



## **(Formerly TIPWeb-IT)**

Release Notes – Version 12.4 & 1.16

Frontline Education is happy to announce the release of Asset Management 12.4 & TIPWeb-IT with RFID mobile application 1.16 which includes the following enhancements:

- 1. Help Desk: Create Help Desk Tickets from Asset Management (12.4)**
- 2. Reconcile Tags on District Initiated Audits & Transfers (12.4)**
- 3. Audits: Delete District Initiated Audits (12.4)**
- 4. Status: Bulk Enable in Google G Suite MDM (12.4)**
- 5. Mobile App: View Help Desk Ticket on Mobile when Associated with a Tag (1.16 Mobile)**

### **1.TIH-519: CREATE HELP DESK TICKETS FROM ASSET MANAGEMENT**

The integration between Asset Management and Help Desk now supports the ability to create a Help Desk ticket from Asset Management. The district will decide which asset status changes will prompt the end user to create a help desk ticket. Once the asset status change has happened, the end user will be prompted to create the ticket.

Asset status changes to create a help desk ticket will take place in the Tag Information modal, site-to-site transfer, and Quick Collect. Bulk status changes (tags grid, site to warehouse, warehouse to site, room to room transfers and audits are not covered in this release.)

#### **Notes:**

- Create ticket statuses must be enabled in the Integration Settings
- All product types can create a ticket in the help desk system
- A help desk ticket does not need to be created, even if the status change prompts it
- Non-help desk users can create a ticket as an unattended user
- Asset Management will populate the user's email from the user profile, however, if a user does not have an email in their profile it will ask for an email to be provided
- The help desk ticket will be created following the rules of email-submitted tickets
- Help Desk tickets will be created in Site-to-Site transfer, Tag Modal, and Quick Collect

## Setting Up Status Change: Create Ticket

Admin view > Integration Settings > Help Desk

1. Under the Admin tools select the integration settings.

### Management

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2. Select the check box to enable status change to create ticket.

**Manage Integration Settings** ✕

G Suite Integrations	▼
Jamf Integrations	▼
Helpdesk Integrations	▲
<b>Helpdesk Integrations</b>	
<input type="checkbox"/> Status Controls to Create Help Desk Ticket	



3. Select the statutes that will create the ticket.

Manage Integration Settings

×

G Suite Integrations

Jamf Integrations


Helpdesk Integrations

Helpdesk Integrations

☒ Status Controls to Create Help Desk Ticket

These filters manage the ticket creation action for tags.

Status	Create Ticket On Status Change
Auctioned	<input checked="" type="checkbox"/>
Disposed	<input checked="" type="checkbox"/>
In Repair	<input checked="" type="checkbox"/>
Lost	<input checked="" type="checkbox"/>
Recycled	<input checked="" type="checkbox"/>
Returned to Vendor	<input checked="" type="checkbox"/>
Sold	<input checked="" type="checkbox"/>
Stolen	<input checked="" type="checkbox"/>
Surplus	<input checked="" type="checkbox"/>
Used For Parts	<input checked="" type="checkbox"/>



## Steps to Create a Ticket

1. Tickets will be created in real-time when the asset tag status has been changed on the **Tag** Modal, Site to Site Transfer, and/or Quick Collect pages. **Note:** The fields below are the only fields populating for the create ticket. This feature works the same as an emailed ticket through the Help Desk.

Tag Information

Help Desk Ticket Creation

By changing status of these assets, a help desk ticket will be created for each asset.  
Would you like to proceed?

Tag(s) : 005010

\* Ticket Summary:  46 / 100

\* Ticket Description:  57 / 8000

\* Submitted By:

Click Submit to create the Ticket(s).

Submit

Cancel

- When the ticket is Submitted By an authenticated Help Desk User (authenticated via email) the ticket will be created without error and will have the user's name associated to the ticket.
- When the ticket is Submitted By an Unattended Account in the Help Desk, the email will become the user name in the system, the same as an Unattended Account in the Help Desk currently. A notification will prompt the user to decide whether or not to move forward. Activate Unattended Accounts in the Help Desk by navigating to Admin > User Management > Unattended Accounts to complete the required user details for an Active User account in Help Desk.

Help Desk Ticket Creation

×

By changing status of these assets, a help desk ticket will be created for each asset.  
Would you like to proceed?

Tag(s) : 0044

\* Ticket Summary:

Please provide a quick summary of the issue...

46 / 100

\* Ticket Description:

Please describe the issue in as much detail as you can...

57 / 8000

\* Submitted By:

barkinghounds@gmail.com

There is no user in Help Desk with that email if you would like to proceed please click Submit to create the ticket(s)

Submit

Cancel

2. When a ticket has been created, the popup will show the link to get to the ticket created.

Tag Information

×

Help Desk Ticket Creation

×

Ticket(s) created successfully

<https://sandbox.hsshelppdesk.com/UI/tickets/15179>

Close

3. Pending user permission, by clicking the link on the popup, the user may not be able to see the ticket. If the user does not have access to view the ticket, they will see this error message. By clicking to the previous page, it will bring the user back to Asset Management.


Sorry, you do not have permission to view this ticket.

Please contact your administrator if you need further help.

[\(Click here to return to your previous page.\)](#)

4. If they do have access to view the ticket they will see:


[< Back](#)



**15179 - Broken Screen**

AutomateProb

Edit Details

 View Device Details

Reroute

Jason Moore

Approve / Deny

### Details

**Status:** Request Approval

**Priority:** High

**Problem Type:** AutomateProb

**Submitted On:** 10/12/2022 11:37 AM

**Last Edited:** 10/12/2022 11:37 AM

**Time Tracked:** 00 hr 00 min

### Description

Jimmy broke the screen

### Activity

Public Comments

Private Notes

History

Attachments

Time Tracked

Add comment here

0/8000

Submit

### Contact Info

**Assigned Technician:** Jason Moore

**Submitted By:** 36dbcad5.hayessoft.com@amer.teams.ms

**Service Groups:** (Manage)

**Followers:** (Manage)

5. When tickets are created at the site, the notification dashboard will show “Successful Ticket Creation”, “Failed Ticket Creations”, and “Pending Ticket Creations” along with a purple toaster to show how many tickets you have created.

Management

Department Settings

Vendors

Recent Activity

Added: Da'Kevian Tiyon Adkins-Speed

Added: RobertStaff Hackman

Added: Ima New Student

Modified: P2511FN P2511LN

Added: testF testM testL

Mobile-IT Setup

[Download .CSV](#)

Notifications

District Audit Notifications

Audits Due Today: 0

Audits Past Due: 0

Open Audits: 0

HelpDesk Ticket Creation Notifications

Successful Ticket Creations: 2

Failed Ticket Creations: 0

Pending Ticket Creations: 0

Tag Notifications

Tags Due Today: 0

Tags Past Due: 0

Lost/Stolen Pending Approval: 0

Transfer Notifications

Transfers Pending Approval: 0

Transfers Ready to be Received: 0

Partial Transfers - In progress: 0

Transfers Denied: 0

Transfers Delayed: 0

Warehouse Notifications

2 Ticket(s) created successfully X

6. At the admin site, admins will be able to see notifications across all sites for “Successful Ticket Creation”, “Failed Ticket Creations”, and “Pending Ticket Creations”. Each link is clickable to provide more information.

Notifications

District Audit Notifications

Audits Due Today: 0

[Open Audits: 83](#)

[Audits Past Due: 3](#)

HelpDesk Ticket Creation Notifications

[Successful Ticket Creations: 714](#)

[Failed Ticket Creations: 59](#)

[Pending Ticket Creations: 3](#)



Tag	Requested Tag Status	Creation Source	Retry Count	Date
1266597	Auctioned	Quick Collect	3	9/13/2022 4:18:49 AM
1266598	Disposed	Quick Collect	3	9/13/2022 4:24:26 AM
1266599	In Repair	Quick Collect	3	9/13/2022 4:32:45 AM
1105T2	Sold	Room to Room Transfer	3	9/13/2022 11:47:07 AM
1105T2	Auctioned	Room to Room Transfer	3	9/13/2022 11:49:21 AM
1105T3	Auctioned	Room to Room Transfer	3	9/13/2022 11:57:30 AM
10111387	Sold	Room to Room Transfer	3	9/13/2022 12:01:40 PM
0208A1T10	Auctioned	Quick Collect	3	9/13/2022 12:02:15 PM
101123481	Sold	Room to Room Transfer	3	9/13/2022 12:09:46 PM
1220448	Auctioned	Room to Room Transfer	3	9/14/2022 4:03:55 AM

Page size: 10
59 items in 6 pages

Tag	Requested Tag Status	Creation Source	Creation Progress	Retry Count	Date
0108A1T1020	In Repair	Tag Modal	Success	1	9/9/2022 2:14:51 AM
0108A1T1019	Disposed	Tag Modal	Success	0	9/9/2022 2:21:57 AM
10034	Disposed	Site to Site Transfer	Success	0	9/9/2022 2:37:15 AM

Page size: 10
3 items in 1 pages

Creation Source	where the status change happened
Requested Tag Status	what status change caused the create ticket
Retry Count	how many retries did the system make to create the ticket? A failed ticket may happen due to the connection between the sites being disconnected. The system will try a max of 3 times to create a ticket.

Notes:

- If the connection between Help Desk and Asset Management is momentarily disconnected, Asset Management will attempt to create the ticket three times. If the create ticket was unsuccessful, a notification will be present at the site level notification dashboard.
- As a ticket is created, a toaster will pop up with the ticket number
- Tickets created will show up in the ticket history section of the tag modal
- When the toaster pops up, the end user can click on the ticket number to be navigated to the ticket in Help Desk. The user will have to authenticate in the Help Desk system.
- **Not Included:** Audits, site to warehouse, warehouse to site, and room to room transfers, and bulk status changes on the tags grid are not included in this release.
- If the asset management user does not have Help Desk, the Help Desk Integrations box will appear. If they click the Status Control box, nothing will happen.
- **Not Included:** Email notifications when a ticket is created are currently not supported. Email updates to the ticket will be emailed per the district's preferences.



## 2.TIH-1 AUDITS RECONCILED ON DISTRICT INITIATED AUDIT AND TRANSFER

When an audit is created and a tag is on the audit and a transfer reconciliation will remove or complete tags on transfers when tags on the transfer site no longer match the origin site of the transfer.

1. On the audit, during reconciliation, if a tag is on a transfer the transfer will be completed if the destination site matches the audit site and the transfer is in "In Transit" or "Receiving"

**Receive Transfer** ✕

**Transfer Details**


Transfer #: 49160  

Type: Site to Site

Status: Complete

Origin: 742 Strategic Initiatives and Relations

**Actions**

 [Print Transfer Ticket](#)

Submitted







Approved

Scheduled

In Transit

Receiving




Completed








[Expand all](#)

Tagged Inventory


Products Received from 742 Strategic Initiatives and Relations:

	Inventory Type	Last Tag	Product #	Product	Quantity	Complete	Actions
	Tagged	1273317	2005490	Dell Laptop Latitude 7390	2 of 2		



Page size: 10

1 items in 1 pages

Transfer Notes 

### Reconcile Confirm

1 Tag(s) selected to Reconcile.

1 Tag(s) are Pending Transfer collecting them will remove them from the transfer.

Proceed with inventory update?

Ok

Cancel

2. On the audit, during reconciliation, if a tag is on a transfer the transfer will be removed if the destination site does not match the audit site and the transfer is in "In Transit" or "Receiving"

Initiate Transfer

Transfer Details

Transfer #: 49154

Type: Site to Site

Status: In Transit

Destination: 005 Molinas High

Actions

Print Transfer Ticket

Transfer is ready to be received but requires approval from 005 Molinas High

Submitted

Approved

Scheduled

In Transit

Receiving

Completed

Expand all

Tagged Inventory on Transfer

Tag	Product Number	Product Name	Previous Status	Actions
No records to display.				

Page size: 10

0 items in 1 pages

Untagged Inventory on Transfer

Transfer Notes

3. On the audit, during reconciliation, if a tag is on a transfer the transfer will be removed from the transfer when the transfer is in the status of "New", "Submitted" or "Pending Approval".

Initiate Transfer

Transfer Details

Transfer #: 49161

Type: Site to Site

Status: New

Destination: 005 Molinas High

Actions

Submit Transfer

Delete Transfer

Print Transfer Ticket

Submitted Approved Scheduled In Transit Receiving Completed

Tagged Inventory to Transfer

Tag / Serial:

Tag	Product Number	Product Name	Previous Status	Actions
No records to display.				

Page size: 10 0 items in 1 pages

Untagged Inventory to Transfer

Transfer Notes

Initiate Transfer

Transfer Details

Transfer #: 49148

Type: Site to Warehouse

Status: Pending Approval

Destination: Newsite02

Actions

Approve Transfer

Deny Transfer

Print Transfer Ticket

Submitted Approved Scheduled In Transit Receiving Completed

Tagged Inventory to Transfer

Tag	Product Number	Product Name	Previous Status	Actions
No records to display.				

Page size: 10 0 items in 1 pages

Untagged Inventory to Transfer

Product Number	Product Name	Product Type	Identifier	Inventory	Actions
No records to display.					

Page size: 10 0 items in 1 pages

Transfer Notes

Enter Transfer Notes

Initiate Transfer

×

Transfer Details

Transfer #: 49141

Type: Site to Site

Status: Submitted

Destination: 002 Adamstown High

Actions

Ship Transfer

Print Transfer Ticket

Submitted

Approved

Scheduled

In Transit

Receiving

Completed

Tagged Inventory on Transfer

Tag	Product Number	Product Name	Previous Status	Actions
No records to display.				

K

<

1

>

X

Page size: 10

0 items in 1 pages

Untagged Inventory on Transfer

Product Number	Product Name	Product Type	Identifier	Inventory	Actions
No records to display.					

K

<

1

>

X

Page size: 10

0 items in 1 pages

Transfer Notes

Notes:

- Parent tags cannot be reconciled in bulk, therefore this feature will not work with component or parent tags in bulk but each individual tag will need to be reconciled
- Right now, if a transfer is empty due to the reconciliation process, there is no reason given to the user and no note in the transfer or report as to where the tags went. This is for a later release

### 3.TIH-394 DELETE DISTRICT INITIATED AUDITS

Administrative Admin Users can now delete a District Initiated Site Audit when no actions have been taken on the audit. Audit can be deleted when in “New Status”.

1. Delete Icon will now be present on the audit screen.

			Please Select Audit Report...							
Audit Name	Created Date	Audit Due Date	Last Modified Date	New	In Progress	Scan Complete	Closed	Progress	Compliance	Actions
A2202	02/22/2022		02/22/2022	0	0	2	0	0% Reconciled		
Ken Site 3 Audit	07/07/2022		07/07/2022	0	1	0	0	0% Scanned		
kirthi july 13	07/13/2022		07/13/2022	5	0	0	0	0% Scanned		

2. A popup message displays, confirming the audit to be deleted.

Asset Management  
DALLAS ISD  
 Audit

itch to site...

Tools

ve

Import

te Site Audit

to Staff

to Students

Tags

Collect

Association

s Import

fer History

gement

: Conditions

ge Types

rtment Settings

ict Settings

il Notifications

ing Sources

Ken Audit 1	02/26/2022		02/26/2022	0	1	0	0	0% Scanned
check 13	03/15/2022		03/15/2022	0	2	0	0	0% Scanned
newaudit	03/15/2022		06/02/2022	0	0	98	608	0% Reconciled
test march28	03/28/2022		03/28/2022	0	0	27	1759	0% Reconciled
Testing audita	03/28/2022		03/28/2022	0	0	2	1	0% Reconciled
Test_Audit_AB	04/12/2022						0	0% Scanned
Test_Audit_AB	04/12/2022						0	0% Scanned
Test_Audit_AB	04/12/2022						0	0% Scanned
Gtest2	04/12/2022						1044	97% Reconciled
Gtest2	04/12/2022		04/13/2022	0	0	30	1018	0% Reconciled
Audit_Demo	04/13/2022		06/17/2022	0	0	28	2768	1% Reconciled
Audit_Demo	04/13/2022		06/02/2022	1778	2	3	0	0% Scanned
Audit_Demo	04/13/2022		04/13/2022	0	0	13	2141	5% Reconciled

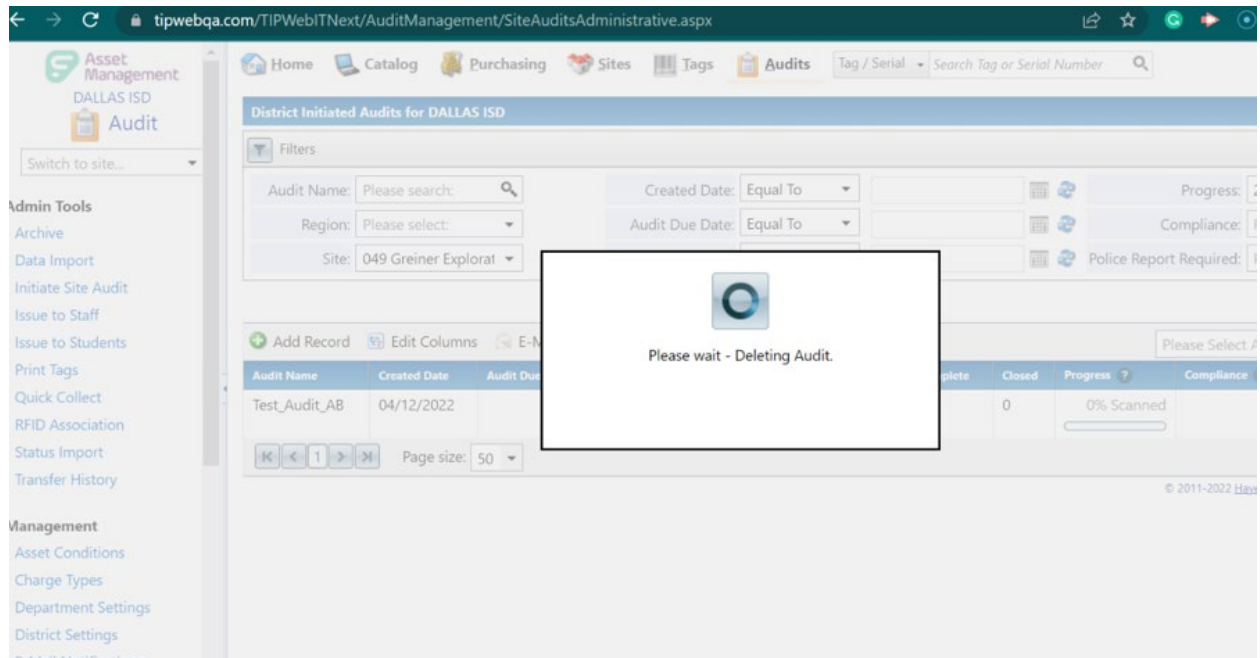
Delete Audit Confirmation

You are about to Delete 'Test\_Audit\_AB'.  
Do you want to continue?

OK

Cancel

3. Upon confirming the audit to be deleted, it will no longer be an active audit and all tags will be released.



**Notes:**

- Audit history will be removed from the individual tags
- An Audit cannot be deleted if items have been scanned (Audit is "In Progress")

## 4.TIH-453 BULK ENABLE IN GOOGLE G SUITE MDM

The Google MDM integration now supports the end-to-end management of the Status of the asset tag in Asset Management. The Google MDM integration has been enhanced to trigger an automatic Active command to Google Console to enable the device when a tag is moved out of your selected disable device status.

Asset tags moved out of the statuses selected to be disabled in G Suite will be automatically enabled through processes like bulk edit on the tags grid for a status change or a status change during an Archive of an asset. (Asset tags moved out of the statuses selected to be disabled in G Suite will be automatically enabled through processes like Issue to Staff, Issue to Student, Quick Collect, Room to Room, Tag Detail was released in version 12.3)

Authorize G Suite

☒ Disable devices in Google console when tags are in a status of 8 items checked

Jamf Integrations

- ☐ Check All
- ☒ Auctioned
- ☒ Disposed
- ☐ In Repair
- ☒ Lost
- ☒ Recycled
- ☒ Returned to Vendor
- ☒ Sold
- ☒ Stolen
- ☐ Surplus
- ☒ Used For Parts

### Notes:

- Disable statuses must be set up for Enable to impact your G Suite assets (See steps below Setting Up Disable Statuses For G Suite)
- Assets will be enabled in the Google Console at the time the status is changed, while disable is processed each night
- MDM Status field can be used to verify the enable status change was synced to Google



## Setting Up Disable Statuses for G Suite

Admin view > Integration Settings > G Suite MDM

1. Under the Admin tools select the integration settings.

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2. Select the check box for disable in G Suite.

Manage Integration Settings ✕

G Suite Integrations ⌵

**G Suite Integration Status**

Started	Jobname	State	Notes
<button>Initiate one-time sync</button>		Authentication required...	


**Client id**

**Client secret**

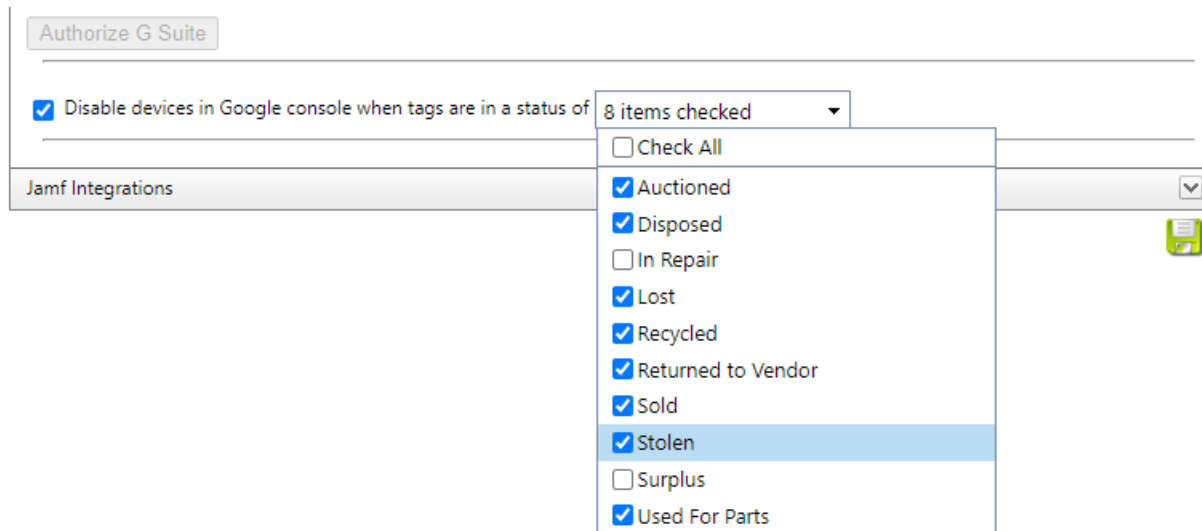
Authorize G Suite

☒ Disable devices in Google console when tags are in a status of 2 items checked ⌵

Jamf Integrations ⌵



3. Select the statues that will be disabled in G Suite.



Authorize G Suite

☒ Disable devices in Google console when tags are in a status of 8 items checked

Jamf Integrations

- ☐ Check All
- ☒ Auctioned
- ☒ Disposed
- ☐ In Repair
- ☒ Lost
- ☒ Recycled
- ☒ Returned to Vendor
- ☒ Sold
- ☒ Stolen
- ☐ Surplus
- ☒ Used For Parts

4. During the nightly run the Assets will be disabled in the Google Console.



Notes:

- The first time Disable is set up it will run to disable all tags in Google Console in those status immediately
- In following days the change of a tag status will run the disable nightly
- Bulk Edit through Transfers is **NOT** included in this release

## 5.TIM-384 VIEW HELP DESK TICKET IN TIPWEB-IT WITH RFID MOBILE

When searching for a tag on the mobile application, a user can now view ticket details and all ticket history for a tag.

Manage > Search > Enter Tag/Serial > Ticket History

7:55		7:55	
Tag Details		Tag Details	
Details Ticket History		Details Ticket History	
 <b>Dell Chromebook 11 SE</b> Tag: 987654		 <b>Dell Chromebook 11 SE</b> Tag: 987654	
Open	2335	11/30/2021	Leo Silva
<b>Chromebook Issue</b> Technology Submitted: 09/28/2022 Assigned to: AnnaMaria Gallozzi		Closed	73
Request Approval		<b>Headphone Jack</b> Hardware Submitted: 02/06/2019 Assigned to: AnnaMaria Gallozzi	
Device screen is broken		Closed	78
CB Broken Screen		<b>ID 223_ Projector Issue</b> Hardware Submitted: 02/13/2019 Assigned to: AnnaMaria Gallozzi	
Submitted: 07/27/2022 Assigned to: AnnaMaria Gallozzi		Closed	1742
On Hold		<b>4/7/2021 Medium Charging Issue Issue</b> CB Charging Issue Submitted: 04/07/2021 Assigned to: AnnaMaria Gallozzi	
3/25/2022 Medium CB Charging Issue Issue		Closed	1613
Motherboard Replacement		Broken Screen	
Submitted: 03/25/2022 Assigned to: Leo Silva			
Request Approval			
2306			

By clicking on a ticket in the ticket history, it will open the ticket in the mobile application.

The screenshot shows a mobile application interface for viewing a ticket. At the top, a blue header bar contains a back arrow, the time 7:59, and the ticket number Ticket #2335. Below the header is a blue button labeled 'Open'. The main content area is white and displays the following information:

- Chromebook Issue**  
Technology
- Submitted** 9/28/2022 9:01:38 AM
- Priority** Medium (represented by two yellow bars)
- Last Edited** 9/28/2022 9:03:01 AM
- Contact Info**
  - Submitted By** Anna Gibbs
  - Assigned To** AnnaMaria Gallozzi
  - Last Edited By** AnnaMaria Gallozzi
- Service Groups**
- Location Info**
  - Site**
  - Location**
  - Tag** 987654

The bottom of the screen shows a light purple bar with a black horizontal line, indicating the home indicator on an iPhone.

Notes:

- The status colors match the status colors in the Help Desk and are hard coded
- The priority icons on the right side follow the “default” priorities in the Help Desk, if you have changed the default, that change will not be present in the mobile application
- No change can be made to the ticket in the mobile application, the user can only view the ticket information