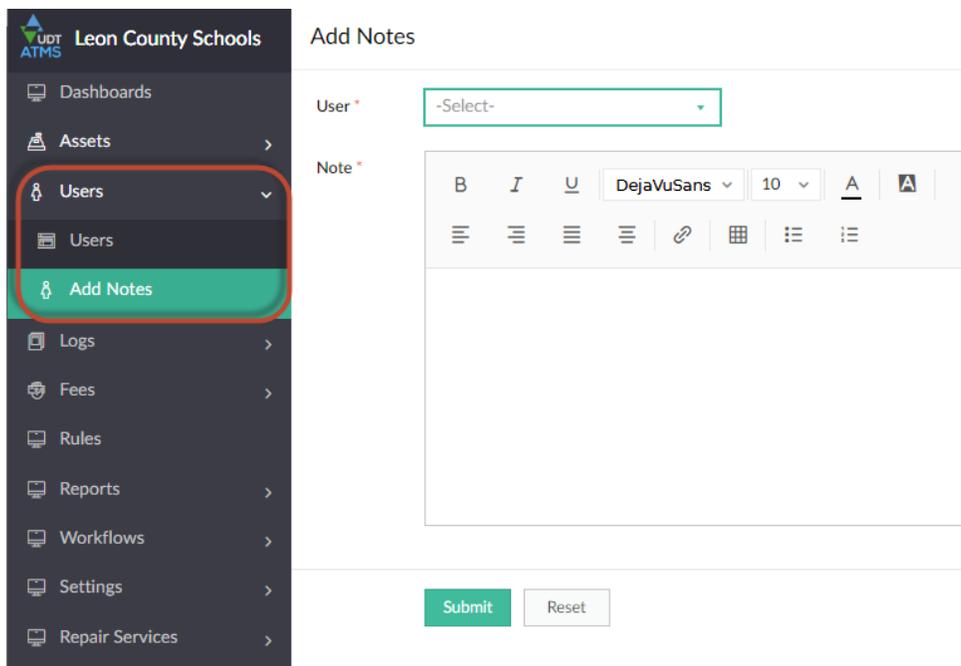
This report provides a list of devices recorded as Lost/Stolen.

## Unassigned Users

This report is a list of students who have not been assigned a device.

## User Notes

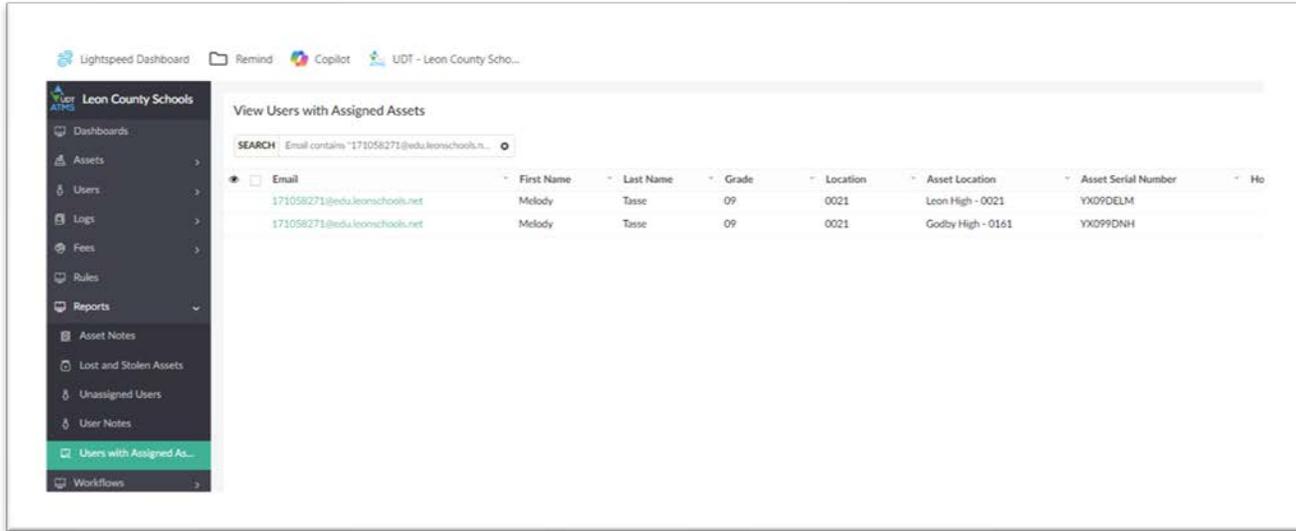
User Notes Report provide a list of note details entered via the Add Notes option under the Users menu. The notes you enter in the textbox concerning the asset will appear in List view.



[Add User Notes Display](#)

## Users with Assigned Assets

The Users with Assigned Assets pulls information from Assets View and attaches to the User Report. Users assigned multiple devices will appear on the report twice.



The screenshot shows the 'View Users with Assigned Assets' page in the UDT system. A search filter is applied: 'Email contains: 171058271@edu.leonschools.net'. The table below lists the results:

| <input type="checkbox"/> | Email                         | First Name | Last Name | Grade | Location | Asset Location    | Asset Serial Number | Ho |
|--------------------------|-------------------------------|------------|-----------|-------|----------|-------------------|---------------------|----|
| <input type="checkbox"/> | 171058271@edu.leonschools.net | Melody     | Tasse     | 09    | 0021     | Leon High - 0021  | YX09DELN            |    |
| <input type="checkbox"/> | 171058271@edu.leonschools.net | Melody     | Tasse     | 09    | 0021     | Godby High - 0161 | YX099DNH            |    |

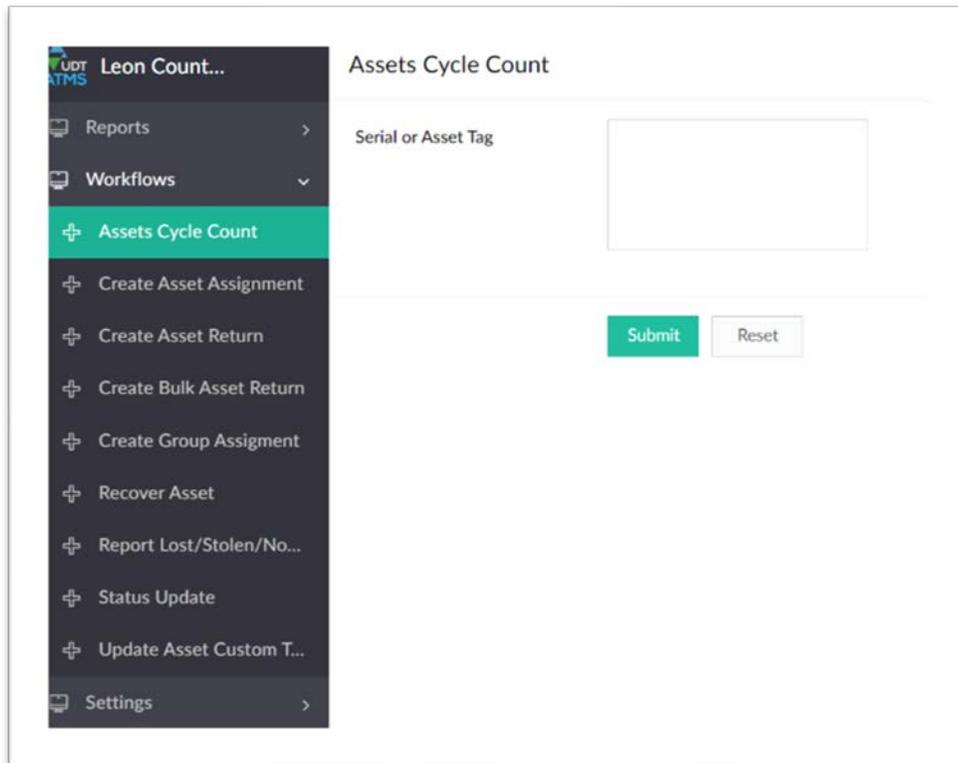
User List w/Multiple Devices

## WORKFLOWS

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The Workflow menu option contains links to perform functions such as assigning, collecting and changing the status of devices. Information may be typed or scanned from barcodes. Some options may not be visible based on permissions.

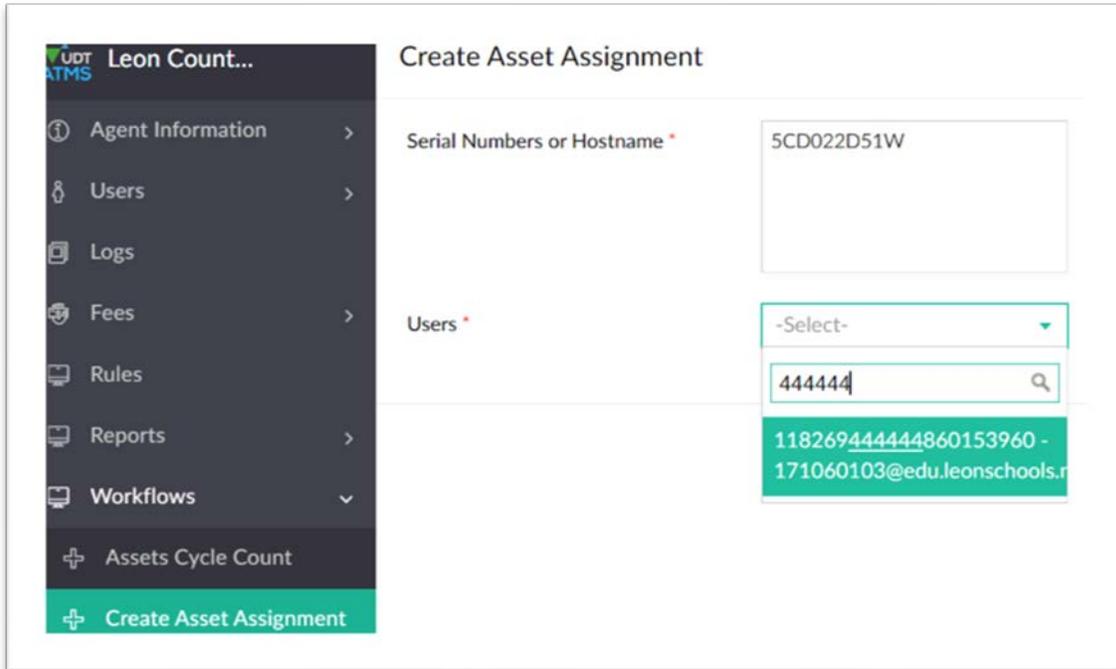
Clicking on **Workflows** reveals the dropdown list of workflow options:



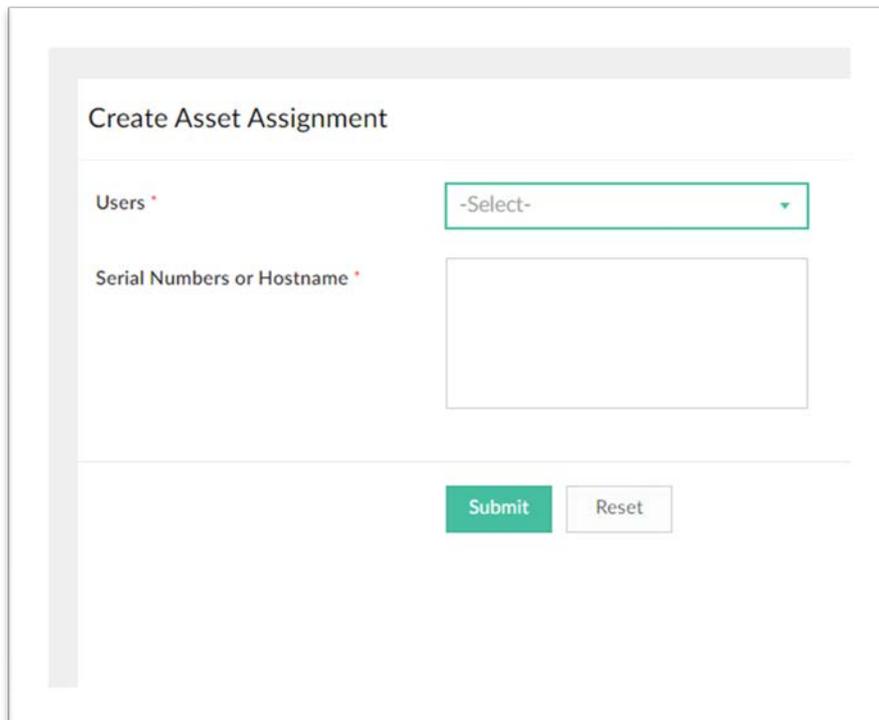
Workflows Menu Options

### Create Asset Assignment

1. Click on Create Asset Assignment to assign a device to a student.
2. Enter or scan the serial number or asset tag of a device to assign.
3. Enter or scan the student information. Focus student bar codes may also be used to scan student number. LCS district does not recommend assigning multiple devices to a student.
4. Select the student information from the drop-down list.
5. To search for a student, type the student's name or any portion of the student number. The screenshot below shows how to search for a User with 444444 in the name.
6. Once the correct Student has been selected, click **Submit** to assign the devices to them.

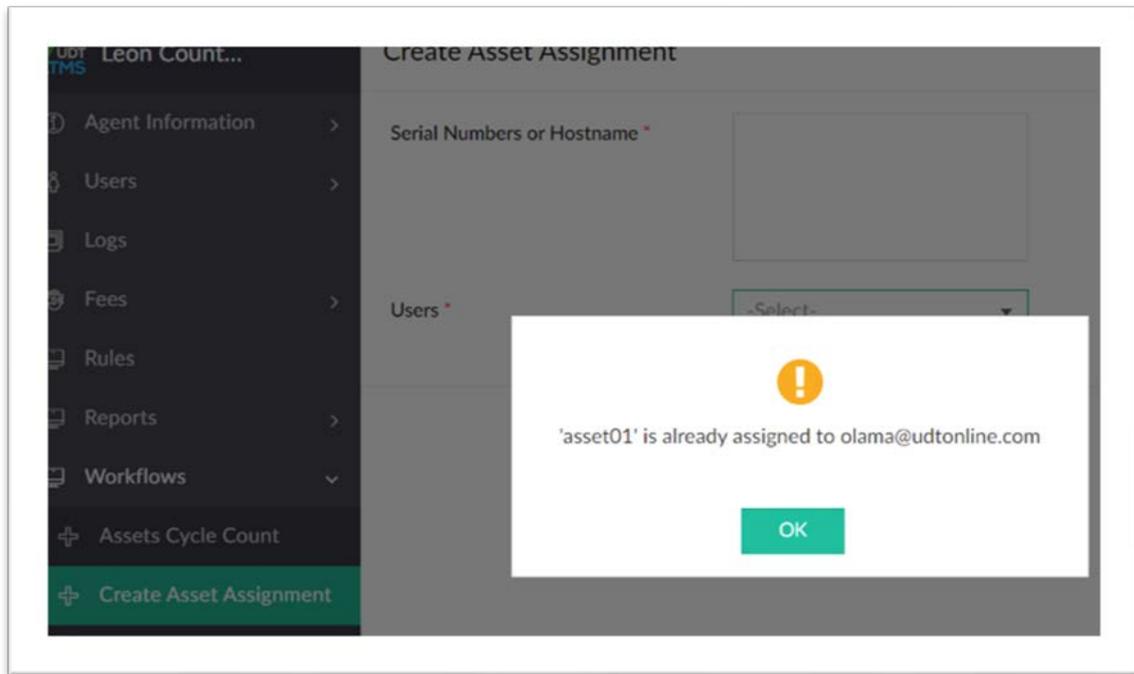


Create Asset Assignment – Search for User With “444444”



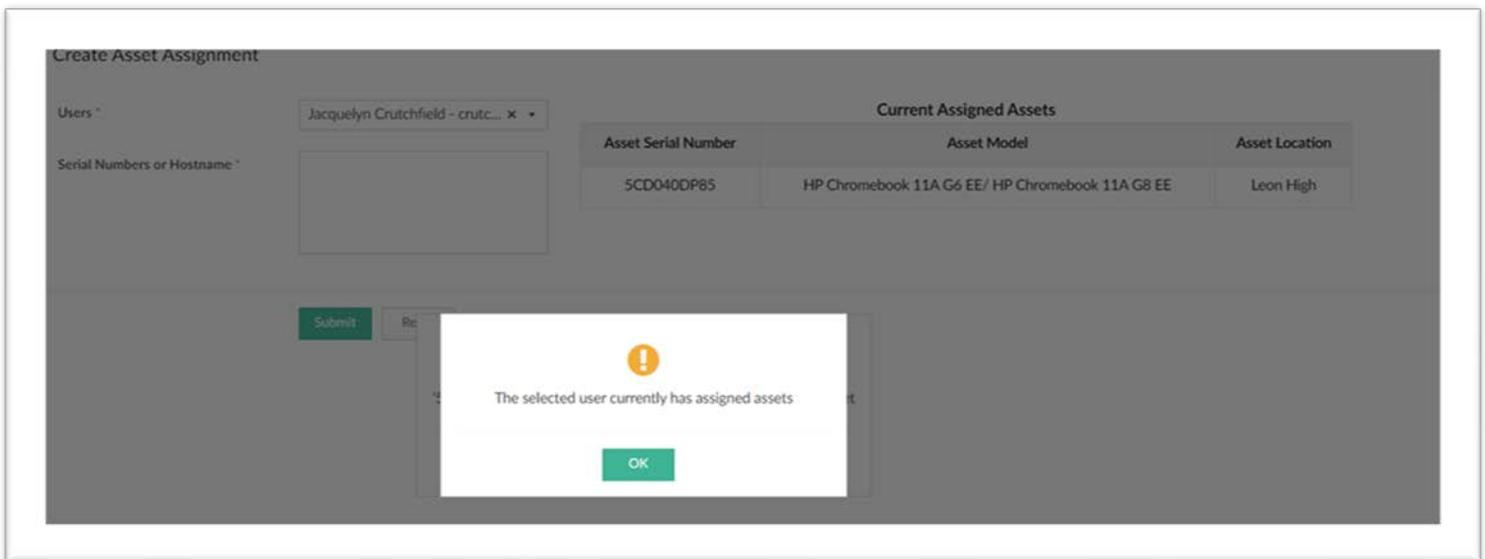
Create Asset Assignment

If the device is already assigned, a notification message will display.



**Create Asset Assignment – Error When Already Assigned**

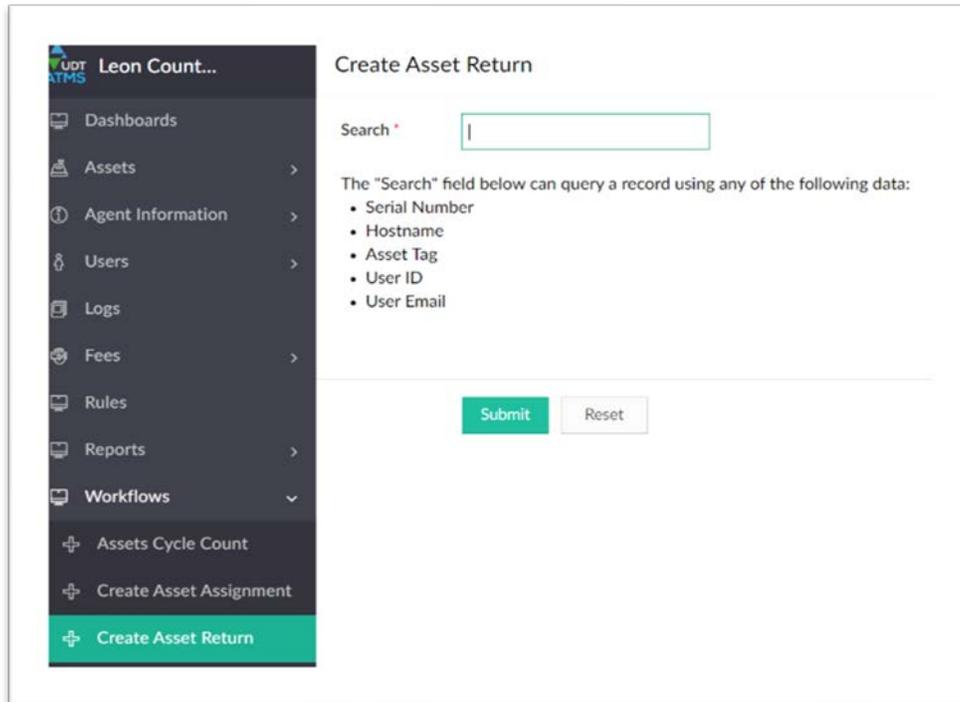
If the User is already assigned a device, an additional notification message, including the current assigned asset details will appear. You may continue with assignment of additional devices, if applicable. If you enter the asset information without selecting a user, the screen will not advance.



**Device Currently Assigned to User Message**

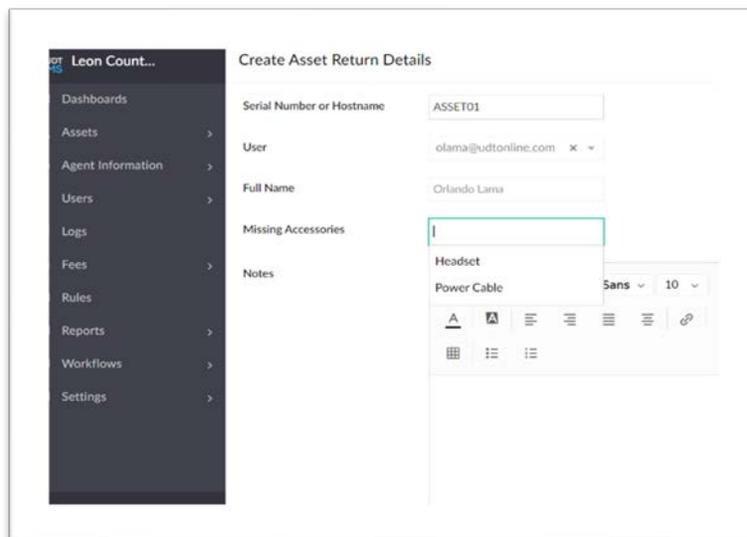
## Create Asset Return

Click Create Asset Return when a single device is returned by a student. It tracks the return of the device along with any accessories.



[Create Asset Return](#)

1. Type/Scan the device serial number to Search the device in the database and click **Submit**. The Details screen appear.

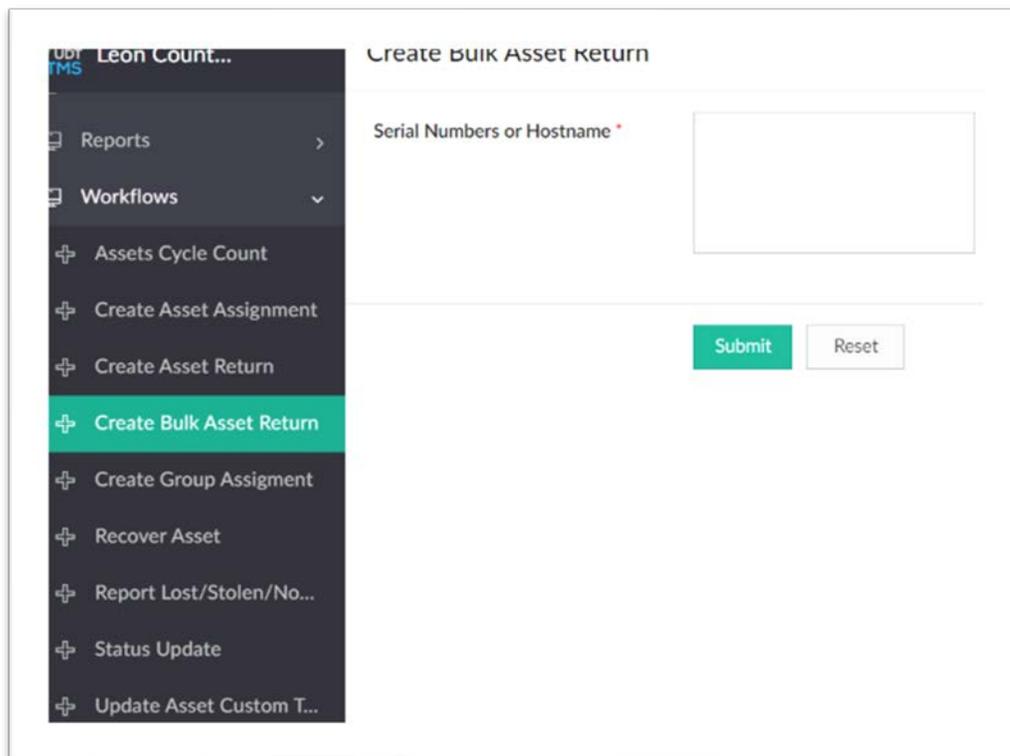


[Create Asset Return Details](#)

2. Enter notes, if applicable. (Device condition, power cord, etc.)
3. Scroll down and click the **Submit** button. When Submit is clicked, a message flashes on the screen “Asset Returned Successfully!” and reloads the Create Asset Return screen for any other returned devices.

## Create Bulk Asset Return

Click [Create Bulk Asset Return](#) to return multiple devices from students. It tracks the return of the devices along with any accessories. This is useful when many devices need to be scanned back into the database as being returned.

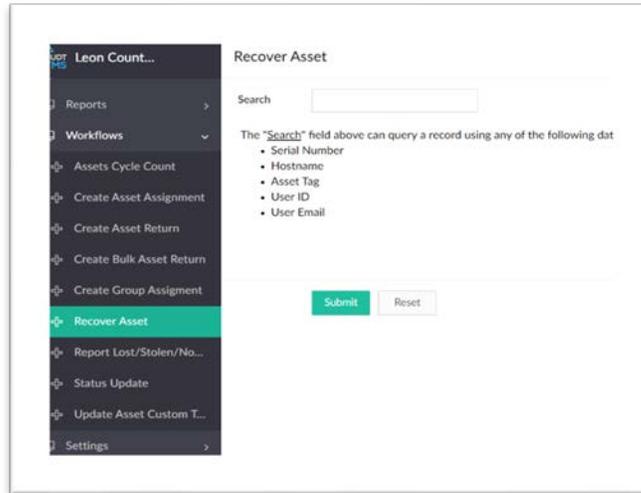


### Create Bulk Asset Return

Enter the serial numbers or scan barcodes of the returned devices and click **Submit**. The workflow is the same as the single device return.

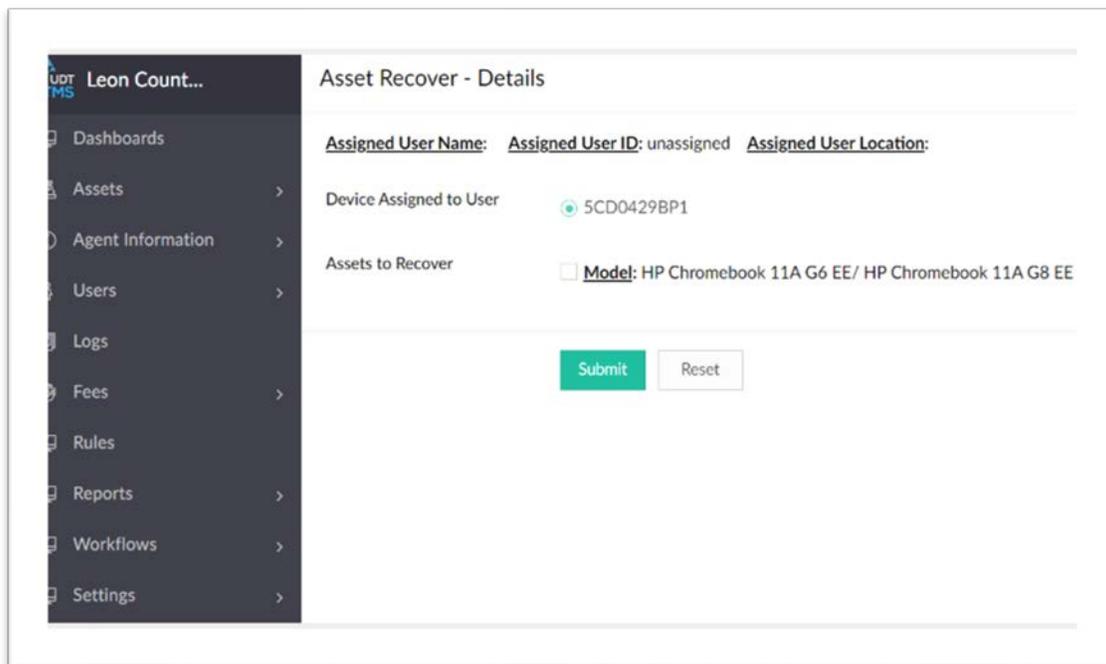
## Recover Asset

Click **Recover Asset** to update a device previously recorded as lost, stolen, or destroyed has been recovered. This allows the device to be added into the inventory of available devices once it has been checked and updated. Please verify your school has possession of a device when recovering devices.



Recover Asset Main Screen

1. Enter a serial number and
2. **Click Submit** to search. If the device **is not** lost, stolen or operational, an error will display. If the device **is** lost, stolen or not within the inventory, it will display the following screen.



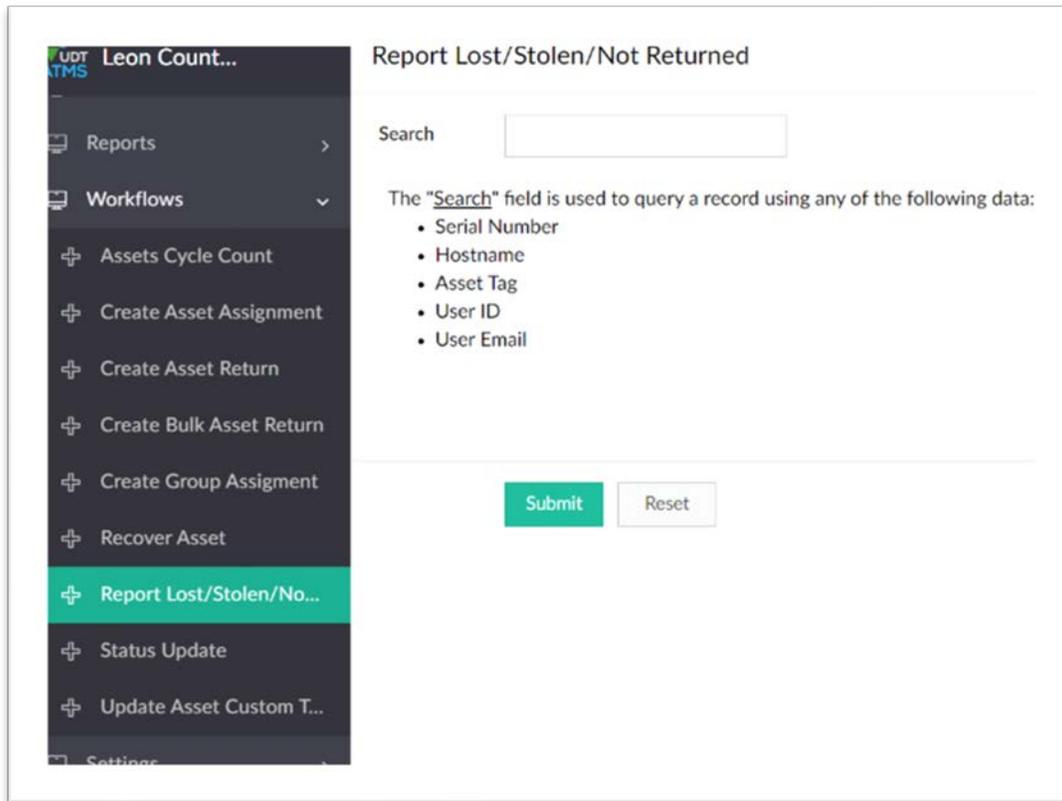
Asset Details Screen

Recover

3. Verify the correct model
4. Click the box to mark the device *Asset to Recover*
5. Click **Submit**. This will add the device back into inventory.

## Report Lost/Stolen/Not Returned

Click [Report Lost/Stolen/Not Returned](#) to record a device as lost or stolen, the opposite of Recover Asset.



### Report Lost/Stolen/Not Returned Items

1. Enter the serial number in the box and click **Submit**. The following screen will display with the device information.
2. Select device, accessory or both.
3. Add any optional notes in the *Notes* box.
4. Click Submit to report the item status.

#### Notes:

- For now, please send the numbers to [helpdesk@leonschools.net](mailto:helpdesk@leonschools.net) so that the device may be deactivated. UDT has not customized this feature as of date.
- LCS will not enter serial numbers for power cords. However, you may provide details in the notes section, where applicable.

UDT ATMS Leon Count...

- Dashboards
- Assets >
- Agent Information >
- Users >
- Logs
- Fees >
- Rules
- Reports >
- Workflows >
- Settings >

### Lost/Stolen/Not Returned - Asset Details

Unassigned devices won't have an Owed Fee.

Asset Serial:

Asset Model:

Location:

Lost/Stolen Item \*  
  
Device  
Accessory  
Device And Accessories

Notes

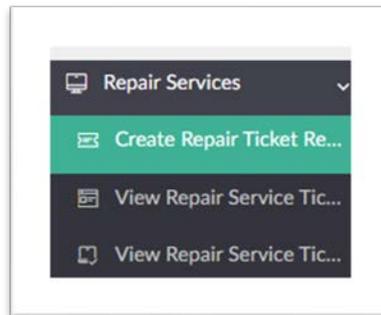
Lost/Stolen/Not Returned Entry

## REPAIR SERVICES

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The warranty support team will respond to requests entered in the module. The team will update the ticket stage and status after the ticket is received. An email confirmation will be received when you create the ticket. Note: Only Lenovo devices should be entered in the ATMS Repair Services Module.

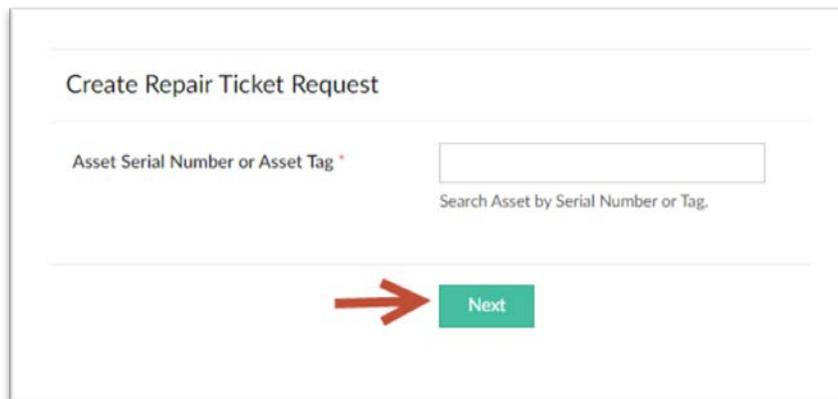
Click the Repair Services Down Arrow to view options.



Repair Services Options

### Create Repair Ticket Request

1. Click Create Repair Ticket Request.
2. Type/Scan in an Asset Serial Number.

A screenshot of a web form titled 'Create Repair Ticket Request'. It features a text input field labeled 'Asset Serial Number or Asset Tag \*' with a search icon. Below the field is the text 'Search Asset by Serial Number or Tag.'. At the bottom of the form, there is a green button labeled 'Next' with a red arrow pointing to it from the left.

Repair Ticket Request

3. Click **Next** to retrieve the Asset information.

**Note:** The pick-up location and contact information will populate based on user details.

YX09BHJD ( Model: Lenovo 100e Chromebook Gen 4 )

Reason for Service Request \*

Pickup Location \*

Contact Information

Email \*

Name \*

Phone Number \*

### Repair Ticket Information

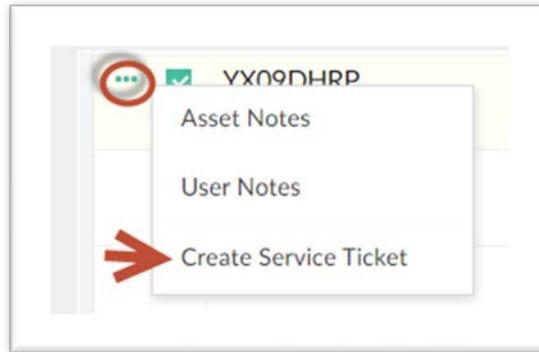
4. Enter the Service Request details. Please provide information related to the device; specifics about the malfunctioning components and/or system issues with the device. This is a required field.
5. Location information should populate for your school. You may edit if needed.
6. Click the **Create** button to save the details with the associated asset serial number.
7. Click **Reset** to start over and or cancel the details for this item.

### Assets View Page – Ticket Creation

The option to create a ticket is also available from the Assets View Report. Selecting from the Assets View selection or the Three Dots Menu will advance to the Create Repair Service Ticket Workflow (shown above) for the entry of service request details.

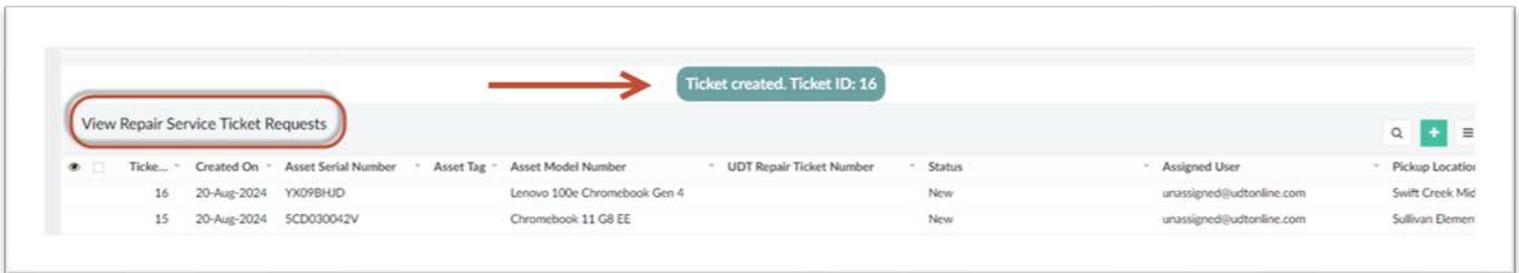
| Asset Serial Number | Hostname | Asset Type | Asset Model Number           | Asset Custom Tag | Asset Status | Action                                | Asset Location     |
|---------------------|----------|------------|------------------------------|------------------|--------------|---------------------------------------|--------------------|
| YX09A4F2            |          | Chromebook | Lenovo 100e Chromebook Gen 4 |                  | Operational  | <a href="#">Create Service Ticket</a> | Chiles High - 1141 |

### Assets View Report – Ticket Creation Option



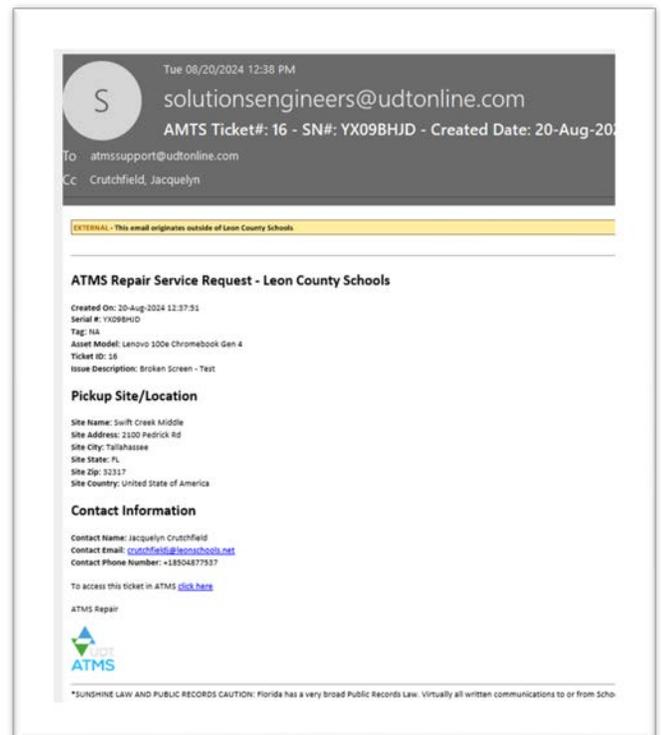
Assets View Single Line Menu (Three Dots)

After creating the ticket, the Ticket Created Confirmation will appear, along with an assigned Ticket Identification Number in the View Repair Service Ticket Request Table.

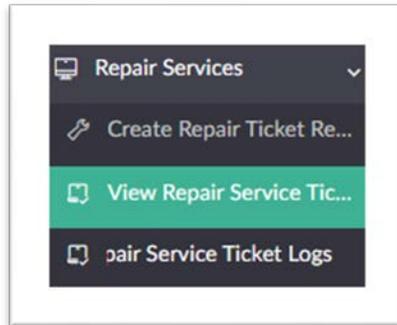


## Confirmation Email

You will receive a confirmation email with ticket details. This also provides a message to the UDT warranty that a repair request has been initiated. Information will include all details provided when creating the request. There is a link provided that will re-direct to the ATMS platform.

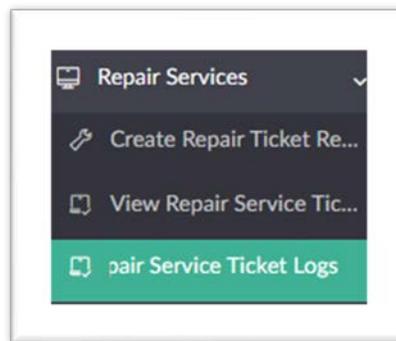


## View Repair Service Ticket Requests

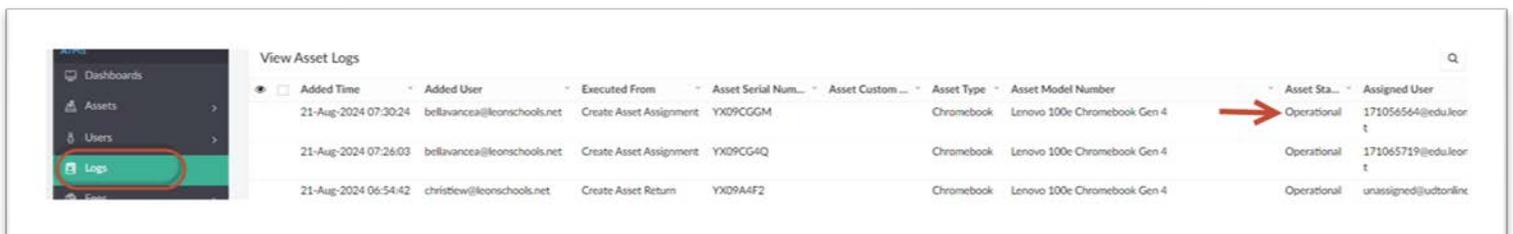


This table will be updated as tickets are created and contains the serial and model number, UDT Repair Ticket Number, Assigned User, Location, Warranty Information, etc.

## View Repair Services Ticket Logs



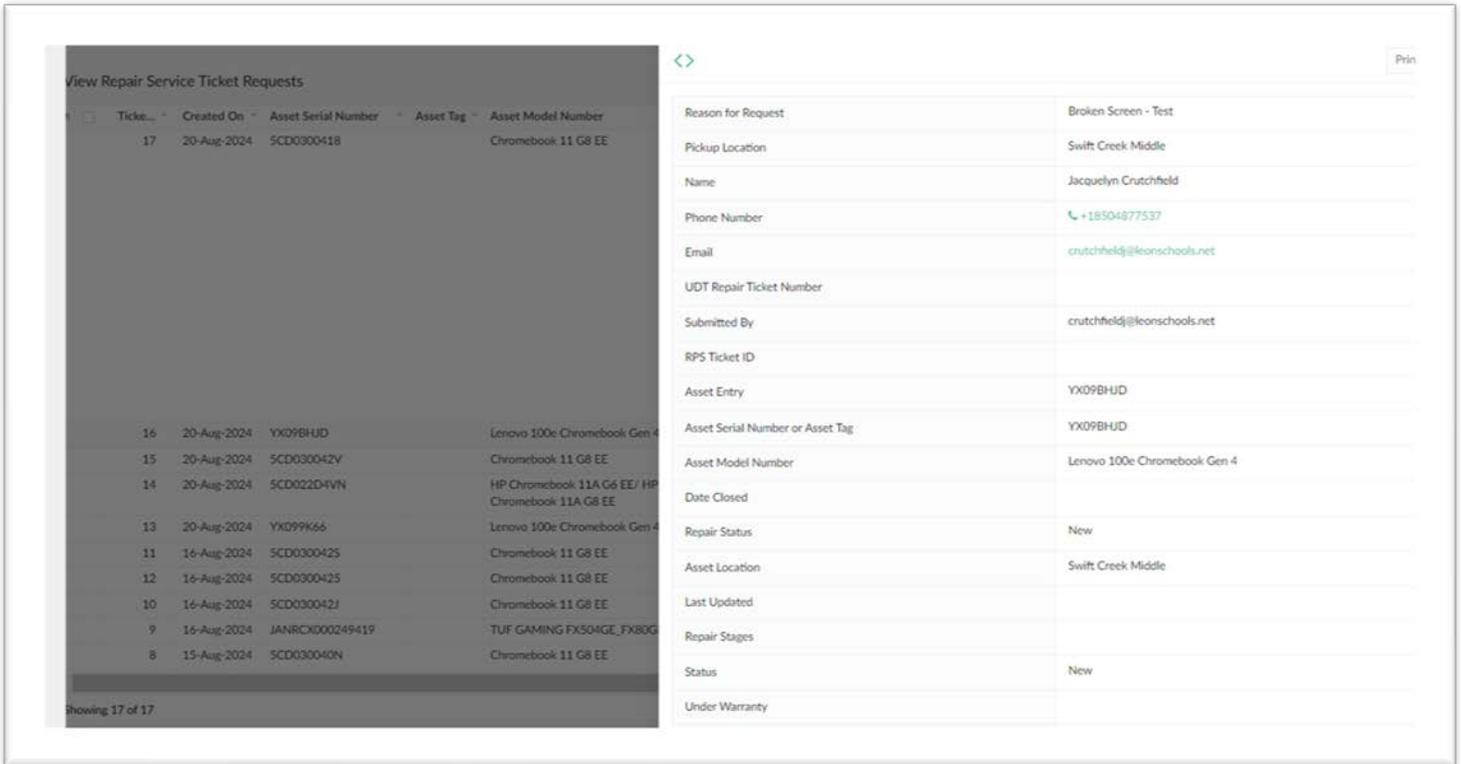
The Service Ticket Logs Table will contain all details available to validate the status of each ticket. All transactions related to include creation date, submissions, updates, etc. until the ticket is closed. The View Assets Log will also update the status of each asset as it moves from Operational to Repair status.



| Added Time           | Added User                  | Executed From           | Asset Serial Num... | Asset Custom ... | Asset Type | Asset Model Number           | Asset Sta... | Assigned User             |
|----------------------|-----------------------------|-------------------------|---------------------|------------------|------------|------------------------------|--------------|---------------------------|
| 21-Aug-2024 07:30:24 | bellavancea@leonschools.net | Create Asset Assignment | YX09CGGM            |                  | Chromebook | Lenovo 100e Chromebook Gen 4 | Operational  | 171056564@edu.leon.sch... |
| 21-Aug-2024 07:26:03 | bellavancea@leonschools.net | Create Asset Assignment | YX09CG4Q            |                  | Chromebook | Lenovo 100e Chromebook Gen 4 | Operational  | 171065719@edu.leon.sch... |
| 21-Aug-2024 06:54:42 | christiew@leonschools.net   | Create Asset Return     | YX09A4F2            |                  | Chromebook | Lenovo 100e Chromebook Gen 4 | Operational  | unassigned@udtonline...   |

Repair Ticket Log

Click anywhere on a line to display a quick overview of that record. Users may go to the previous < or the next > record, **Print** the record, or view individual ticket information.



The screenshot displays the 'View Repair Service Ticket Requests' interface. On the left, a table lists 17 tickets. On the right, the details for ticket 17 are expanded.

| Ticket ID | Created On  | Asset Serial Number | Asset Tag | Asset Model Number                               |
|-----------|-------------|---------------------|-----------|--|
| 17        | 20-Aug-2024 | SCD0300418          |           | Chromebook 11 G8 EE                              |
| 16        | 20-Aug-2024 | YX09BHUD            |           | Lenovo 100e Chromebook Gen 4                     |
| 15        | 20-Aug-2024 | SCD030042V          |           | Chromebook 11 G8 EE                              |
| 14        | 20-Aug-2024 | SCD022D4VN          |           | HP Chromebook 11A G6 EE/ HP Chromebook 11A G8 EE |
| 13        | 20-Aug-2024 | YX099K66            |           | Lenovo 100e Chromebook Gen 4                     |
| 11        | 16-Aug-2024 | SCD0300425          |           | Chromebook 11 G8 EE                              |
| 12        | 16-Aug-2024 | SCD0300425          |           | Chromebook 11 G8 EE                              |
| 10        | 16-Aug-2024 | SCD030042J          |           | Chromebook 11 G8 EE                              |
| 9         | 16-Aug-2024 | JANRCX000249419     |           | TUF GAMING FX504GE_FX80G                         |
| 8         | 15-Aug-2024 | SCD030040N          |           | Chromebook 11 G8 EE                              |

|                                  |                              |
|----------------------------------|------------------------------|
| Reason for Request               | Broken Screen - Test         |
| Pickup Location                  | Swift Creek Middle           |
| Name                             | Jacquelyn Crutchfield        |
| Phone Number                     | +18504877537                 |
| Email                            | crutchfield@leonschools.net  |
| UDT Repair Ticket Number         |                              |
| Submitted By                     | crutchfield@leonschools.net  |
| RPS Ticket ID                    |                              |
| Asset Entry                      | YX09BHUD                     |
| Asset Serial Number or Asset Tag | YX09BHUD                     |
| Asset Model Number               | Lenovo 100e Chromebook Gen 4 |
| Date Closed                      |                              |
| Repair Status                    | New                          |
| Asset Location                   | Swift Creek Middle           |
| Last Updated                     |                              |
| Repair Stages                    |                              |
| Status                           | New                          |
| Under Warranty                   |                              |

Individual Line Details View

## UDT WARRANTY TEAM CONTACT INFORMATION

Jonathan Milnes  
(850) 559-9593