



Using Agile Project Management

- [5.1 The board](#)
- [5.2 Working with cards](#)
- [5.3 Project task cards](#)
- [5.4 Ticket cards](#)
- [5.5 Labels](#)
- [6. Troubleshooting](#)

5.1 The board



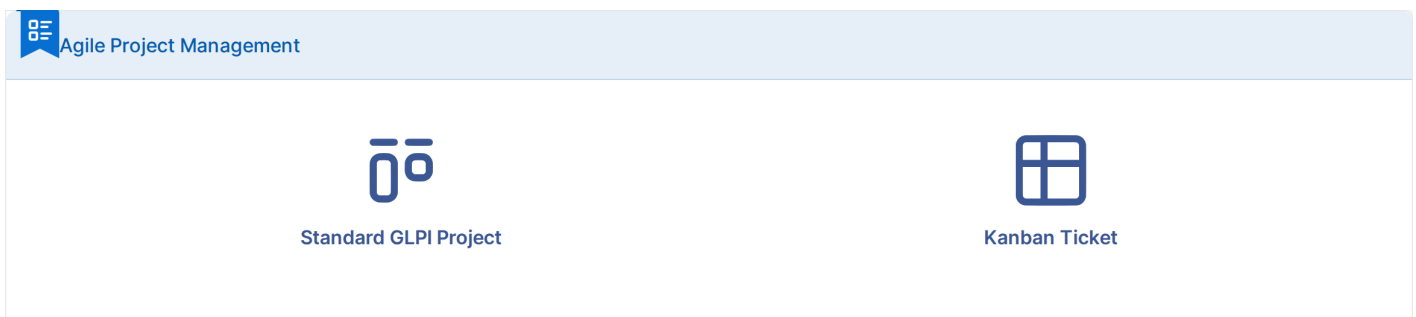
Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.2 Working with cards](#), [5.3 Project task cards](#), [5.4 Ticket cards](#), [5.5 Labels](#), [6. Troubleshooting](#).

5.1.1 Choosing and changing a project type

Every project is either a **Standard GLPI Project**, with GLPI's own project and task screens unchanged, or a **Kanban Ticket** project, managed from the plugin's board mixing project tasks and linked tickets. The type is chosen when the project is created and can be changed later by a user with the **Change type** right.

5.1.1.1 Pick the type of a new project

Choose **Tools** → **Projects** and click **Add**. Before the usual project form, the plugin asks which type of project to create. **Kanban Ticket** opens the project form; once saved, the project opens on its **Kanban** tab.



5.1.1.2 Change the type of one project

Open the project and choose its **Agile Project Management** tab. Pick the other **Type** and click **Save**. Nothing is deleted: a Kanban Ticket project turned back into a standard project keeps its board data, and returns to it if switched back. The change is written to the project's **Historical** tab.

The same tab has **Calculate task progress from tickets and checklist**, which overrides the global option of the same name for this project: keep the global setting, or switch automatic progress on or off for this project only. The global value is shown next to the field while it is inherited.

Type Kanban Ticket ▾

Calculate task progress from tickets and checklist

...ce of the plugin configuration ▾

↩ No

Save

5.1.1.3 Change the type of several projects at once

In **Tools → Projects**, tick the projects, click **Actions** and choose **Change project type**. Pick the new type and click **Post**. Every project changed is logged in its own **Historical** tab.

Actions

Action Change project type ▾

----- ▾

Post

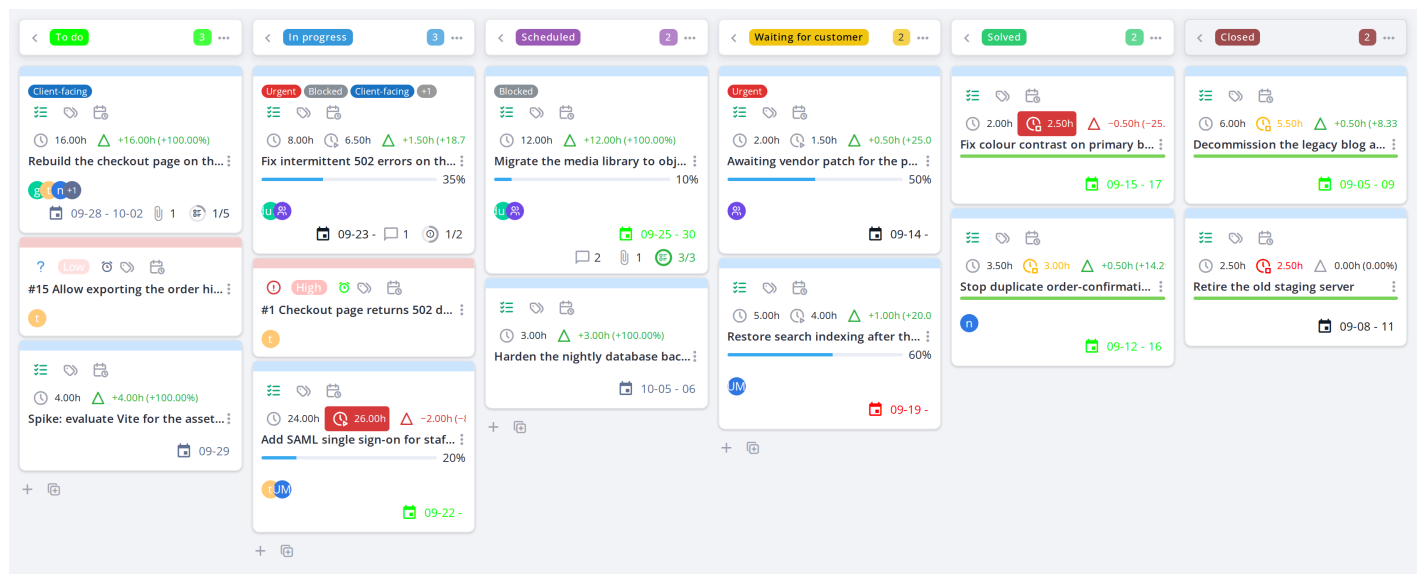
5.1.2 The Kanban board

A Kanban Ticket project shows its work as a board instead of the standard project task list. Each column is a project state, and each card is either a project task or a ticket linked to the project. The

two are given different background colours, so which kind of work a card represents is obvious without reading it.

5.1.2.1 Open the board

Open the project and choose its **Kanban** tab. The board replaces the usual task list and fills the width of the page.



A Kanban Ticket project, one column per project state

5.1.2.2 Read the project title

At the top of the project page, the title label shows the project's code and state; hover it for the project's full name. After them come its key figures, with the same icons and colours as the task cards:

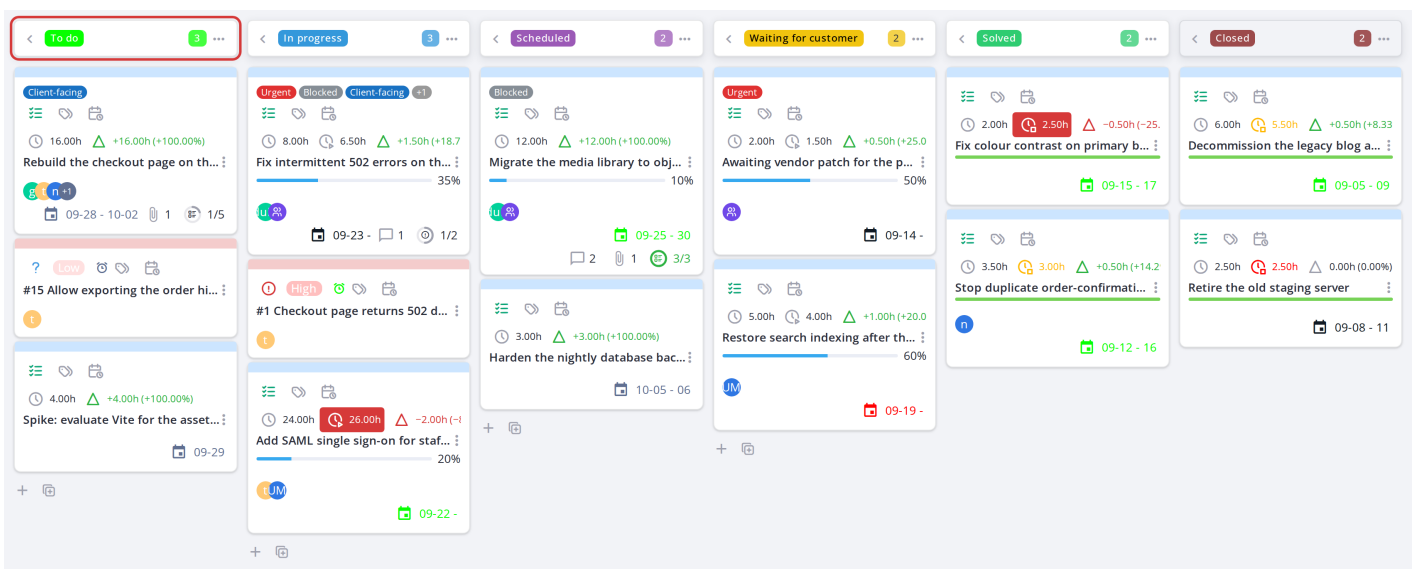
- **Planned end date** of the project.
- **Percent done.**
- **Planned duration** and **effective duration** (the time actually spent).
- **Variance:** planned minus effective, in hours and as a percentage; positive and green while there is time left, negative and red once over budget.

Hover a figure for its name. On a narrow screen some figures are hidden to make room. The label takes the main menu's colours from the active GLPI theme.



5.1.2.3 Columns are project states

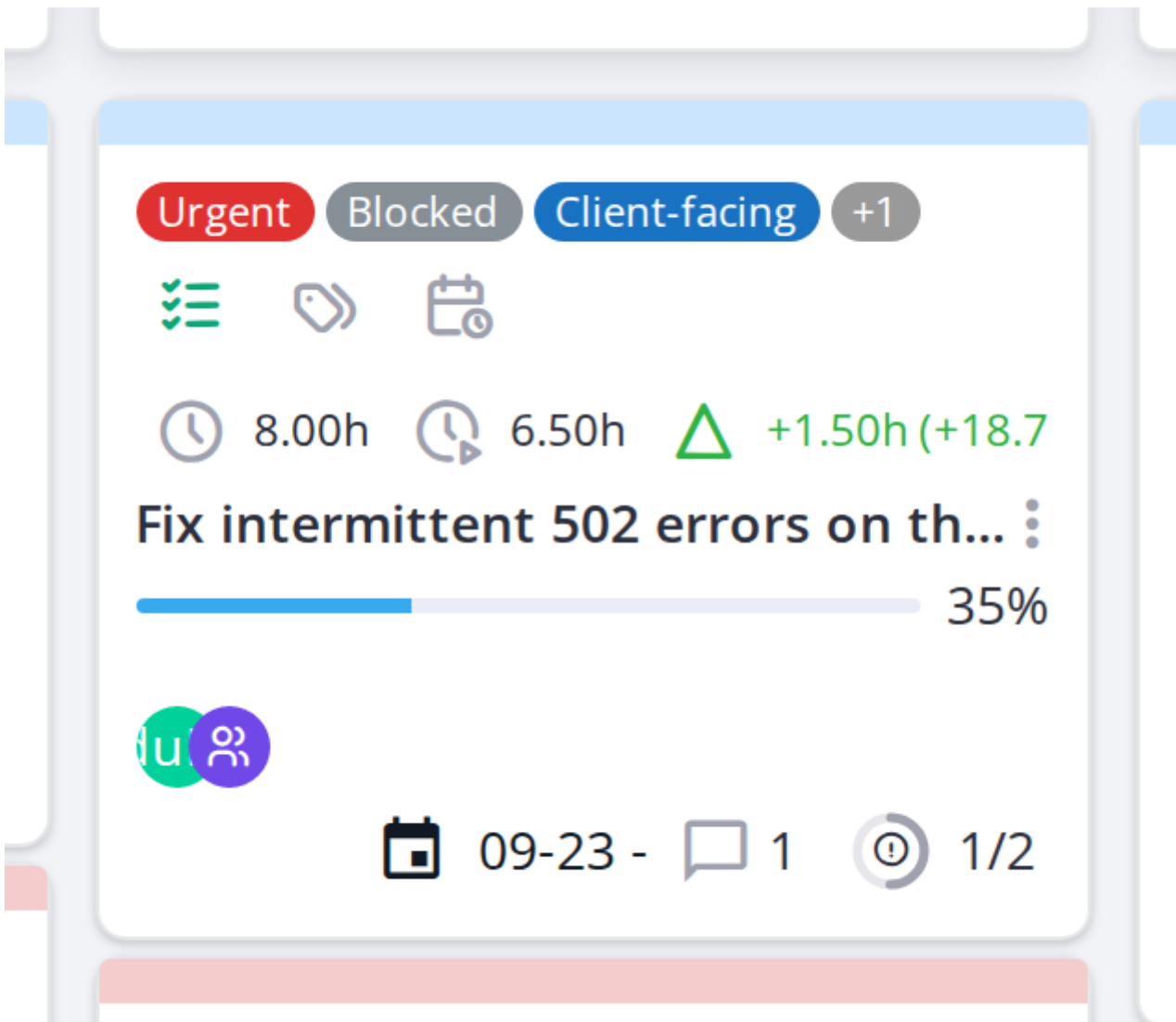
Each column is a project state, chosen in the configuration for one of the six ticket statuses, so the board always reads from new work on the left to closed work on the right. A column title is the state's name without its sort prefix, so a state named `1. To do` shows as *To do*. The number beside a column name is how many cards it currently holds, which is the quickest way to spot work piling up in one place. In this example the columns are *To do*, *In progress*, *Scheduled*, *Waiting for customer*, *Solved* and *Closed*.



A column, its name and its card count

5.1.2.4 Read a card at a glance

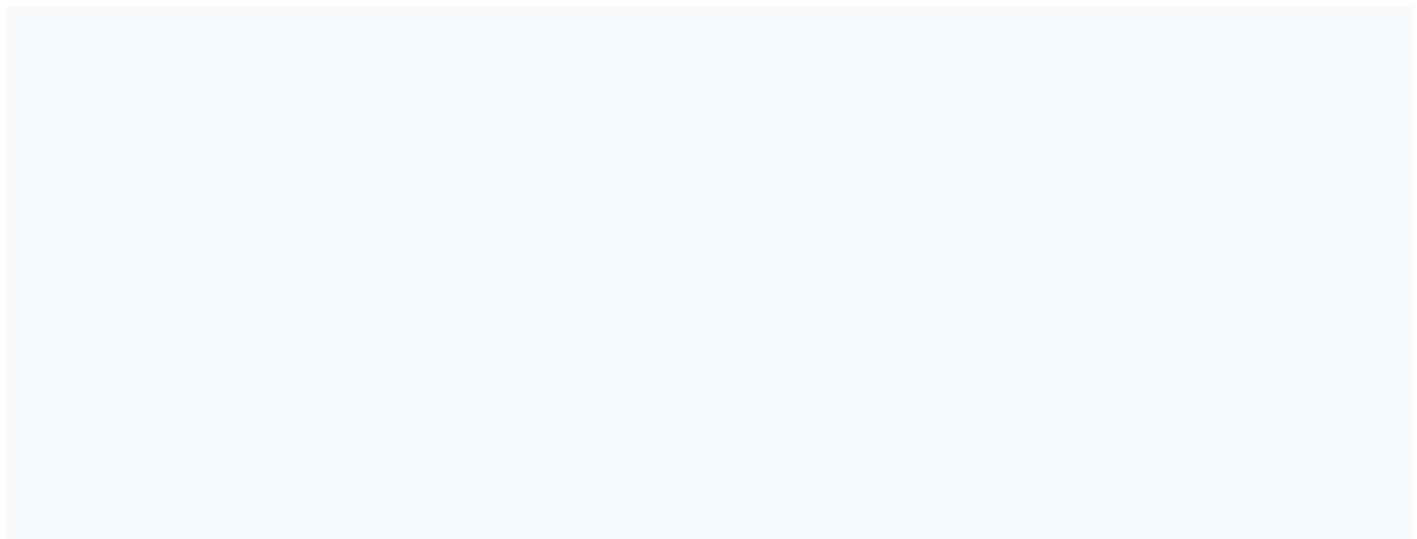
Without opening anything, a card tells you: its title, the project code it belongs to, its type, who it is assigned to, how far along it is, its planned and spent hours, its dates, and whether it carries labels, a checklist, comments or attachments. Every icon on it is explained in *Icon meanings and tooltips*, and the hours in *Time on a task*.



One card, carrying labels, assignees, a comment and linked tickets

5.1.2.5 Open a card

Click a card to open it. Everything about that task or ticket is edited here rather than on the board itself — see *The card window*.



#1 WEB-REVAMP - #3

8.00h

6.50h

+1.50h (+18.75%)

Urgent

Blocked

Client-facing

Regression

1/2

4

Cancel

Save

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari

#14 Add a dark mode toggle to the settings page

1.50h

2.00h

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

User

duM demo user Manual

Group

Manual demo team

Planned start date

Planned end date

09/21/2026

09/24/2026

Planned duration

Type

08h00

Support

Real start date

Real end date

09/23/2026

Effective duration (h)

Tickets duration (h)

3.00

3.50

Files

Drop files here or [select files](#)

“ **Note:** Task cards and ticket cards are given the two background colours set in Setup, so the two kinds of work stay distinguishable even on a full board.

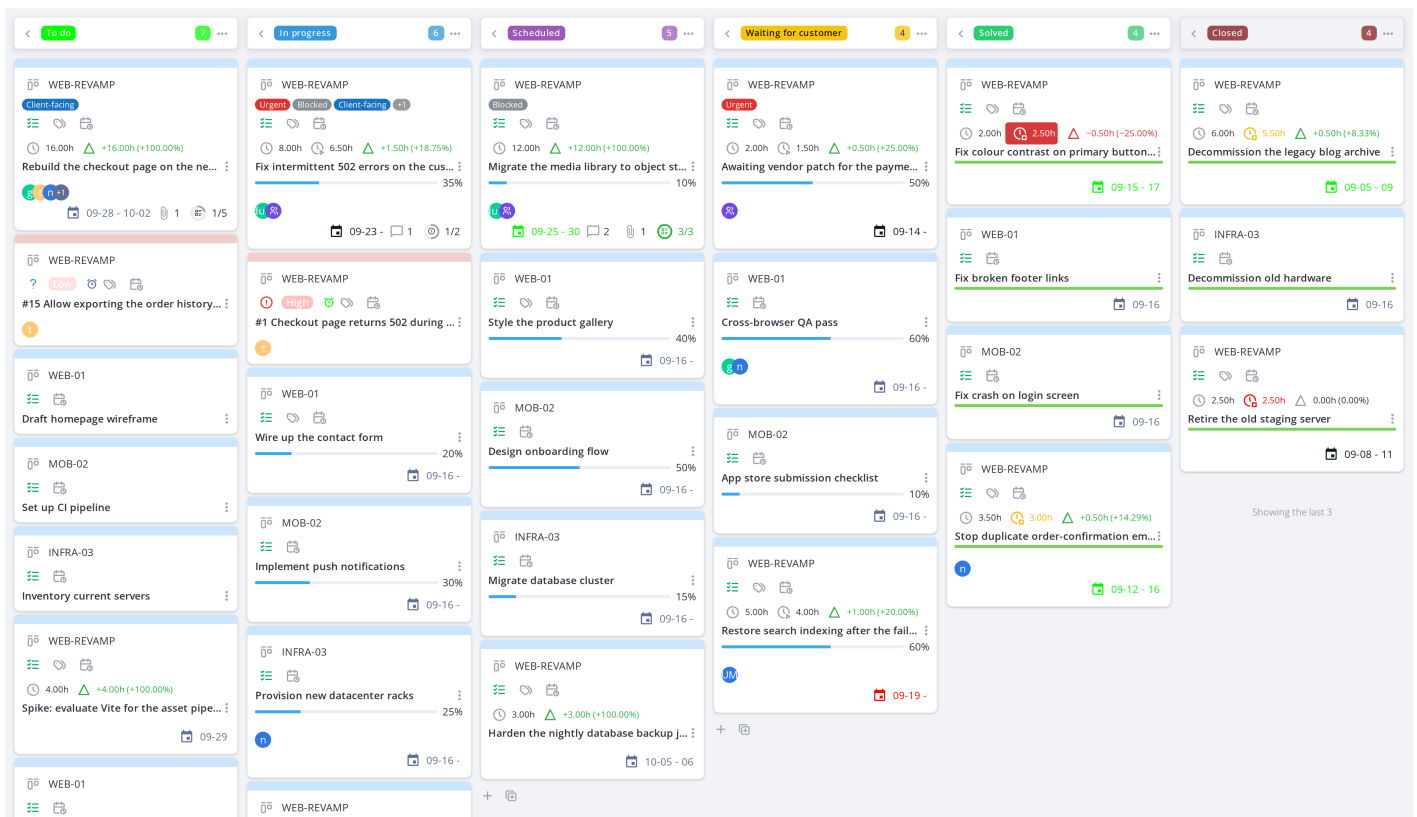
“ **Note:** The board only lists projects that are not templates, not deleted, and whose state is not flagged "finished" in Setup > Assistance > Project states — a project can stop appearing here simply because its state changed to a finished one.

5.1.3 The global Kanban view

Instead of opening one project at a time, **Kanban** in the main menu shows every Kanban Ticket project the user can see on a single aggregated board, with each card labelled with its project name and code.

5.1.3.1 Open the global Kanban view

Choose **Kanban** from the main menu. The same filters, card actions and drag-and-drop behaviour apply here as on a single project's board — the only difference is that cards from every visible Kanban project are mixed together.



“ **Note:** The global board only shows the projects and tickets GLPI already lets you see; it adds no visibility of its own.

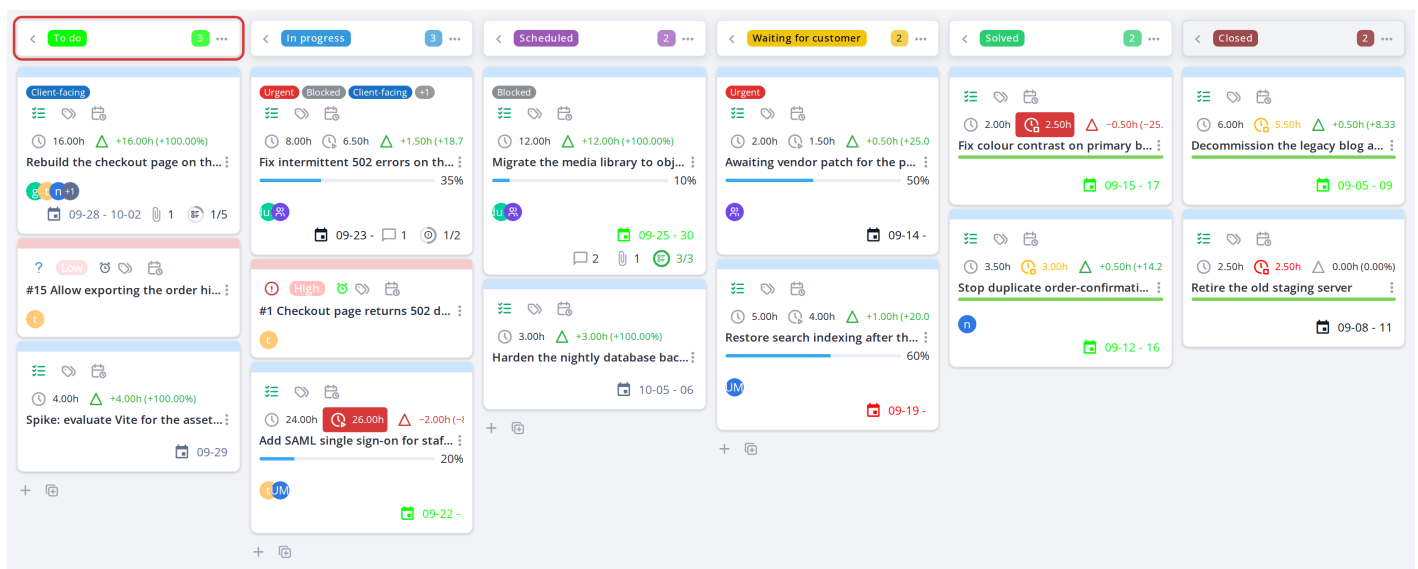
Note: Each card displays its project name and code alongside its title, so you can tell which project a task or ticket belongs to at a glance.

5.1.4 Columns and collapsing them

Columns are project states. They are not created, moved or deleted on the board: an administrator chooses them in the configuration (see *Configuration*, **Kanban Ticket** block), and the board shows them in that order.

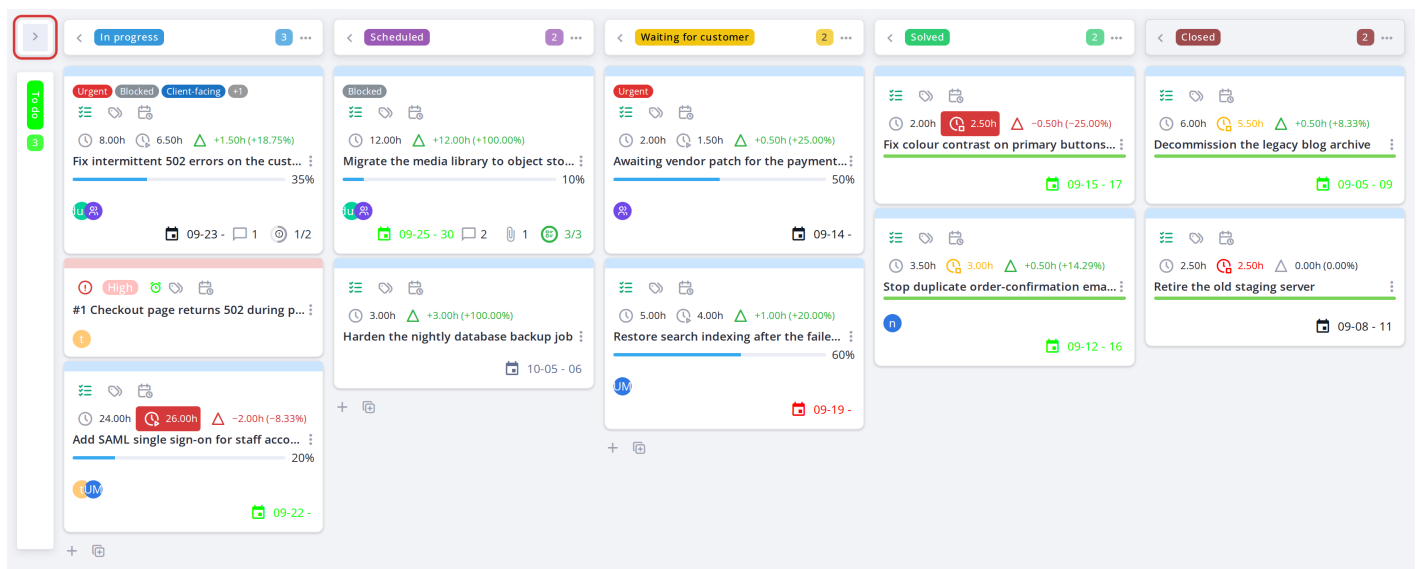
5.1.4.1 Read a column header

Each column header shows the state name, without its sort prefix, and the number of cards in the column. A card with no state, or with a state not mapped to any column, goes to an extra **No status** column at the far left. It is shown only while it has cards and disappears as soon as the last one is moved out. It has no add buttons: a new card always starts in a column with a project state. A collapsed column shows its card count under its name, and stays collapsed when the board reloads.



5.1.4.2 Collapse a column

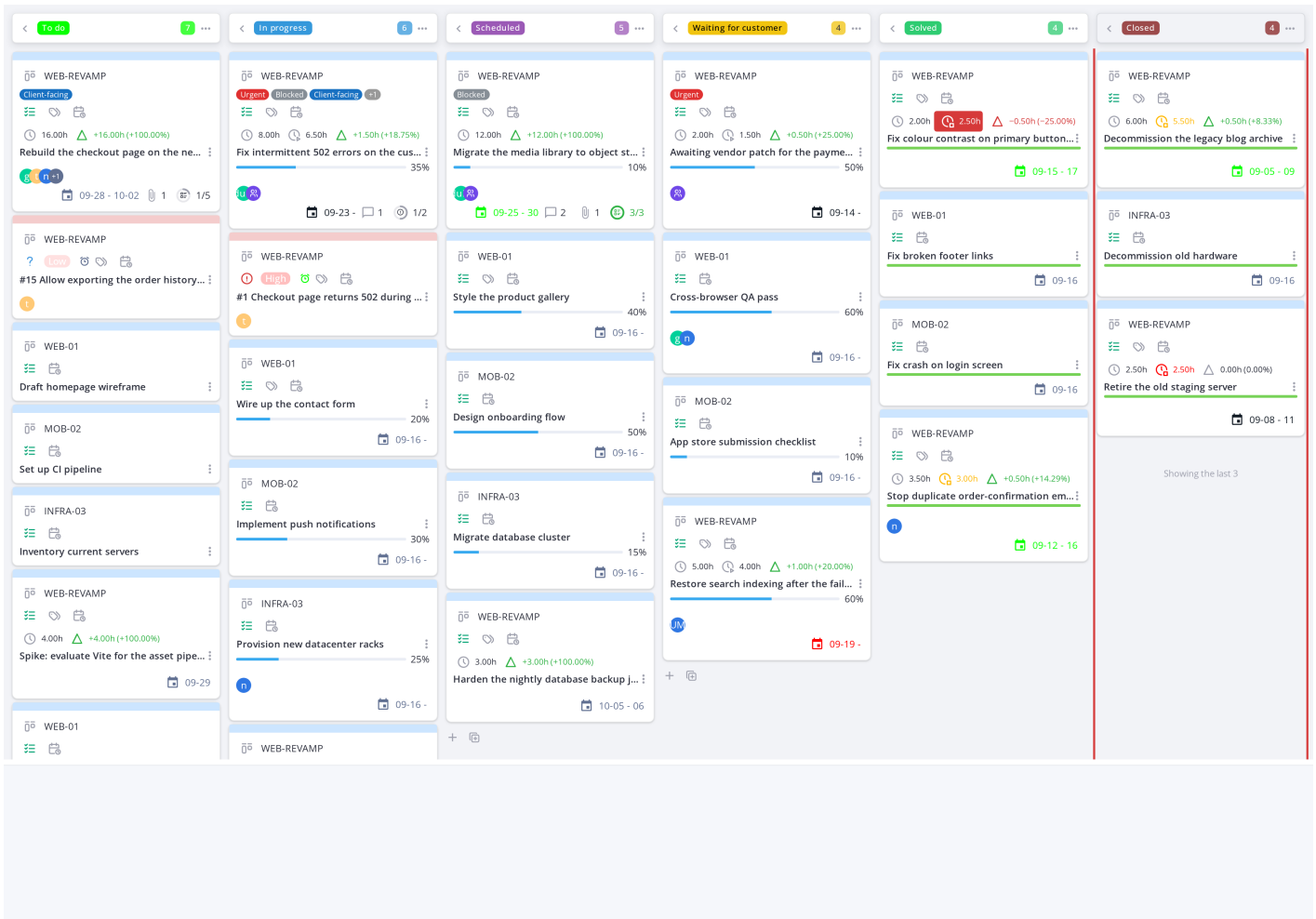
Click the left-pointing arrow icon at the left of a column header to collapse it, hiding its cards but keeping the column label visible vertically. Click the right-pointing arrow to expand it again.



The first column collapsed to a narrow strip

5.1.4.3 The Closed column

The Closed column shows only its most recently closed cards (3 by default, set by **Closed cards shown** in the configuration) and a "Showing the last 3" note while more are closed; its header counts them all. Older closed cards are not loaded, which keeps a board with a long history fast; they remain in GLPI's own project and ticket lists. Dropping a card into Closed still works: it becomes the newest shown card.



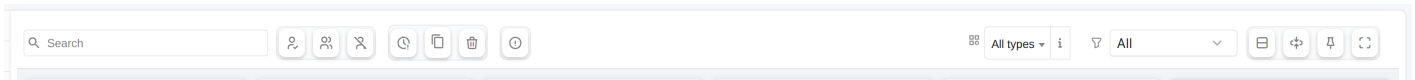
On the global board, the Closed column keeps its last 3 cards and counts the rest

5.1.5 Filtering the board and saving a personal filter

The board can be filtered by project, assigned user, group and card type. A filter is saved per user, not per project — it is remembered the next time you open any Kanban board.

5.1.5.1 Open the filter panel

Click the search icon in the toolbar above the board. The filter inputs appear: project, user, group and card type. Combining several narrows the board to cards matching all of them.



5.1.5.2 Save the filter

Once a combination is useful, it is saved automatically for that user and reapplied on the next visit — there is one saved filter per user, replaced each time a new combination is applied.

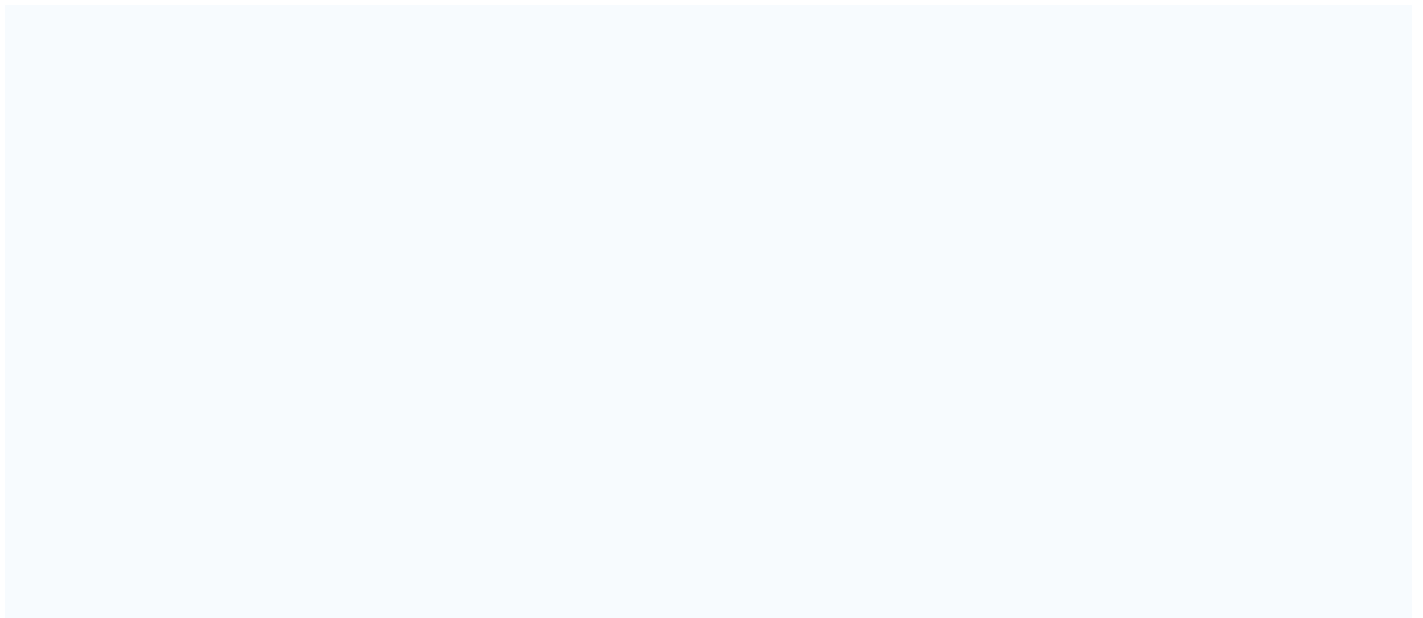
5.1.6 Moving a card between columns

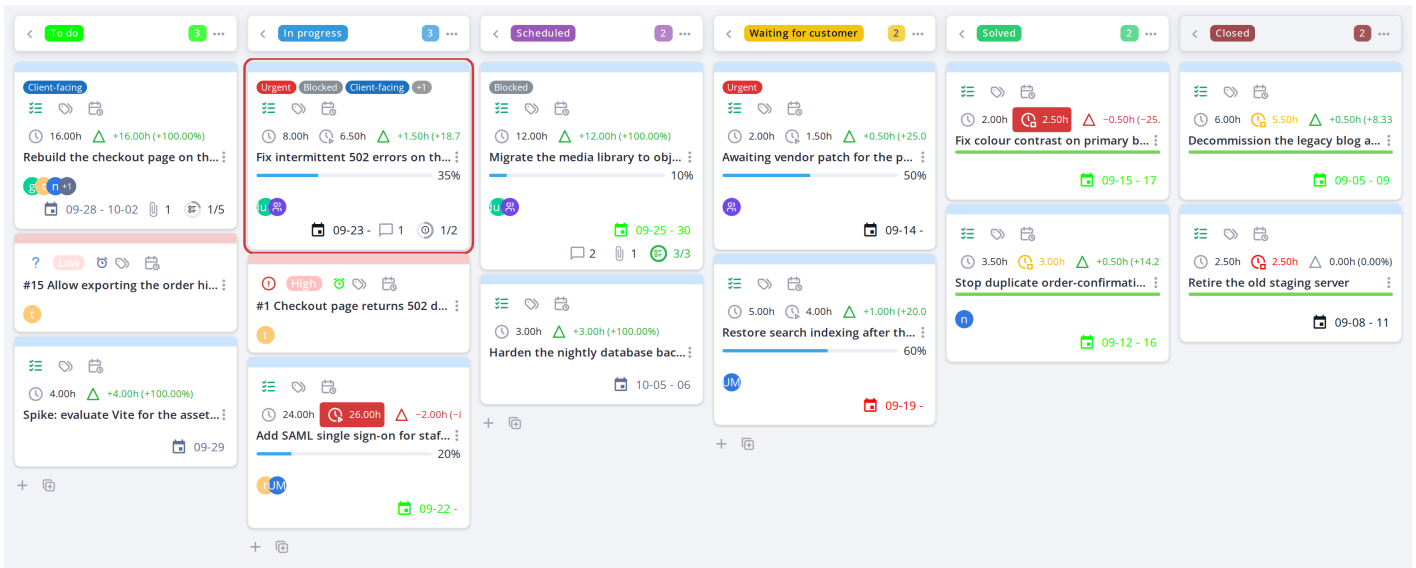
Task cards and ticket cards move differently. A task card can be dragged to any column, which changes the task's project state. A ticket card's column follows the ticket's own status, through the status mapping of the configuration; on the board it can only be put on hold.

5.1.6.1 Drag a card to another column

Drag a task card from its current column and drop it onto another. The task's state changes immediately, its real dates are filled in as described in *Time on a task*, and the **Update Task Status** notification is sent.

A ticket card can only be dragged to the **Pending** column: the **Set the status to pending** window opens for the followup and the pending reason, and the ticket is put on hold. Dropping a ticket anywhere else is refused with a message. Other status changes (assigning, solving, closing) are made in the ticket itself, and its card then moves to the matching column on its own.





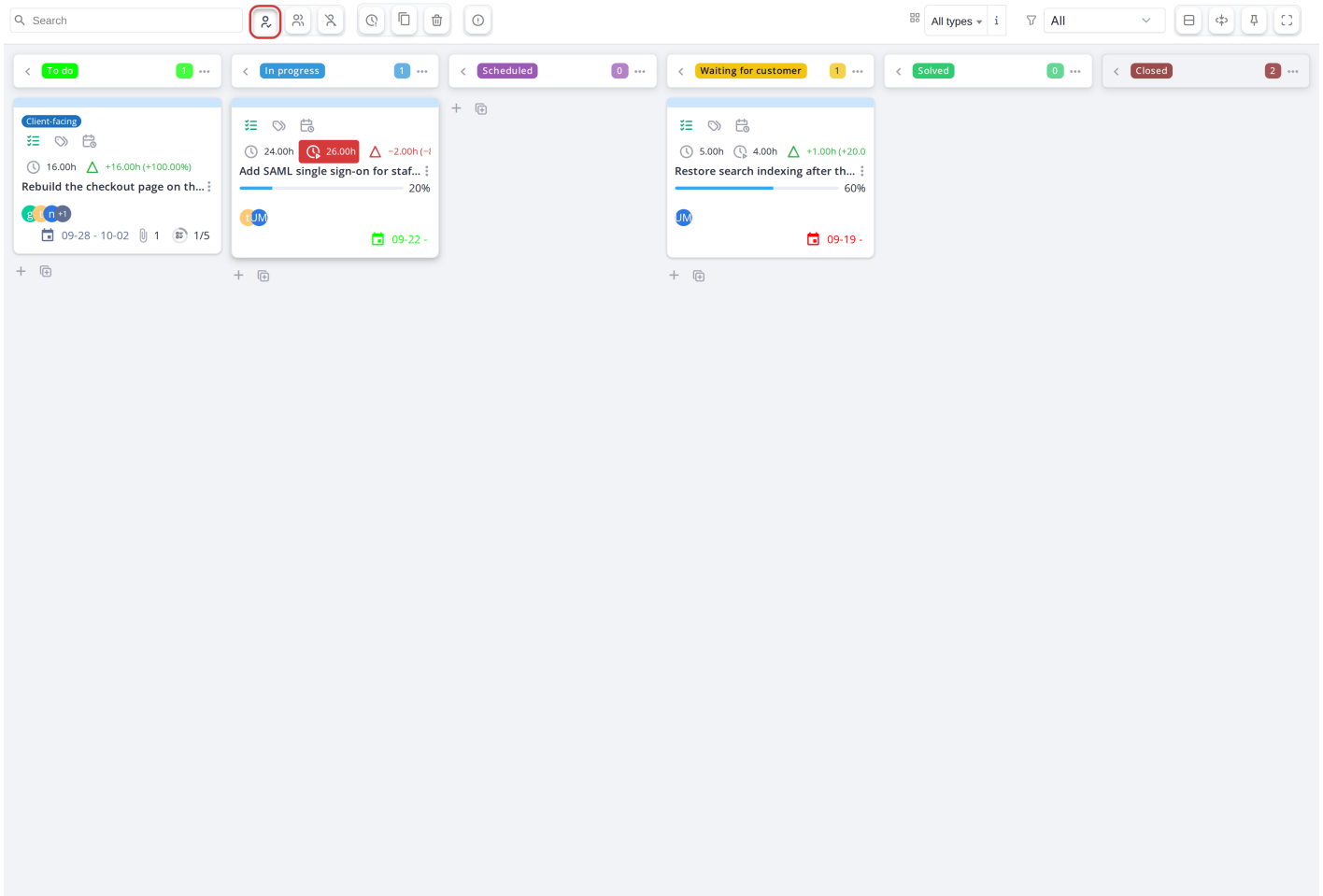
“ **Note:** Moving a card requires the **Move a card** right; without it the card cannot be dragged at all (see Permissions in Setup). A card can't be dropped on the **No status** column: the board refuses it with a message asking for a column with a project state.

5.1.7 Board toggles, menus and view options

The toolbar above the board offers several toggles and dropdowns to control what you see and how the board behaves. Its buttons are grouped by purpose: project and label filters, user filters, quick filters, actions, then view options. Hover any button for its name.

5.1.7.1 Show only my tasks

Click the checkbox icon to filter the board to show only cards assigned to you. Click again to show all cards.



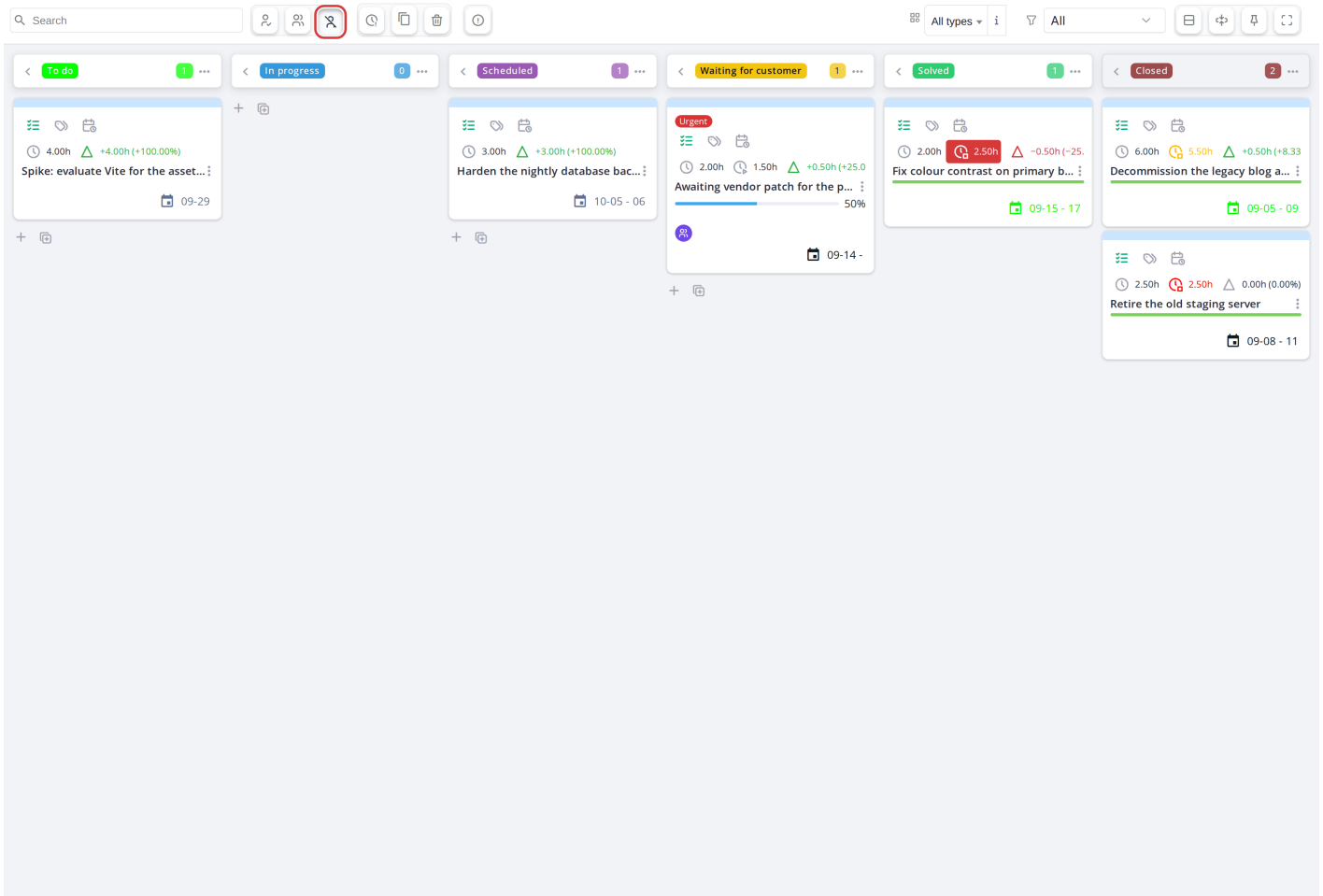
With the toggle on, the board keeps only the cards assigned to you

5.1.7.2 Show only my groups' tasks

Click the users icon to filter the board to show only cards assigned to groups you belong to.

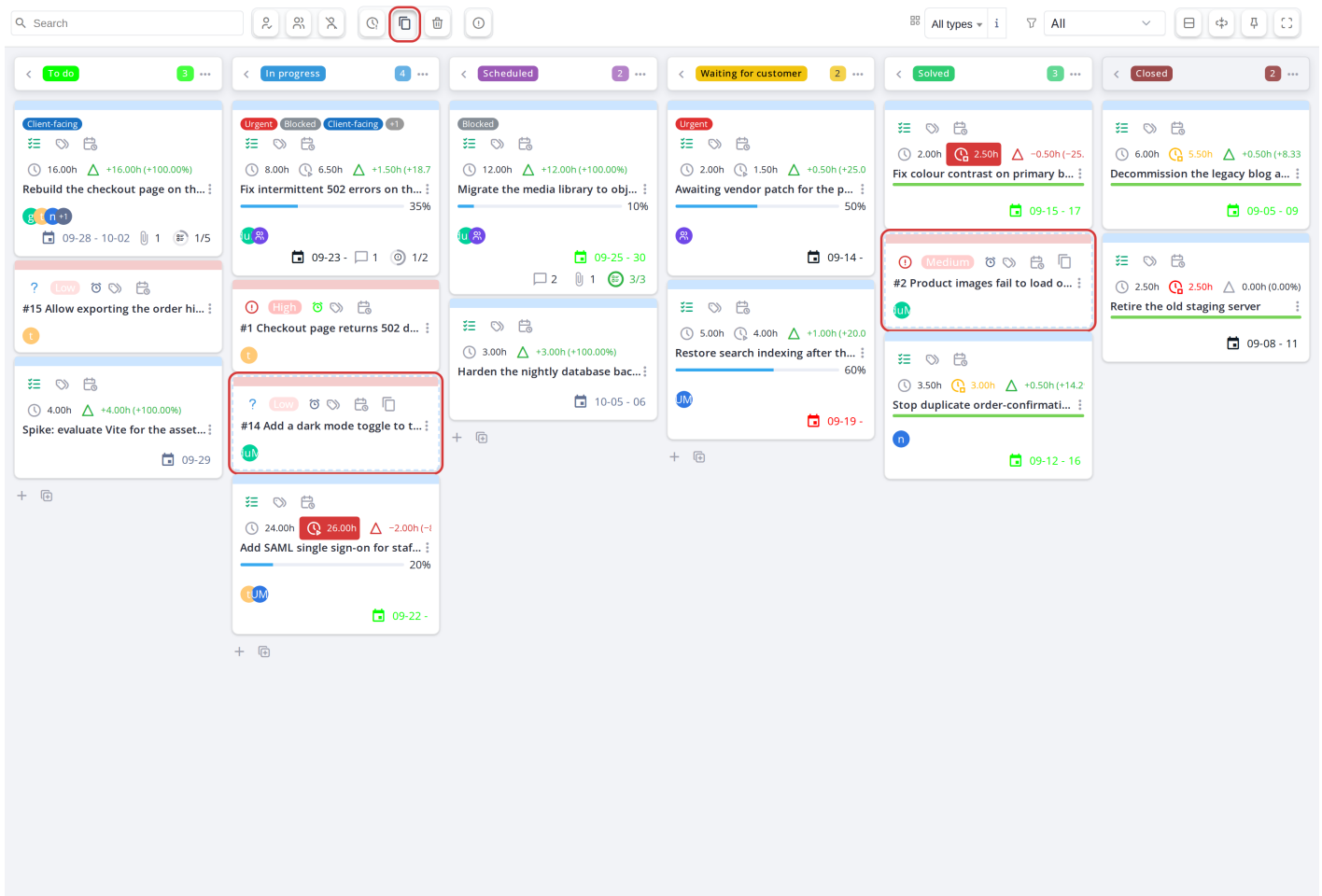
5.1.7.3 Show only unassigned cards

Click **Unassigned** to keep only the cards with no user assigned, for example to pick up work nobody owns yet. It can be combined with **My tasks** and **My groups tasks**.



5.1.7.4 Show tickets linked to a task

A project has two kinds of ticket cards. A ticket linked to the project itself always has its own card. A ticket linked to one of the project's tasks is counted on that task's card (the ticket ring) and, by default, has no card of its own. Click the **Show tickets linked to a task** icon to show those tickets as cards too: they have a dashed border in the task colour, and an icon next to their date names the task. Click it again to hide them.



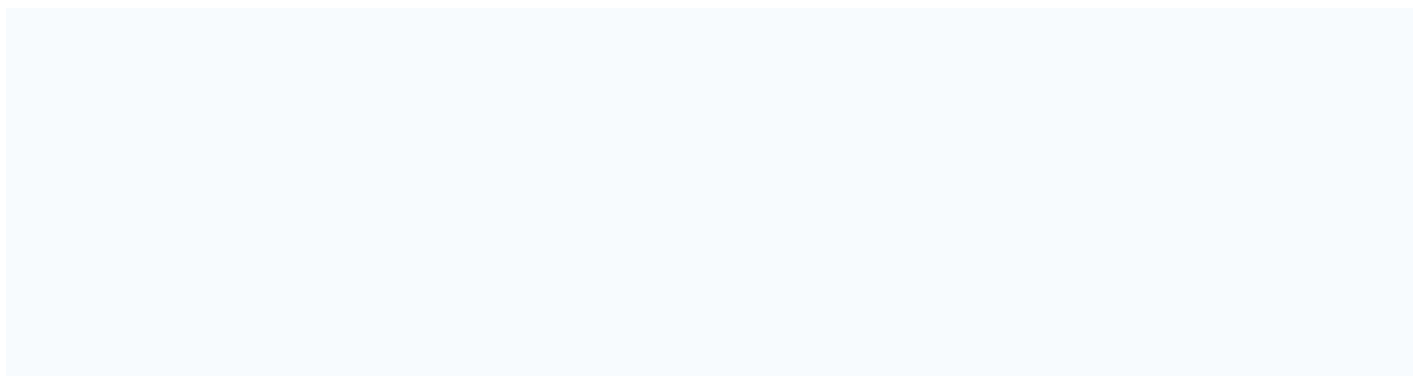
Tickets linked to a task, shown as cards with a dashed border

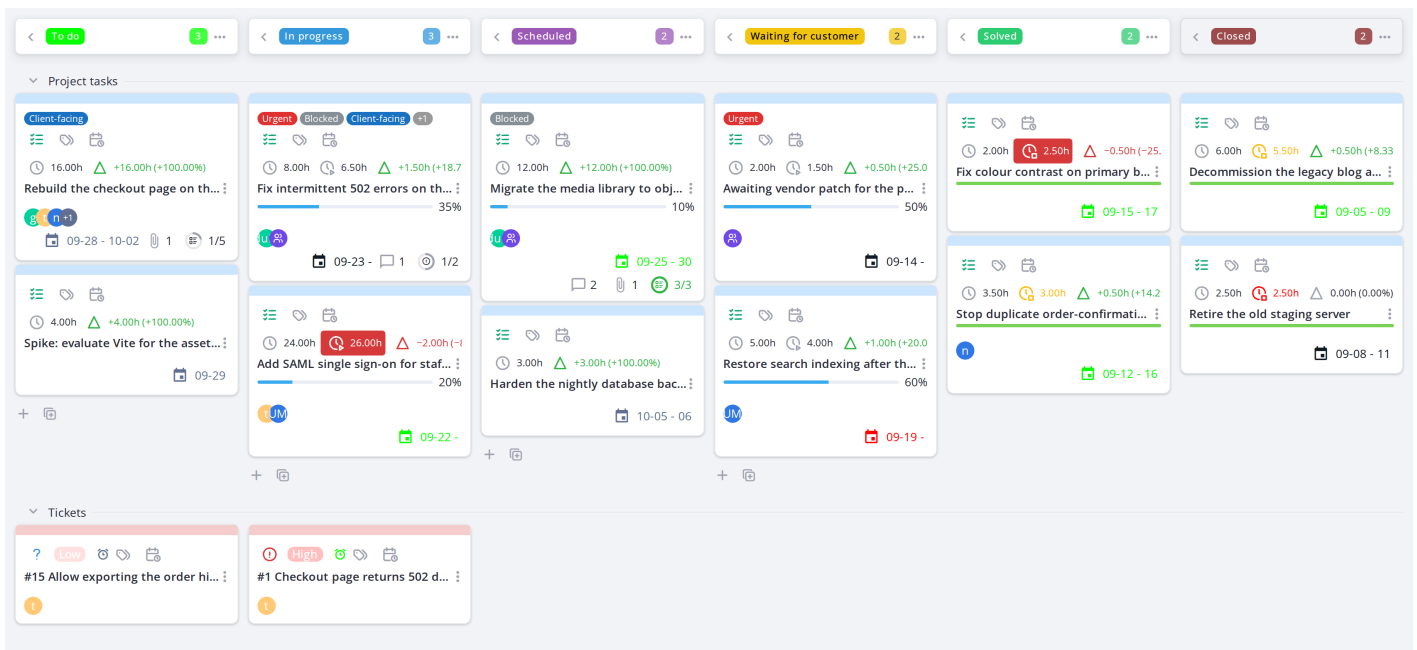
5.1.7.5 Show deleted tasks

Click the trash icon to display deleted task cards on the board (grayed out, marked as deleted). Deleted cards can be restored or purged via their detail panel.

5.1.7.6 Group by item type

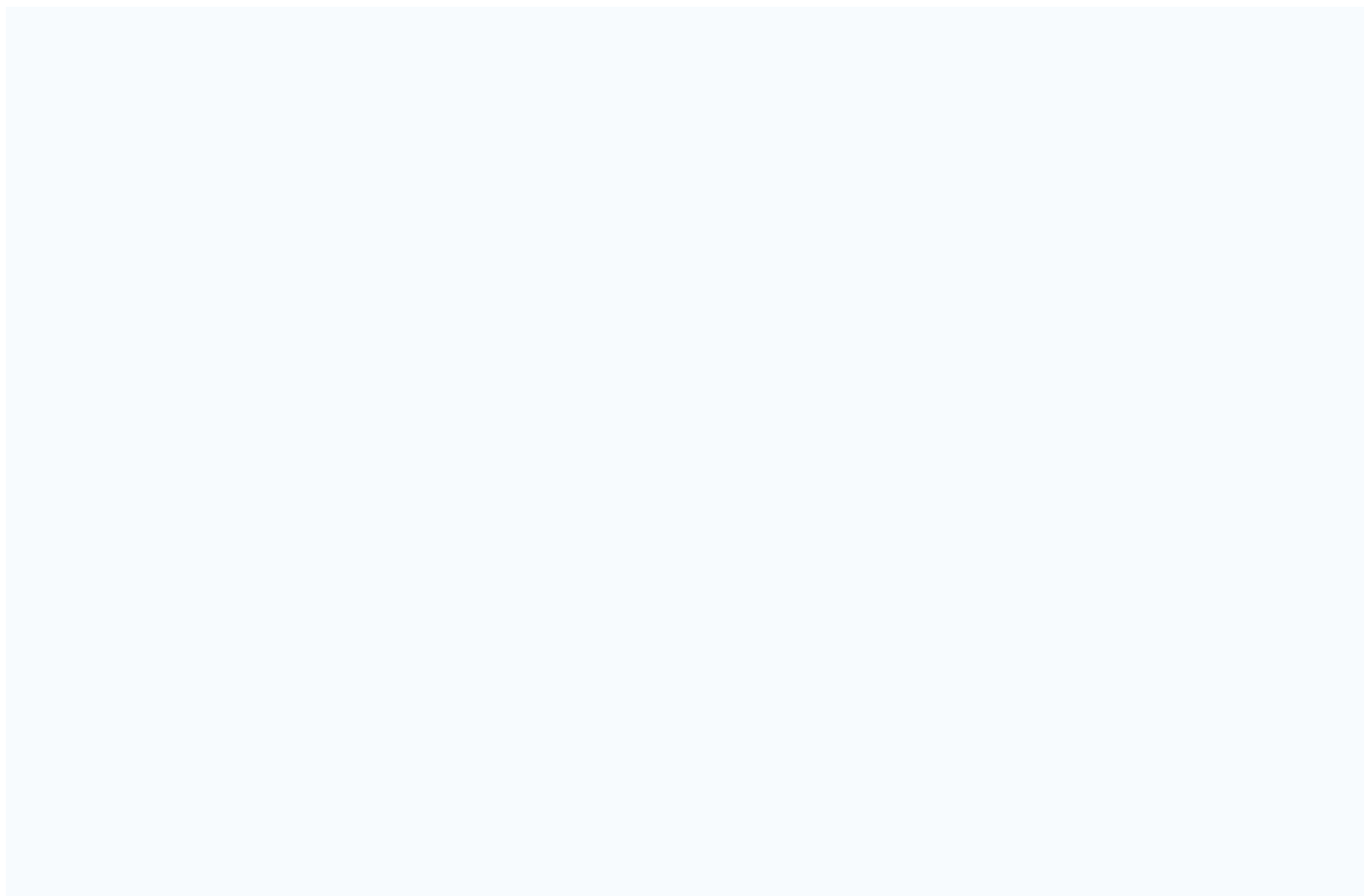
Click the rows icon to organize the board into swimlanes — one for project tasks, one for tickets. Cards stay in their columns but are grouped by type for easier scanning.

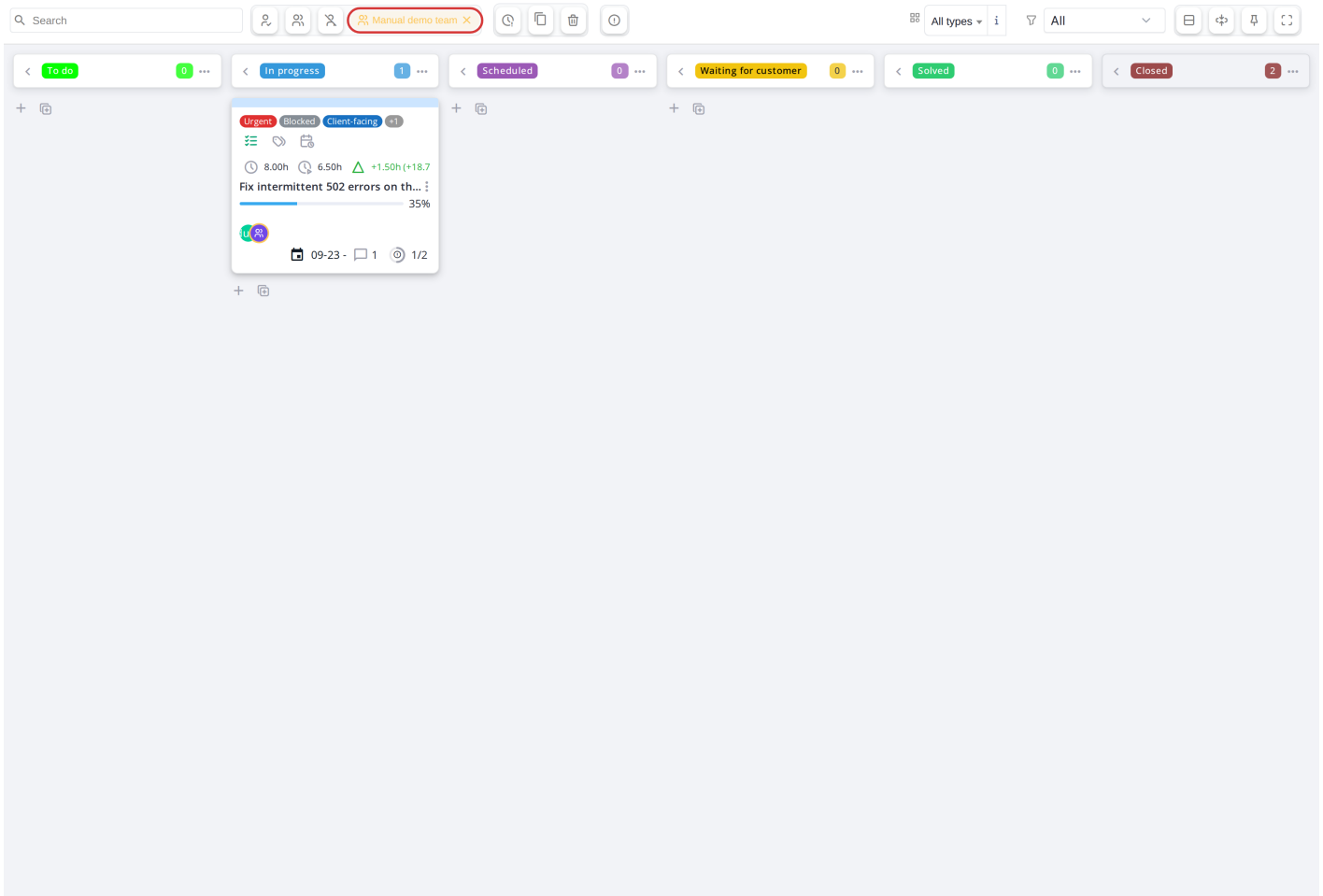




5.1.7.7 Show only one person's or group's cards

Click an avatar on a card to keep only the cards of that user or group. A chip with the name appears in the toolbar; click its cross, or the same avatar again, to show every card. This replaces **My tasks** and **My groups tasks** while it is on.





The board filtered on one group; the chip in the toolbar resets it

5.1.7.8 Show only a card type

Use the **Show** dropdown, after the filter icon, to show all cards, only project tasks, or only tickets.

5.1.7.9 Filter by project (global Kanban only)

On the global Kanban, click the filter icon (**Filter projects**) to choose which projects the board shows. Search by name, narrow the list by **Project type** and **Project state** (which lists only project states, without their sort prefix), switch on **Show finished projects** to include finished ones, and tick the projects to keep (**Select all shown / Clear**), then click **Apply**. The badge on the icon shows how many projects are selected. Closing the window applies the choice without reloading the page, and it is saved for your next visit.

Filter projects

Search

Search a project

Project type

All

i

Project state

All

Show finished projects

Select all shown · Clear

☒

Website Revamp (demo)

☒

Website Revamp

☒

Mobile App v2

☒

Datacenter Migration

Apply

5.1.7.10 Filter by label (global Kanban only)

On the global Kanban, click the tag icon (**Filter by label**) to show only the cards carrying the ticked labels. **No label** keeps the cards that have none. See [5.5.3 Filtering the board by labels](#).

Filter by label

Search

Search a label

i

Select all shown · Clear

☒

No label

☐

Blocked

☐

Client-facing

☐

Regression

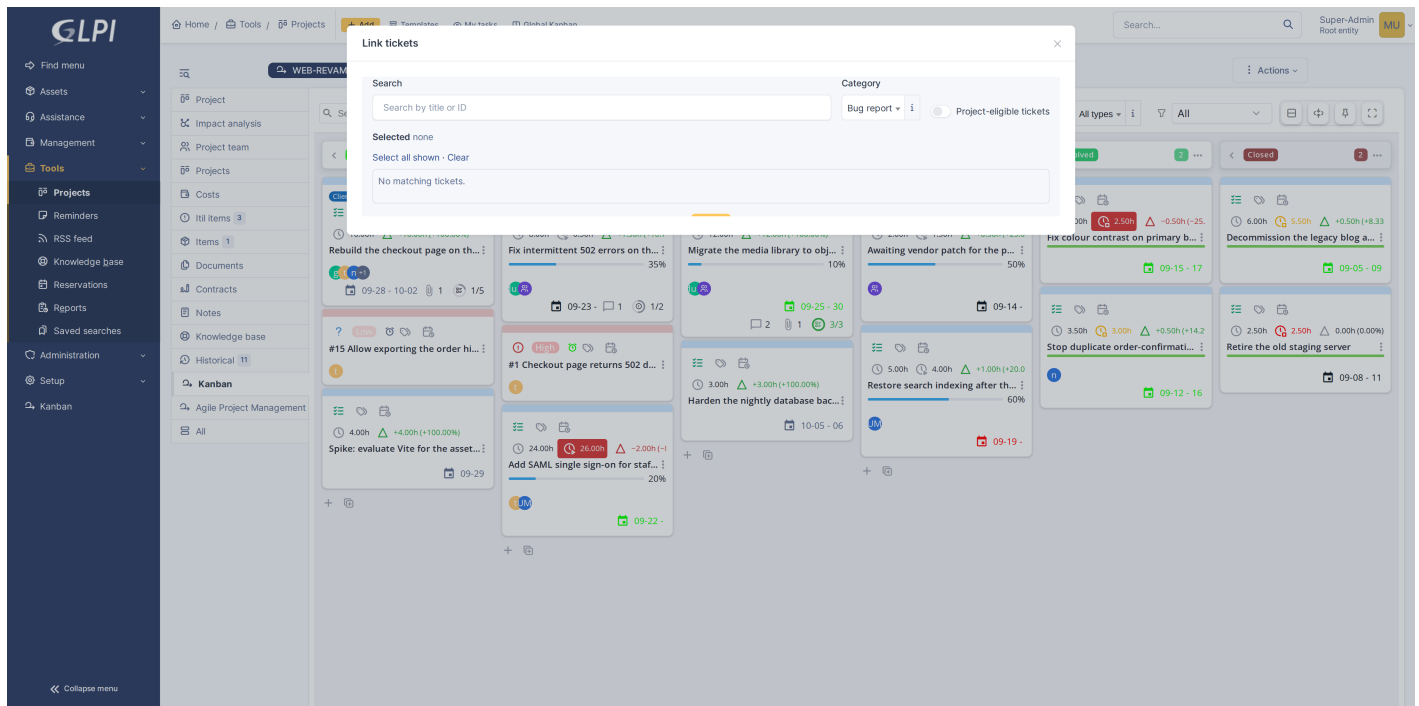
☐

Urgent

Apply

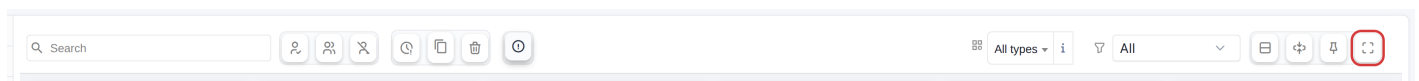
5.1.7.11 Link tickets to a project

Click **Link tickets** to open a window where you can search for existing tickets and link them to this project. It works like the **Filter projects** window: search, then tick tickets one by one or use **Select all shown** and **Clear**. The label filter and a task's own **Link tickets** window work the same way. Closing the window updates the board in place, without reloading the page.



5.1.7.12 Expand to fullscreen

Click the expand icon to hide GLPI's sidebar and header, giving the board the entire window. Click again to restore them.



5.1.7.13 Switch to docked editing

Click the pin icon to open cards for editing in a docked sidebar on the right instead of a modal popup. The docked editor overlaps the right side of the board; the columns narrow by at most a quarter to make room, so the board stays usable. Click again to switch back to modal editing.



5.1.8 Compact cards

Compact cards fit more of a busy board on the screen, showing each card on two lines.

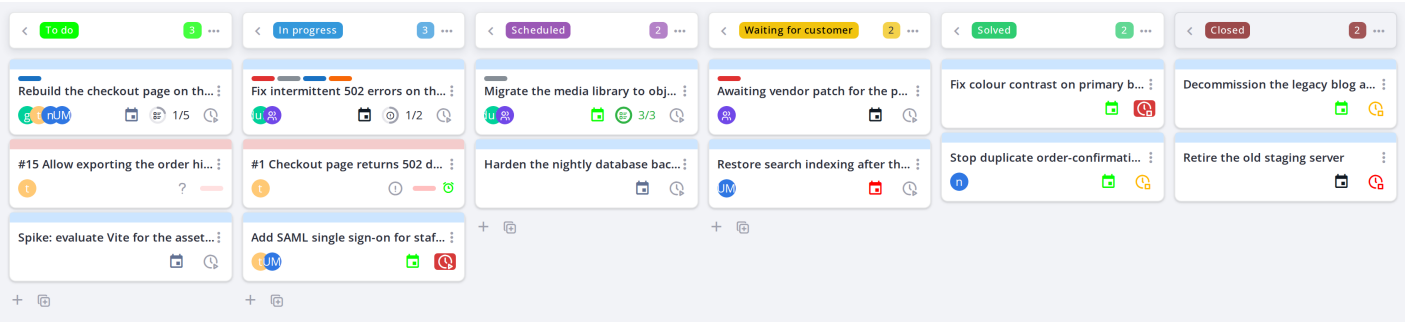
5.1.8.1 Switch to compact cards

Click **Compact cards** in the toolbar's view options. Each card shrinks to two lines: the title, then the people and groups, dates and counters. Labels become thin coloured strips; hover one for its name. The second line shows as many people and groups as fit, then a **+n** whose tooltip names the rest. Compact cards keep the essentials:

- **Task cards:** the linked-tickets counter, and a time icon whose tooltip lists all the task's durations (planned, spent, left or over).
- **Ticket cards:** the Incident or Request icon, the priority as a coloured strip (hover it for its name), and the Time to resolve alarm when the ticket has one.

Click the button again for full cards.

The choice is remembered for you, separately for a project's board and the global board.



Generated for **Agile Project Management 2.2.0-beta.2** on GLPI 11.0 — 2026-09-27.

5.2 Working with cards



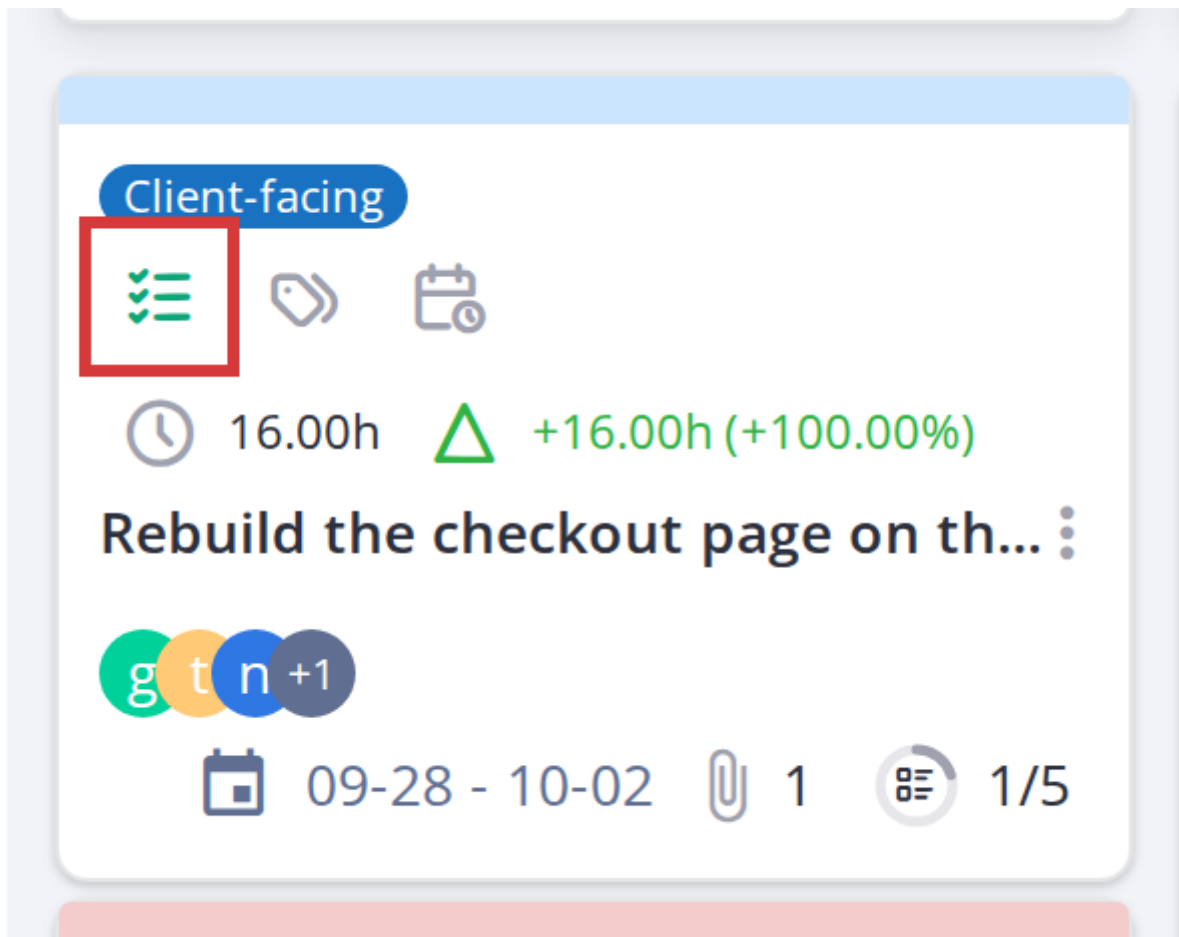
Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.1 The board](#), [5.3 Project task cards](#), [5.4 Ticket cards](#), [5.5 Labels](#), [6. Troubleshooting](#).

5.2.1 Task cards and ticket cards

The board shows two kinds of card. Task cards are the project's tasks and are edited on the board. Ticket cards are tickets linked to the project, or to one of its tasks, and are mostly edited in GLPI's own ticket form.

5.2.1.1 Task icon

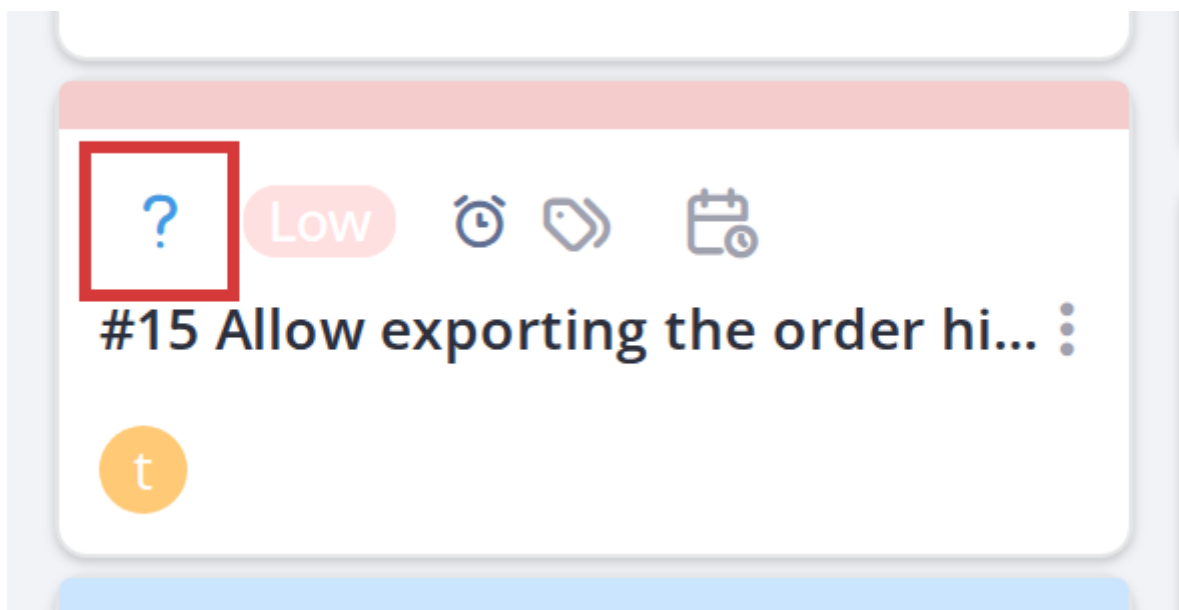
A teal checklist icon in the card's top row marks the card as a **project task**, as opposed to a ticket. It is the same icon GLPI uses for project tasks elsewhere, so a card is identifiable as a task without reading anything else on it. Ticket cards show their own icon in this position instead — see the next step.



The teal task icon distinguishes a task card from a ticket card

5.2.1.2 Ticket type icon

A red exclamation circle (⚠) indicates an Incident ticket; a blue question mark (?) indicates a Request. These appear at the top of ticket cards.



Note: Task cards and ticket cards are colour-coded by background: the task background colour (configured in Setup > General options) for tasks, and the ticket background colour for tickets. This makes them easy to tell apart at a glance.

5.2.2 Card detail modal

Click any card to open its detail panel. In modal mode (the default), the panel is a popup window; in docked mode, it opens in a sidebar on the right. Either way, the form and available actions are the same.

5.2.2.1 Open a card

Click a card on the board. Its detail modal opens, showing the card's title, description, assigned user(s), dates, type, status, comments and attachments.



#1 WEB-REVAMP - #3

8.00h

6.50h

+1.50h (+18.75%)

×

Urgent

Blocked

Client-facing

Regression

1

1/2

4

Cancel

Save

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari

1.50h

#14 Add a dark mode toggle to the settings page

2.00h

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

duM

demo user Manual

×

▼

Group

Manual demo team

×

▼

Planned start date

09/21/2026

Planned end date

09/24/2026

Planned duration

08h00

Type

Support

Real start date

09/23/2026

Real end date

Effective duration (h)

3.00

Tickets duration (h)

3.50

Files

Drop files here or [select files](#)

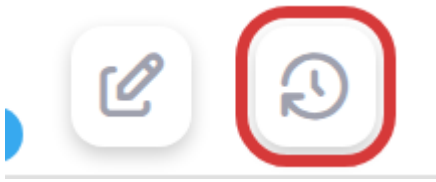
5.2.2.2 Buttons and counters in the window

The buttons at the top of the window show and hide its sections. The **Followups**, **Checklist**, **Tickets** and **Labels** icons carry a counter and share one colour code:

- **Grey, no counter**: the section is empty.
- **Orange**: the section has content but is hidden.
- **Blue**: the section is shown.

The **Historical** button opens the task or ticket in GLPI on its **Historical** tab, in a new browser tab. Every board action is recorded there, including checklist changes and team members added from

the board; for a task, the effective duration shown is the one the board keeps. The button is shown only to users allowed to see the Historical tab.



5.2.2.3 Close the modal

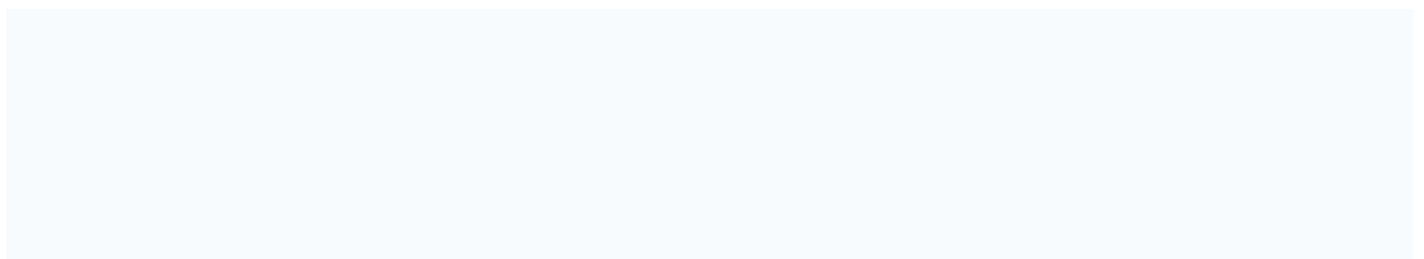
Click **Cancel** at the bottom right of the modal (or the X button in the title bar) to close it without saving.

“ **Note:** Fields you can't edit are greyed out and locked, with a tooltip saying why. Modal editing is the default view. You can switch to docked editing (sidebar on the right) using the pin icon in the toolbar, which you may prefer for larger screens.

5.2.3 Followups

5.2.3.1 Add a followup, or hide the followups

The **Followups** section at the bottom of the card window lists the card's comments. Type a new one in the text box and click **Send**. For a ticket card it becomes a followup of the ticket. The followups button in the window's button bar shows how many there are and hides or shows the section, which keeps a long discussion out of the way while you edit the card; the choice is remembered. A new comment triggers the **New Comment** notification.



#1 WEB-REVAMP - #3 8.00h 6.50h +1.50h (+18.75%)

Urgent Blocked Client-facing Regression

1

1/2

4

Cancel

Save

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari

#14 Add a dark mode toggle to the settings page

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

User

duM demo user Manual

Group

Manual demo team

Planned start date

09/21/2026

Planned end date

09/24/2026

Planned duration

08h00

Type

Support

Real start date

09/23/2026

Real end date

Effective duration (h)

3.00

Tickets duration (h)

3.50

Files

Drop files here or [select files](#)

5.2.4 Saving card changes

5.2.4.1 Save changes

Click **Save** at the bottom right of the modal to save your changes and close the modal.

#1 WEB-REVAMP - #3 8.00h 6.50h +1.50h (+18.75%)

Urgent Blocked Client-facing Regression

1

1/2

4

Cancel Save

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari 1.50h

#14 Add a dark mode toggle to the settings page 2.00h

Link tickets

Followups

t tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

User

duM demo user Manual

Group

Manual demo team

Planned start date09/21/2026

Planned end date09/24/2026

Planned duration08h00

TypeSupport

Real start date09/23/2026

Real end date

Effective duration (h)3.00

Tickets duration (h)3.50

Files

Drop files here or [select files](#)

5.2.4.2 Discard changes

Click **Cancel** to close the modal without saving.

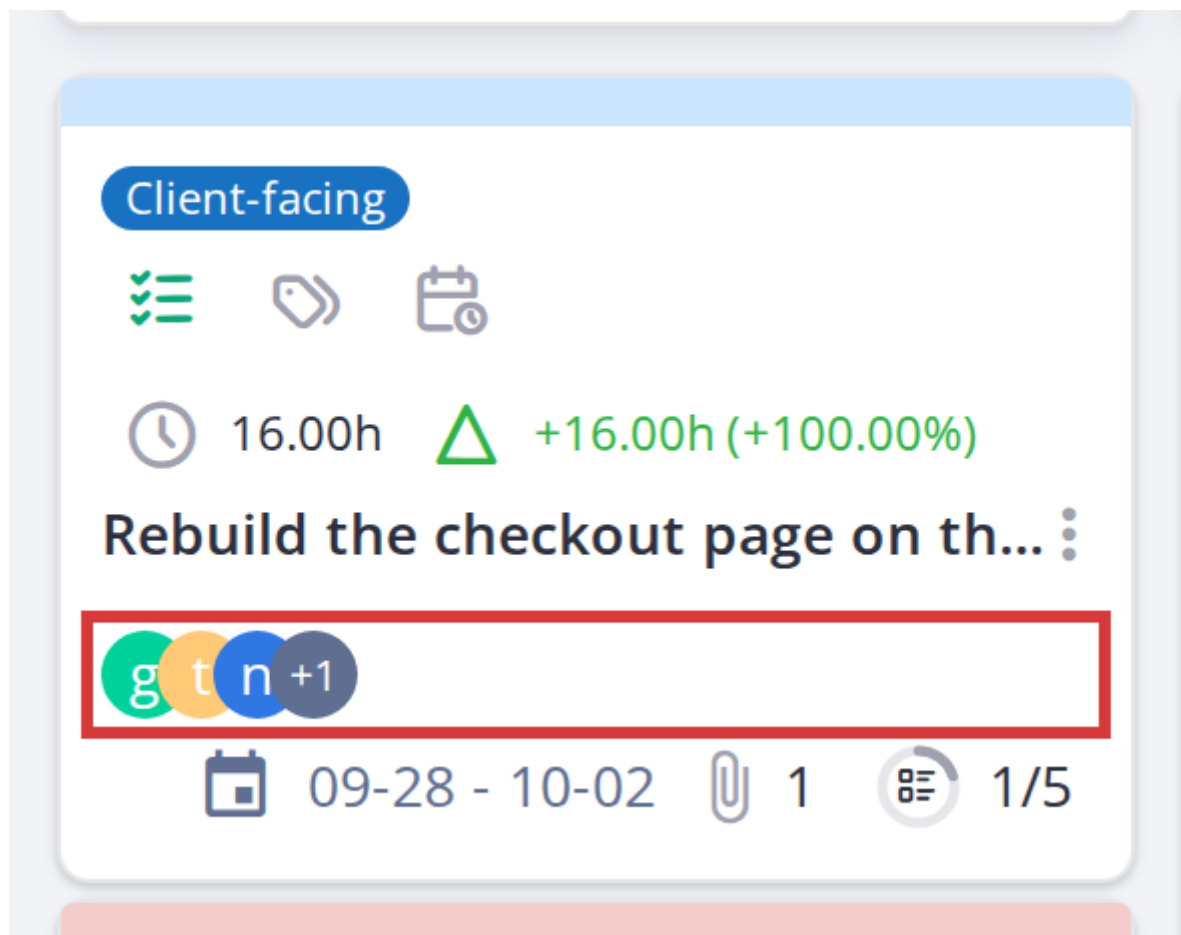
“ **Note:** The modal requires a title (name) for any new card. If you save without one, the form will highlight the missing field in red and prevent saving.

5.2.5 Icons shared by both kinds of card

These icons appear on task and ticket cards alike. Hover any of them for a tooltip.

5.2.5.1 Assigned user avatars

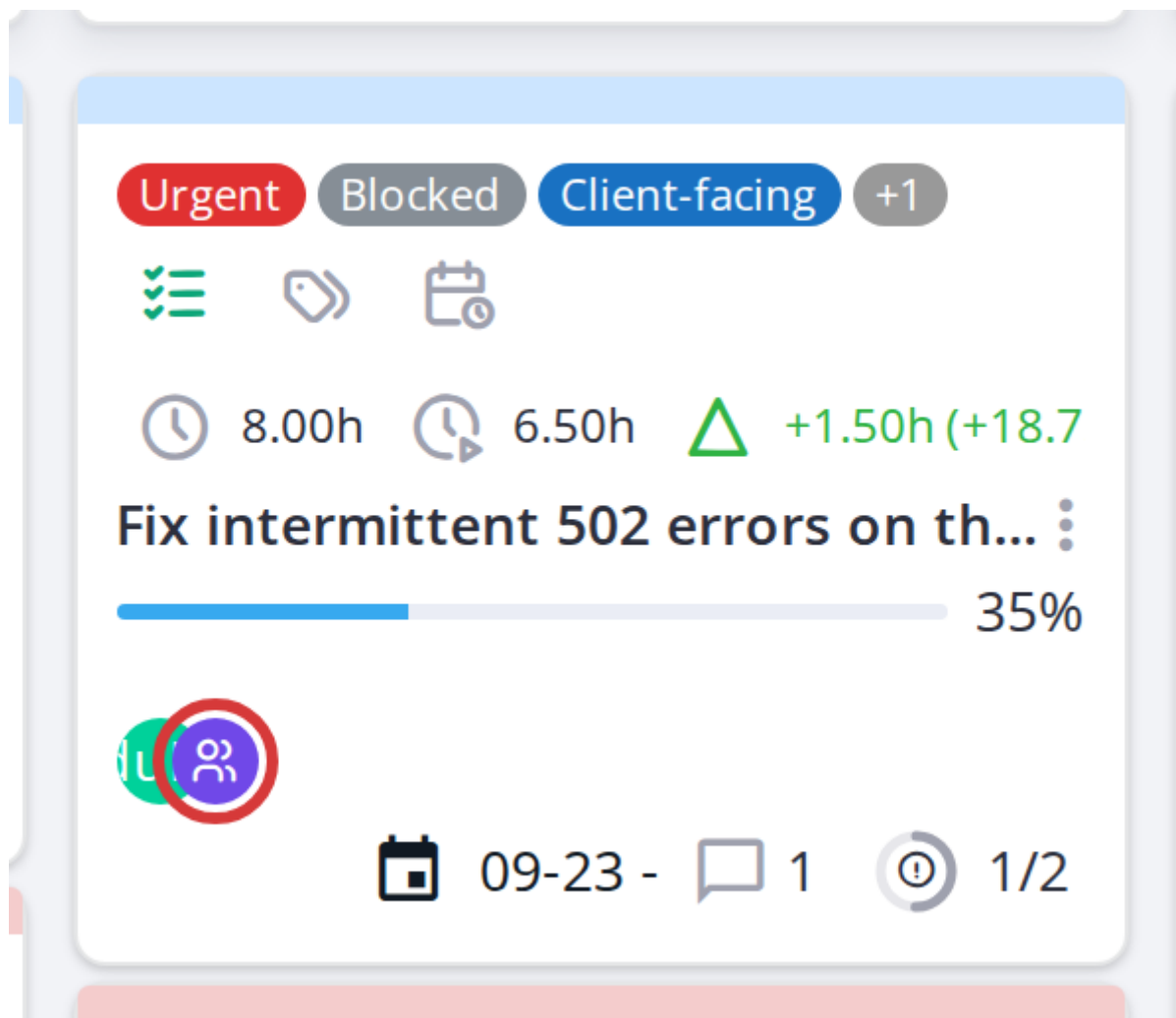
Small circular avatars along the bottom of the card show who the task is assigned to. A user with a profile picture is shown as that picture; a user without one is shown as their coloured initials, so people are still tellable apart. Avatars overlap to save space, and where more are assigned than fit, the last circle reads **+N** for the rest. Hover over any avatar for the full name.



Assigned users, shown as pictures or coloured initials

5.2.5.2 Assigned group avatars

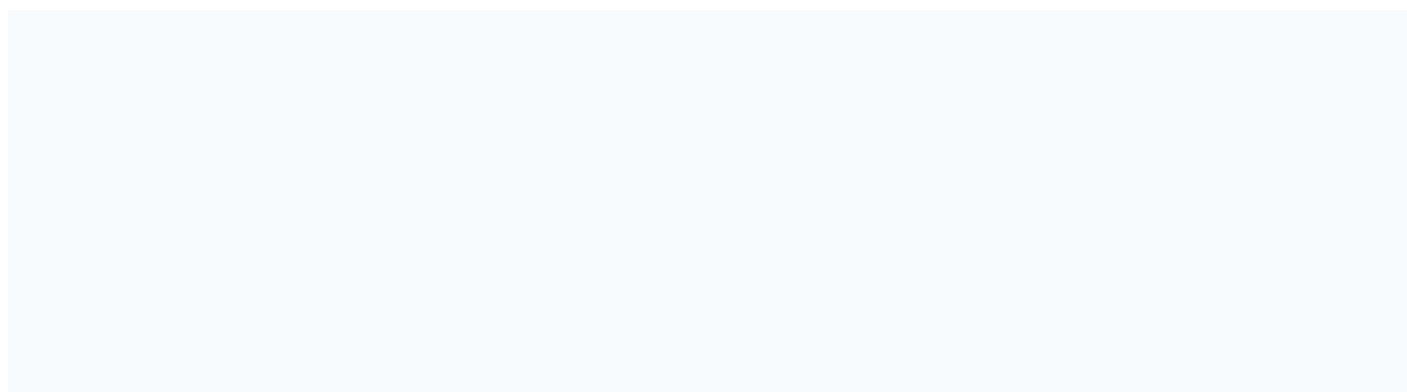
A group assigned to the task appears in the same row as the users, as a purple circle with a group icon rather than a picture or initials — so a group is never mistaken for a person. Hover over it for the group name. Groups are assigned from the card's editor, not from the card face.

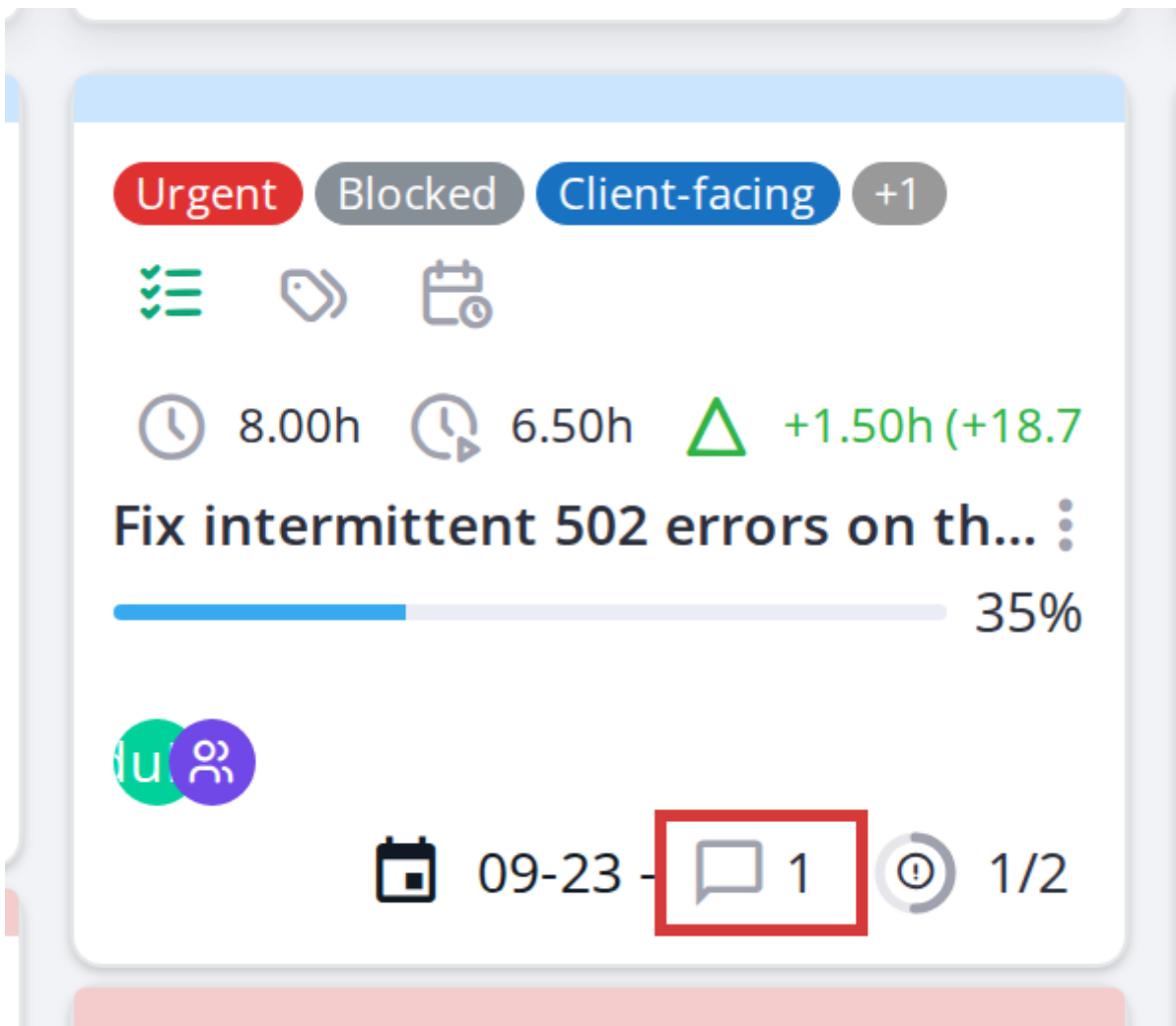


A group assigned to a task, alongside the assigned users

5.2.5.3 Comments icon

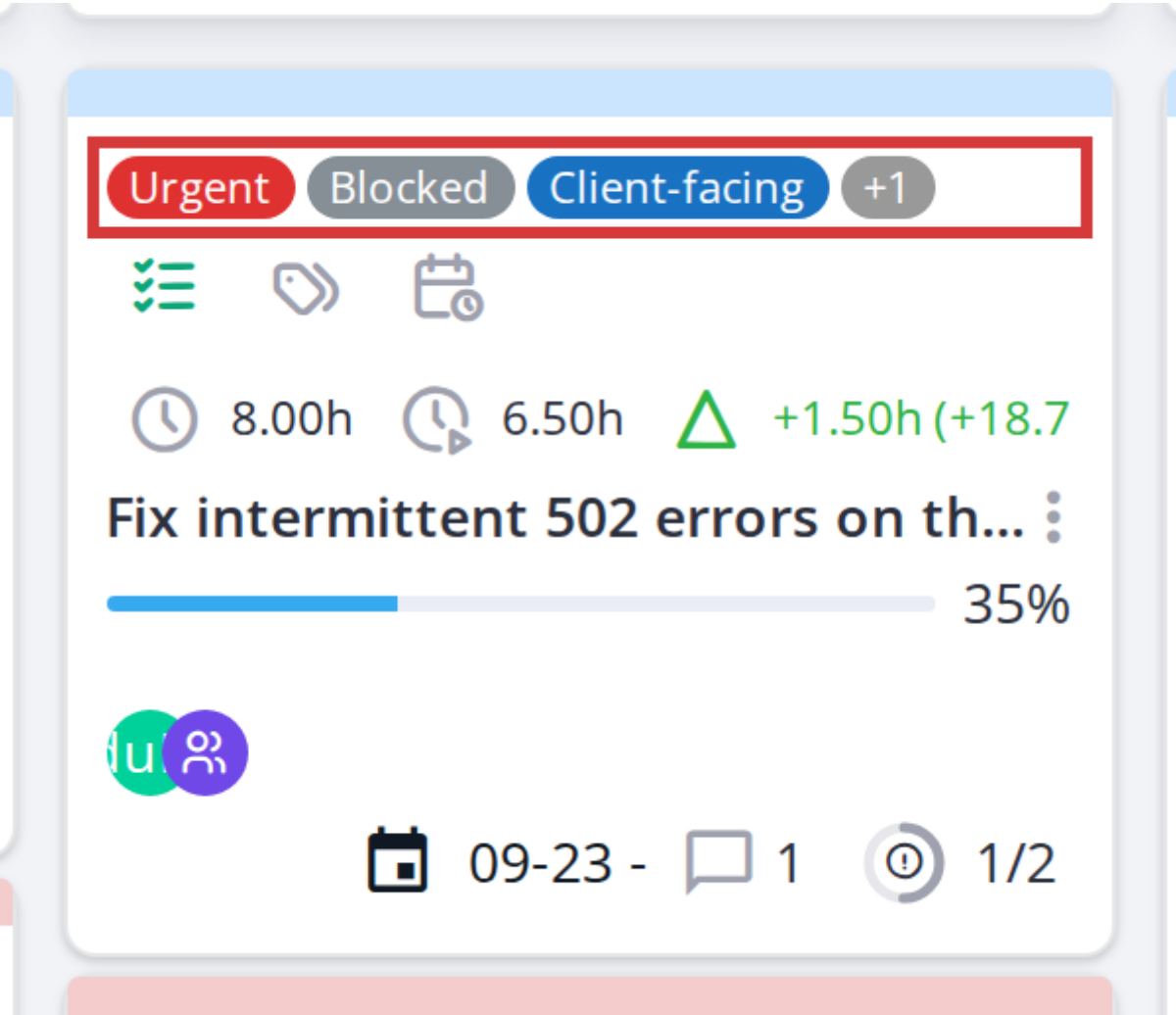
A comment bubble icon shows how many comments are on the card. Click it (if the modal is open) to scroll to the comments section.





5.2.5.4 Label chips

Colored chips on a card show labels assigned to it. Hover over a chip to see the full label name. If a card has many labels, extra ones collapse into a "+N" badge.



“Generated for **Agile Project Management 2.2.0-beta.2** on GLPI 11.0 — 2026-09-27.

5.3 Project task cards



Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.1 The board](#), [5.2 Working with cards](#), [5.4 Ticket cards](#), [5.5 Labels](#), [6. Troubleshooting](#).

5.3.1 Adding a card

A new card is always a project task — ticket cards appear on the board once a ticket is linked to the project, they cannot be created directly from the board.

5.3.1.1 Add a card to a column

Click **Add a card** at the bottom of a column (or hover over the column header and select **Add a card** from the menu), give it a title, then fill in the detail panel that opens: description, assigned user(s) or group, start and end dates, planned duration, and type. The card is created directly in that column's project state.

×

CancelSave

Name *

Description *

Percent done 0%

User

Group

Planned start date

Planned end date

Planned duration

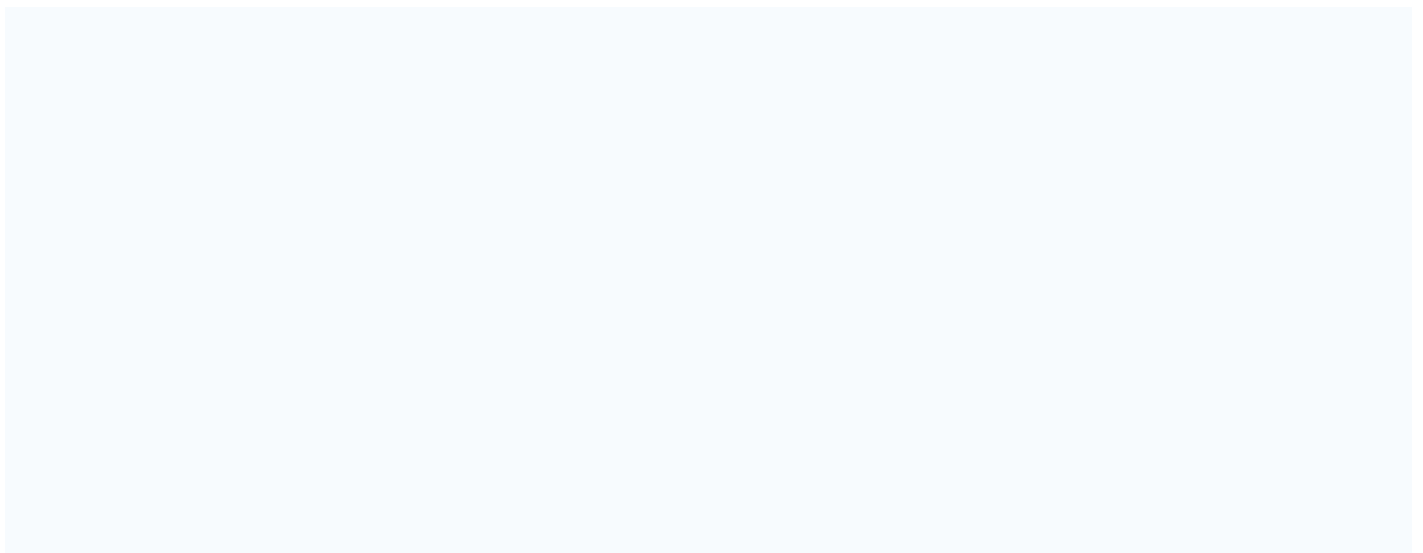
Type

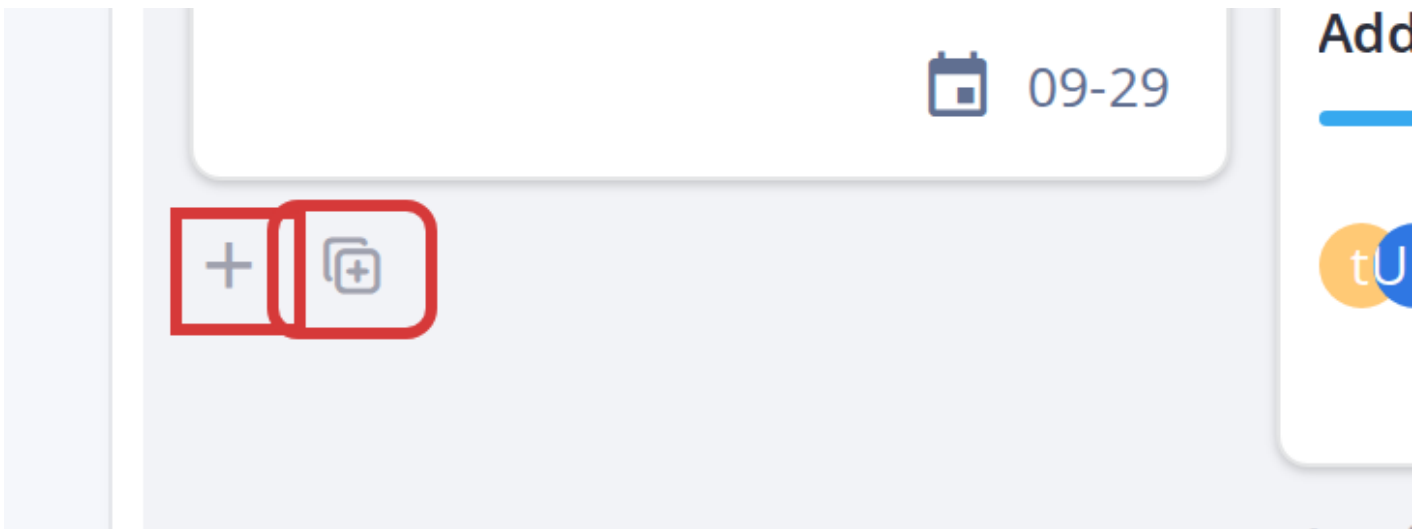
Files

Drop files here or [select files](#)

5.3.1.2 Add a card from a template

Next to each column's + is a ++ button (**Add a card from template**). Click it, choose a **Project task template** and click **Add**. The number after a template's name is the size of its checklist.





Add a card from template

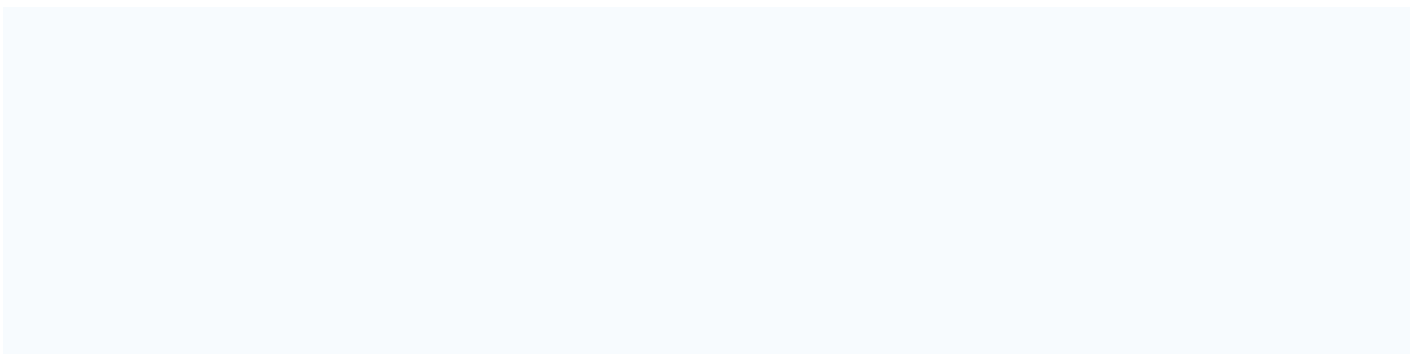
Project task template

Production deployment (5)

Add

5.3.1.3 Review the card filled from the template

The new card opens filled in from the template: name, description, type, planned duration, dates and percent done. Everything stays editable. The template's checklist is copied to the task when you click **Save**.



✕

CancelSave

Name *

Production deployment

Description *

Standard steps for a production release.

☰ Checklist

Production deployment

☐ Announce the maintenance window

☐ Take a database backup

☐ Deploy and run migrations

☐ Smoke-test the checkout flow

☐ Close the maintenance window

Percent done 0%

User

Group

Planned start date

Planned end date

Planned duration

02h00

Type

Development

Files

Drop files here or [select files](#)

“ **Note:** Adding a card requires the **Add a card** right. Neither button is shown in a column for a finished state, or when no project task template exists (for ++).

5.3.2 Editing a task card

The detail modal for a task card contains several fields for entering and editing information.

5.3.2.1 Open a task card

Task cards are fully editable — you can change the title, description, assigned users, dates, duration, type and all other fields (depending on your permissions). Edit any field by clicking on it and making your changes.

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari

#14 Add a dark mode toggle to the settings page

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

User

demo user Manual

Group

Manual demo team

Planned start date

09/21/2026

Planned end date

09/24/2026

Planned duration

08h00

Type

Support

Real start date

09/23/2026

Real end date

Effective duration (h)

3.00

Tickets duration (h)

3.50

Files

Drop files here or [select files](#)

5.3.2.2 Edit the title

Open the card and click on the **Name** field to edit it. A red asterisk marks required fields.

UrgentBlockedClient-facingRegression

1

1/2

4

CancelSave

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari

#14 Add a dark mode toggle to the settings page

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

User

duM demo user Manual

Group

Manual demo team

Planned start date

09/21/2026

Planned end date

09/24/2026

Planned duration

08h00

Type

Support

Real start date

09/23/2026

Real end date

Effective duration (h)

3.00

Tickets duration (h)

3.50

Files

Drop files here or [select files](#)

5.3.2.3 Edit the description

Click the **Description** field to edit the card's description. Each is a separate right (**Edit title**, **Edit description**), so a profile can allow one without the other.

5.3.2.4 Assign a user

Use the **User** field in the card detail panel to add or remove team members. This is gated by the **Assign user to a card** right.

Urgent

Blocked

Client-facing

Regression

1

1/2

4

Cancel

Save

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari

#14 Add a dark mode toggle to the settings page

1.50h

2.00h

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

User

duM demo user Manual

Group

Manual demo team

Planned start date

Planned end date

Planned duration

Type

Real start date

Real end date

Effective duration (h)

Tickets duration (h)

Files

09/21/2026

09/24/2026

08h00

Support

09/23/2026

3.00

3.50

Drop files here or [select files](#)

5.3.2.5 Set start and end dates

Use the **Planned start date** and **Planned end date** fields to set the card's timeline. Everyone can see them; changing them needs the **Edit planned dates** right.

5.3.2.6 Set planned duration

Use the **Planned duration** dropdown to estimate how long the task will take.

5.3.2.7 Set the card type

Use the **Type** dropdown to categorize the task (e.g., Bug, Feature, Documentation). Available types are configured in Setup.

5.3.2.8 Attach a file

In the **Files** section of the modal, click the upload area or drag and drop a file to attach it to the card. Files attached to a card trigger the **New Attachment** notification and become regular GLPI documents linked to the underlying project task.

#1 WEB-REVAMP - #1🕒 16.00h ⬆️ +16.00h (+100.00%)

Client-facing

🗨️

📋 1/5

⚠️

📁 1

✎️

🔄

CancelSave

Name *

Rebuild the checkout page on the new design system

Description *

Port the three checkout steps to the shared component library. Keep the existing payment flow untouched; this is markup and styling only.

☰ Checklist

☐ Port the cart summary component

☒ Port the delivery address step

☐ Port the payment step

☐ Check the mobile breakpoints

☐ Accessibility pass on the form labels

Add an item

🕒 Tickets

No items yet.

Link tickets

🗨️ Followups

UM

Add a comment...

Percent done 0%

User

g glpi ✕

n normal ✕

t tech ✕

UM User Manual ✕

Group

Planned start date

09/28/2026 📅

Planned end date

10/02/2026 📅

Planned duration

16h00 ▾

Type

Development ▾

Real start date

📅

Real end date

📅

Effective duration (h)

0.00

Tickets duration (h)

0.00

Files

📎 checkout-wireframe-notes.txt

Drop files here or [select files](#)

Note: Editing permissions are granular — each field is gated by its own right. A read-only field is grayed out and cannot be edited.

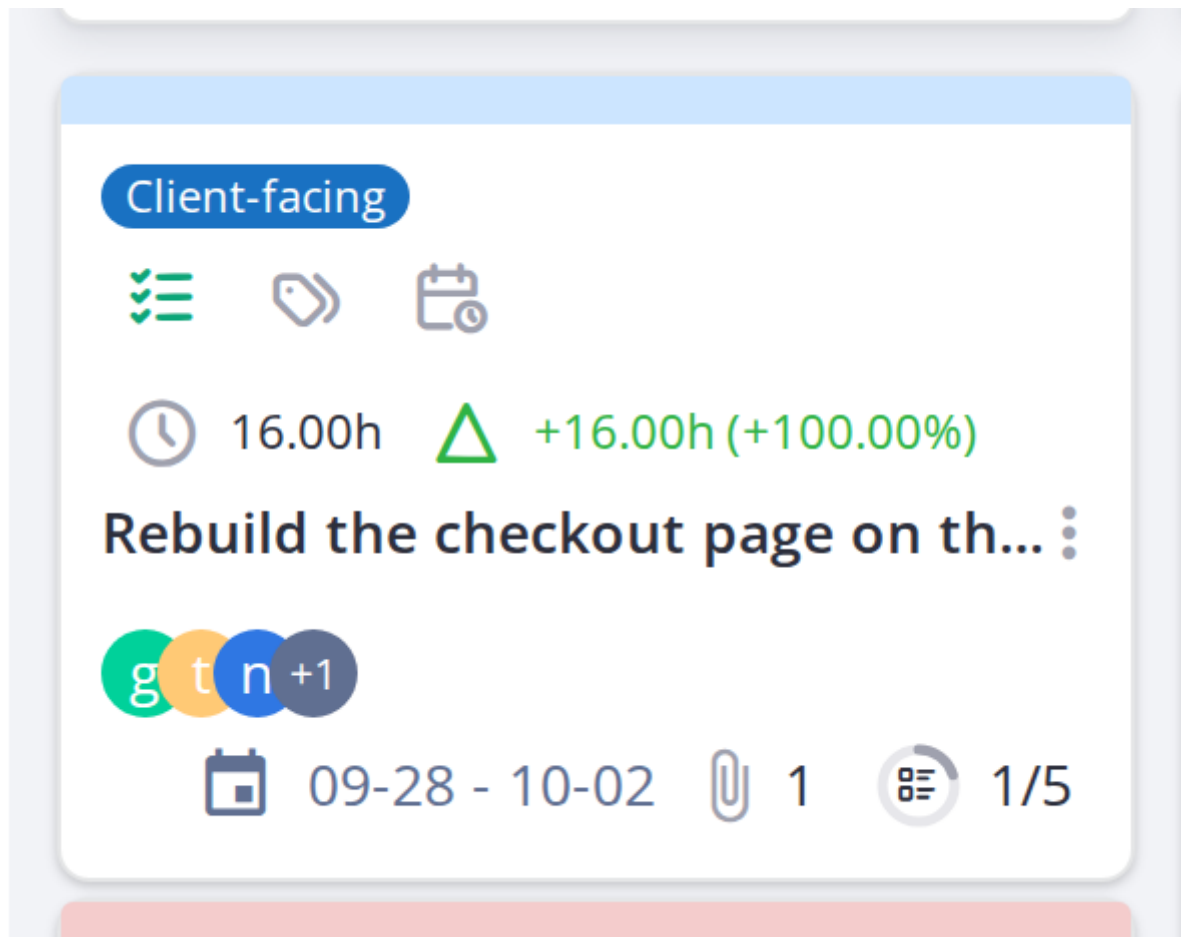
5.3.3 Reading a task card

A task card shows the task's type, time, dates, progress, checklist and linked tickets at a glance. Hover any icon for a tooltip.

5.3.3.1 Task card layout

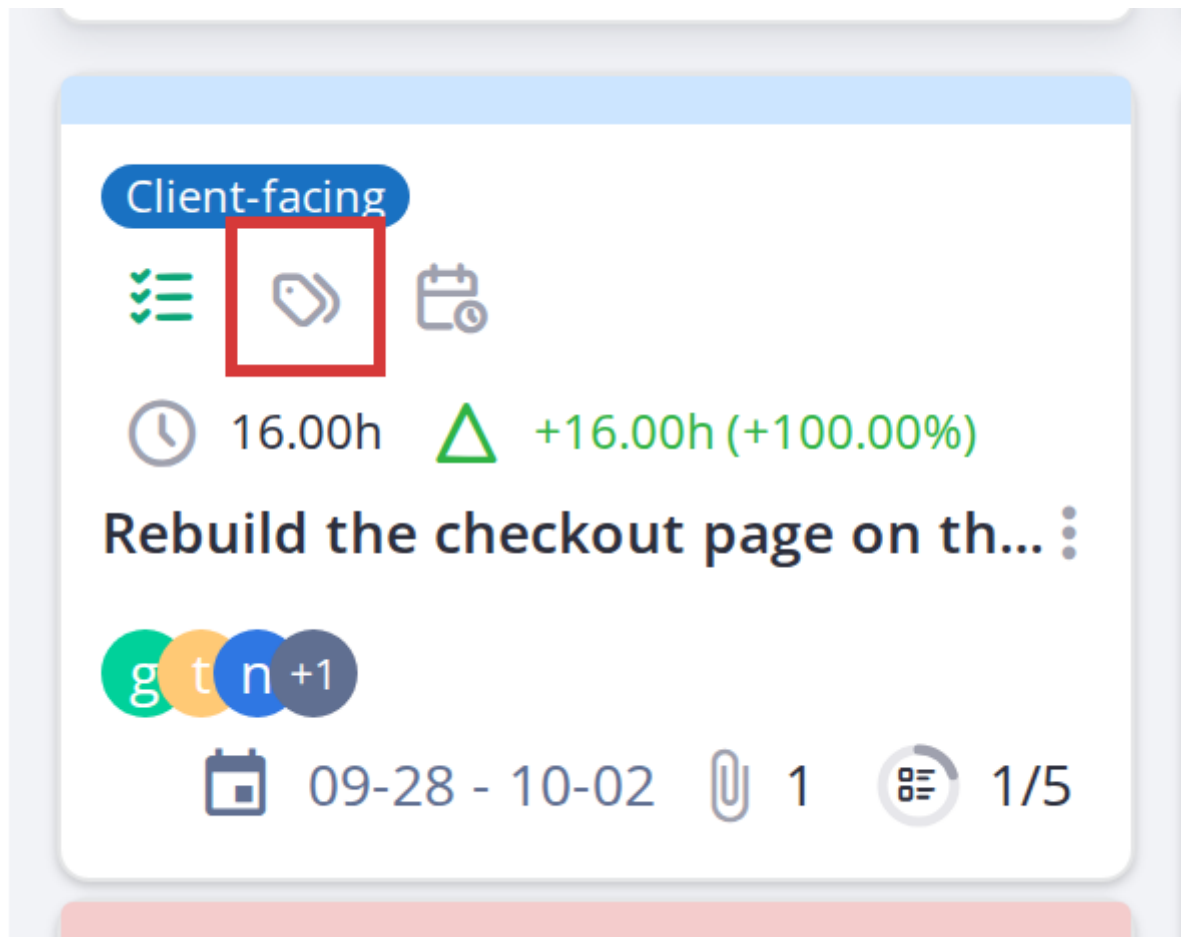
A project task card shows:

- The card's title (the task name)
- Assigned user avatars (overlapping icons at the bottom)
- Type badge showing the task type (*Development, Support, New Feature, Spike*)
- Duration icon and duration estimate
- Creation date with date icon
- Progress bar showing percent done
- Comment and attachment counts at the bottom



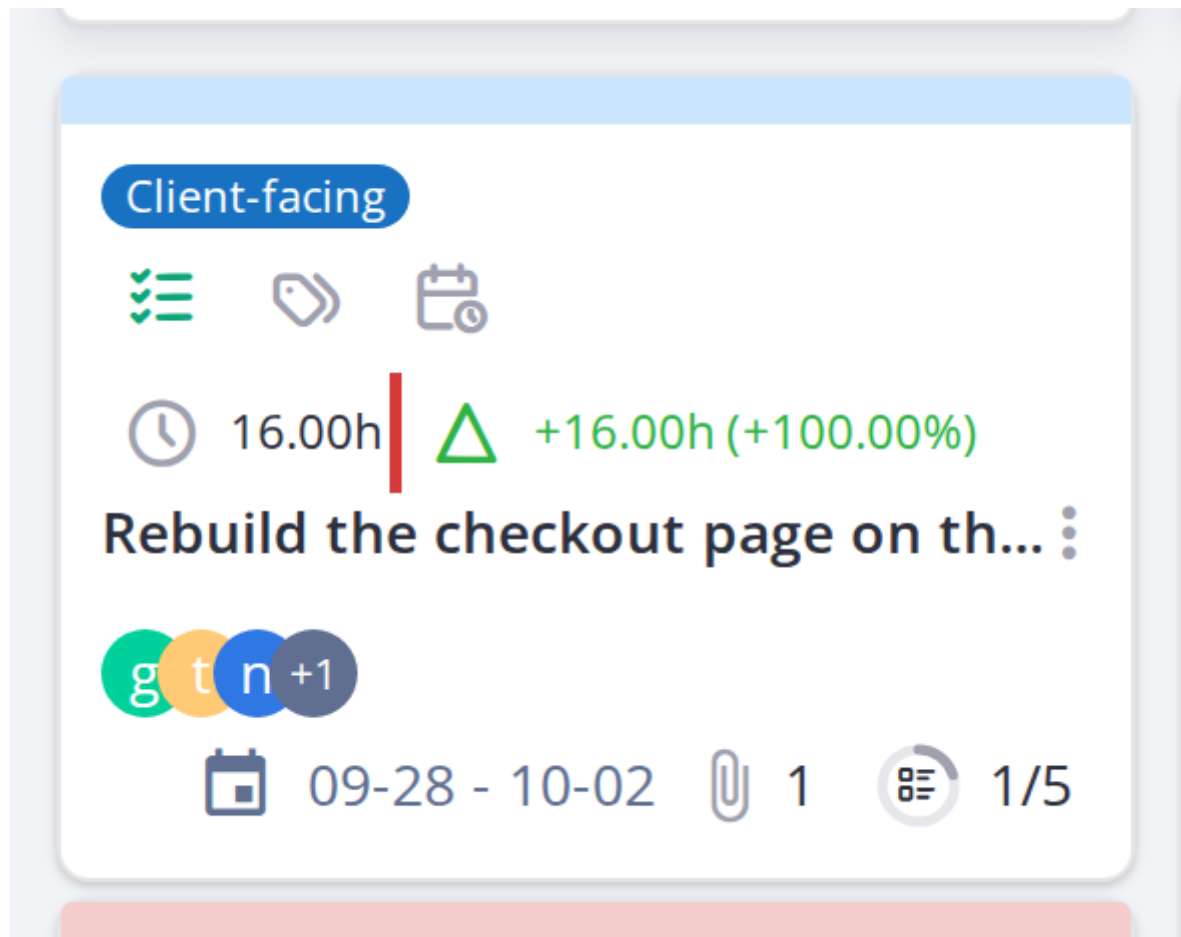
5.3.3.2 Task type icon

A tag icon and label show the task's **Type**, one of the project task types defined under **Setup** → **Dropdowns** → **Project task types**, and set in the task's **Type** field. A task with no type shows neither the tag nor the planned duration next to it. Hover the tag to see the full type name when it is shortened. Ticket cards show their ticket type (Incident or Request) as an icon instead. In this example the types are *Development*, *Support*, *New Feature* and *Spike*.



5.3.3.3 Planned duration

A task's planned duration is the first figure of the card's time row, after a clock icon; the hours spent and the variance follow it, in hours and as a percentage, green while there is time left and red once over (see *Time on a task*). A task with no planned duration shows only the hours spent.

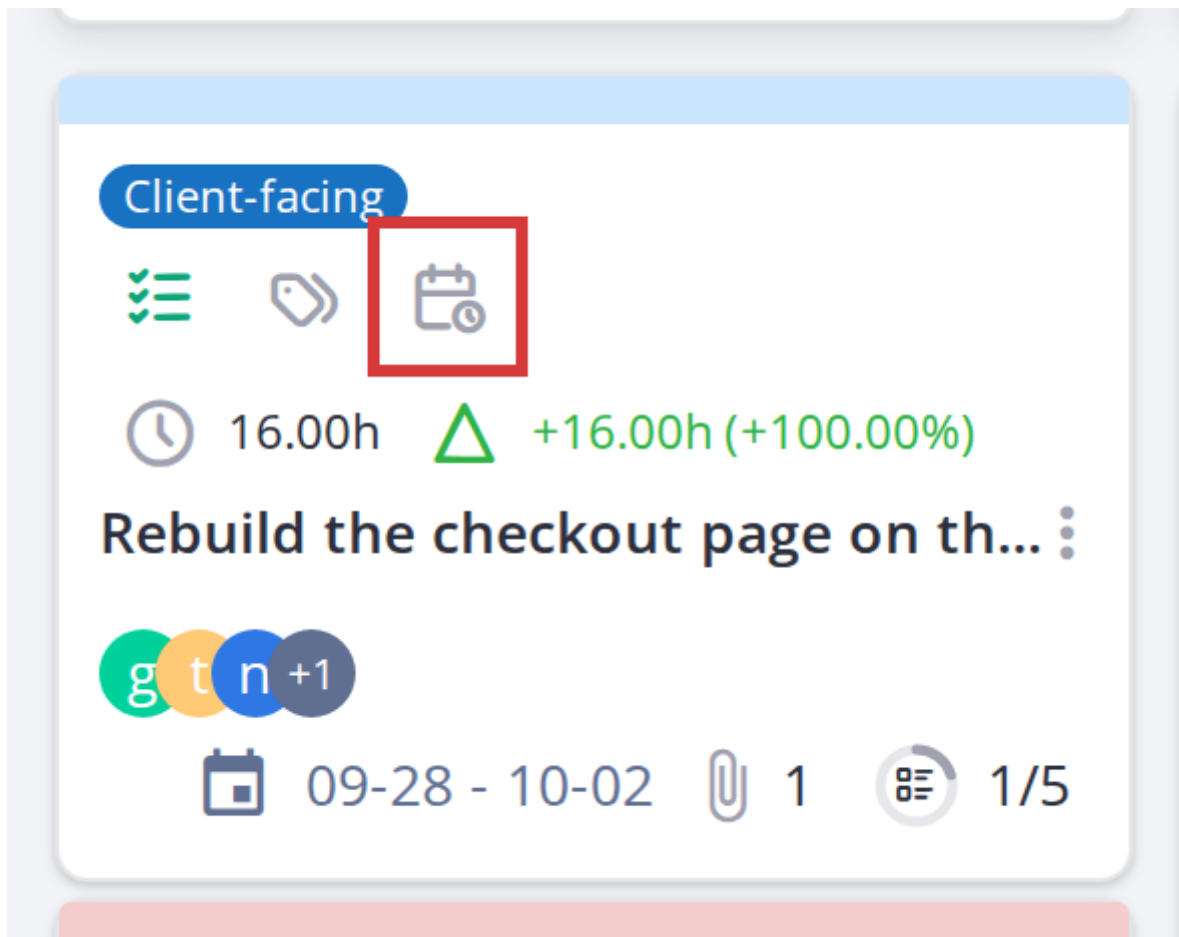


5.3.3.4 Dates and their colour

A calendar icon shows the task's planned dates, in days only; a range within one month shows the month once. Hover it for the full dates. Without planned dates the card shows its creation date.

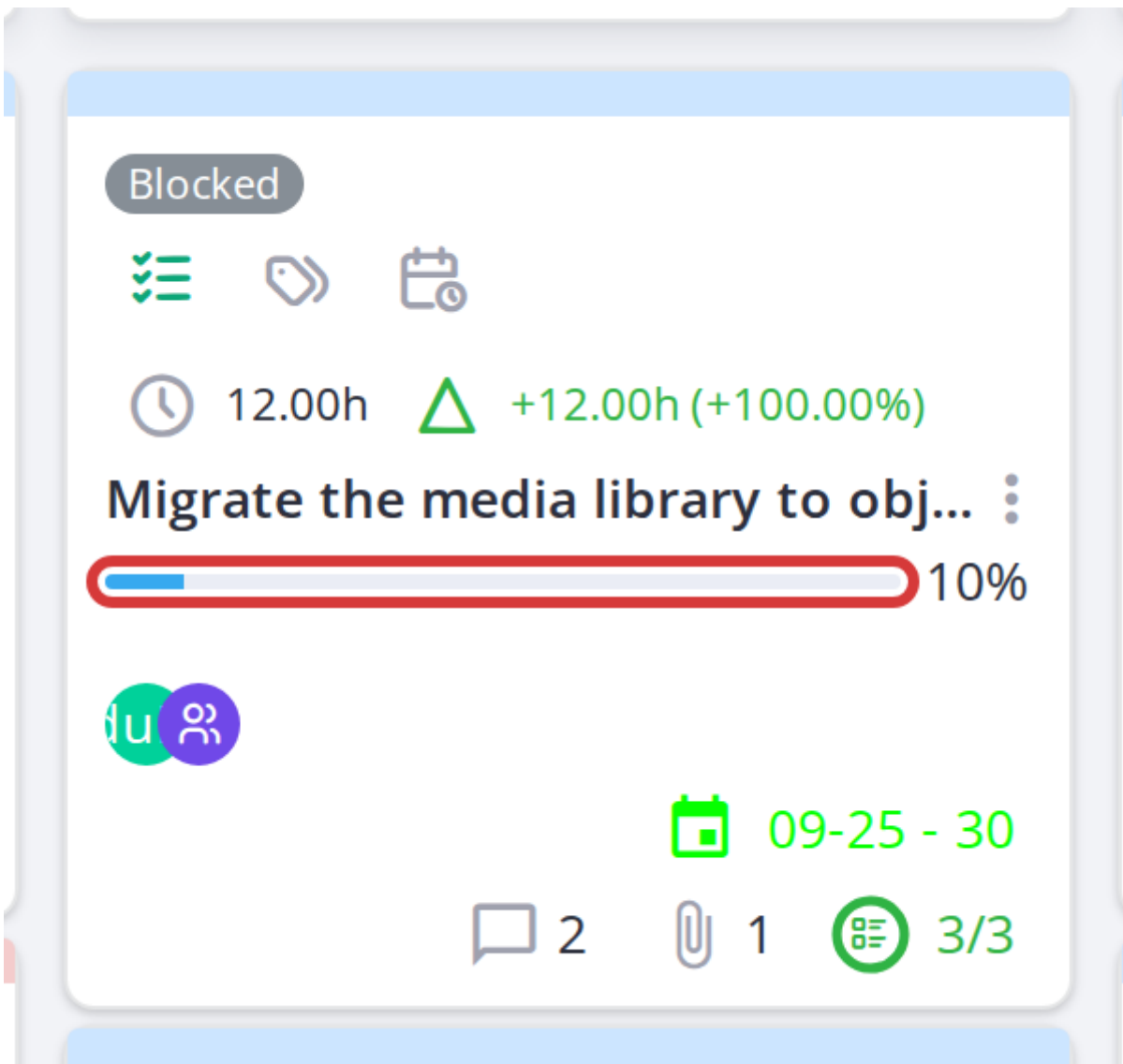
The date's colour tells how close the task is to its planned end, using the same colours and thresholds as a ticket's Time to resolve:

- **Grey:** no planned end, or the task hasn't started and its planned start is still ahead.
- **Green:** on time; or finished on or before its planned end.
- **Amber:** the planned end is approaching.
- **Red:** the planned end is close (critical).
- **Black:** overdue; past its planned end, or finished after it.



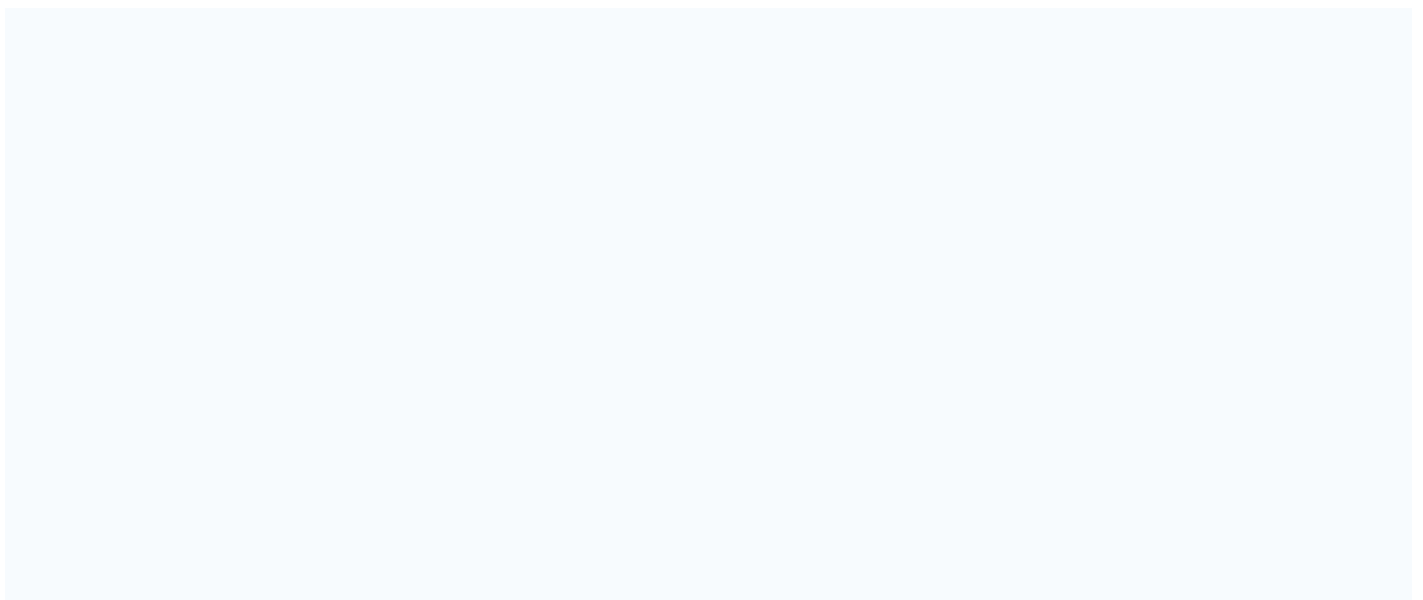
5.3.3.5 Progress bar

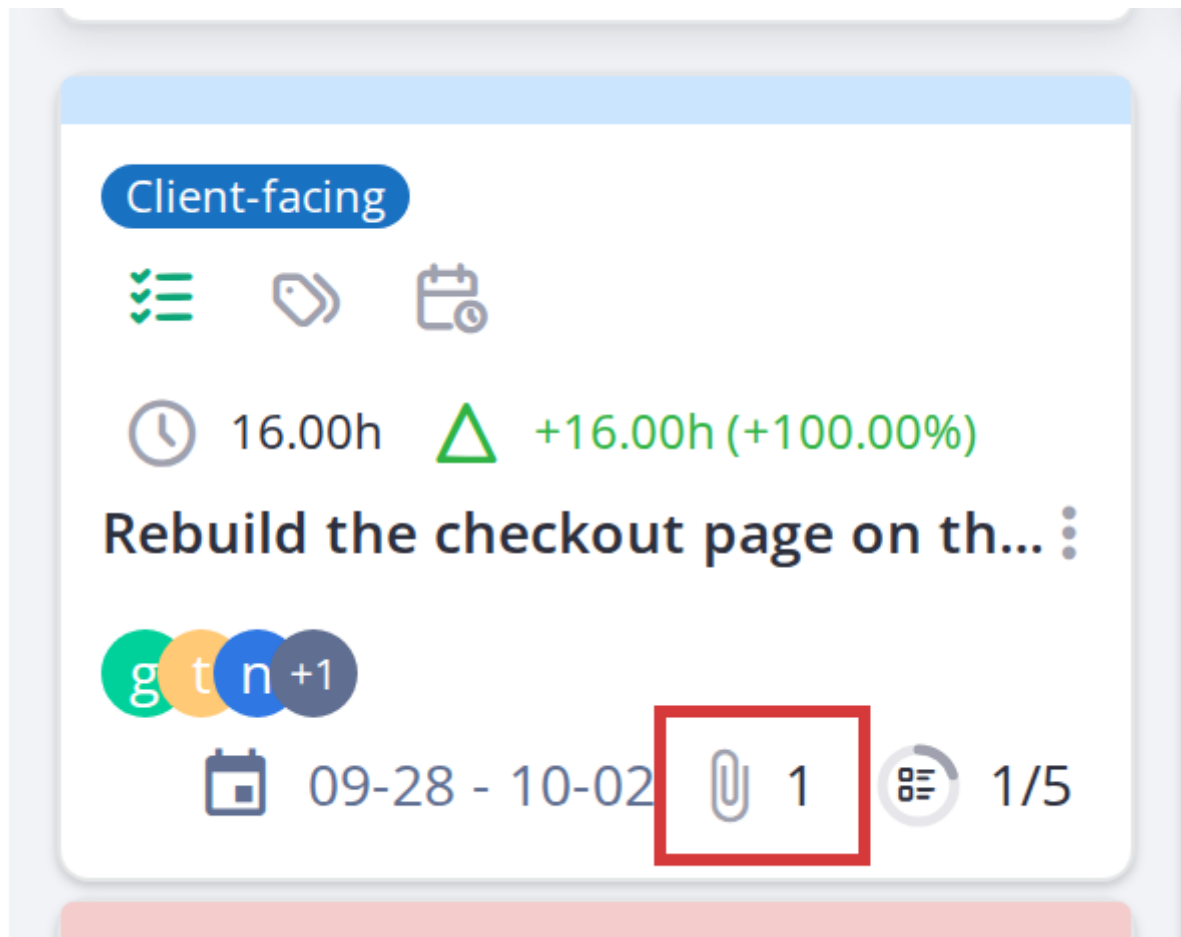
A coloured bar shows how much of the task is complete (percent done, 0–100%). When a task is 100% complete, the bar turns green and the percentage is hidden. Percent done is either typed in the task, or calculated automatically from the task's solved or closed tickets and its done checklist items, when **Calculate task progress from tickets and checklist** is on (see [4.1.2 Configuration](#)).



5.3.3.6 Attachments icon

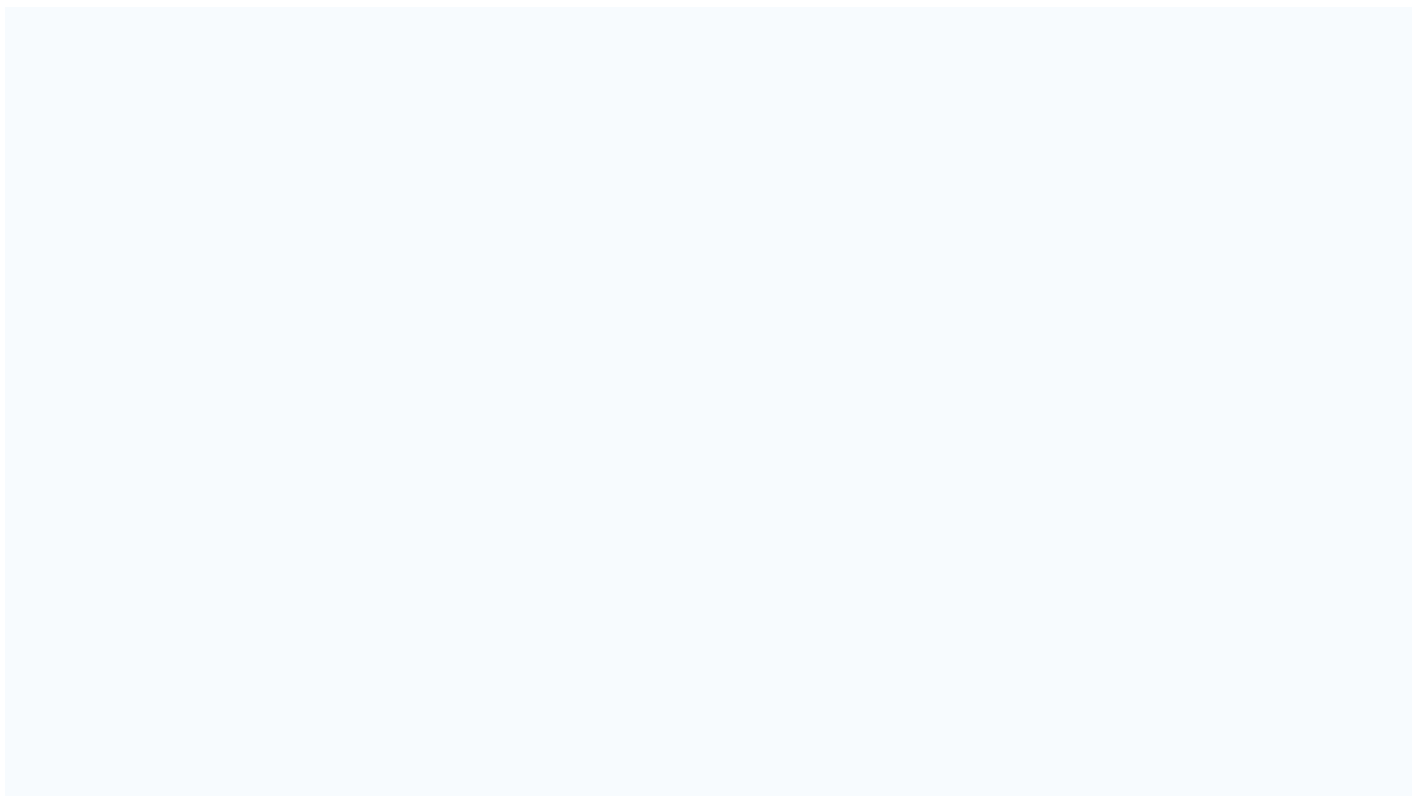
A paperclip icon shows how many files are attached to the card. Click it (if the modal is open) to jump to the attachments section.

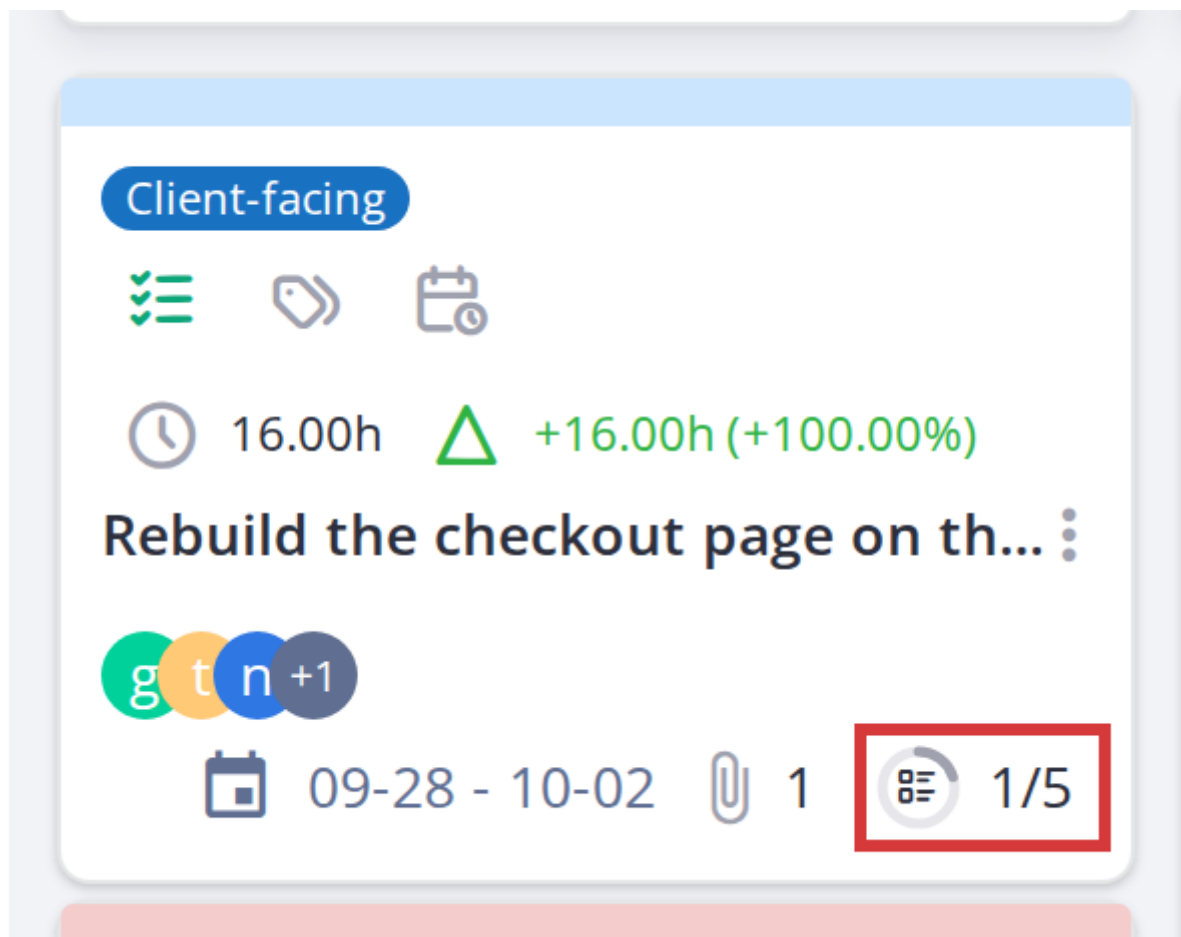




5.3.3.7 Checklist icon

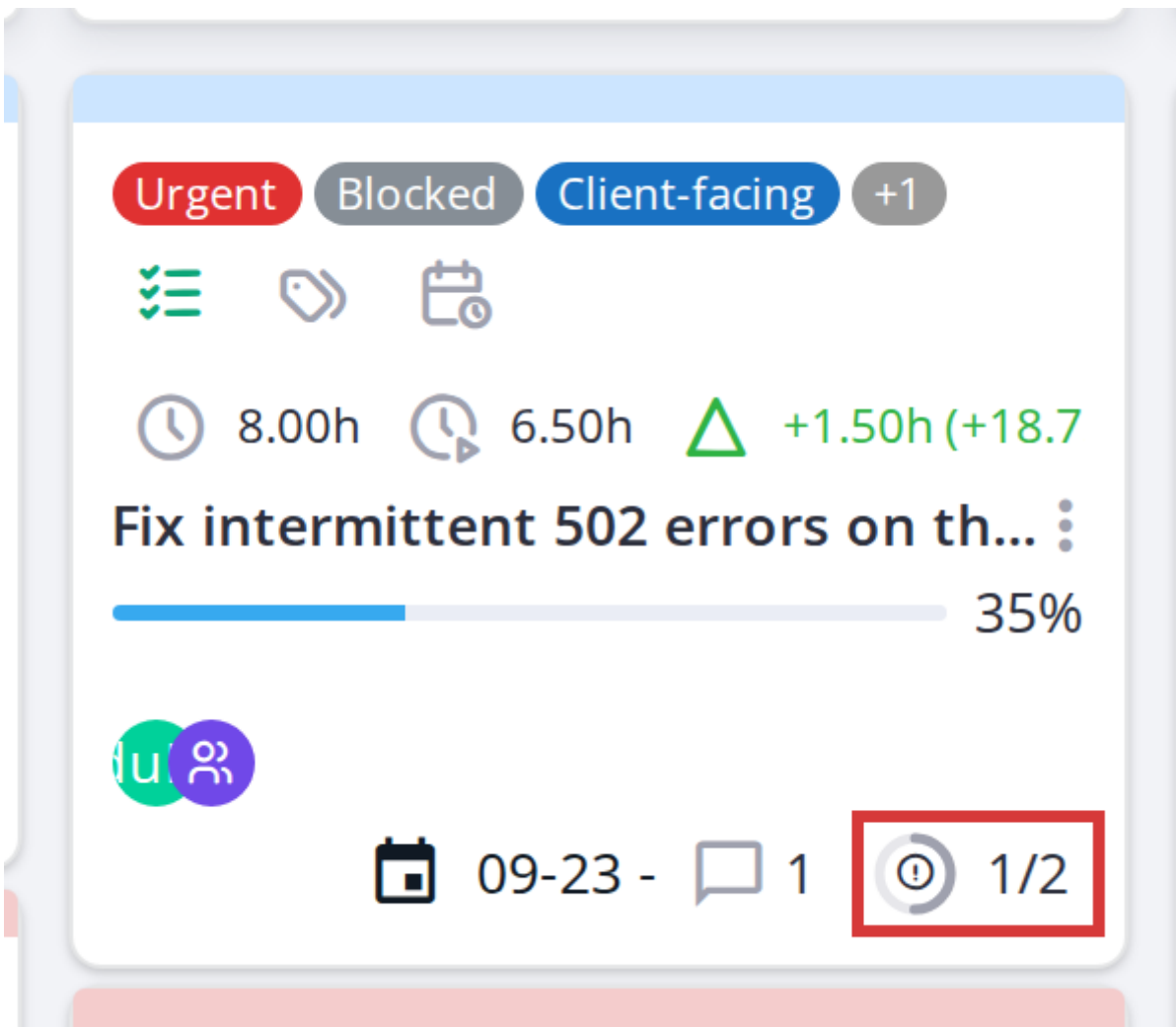
A checkmark icon indicates the card has a checklist. Click it (if the modal is open) to show/hide the checklist panel.





5.3.3.8 Linked tickets ring

A task card with tickets linked to it shows a ring with a ticket icon and a count such as *1/3*: tickets solved or closed, out of all the tickets linked to the task. The ring fills as tickets are solved and turns green when all are. Until then it takes the worst Time to resolve colour of its tickets, so a late ticket shows on the task too. Hover it for the details; the tickets themselves are listed in the task's card window (see *Tickets linked to a task*).



5.3.4 Time on a task: hours, real dates and late tasks

Each task card compares the time planned for the task with the time actually spent on it, and the board records when work on the task really started and ended. Both are kept up to date from the board itself, so the team does not have to fill them in.

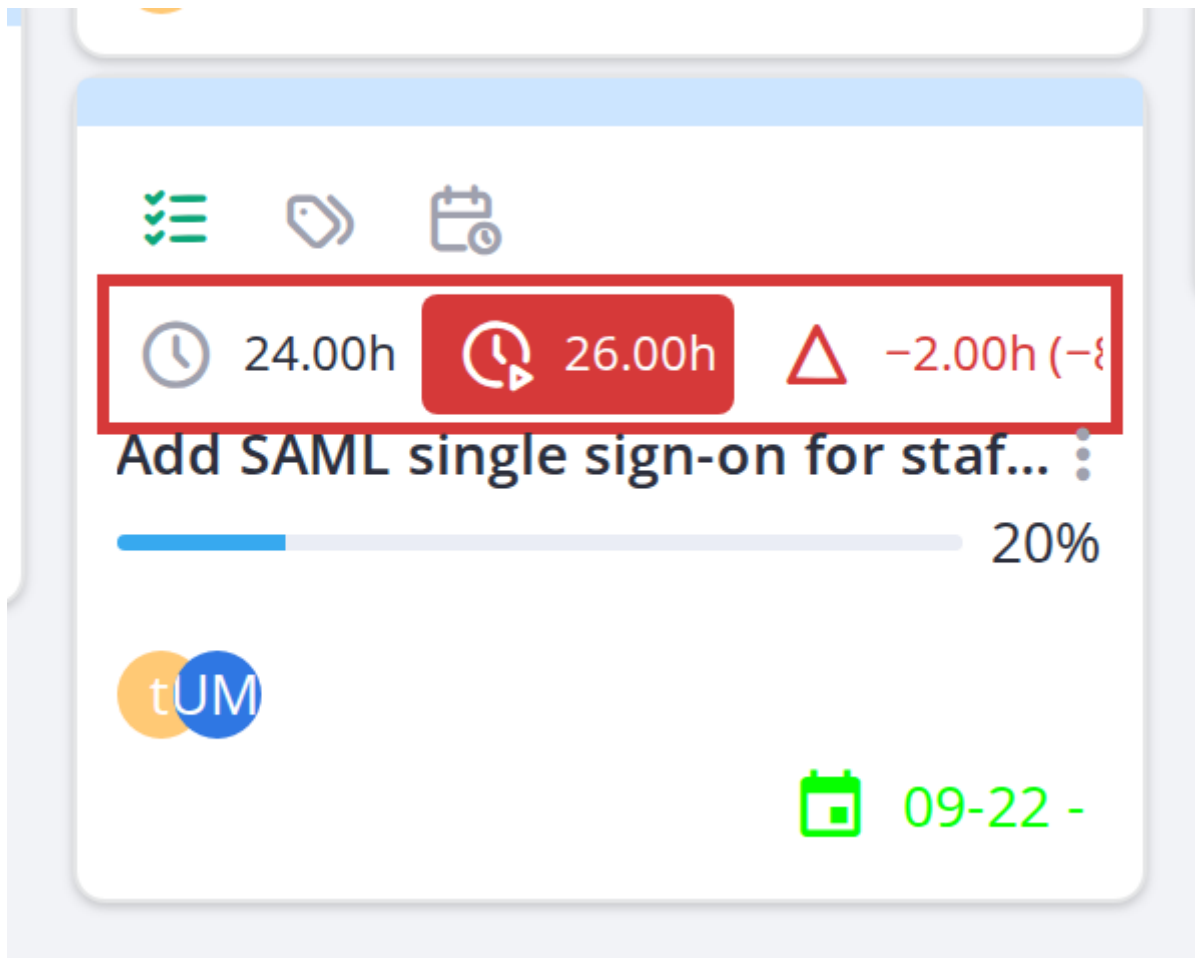
5.3.4.1 Read the hours on a card

A task card with a planned duration shows three figures in its time row:

- **Planned** (clock) — the task's **Planned duration**.

- **Spent** (clock with a play sign, or a stop sign once the task is finished) — the task's **Effective duration** plus the time logged on the tickets linked to it. Hover it to see the breakdown. Once it goes over the planned duration it turns into a red badge, so an over-budget task stands out on the board.
- **Left or over** (delta) — planned minus spent, as a percentage of the plan. Green is time left; red, with a minus sign, is time over the plan.

A task with no planned duration shows only the hours spent.



A task over its plan: 24 h planned, 26 h spent, 8 % over

5.3.4.2 Hours and real dates in the card window

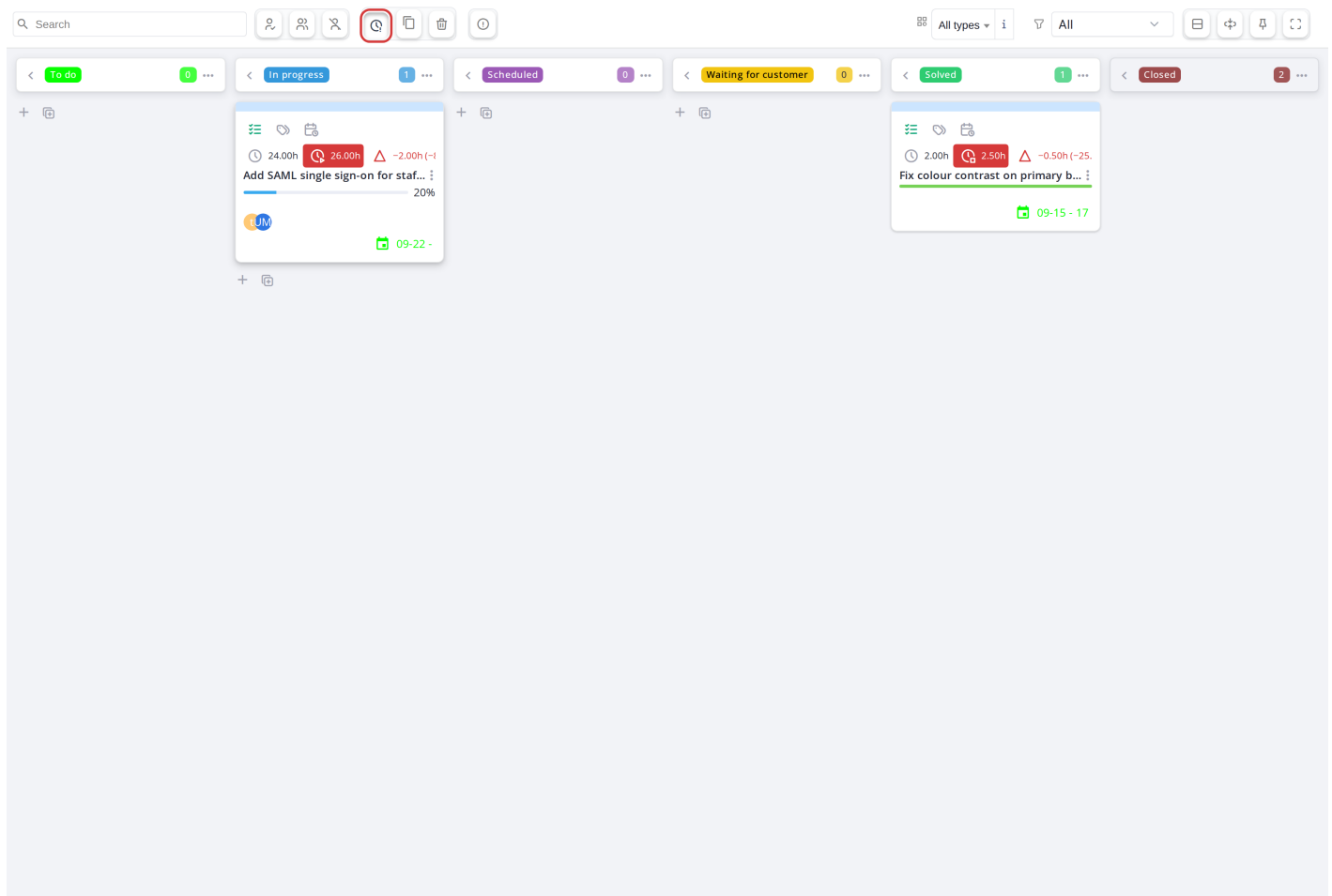
The card window repeats the planned and spent hours next to the task number, with the time left or over in hours and percent, and shows the time fields in its side panel:

- Leaving the first column (or the **No status** column) sets the **Real start date**, if it is still empty.
- Reaching a column whose project state is flagged **Finished** sets the **Real end date** (and the start date, if the task skipped straight there).
- Moving a task back out of a finished column clears its end date and keeps its start date.

A user with the **Edit real dates** right can correct either date by hand in the card window; for everyone else the two fields are read-only.

5.3.4.4 Show only late tasks

Click the **Late** icon (a clock with an exclamation mark) in the toolbar to keep only the tasks whose time spent is over their planned duration. Click it again to show every card.



With Late on, only the two tasks over their planned hours remain

5.3.5 Checklists on task cards

Project task cards can have a checklist — a list of subtasks that you can check off as you complete them. Checklists are task-specific: ticket cards do not have one.

5.3.5.1 Show/hide the checklist

Open a task card. If it has a checklist, a checkmark icon appears in the action bar at the top. Click it to toggle the checklist panel visible/hidden. The checklist appears below the description in the modal.

 Checklist

☐

 Port the cart summary component

☒

~~Port the delivery address step~~

☐

 Port the payment step

☐

 Check the mobile breakpoints

☐

 Accessibility pass on the form labels

Add an item

5.3.5.2 Check off a checklist item

In the checklist panel, click the checkbox next to an item to mark it complete. Completed items get a strikethrough and are slightly grayed out.

 Checklist

☒

~~Port the cart summary component~~ 

☒

~~Port the delivery address step~~

☐

 Port the payment step

☐

 Check the mobile breakpoints

☐

 Accessibility pass on the form labels

Add an item

5.3.5.3 Add a checklist item

At the bottom of the checklist, type a new item name in the **Add an item** text box and click **Add**, or press Enter. The new item appears in the list, unchecked.

 Checklist

☐

Port the cart summary component

☒

Port the delivery address step

☐

Port the payment step

☐

Check the mobile breakpoints

☐

Accessibility pass on the form labels

☐

Confirm the rollback plan with support

X

Add an item

Add

5.3.5.4 Edit a checklist item

Hover over a checklist item and click its text to edit it in place, then press Enter to save the change.

5.3.5.5 Delete a checklist item

Hover over a checklist item and an X icon appears on the right. Click it to remove the item from the checklist.

“ **Note:** Checklist permissions follow the card edit permissions — if you can edit the task, you can edit its checklist.

“ **Note:** A checklist progress ring appears on the card front (in the footer) showing the percentage of items checked. The ring fills as you complete items.

5.3.6 Tickets linked to a task

A task can have tickets linked to it, for example the incidents a fix is meant to solve. The task's card window lists them and lets you link or unlink tickets without leaving the board. Time logged on these tickets counts in the task's hours spent.

5.3.6.1 See the tickets of a task

Open a task card. The **Tickets** section, under the checklist, lists each linked ticket with a ring showing its status, its number and title (a link to the ticket), its technician and the time logged on it. The ticket button in the window's button bar shows how many of the linked tickets are solved (here 1/2) and shows or hides the section.



#1 WEB-REVAMP - #3

8.00h

6.50h

+1.50h (+18.75%)

Urgent

Blocked

Client-facing

Regression

1

1/2

4

Cancel

Save

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari

D 1.50h

#14 Add a dark mode toggle to the settings page

D 2.00h

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

User

duM demo user Manual

Group

Manual demo team

Planned start date

Planned end date

09/21/2026

09/24/2026

Planned duration

Type

08h00

Support

Real start date

Real end date

09/23/2026

Effective duration (h)

Tickets duration (h)

3.00

3.50

Files

Drop files here or [select files](#)

5.3.6.2 Link or unlink a ticket

To link tickets, click **Link tickets** at the bottom of the section. It opens the same **Link tickets** window as the toolbar button (see [5.1.7.11 Link tickets to a project](#)), with the same search, **Select all shown** and **Clear**, but showing only this task's board tickets. To unlink one, click the broken-link icon at the end of its row: the ticket is removed from the task only and stays linked to the project, so its own card stays on the board. Both need the **Link tickets to a task** right; without it the section is read-only.

ⓘ Tickets

○ #2 Product images fail to load on mobile Safari

D 1.50h

○ #14 Add a dark mode toggle to the settings page

D 2.00h

Link tickets

Link tickets ×

Search

Search by title or ID

Category

Selected none

Select all shown · Clear

☐ #15 Allow exporting the order history to CSV Feature request

☐ #1 Checkout page returns 502 during peak hours Bug report

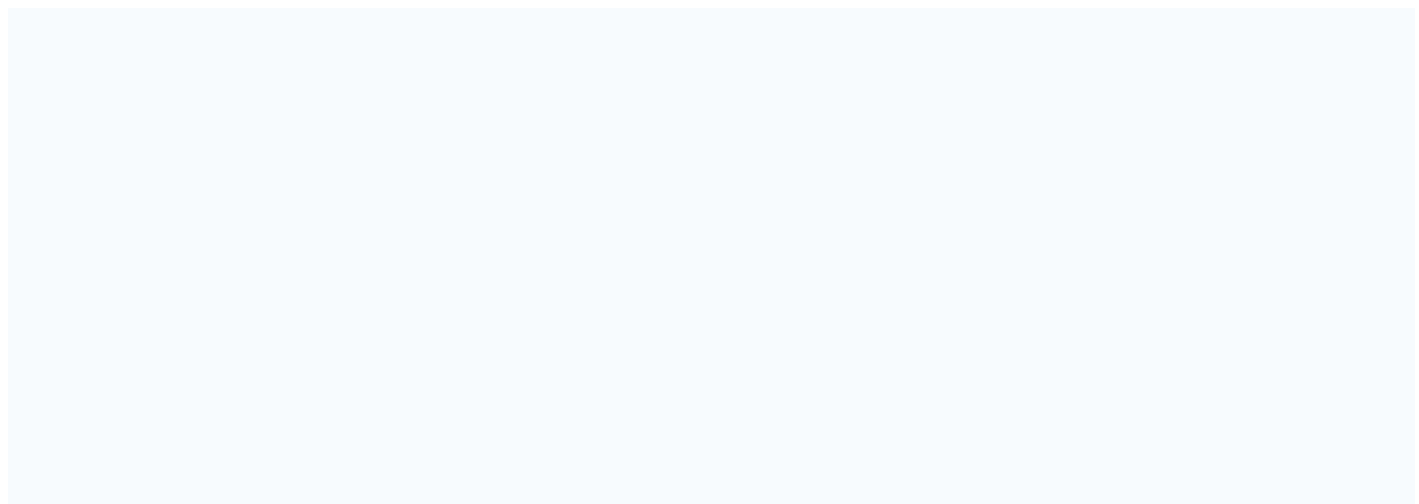
Add

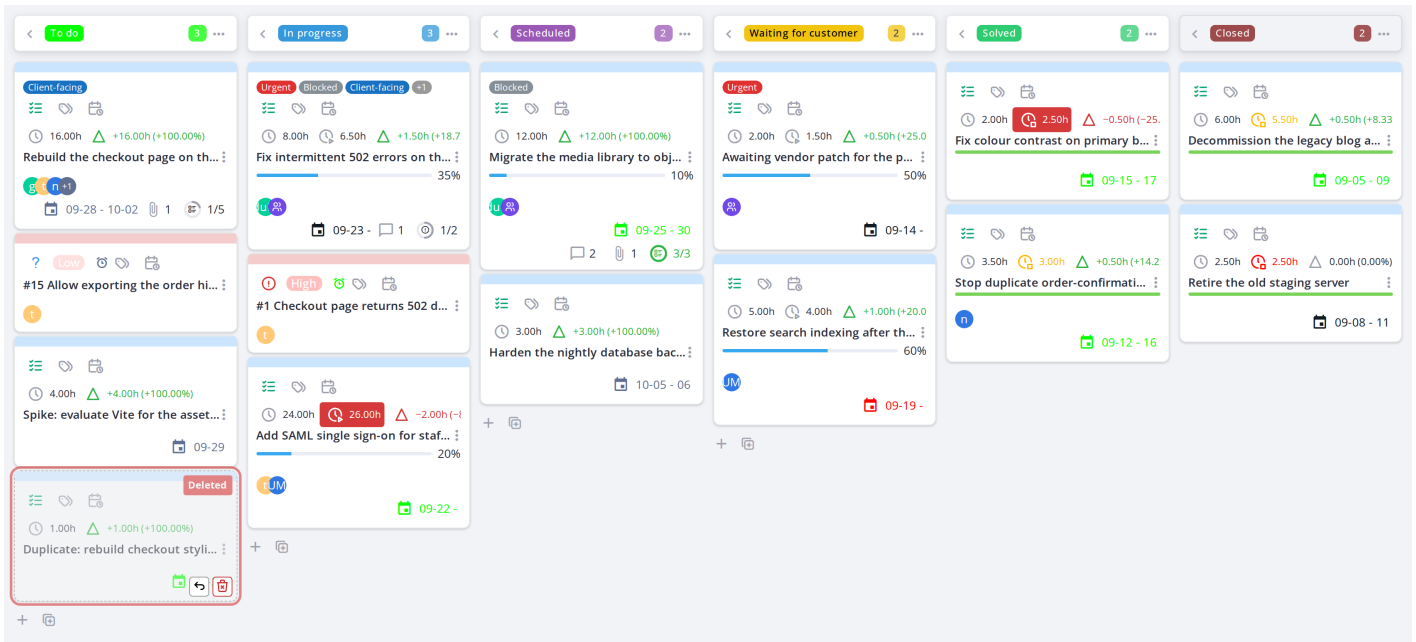
5.3.7 Deleted task cards

When a task is deleted, its card remains on the board (grayed out) until it is purged. You can restore or purge deleted tasks.

5.3.7.1 Show deleted tasks

By default, deleted task cards are hidden. Click the trash icon in the toolbar to show them. Deleted cards appear faded with a "Deleted" label. They are not counted in the column totals, and no filter or search matches them. A deleted card can only be restored or purged, not edited or moved.





5.3.7.2 Restore a deleted task

Open a deleted task card and click **Restore** in the action bar. The task is restored and becomes fully editable again. You must have the **Restore a card** right.

#1 WEB-REVAMP - #37 1.00h +1.00h (+100.00%) Deleted

RestorePurge

Cancel

Name *

Duplicate: rebuild checkout styling

Description *

Raised twice; superseded by the checkout rebuild task.

Checklist

No items yet.

Add an item

Tickets

No items yet.

Followups

UM Add a comment...

Percent done 0%

User

Group

Planned start date

09/27/2026

Planned end date

09/27/2026

Planned duration

01h00

Type

Development

Real start date

Real end date

Effective duration (h)

0.00

Tickets duration (h)

0.00

Files

Drop files here or [select files](#)

5.3.7.3 Permanently delete (purge) a task

Open a deleted task card and click **Purge** in the action bar. The task is permanently deleted and cannot be restored. You must have the **Permanently delete a card** right.

“ **Note:** Restoring and purging require their own rights (**Restore a card** and **Permanently delete a card**). Without them, deleted cards cannot be acted on.

“ Generated for **Agile Project Management 2.2.0-beta.2** on GLPI 11.0 — 2026-09-27.

5.4 Ticket cards



Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.1 The board](#), [5.2 Working with cards](#), [5.3 Project task cards](#), [5.5 Labels](#), [6. Troubleshooting](#).

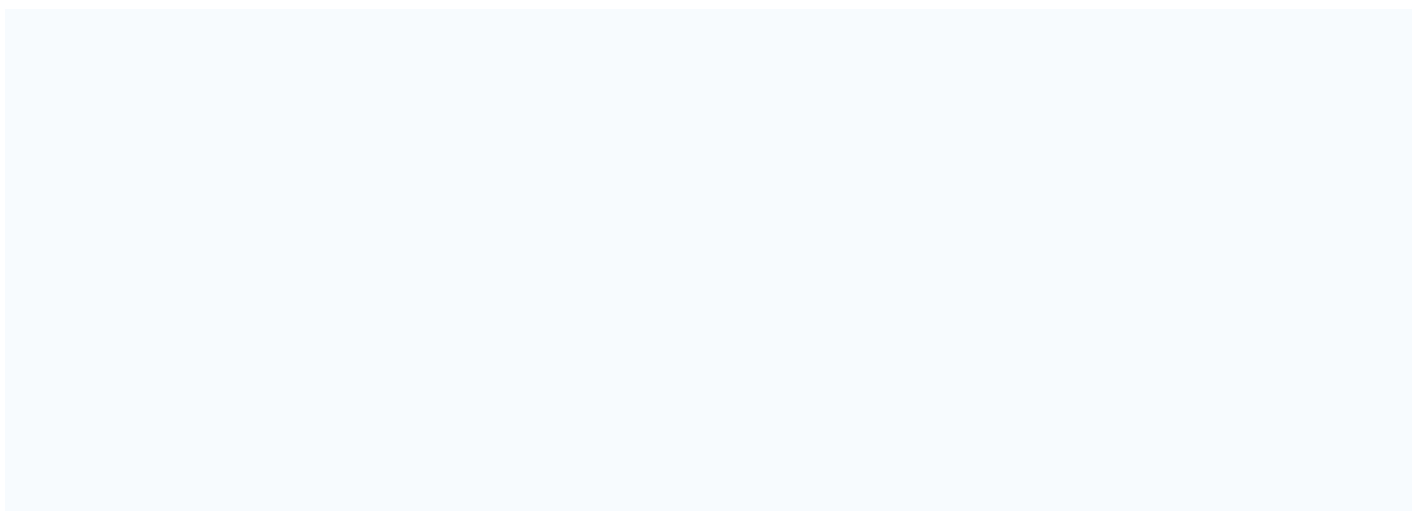
5.4.1 Reading a ticket card

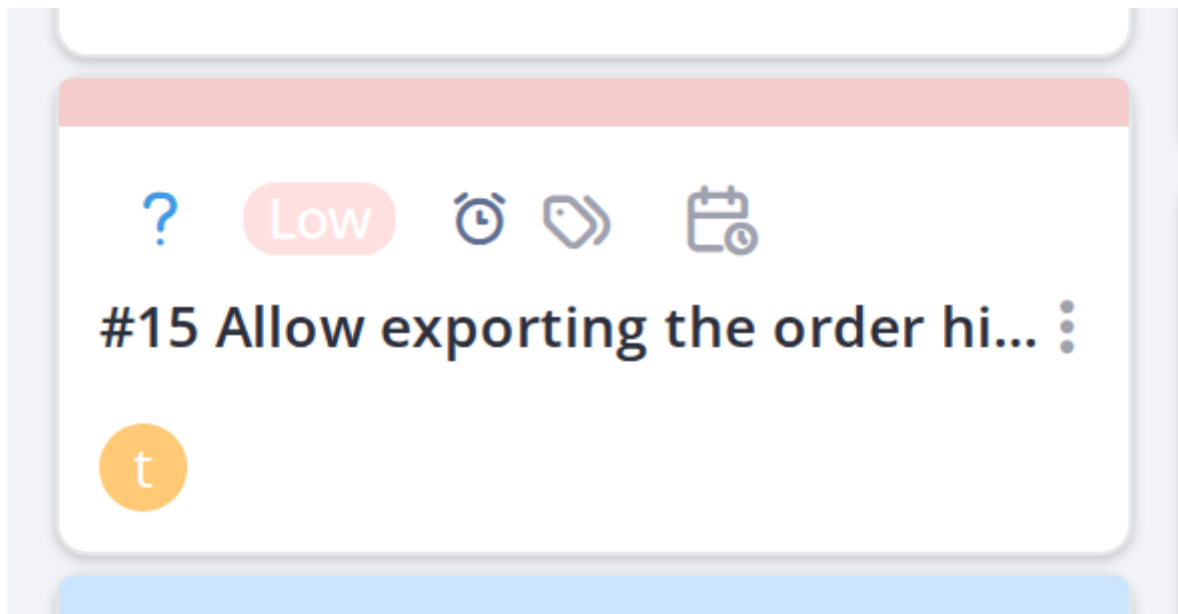
5.4.1.1 Ticket card layout

A ticket card has the ticket's own colour and shows, besides what a task card shows:

- The ticket number before the title (for example #15).
- The ticket type icon: a red exclamation circle for an Incident, a blue question mark for a Request.
- The priority, as a coloured badge.

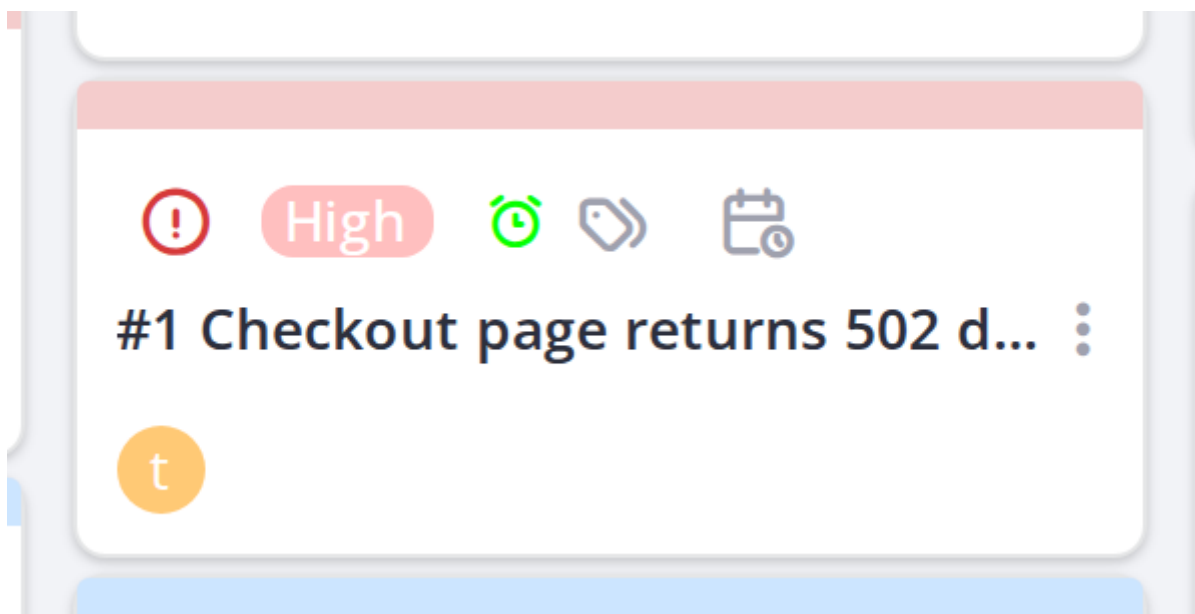
A ticket linked to one of the project's tasks rather than to the project is shown differently; see *Ticket linked to task indicator* below.





5.4.1.2 Priority badge

Ticket cards show a colored priority badge (low, medium, high, very high). The color intensity increases with priority. Task cards do not show priority.



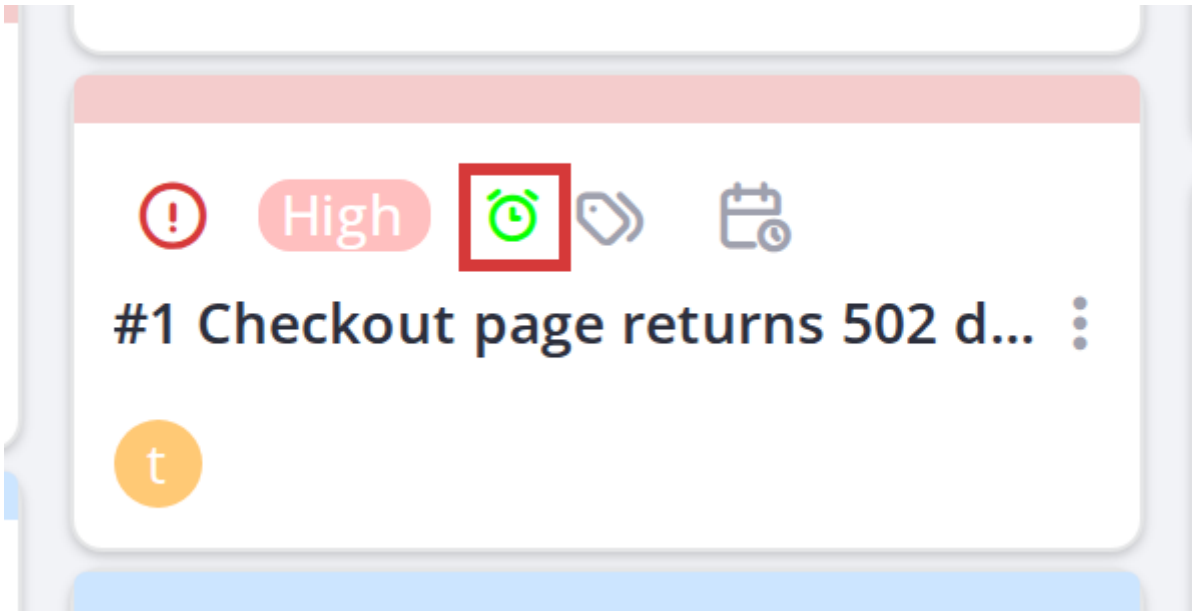
5.4.1.3 Time to resolve alarm

A ticket with a **Time to resolve** shows an alarm icon next to its priority, on full and compact cards alike. Hover it for the date. Its colour follows GLPI's own Time to resolve colours and thresholds, the same as a task card's date:



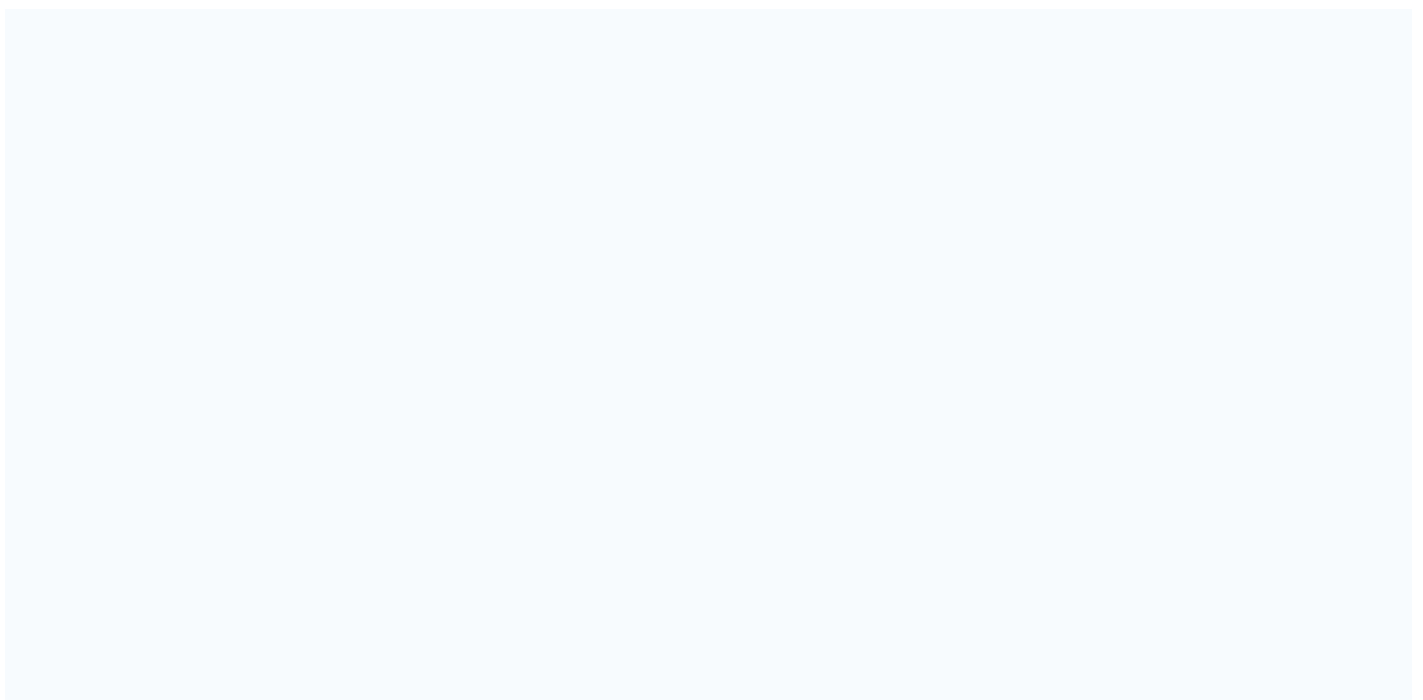
- **Green:** on time; or solved before its Time to resolve.
- **Amber:** the Time to resolve is approaching.
- **Red:** the Time to resolve is close (critical).
- **Black:** overdue; past its Time to resolve, or solved after it.

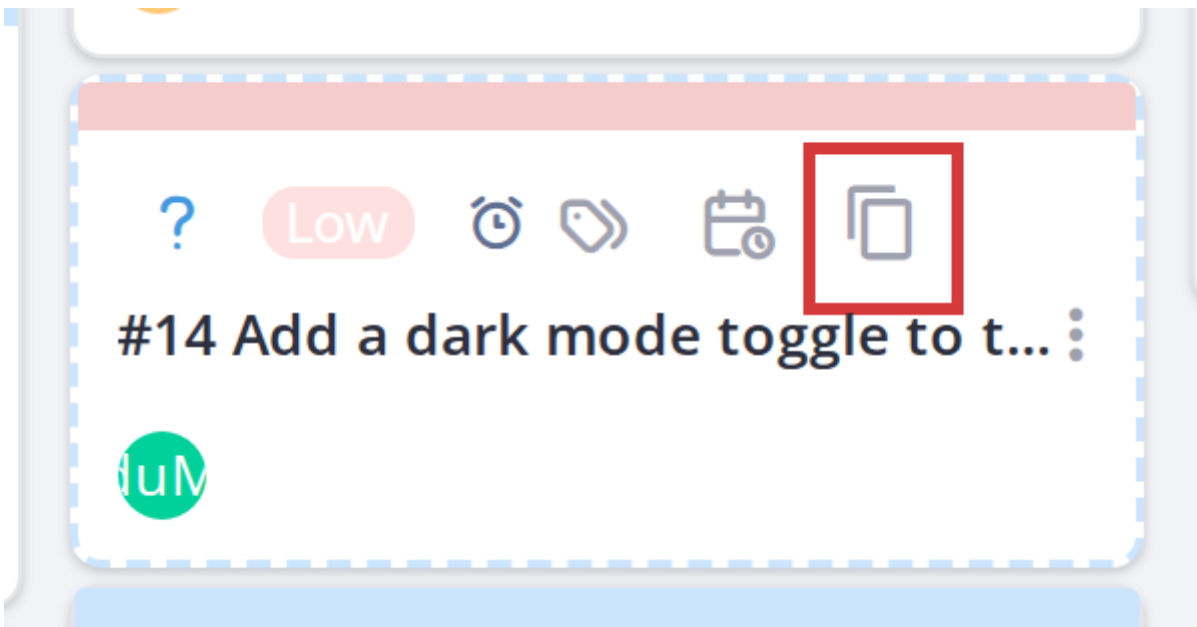
A ticket without a Time to resolve shows no alarm.



5.4.1.4 Ticket linked to task indicator

A ticket linked to a task of the project, rather than to the project itself, has no card of its own until **Show tickets linked to a task** is switched on in the toolbar. Its card then has a dashed border in the task colour, and a small icon next to its date; hover the icon to see which task it belongs to.





5.4.2 The ticket card window

5.4.2.1 Viewing a ticket card

Opening a ticket card shows its name, type, category, requester, watchers, assigned users and groups, and description, all read-only: these are changed in the ticket itself (the **Open full form** button opens it). From the board you can add a followup, private if you have the right, and assign labels. Files are attached in the ticket form. On the board a ticket card can only be moved to the **Pending** column (see *Moving a card between columns*); its other status changes come from the ticket.

Ticket #15

Followups

UM

Add a comment...

Name

#15 Allow exporting the order history to CSV

Type

Request

Category

Feature request

Requester

normal

Watcher

Assigned to

tech

Description *

Finance would like to pull their own order history rather than requesting it each month.

5.4.2.2 Add a private comment

On a ticket card, tick the lock box next to the comment field before sending to make the followup private. It is then shown only to users with GLPI's **See private ones** right for followups. The box appears only for users who have that right.

Ticket #15

Followups

UM

Add a comment...

Name

#1 Checkout page returns 502 during pea...

Type

Incident

Category

Bug report

Requester

normal

Watcher

Assigned to

tech

Description *

Customers get a gateway error when confirming an order around 18:00. Happens intermittently, roughly one order in ten.

5.4.2.3 Unlink a ticket from its task

When a ticket card is linked to a task, its window has an **Unlink** button. It removes the ticket from the task only: the ticket stays linked to the project, so its card stays on the board, and the ticket itself is untouched. It needs the **Delete a card** and **Link tickets to a task** rights and the right to update the project. The same can be done from the task's own window (see *Tickets linked to a task*).

“ **Note:** To edit a ticket's actual details (type, category, etc.), open its full form in GLPI. The detail modal has a button to open the full form in a new tab.



5.5 Labels



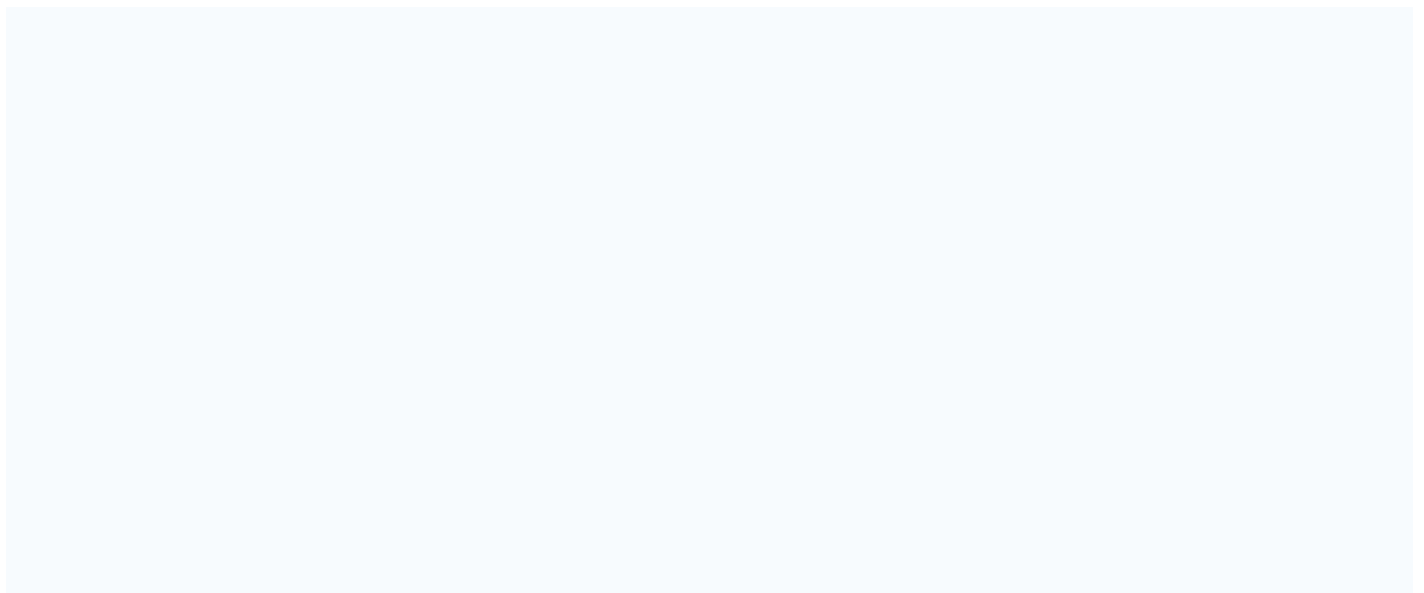
Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.1 The board](#), [5.2 Working with cards](#), [5.3 Project task cards](#), [5.4 Ticket cards](#), [6. Troubleshooting](#).

5.5.1 Labels on task and ticket cards

Labels let you tag cards with custom metadata — e.g., "urgent", "in review", "customer feedback". They appear as colored chips on both the card front and in the detail modal.

5.5.1.1 View labels on a card

Open a card. If it has labels, they appear as colored chips in the modal. Each chip shows the label name; if there are many labels, extra ones collapse into a "+N" badge.



Client-facing



16.00h  +16.00h (+100.00%)

Rebuild the checkout page on th... ⋮

g t n +1



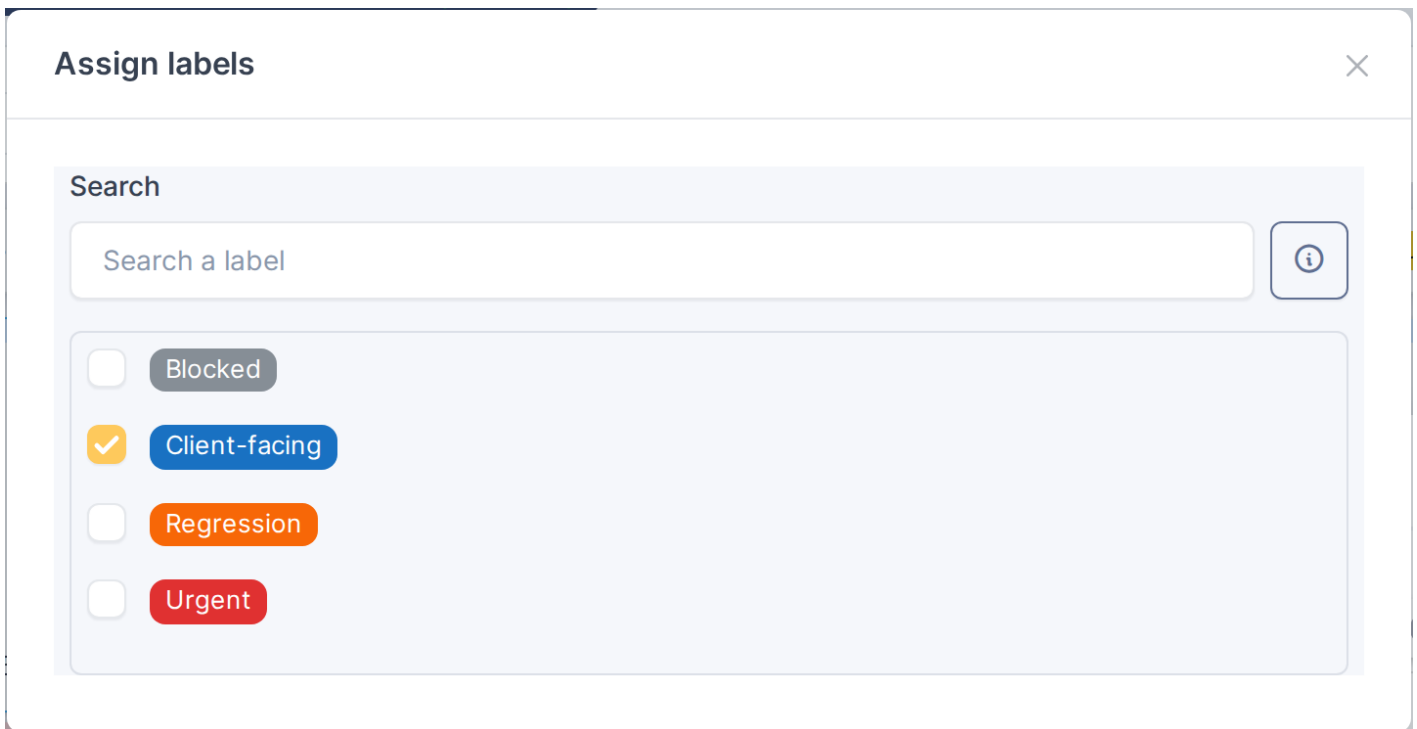
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5.5.1.3 Remove a label from a card

Open the card and click the tag icon to open the label assignment dialog. Uncheck the box next to a label to remove it. Click **Save**.

“ **Note:** Labels are project-wide (or global on the Kanban global view). They are not created per card — you can only assign existing labels. New labels are created in Setup by administrators.

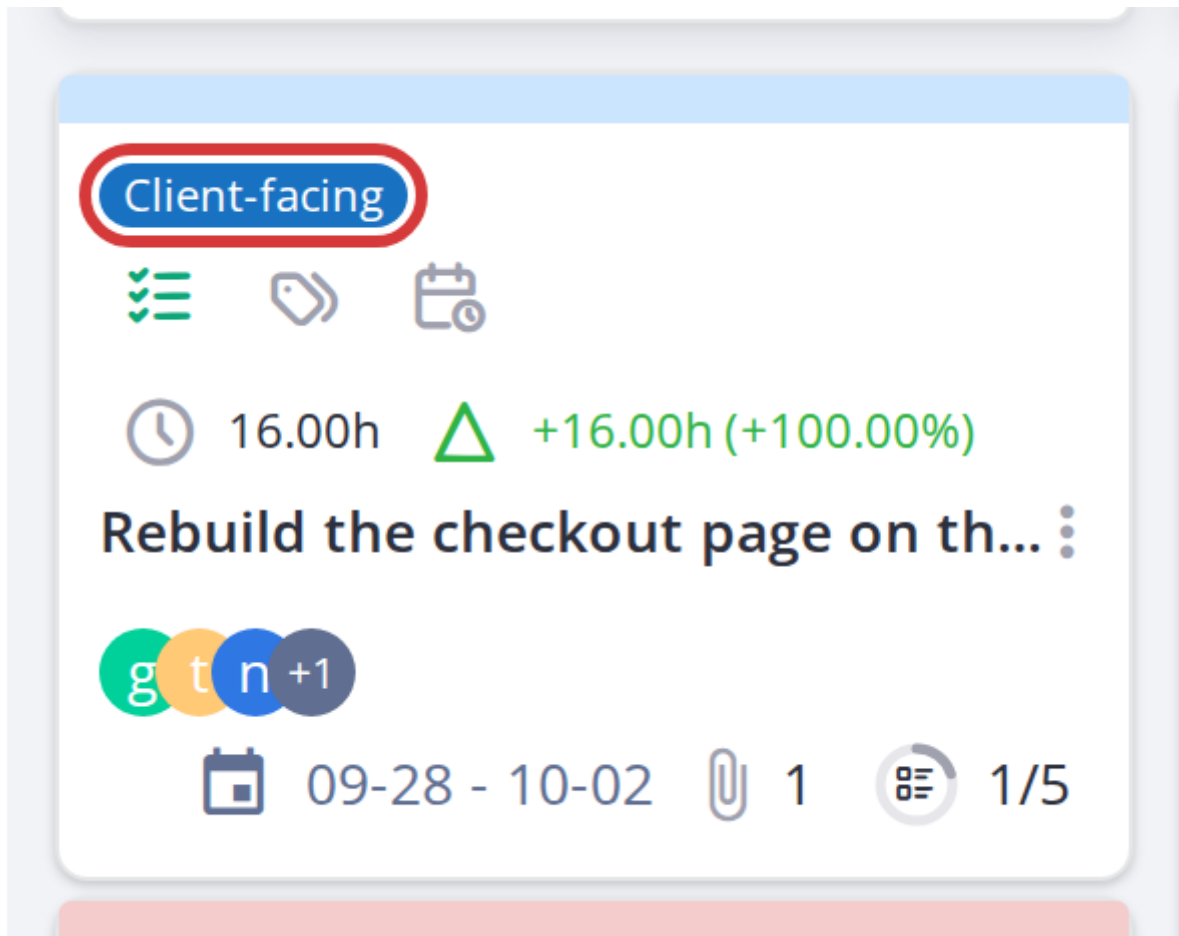
“ **Note:** Only users with the **Assign labels** right can modify a card's labels. The tag icon is hidden for users without this right.

5.5.2 Label colors and appearance

5.5.2.1 Label color



Each label has a background color set by the administrator. The label name is written in black or white, whichever reads better on that colour. On the card front, labels are shown as chips; in the modal, they appear in two places: a row at the top of the action bar (capped at a few visible chips, with extras in a "+N" badge), and again in the full-width list in the label assignment dialog.



5.5.2.2 Labels in the dialogs

The **Assign labels** window and the global board's **Filter by label** window list each label as a chip in its own colour, the same chip as on the cards, so a label is recognised the same way everywhere.

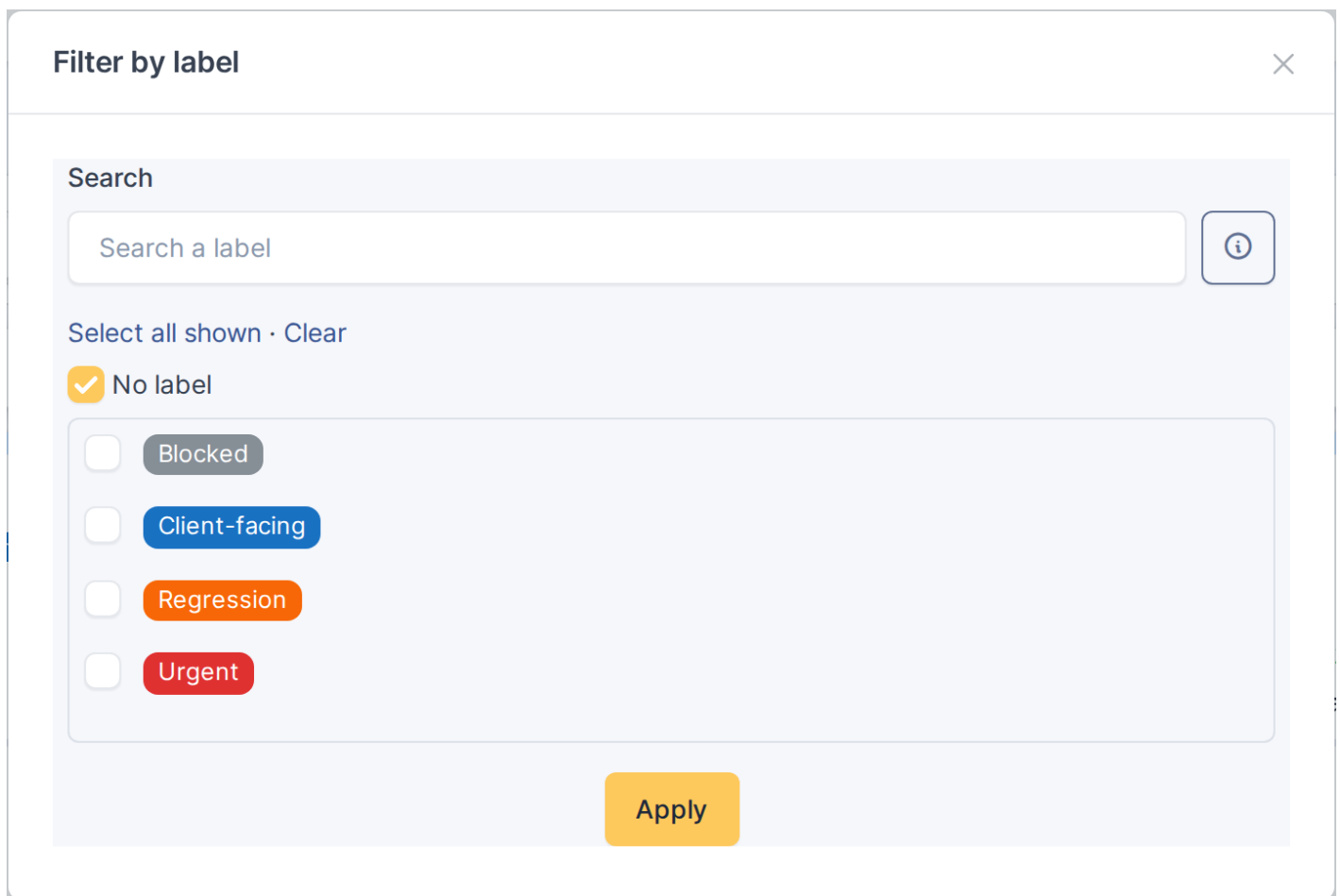
“ **Note:** Label colors are chosen by administrators when creating a label in Setup. Colors are consistent across the board and all views.

5.5.3 Filtering the board by labels

On the Global Kanban view (when viewing all projects at once), you can filter cards to show only those with specific labels.

5.5.3.1 Open the label filter

Click the tag icon in the toolbar above the board (only visible when viewing the Global Kanban and labels are configured). A dialog opens showing all available labels.



The screenshot shows a dialog box titled "Filter by label" with a close button (X) in the top right corner. Inside the dialog, there is a "Search" section with a text input field labeled "Search a label" and an information icon (i) to its right. Below the search section, there is a link "Select all shown · Clear". Underneath, there is a list of labels with checkboxes: "No label" (checked), "Blocked" (unchecked), "Client-facing" (unchecked), "Regression" (unchecked), and "Urgent" (unchecked). Each label is accompanied by a colored pill-shaped icon: grey for "Blocked", blue for "Client-facing", orange for "Regression", and red for "Urgent". At the bottom right of the dialog, there is a yellow "Apply" button.

5.5.3.2 Filter by one or more labels

Check the boxes next to the labels you want to see. The board immediately updates to show only cards with at least one of those labels. Click the filter icon again or a checkbox to change the filter.

5.5.3.3 Clear the label filter

Uncheck all labels to show all cards again, regardless of their labels.

“ **Note:** Label filtering is available only in the Global Kanban view. In single-project Kanban, labels are displayed but there is no separate filter UI for them.

“ **Note:** The label filter is saved per user, like other filters (project, user, group, card type). It is remembered across sessions.

“ Generated for **Agile Project Management 2.2.0-beta.2** on GLPI 11.0 — 2026-09-27.

6. Troubleshooting



Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.1 The board](#), [5.2 Working with cards](#), [5.3 Project task cards](#), [5.4 Ticket cards](#), [5.5 Labels](#).

A project doesn't appear on the Kanban board(s)

A project only has a board when it is a **Kanban Ticket** project, is not a template and is not in the trash. Check its type first on the project's **Agile Project Management** tab. On the global **Kanban** board, a project whose state is flagged **Finished** (Setup → Dropdowns → Project states) is also left out unless **Show finished projects** is switched on in the **Filter projects** window, and a project unticked in that window stays hidden until it is ticked again.

Card actions are missing or greyed out

Every card action (add, move, edit title, edit description, edit planned dates, delete, restore, permanently delete, assign a user, assign a label, edit the checklist, edit real dates, link tickets to a task, add a comment) is its own box under **Administration** → **Profiles** → a profile → **Agile Project Management**. None of them implies another, so a user missing one box loses exactly that

one action and keeps the rest. Check the box for the missing action rather than assuming the whole board is locked. Deleting a ticket card also needs the right to update the project. A field you can't edit is greyed out and locked, with a tooltip, and a card you can't move can't be dragged at all.

A ticket card can't be moved to a column

This is expected. A ticket card's column follows the ticket's own status, so the board only lets you drag it to **Pending**, which puts the ticket on hold; any other drop is refused with a message. Assign, solve or close the ticket in its own form (the **Open full form** button in its card window), and its card moves to the matching column by itself.

A ticket is missing from the board

Tickets linked to one of the project's tasks, rather than to the project itself, have no card of their own until **Show tickets linked to a task** is switched on in the toolbar; they are always counted on their task's card. A closed ticket may also be one of the older closed cards that the Closed column only counts (see **Closed cards shown** in the configuration).

Labels, the checklist, real dates or the Tickets section are read-only

Each of these has its own box on the profile's **Agile Project Management** tab: **Assign a label to a card**, **Edit a card checklist**, **Edit real dates** and **Link tickets to a task**. Updating the plugin ticks new boxes once on the profiles that can update projects; if an administrator unticked one since, it stays unticked. Tick the box for the part that is read-only.



Real start or end dates stay empty

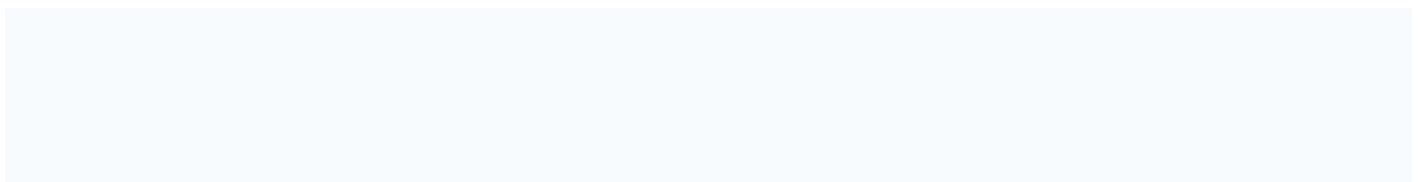
The board fills in the real dates only when a task is moved on the board. The **Real start date** is set when the task leaves the first column (or the No status column), and the **Real end date** when it reaches a column whose project state is flagged **Finished (Setup → Dropdowns → Project states)**. A task edited elsewhere in GLPI, or moved into a state that is not flagged Finished, keeps its dates as they were. Moving a task back out of a finished column clears its end date. A user with **Edit real dates** can set either date by hand in the card window.

Hours look wrong, or a task shows as Late

The hours spent on a task are its **Effective duration** plus the time logged on the tickets linked to it (**Tickets duration**, read-only in the card window); hover the hours on the card to see the breakdown. A task is late when that total is over its **Planned duration**; a task with no planned duration is never late. Check that the task's planned duration is set and that time logged on its tickets was meant for this task.

A task's progress doesn't change on its own

Automatic progress only runs when **Calculate task progress from tickets and checklist** is on for the task's project. Check the project's **Agile Project Management** tab first: it can keep the global setting or switch it on or off for that project only, and the global value is shown next to the field. A task with neither linked tickets nor a checklist always keeps the percent typed by hand. A ticket counts as done only once it is solved or closed, and a checklist item once it is ticked.



A task's date is red or black

The date's colour compares today with the task's planned end, using the same thresholds as a ticket's Time to resolve: amber when the end is approaching, red when it is close, black once it has passed, or when the task finished after it. Change the planned end date if the plan has moved; this needs the **Edit planned dates** right.

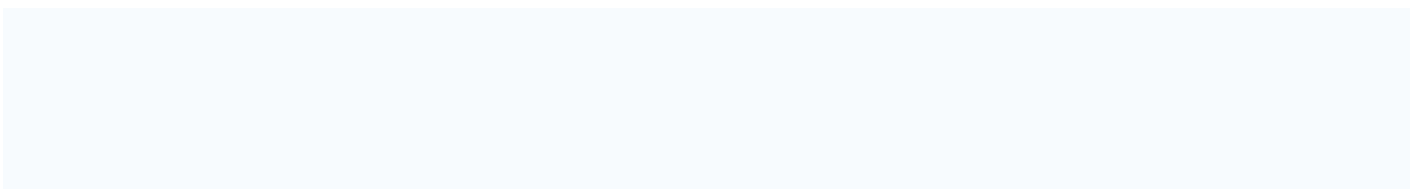
Private comments are missing for some users

Whether a user sees a ticket card's private comments depends on GLPI's own **See private ones** right for followups, on the profile's **Assistance** tab, not on anything in the plugin's tab. A user with every Agile Project Management right but without that GLPI right never sees private comments on the board either.

A notification event never fires

Check three things, in order. First, the notification is still **Active** under **Setup → Notifications → Notifications** (search on item type **Kanban**). Second, it has a recipient who should receive this event: on install, every event notifies only the project's **Manager**, so team members get nothing until a recipient such as *Project task team user* is added on the notification's **Recipients** tab. Third, the recipient has a valid e-mail address.

A project state doesn't show up as a board column



A column exists only for a project state chosen in one of the six fields of the **Kanban Ticket** block of the configuration (**Setup → General → Agile Project Management**). Adding a state under **Setup → Dropdowns → Project states** does not add a column by itself. Cards whose state is not chosen there are not lost: they appear in the **No status** column at the far left of the board until their state is mapped or changed.

Followups written by the board have the wrong request source

Comments posted on a ticket card, and the followup written when a ticket card is moved to the Pending column, use the **Request sources by default** option of the configuration. Left empty, GLPI's own default request source applies, which may not be the one expected. Set it under **Setup → General → Agile Project Management → General options**.

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