

# trackit Ticketing System Software User Guide

[Home](#) » [Trackit](#) » trackit Ticketing System Software User Guide 

## Contents

- 1 trackit Ticketing System Software
- 2 Product Information
- 3 Usage Instructions
- 4 New Features in Trackit Plus v2.8.4.7
- 5 New Events Logged
- 6 Documents / Resources
  - 6.1 References



trackit Ticketing System Software

Track-It!				
Help Desk				
Open Tickets				
Filter Applied				
Status Type equals 'O' And Inactive equals False				
Ticket ID	Priority	Open Date & Time	Expected Due Date & Time	Ticket Summary
Assigned To Full Name: Deborah Kramer (2)				
121	3 - Medium	11/6/2018 10:23:27 AM	11/6/2018 6:23:27 PM	Client needs a password reset
115	4 - Low	11/6/2018 1:23:27 AM	11/10/2018 9:23:27 AM	Relocation of employee
Assigned To Full Name: Micheal Fredrickson (3)				
127	3 - Medium	11/6/2018 8:23:27 PM	11/7/2018 4:23:27 AM	Ladies washroom on 5th floor flooded
117	3 - Medium	11/6/2018 4:23:27 AM	11/6/2018 12:23:27 PM	unable to send mail to anyone outside of the company
105	2 - High	11/5/2018 7:23:27 AM	11/8/2018 7:23:27 PM	New Employee request
Assigned To Full Name: System Administrator (9)				
129		11/7/2018 1:23:27 AM		Purchase new laptop for sales
128		11/6/2018 10:23:27 PM		Schedule Training
125	3 - Medium	11/6/2018 6:23:27 PM	11/7/2018 2:23:27 AM	Classroom #2 air conditioning is not working
123	3 - Medium	11/6/2018 2:23:27 PM	11/8/2018 7:23:27 PM	User's laptop battery runs out quickly.
120	1 - Critical	11/6/2018 7:23:27 AM	11/6/2018 3:23:27 PM	AC not working
119	2 - High	11/6/2018 6:23:27 AM	11/6/2018 10:23:27 AM	Customer was kicked out of the order processing system earlier and cannot get logg
116	4 - Low	11/6/2018 2:23:27 AM	11/7/2018 6:23:27 PM	User cannot connect to WIFI

117 - unable to send mail to anyone outside of the company

Priority : 3 - Medium

Category : Outlook

Requestor : Warren Patterson

Linked Ticket Notes

Additional information

Saturday, November 10, 2018 12:23:27 AM | System Administrator

Note Type : Ticket Description

Note : update IP and DNS entry to fix this issue

# Specifications

- Product Name: Trackit Plus
- Version: 2.8.4.7
- Manufacturer: Lifelines Neuro
- Release Date: May 2023

# Product Information

Trackit Plus v2.8.4.7 is a cutting-edge monitoring system designed to automatically record and analyze various events during a study. It features new functionalities such as tracking battery percentage at the start of a study, monitoring lock screen events, and tracking review activities.

# Usage Instructions

## 1. Battery Percentage Tracking:

At the beginning of each study, the system reads the amplifier’s battery percentage and records it as an event.

## 2. Lock Screen Events:

The system logs events for entering and exiting the lock screen. The time spent in the lock screen is calculated between these events.

## 3. Review Activities:

Events are recorded for entering and exiting the review section. The system tracks the time spent in the review phase.

# FAQ

**Q: How can I get additional assistance?**

**A:** For additional assistance, you can contact our customer support team at Tel: 866-889-6505 or Email: [support@lifelinesneuro.com](mailto:support@lifelinesneuro.com)

# New Features in Trackit Plus v2.8.4.7

# NEW EVENTS LOGGED



## New Features in Trackit Plus v2.8.4.7 – New Events Logged

### New Events Logged

There are several automatic events recorded with a study. These include:

- **Amp Battery % at start of study.**

The actual % capacity of the battery is read from the amplifier and added as an event at the start of the recording.



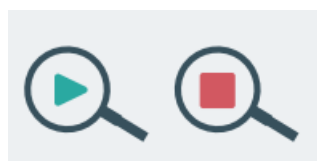
- **Event for lock screen enter/Event for lock screen exit.**

The period between the Enter and Exit Lockscreen events is the time spent in the Lockscreen and the next Enter event gives the time out of the Lockscreen.



- **Event for Review enter/Event for Review exit.**

The period between the Enter and Exit Review events is the time spent in Review.




### For additional assistance

Tel: 866-889-6505

Email: [support@lifelinesneuro.com](mailto:support@lifelinesneuro.com)

Documents / Resources

	<a href="#">trackit Ticketing System Software</a> [pdf] User Guide v2.8.4.7, Ticketing System Software, System Software, Software
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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