



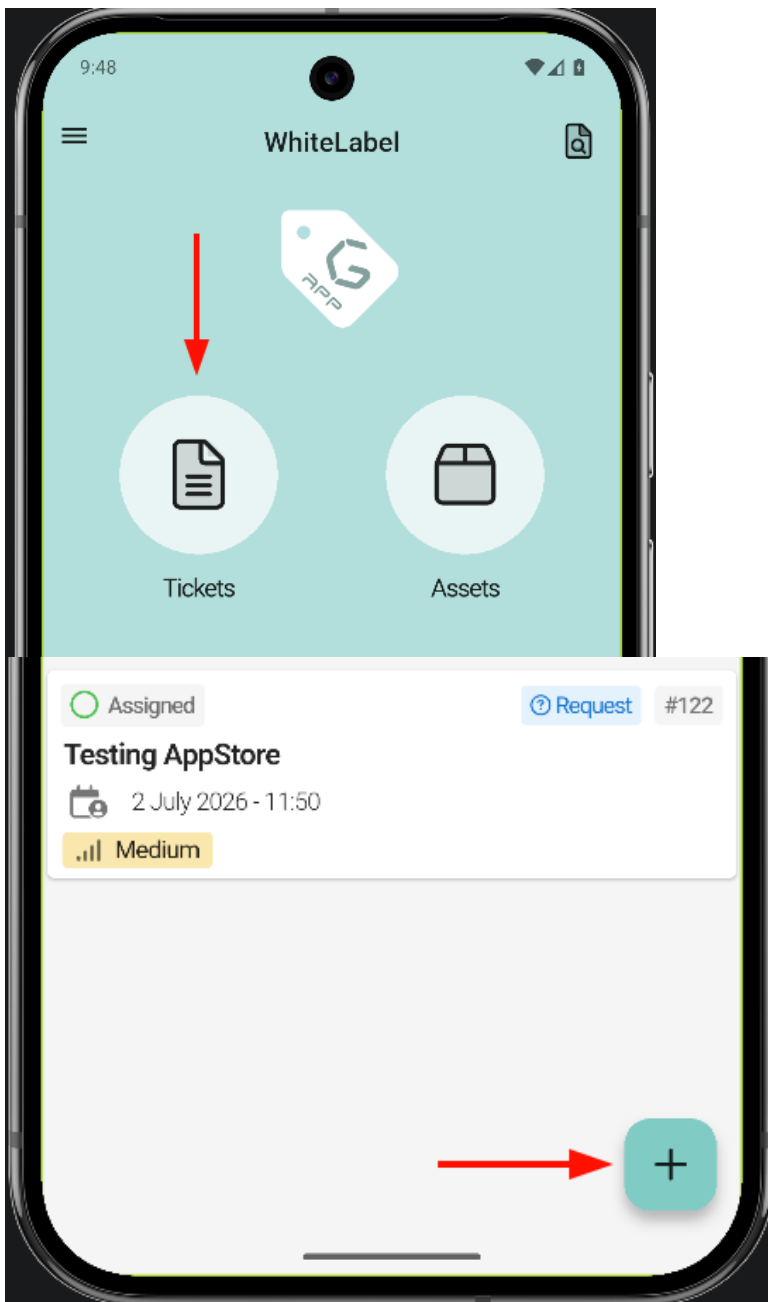
Tickets

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- [Create a Task](#)
- [Plan a task](#)
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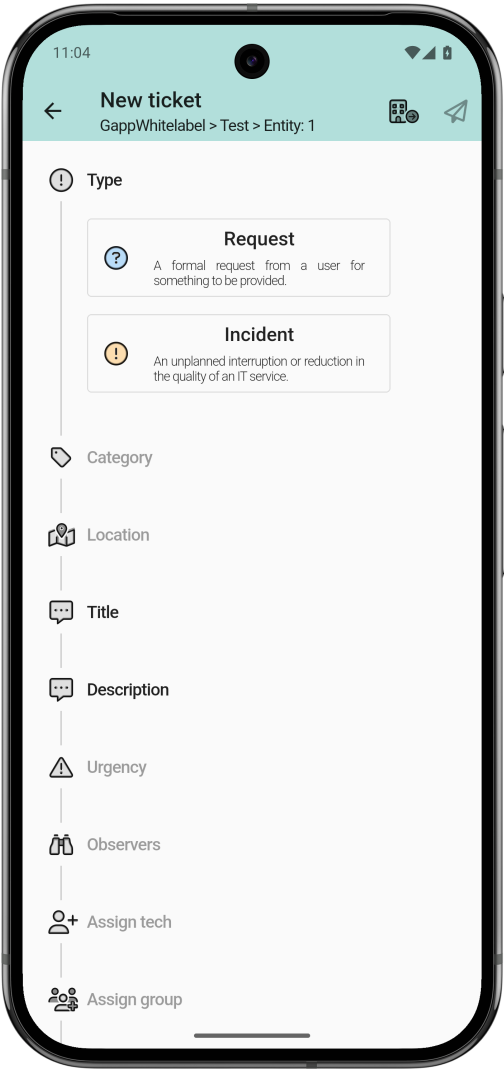
Create a Ticket

Go to ticket creation

First, go to the ticket section of the application. Once there, a floating action button appears in the bottom-right corner of the screen.



The ticket creation page opens. First, select the ticket type: **Request** or **Incident**. The numbered list below explains what each element on the screen does.



The plugin options Xtended in GLPI define which fields are optional and which are required.

- **Required:** bold.
- **Optional:** light grey.

The fields that can be marked as required are: category, location, urgency and observers

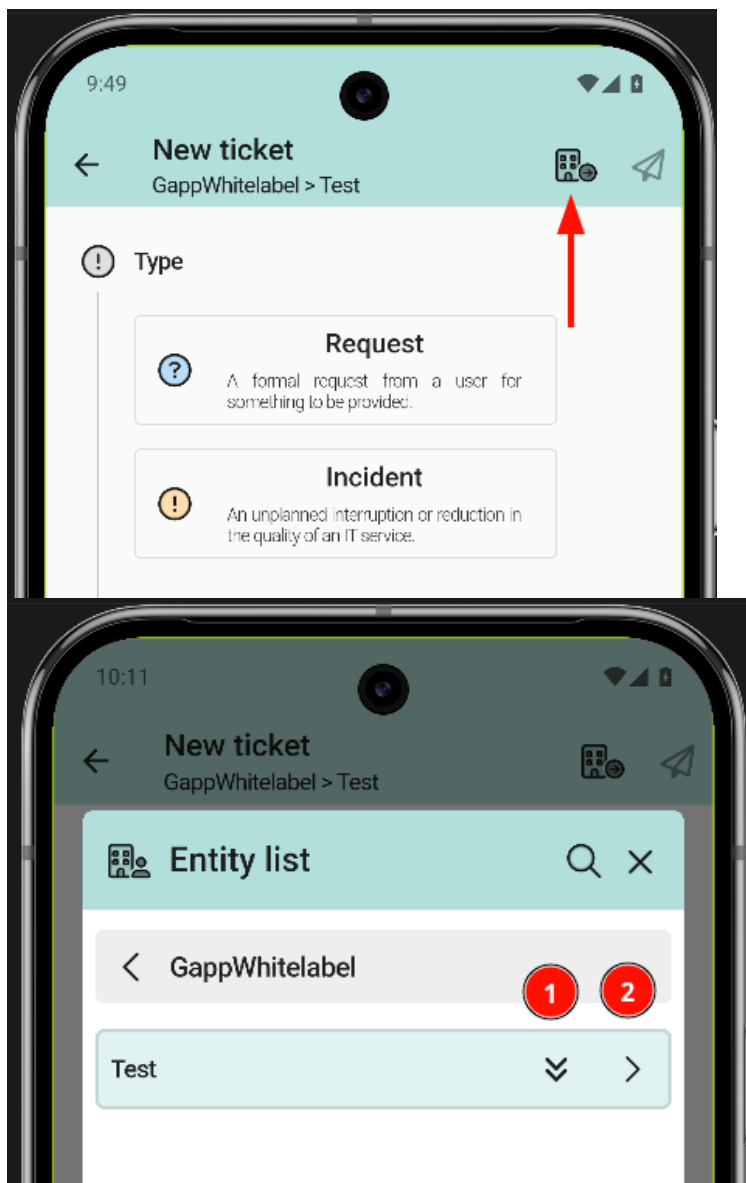
GLPI Extra Field	
Field	Mandatory field ☐
Category	
+ Add	
Actions	
☐ Field	Mandatory field
☐ Urgency	Yes
☐ Field	Mandatory field
Actions	

Select the correct entity

To select the correct entity, tap the building icon in the top bar; a list opens with all the entities available for the profile.

An entity can contain sub-entities; tap the right arrow to move between them.

1. **Arrow pointing down:** select the entity.
2. **Arrow pointing right:** view sub-entities.



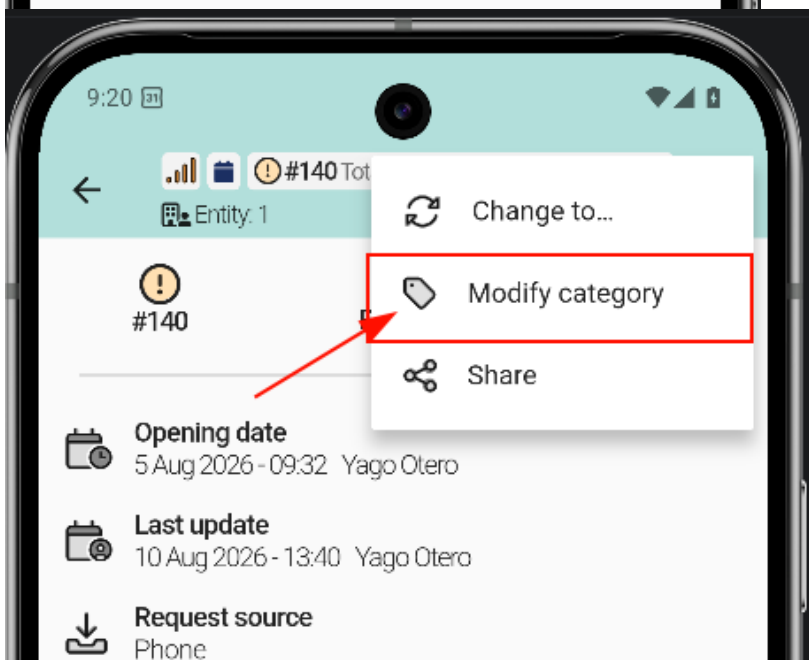
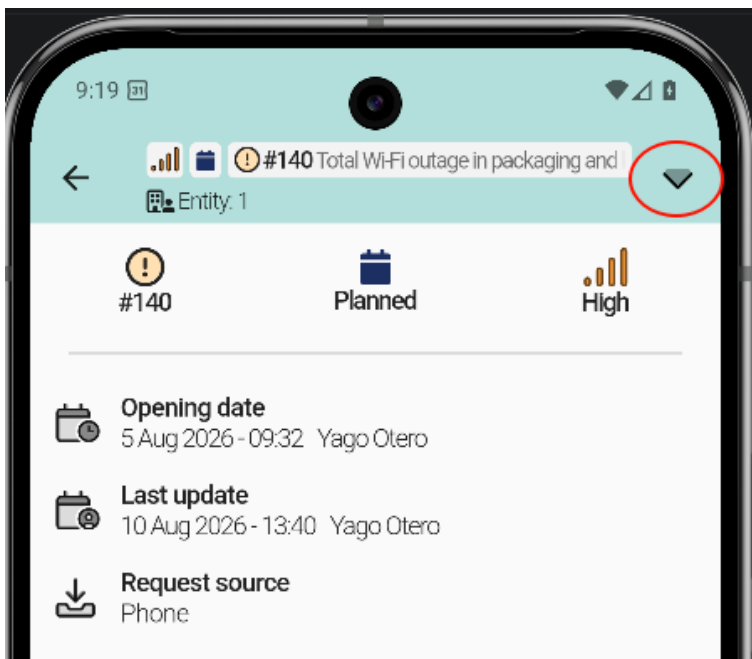
Change the ticket category

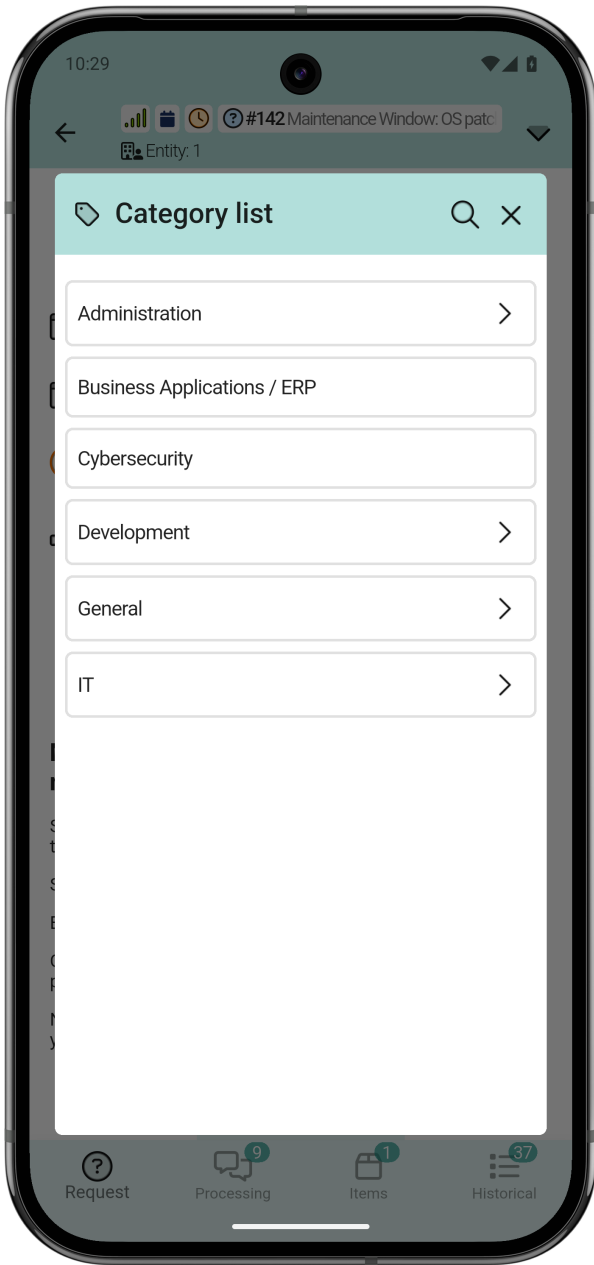
To change the category of a ticket, open the Request / Incident tab. An arrow in the top bar shows the category options.

1. Open the ticket.
2. Go to the Request / Incident tab.
3. Tap the arrow in the top bar.
4. Tap Modify category.

The list shows all the categories available for the profile or entity.

A category can contain subcategories.

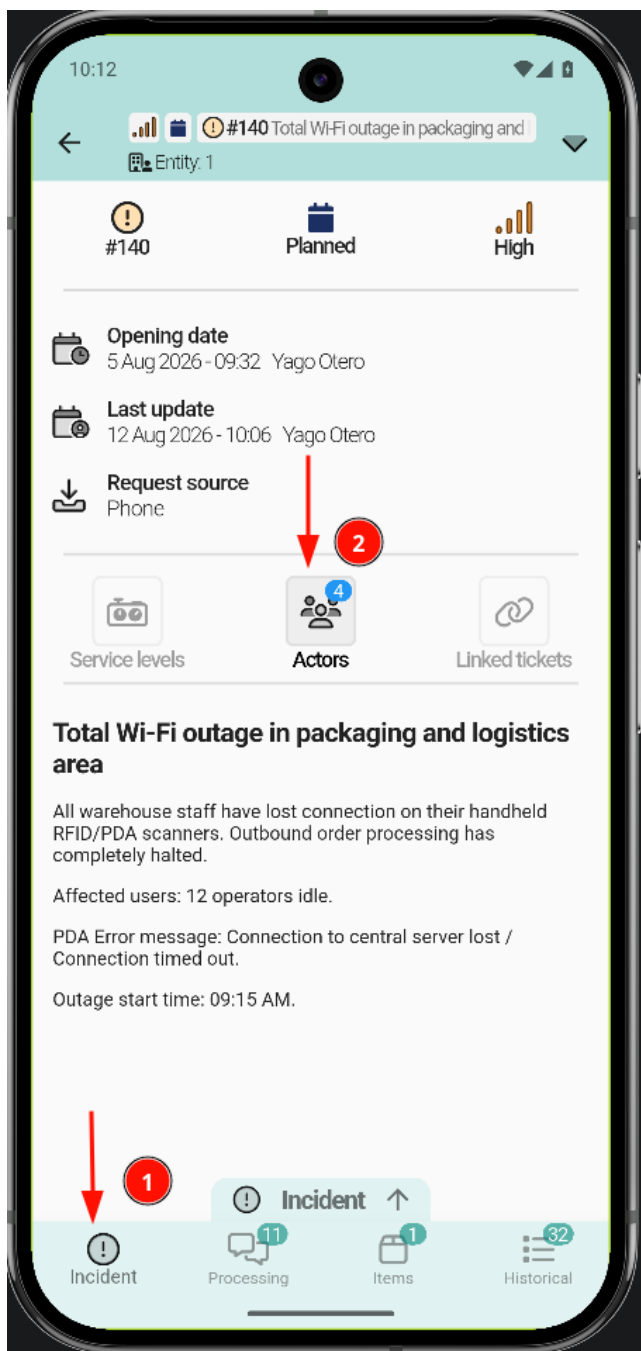




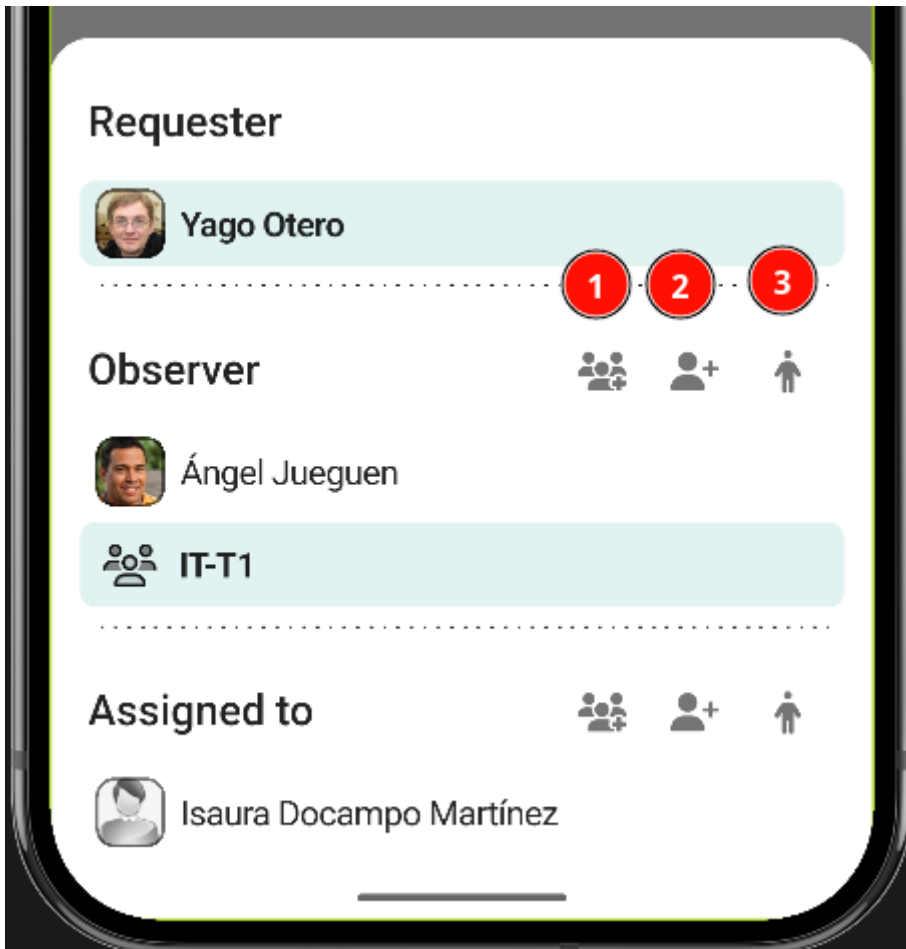
Change Ticket Actors

To change the actors of a ticket, open the Request / Incident tab, depending on the type of ticket. Tap Actors; a list opens with the different actor types.

1. Open the ticket.
2. Go to the Request / Incident tab.
3. Tap Actors.

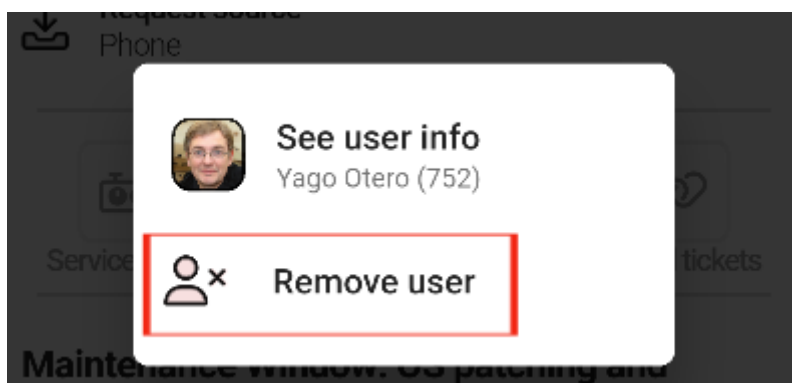


1. **Add groups:** To add groups, tap the button with the three-person icon.
2. **Add individual:** This process is similar: tap the button and select the person from the list.
3. **Self-assignment** : To get involved directly as an observer or technician, tap the person icon; the assignment is applied automatically.



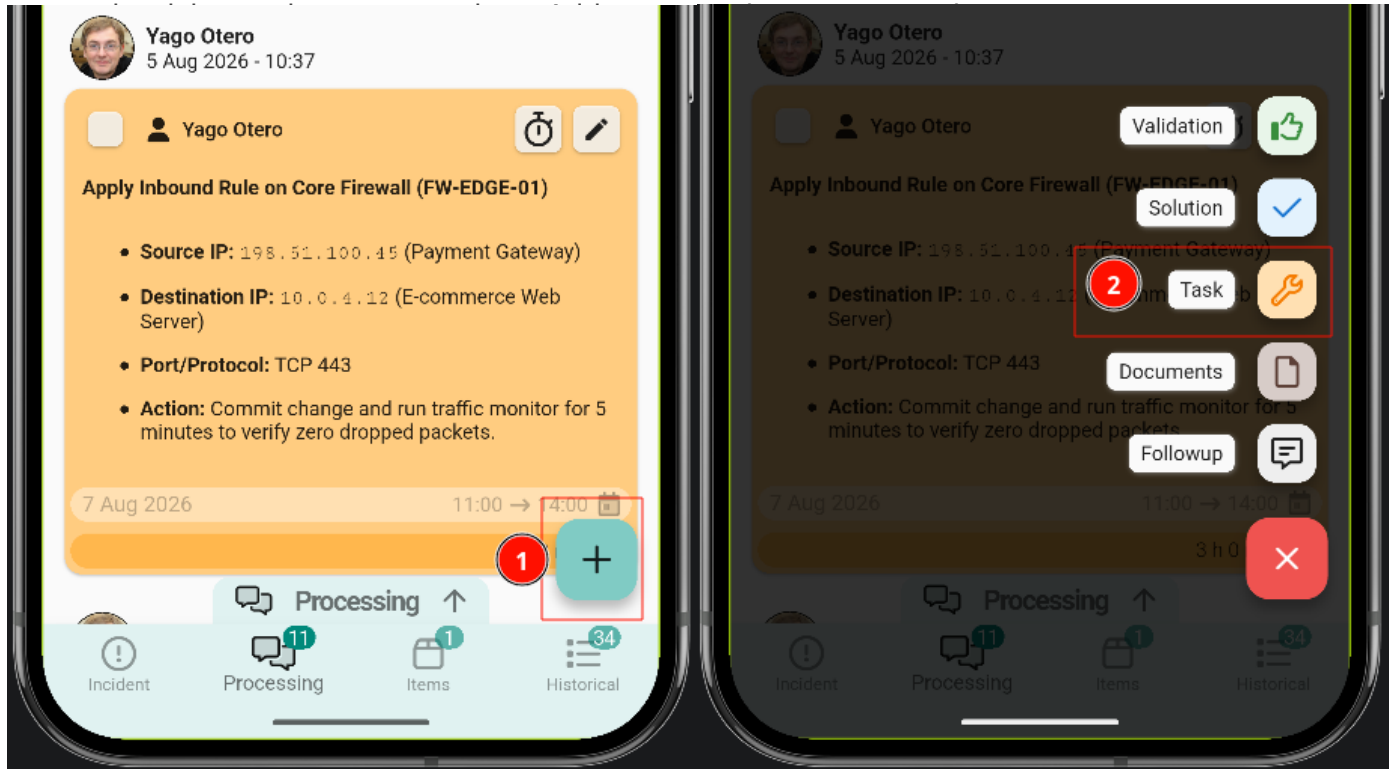
Remove people / groups

To remove people or groups, tap them and confirm the removal.



Create a Task

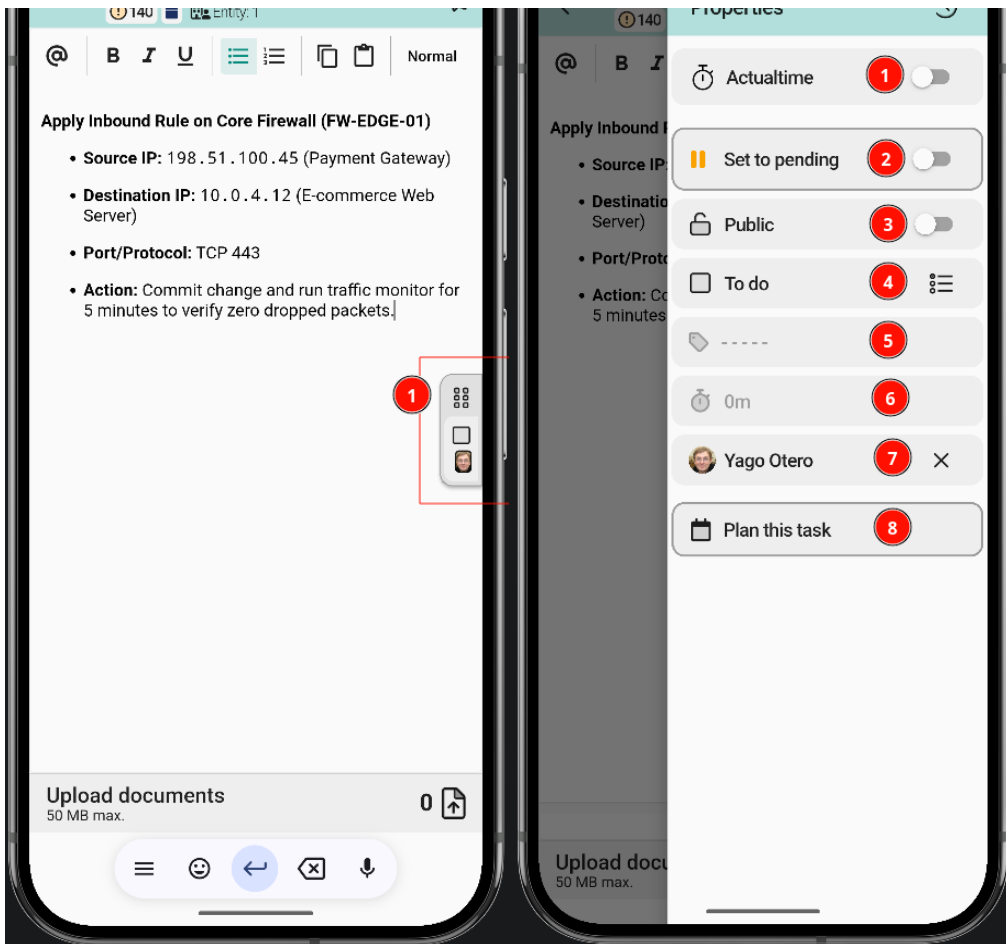
To create a task, open a ticket. A (+) button sits in the bottom-right corner of the screen; tapping it



Create a task

The task shares most of the follow-up structure, with additional status, category and planning options.

1. ActualTime. It is covered in detail below.
2. Put the task on hold.
3. Public or private task. The client does not always need to see this information.
4. Mark the task as done.
5. Task category.
6. Task duration.
7. Assigned technician.

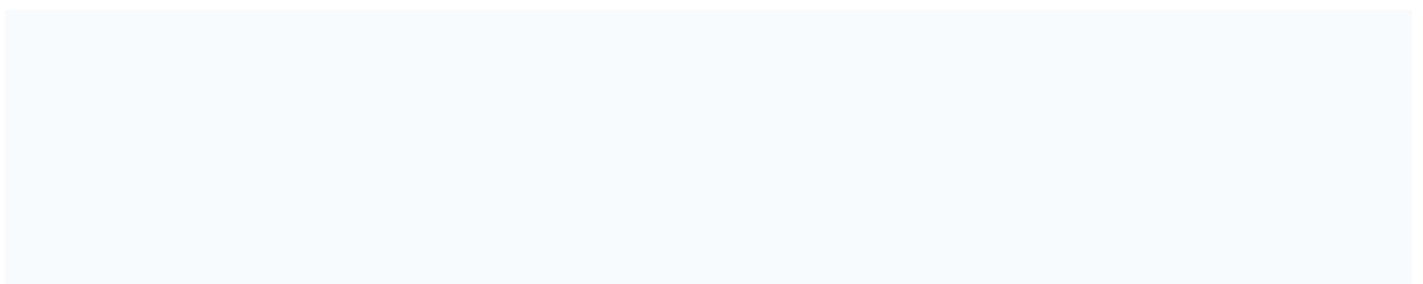


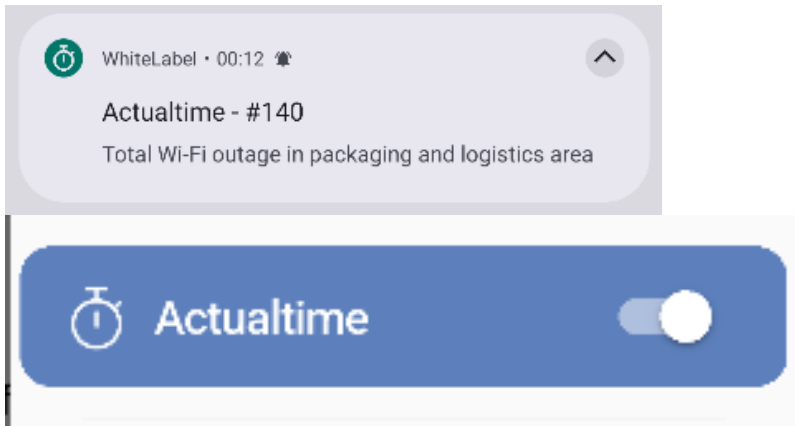
Work with an ActualTime

The first option of the menu is the timer: it counts the time from when the task is started until it is paused.

Notification permissions must be enabled on the device. ActualTime relies on them to track time in the background and to alert when a task is running.

The ActualTime timer starts with this option. Once active, it looks like this:

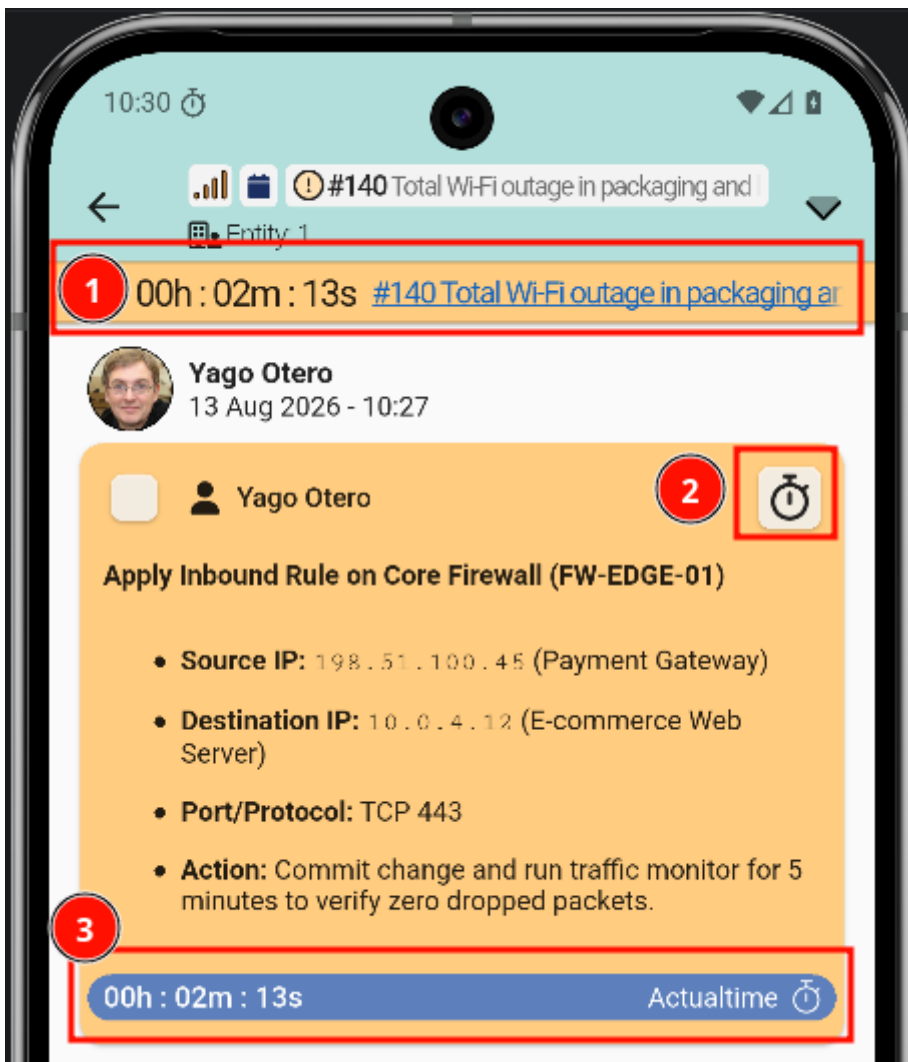




There are three ways to check how long the task has been running.

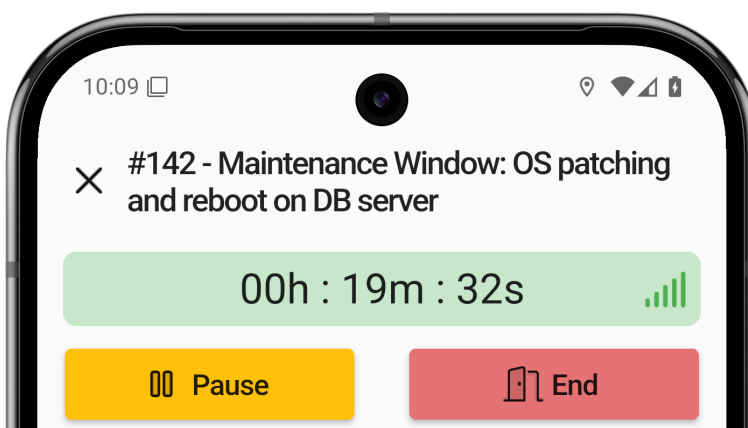
1. **Main banner:** the app always shows a banner from which the task can be accessed, even from another screen.
2. **Ticket ActualTime:** tapping the clock icon opens the ActualTime options, which show several actions besides the elapsed time.
3. **Task message:** when a task starts, pauses or finishes its ActualTime, the ticket message reflects it with the elapsed or total time.

Tapping the running task from another screen moves the view to it automatically.

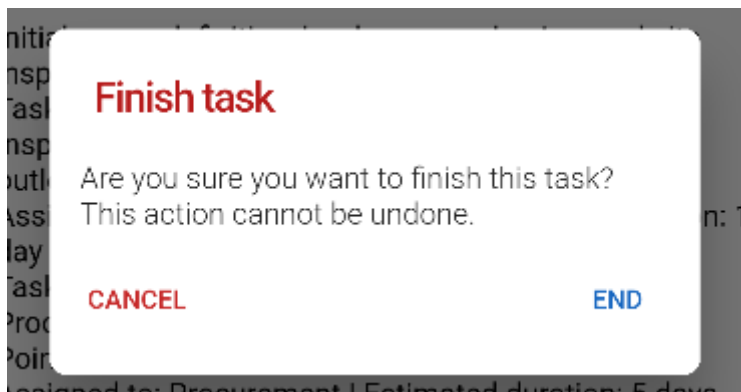


With the counter running, the task can be opened to pause it or mark it as done from the clock icon described in point 2 above.

The task can be started and paused as many times as needed.

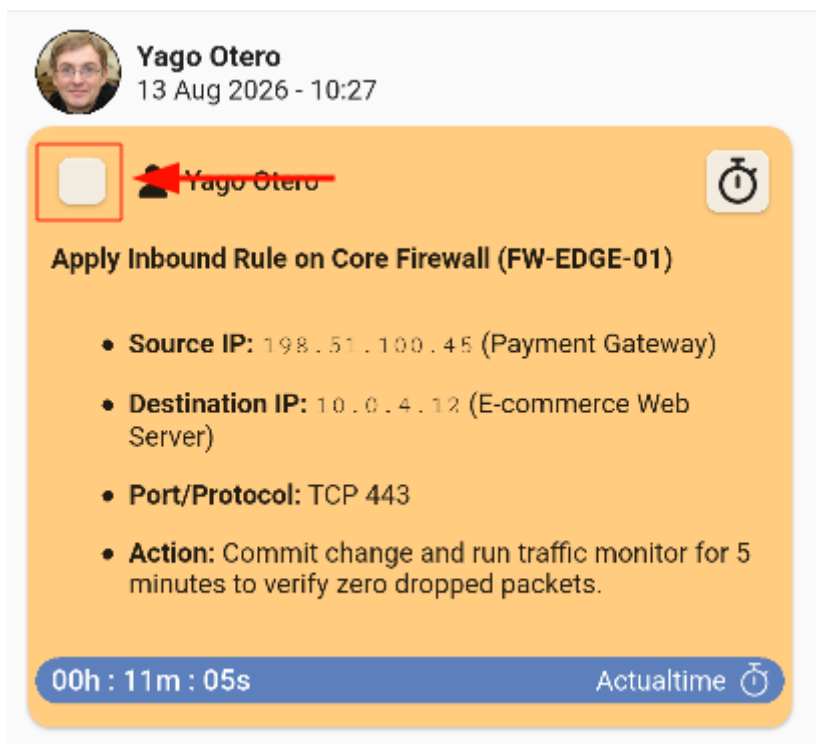


Finishing a task shows an alert asking for confirmation.

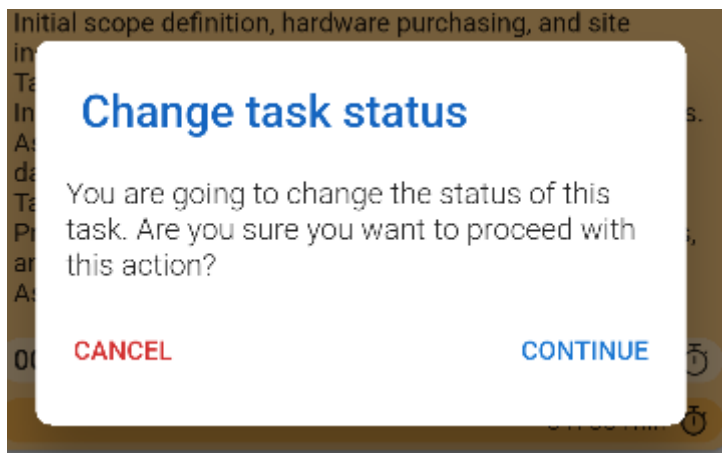


Change task status

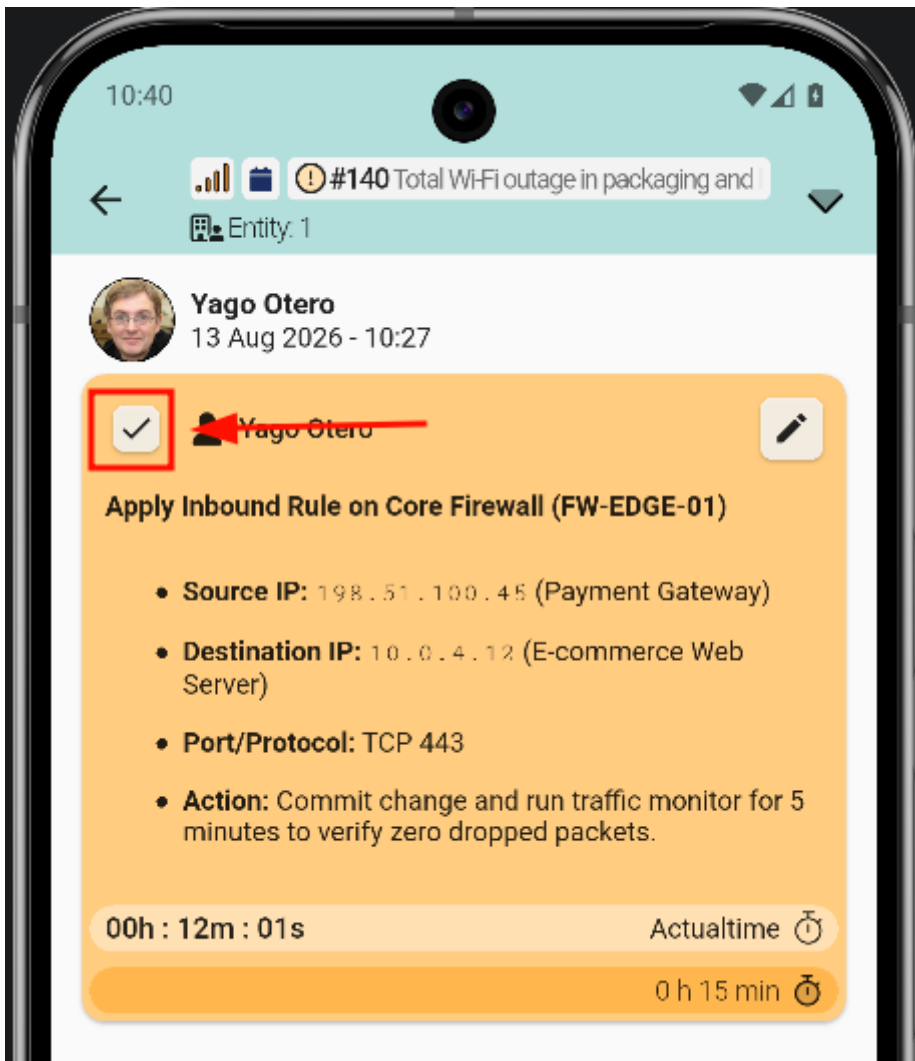
There is another way to mark the task as done: a checkbox in the top-left corner of the ticket view.



Tapping the checkbox asks for confirmation.



After confirming, an arrow shows whether the task is finished.



Edit task

Tasks can always be edited again: even after a task has been sent, it can be reopened and modified. Two options are available:

1. **Clock:** edit the ActualTime.
2. **Pencil:** edit the task fields.



Yago Otero
12 Aug 2026 - 09:57

12

2

☐

 **Yago Otero**





Conducted a packet trace and route diagnostic to test remote connectivity to the application server. Confirmed that local gateway traffic is clean, but packets are dropped at the perimeter firewall interface. Escalate to the Infrastructure/Security team for rule review.

00h : 02m : 22s

Actualtime 

12 Aug 2026

10:00 → 10:00 

0 h 5 min 

More ActualTime options

ActualTime has a wide range of customization options; these are the most important ones related to the app.

Task limit in hours for ActualTime

8

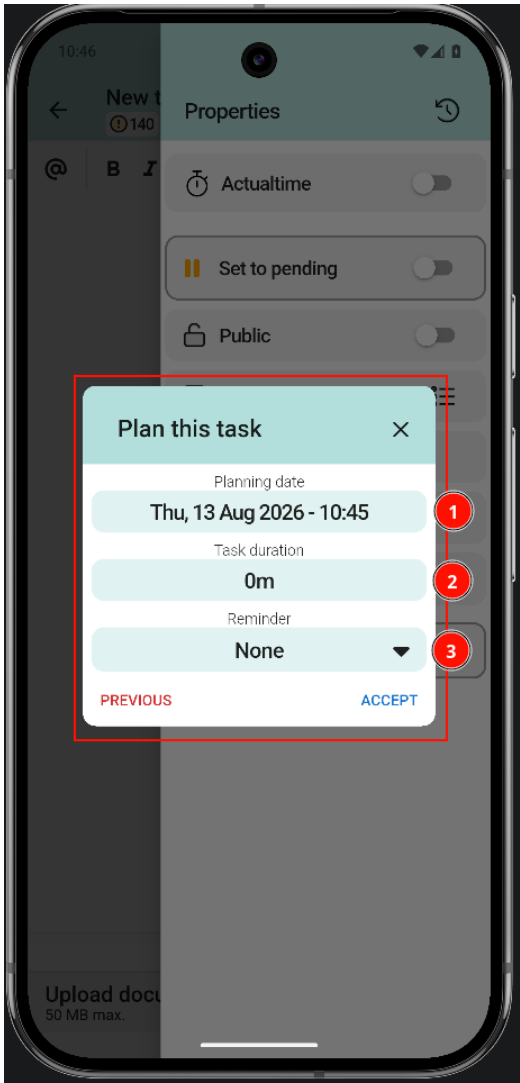
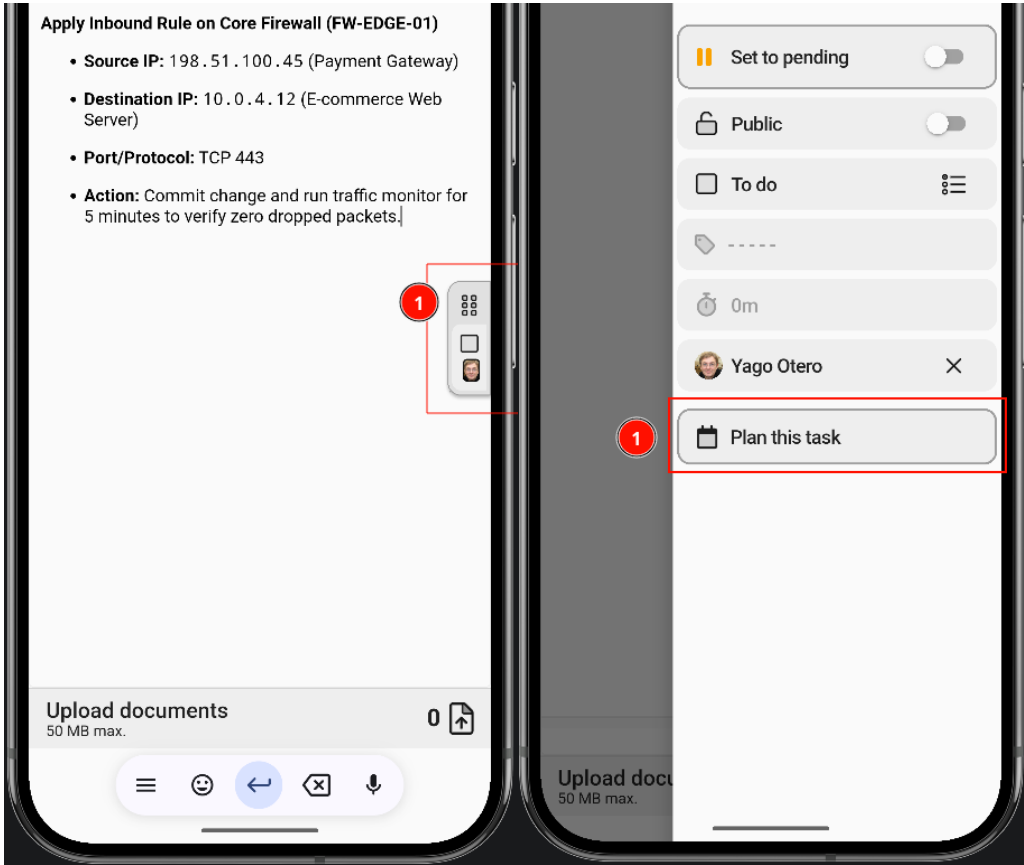
Enable user geolocation 

No

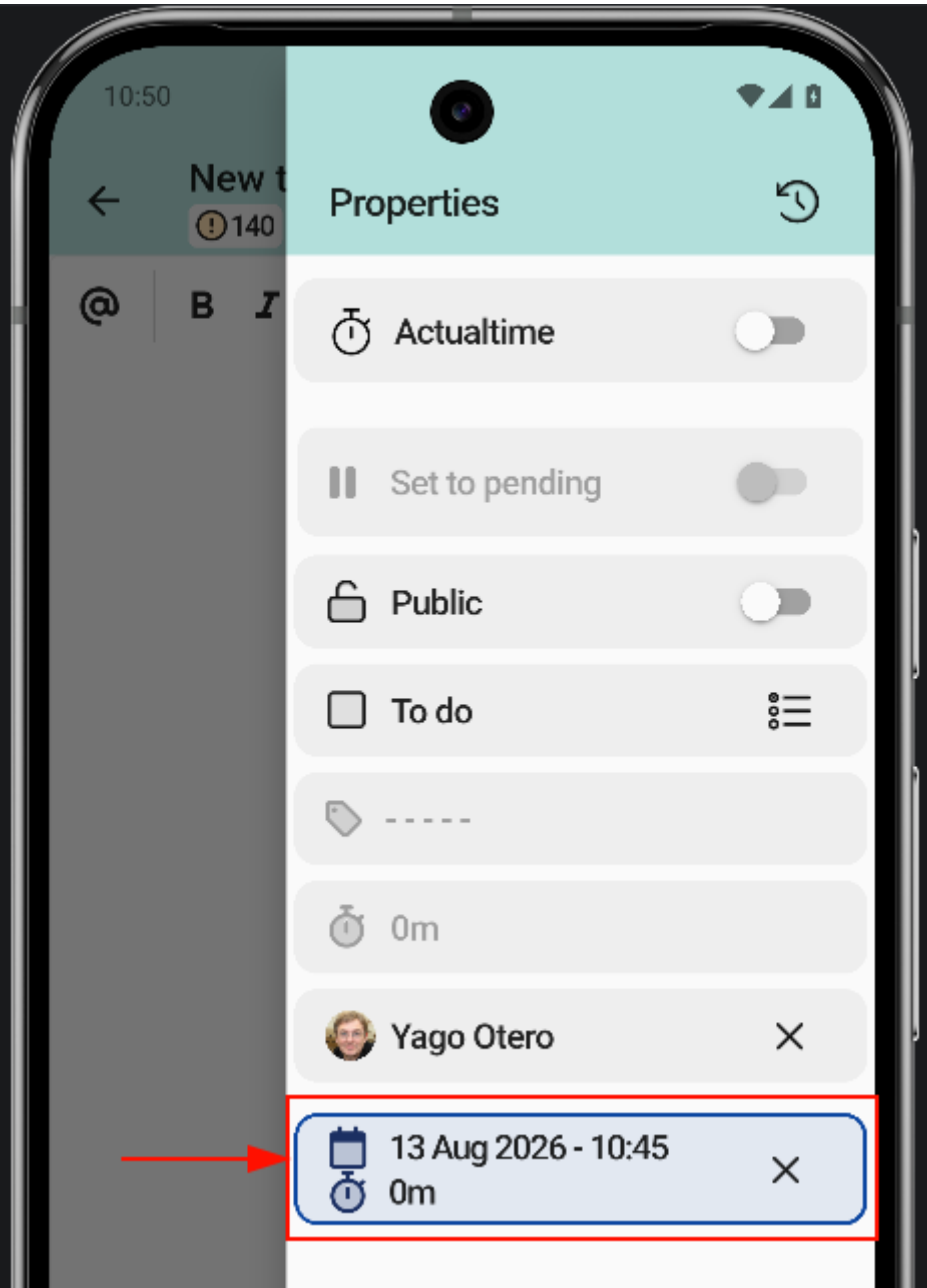
Plan a task

A task can be planned so that, later on, the technician in charge knows what they have to do and can do their job successfully. Users must select a day from the calendar to perform the task.

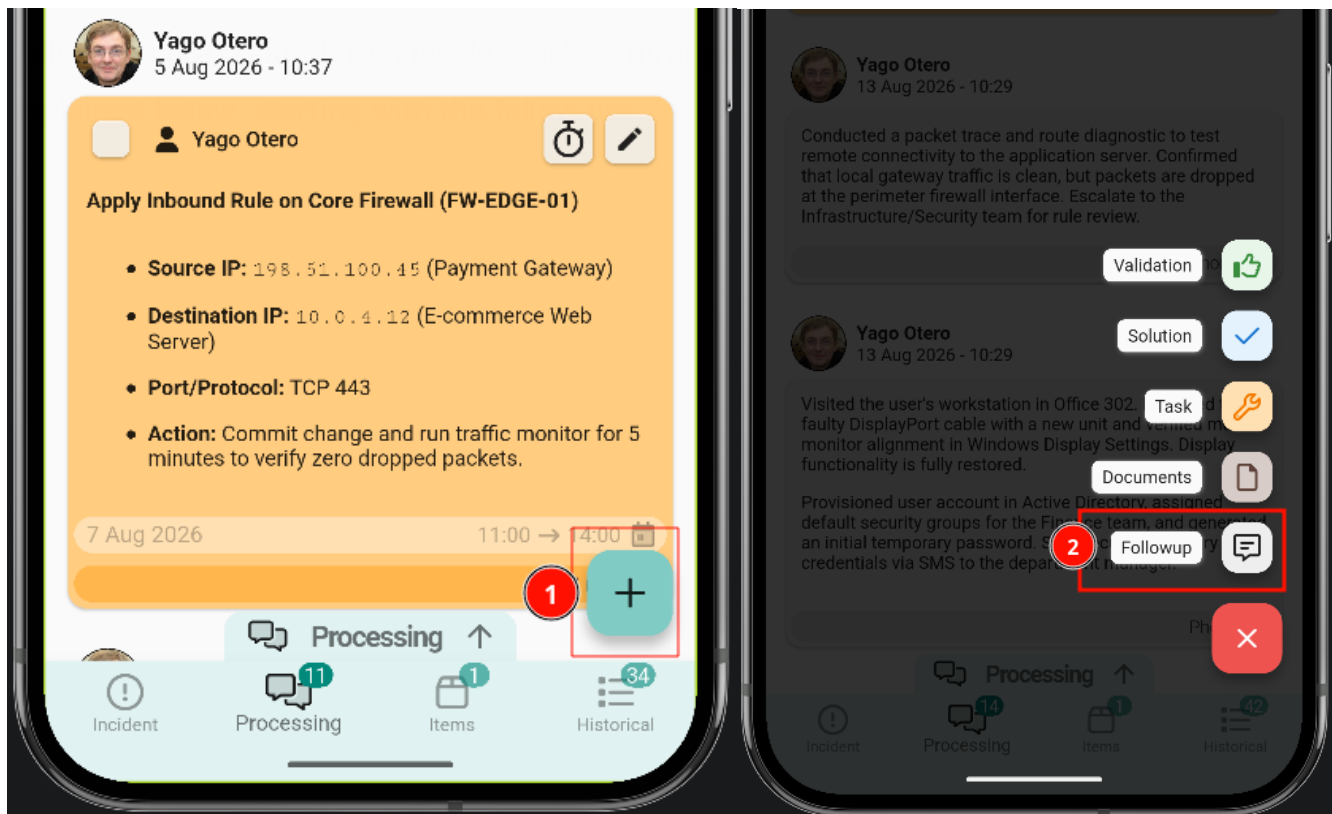
1. Open the side menu of the task and Navigate to "Plan this task".
2. Select the desired day, select the start time y finally the task duration



Once the planning is complete, the information is displayed as shown here:



Create a Followup

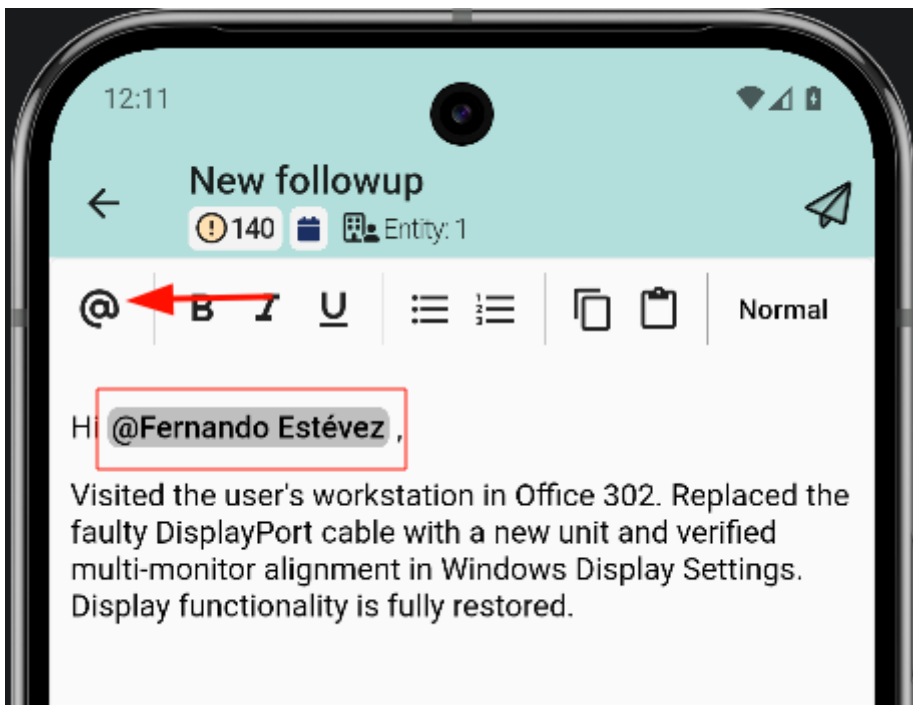


The creator opens a text editor where the follow-up is written in detail, with options such as numbered or bulleted lists, copy and paste.

Mention people

Colleagues can be mentioned with the @ symbol. The steps are the following:

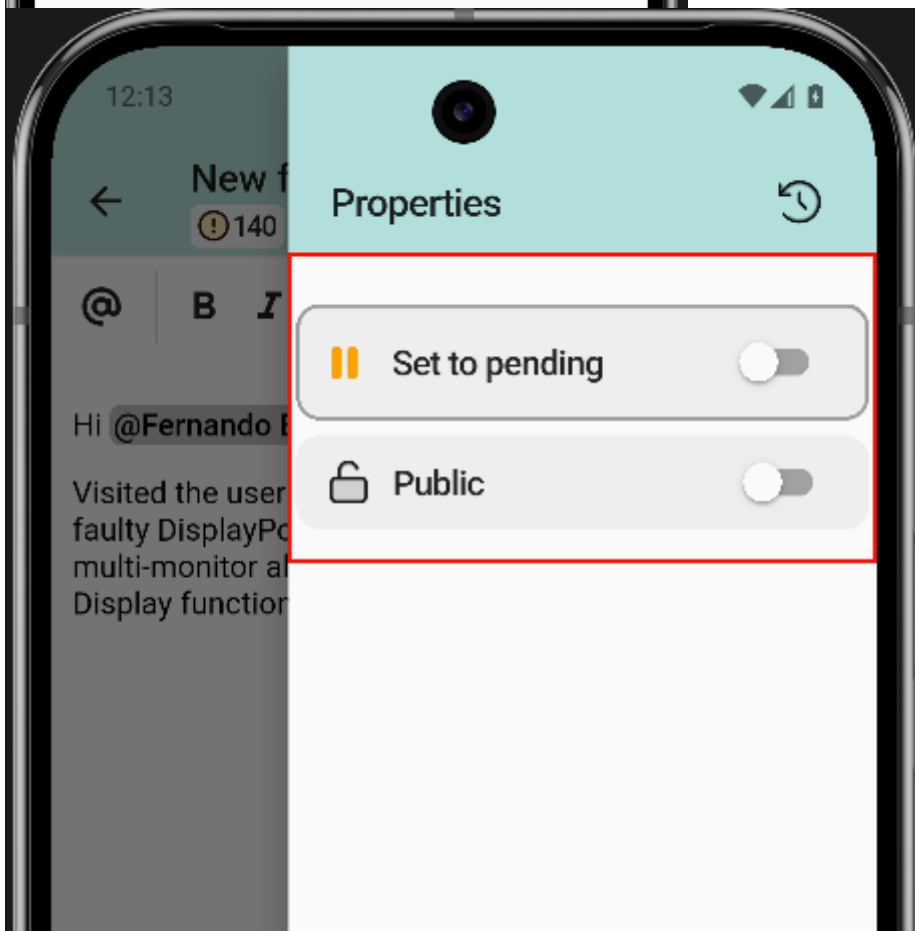
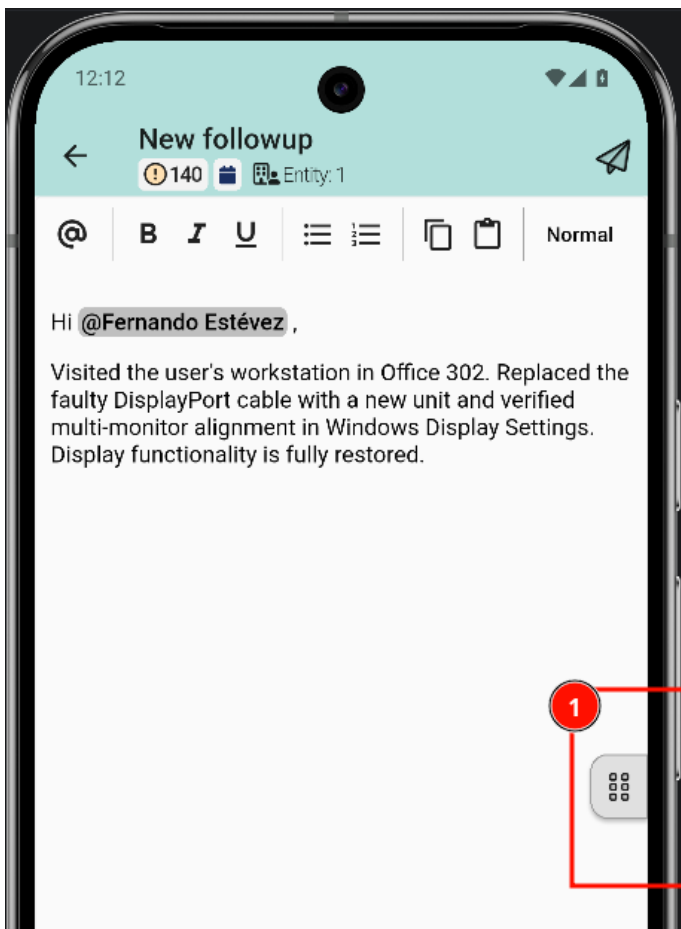
1. Tap the @ symbol.
2. Search for the colleague in the list.



1.2 Additional options for the follow-up

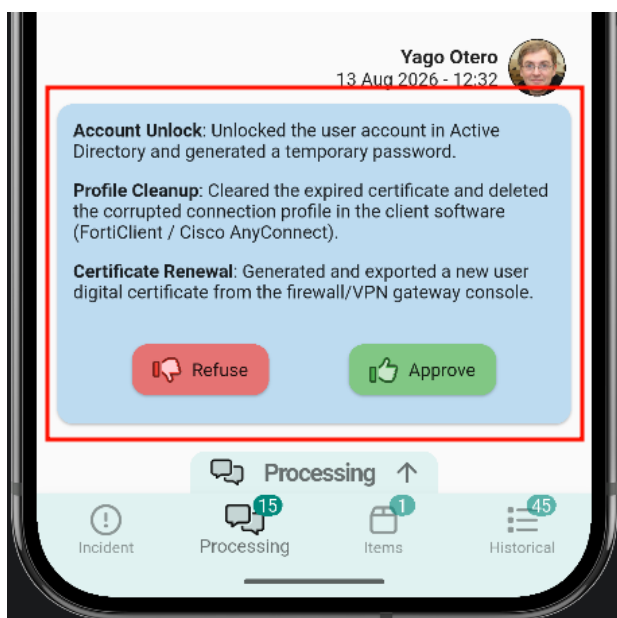
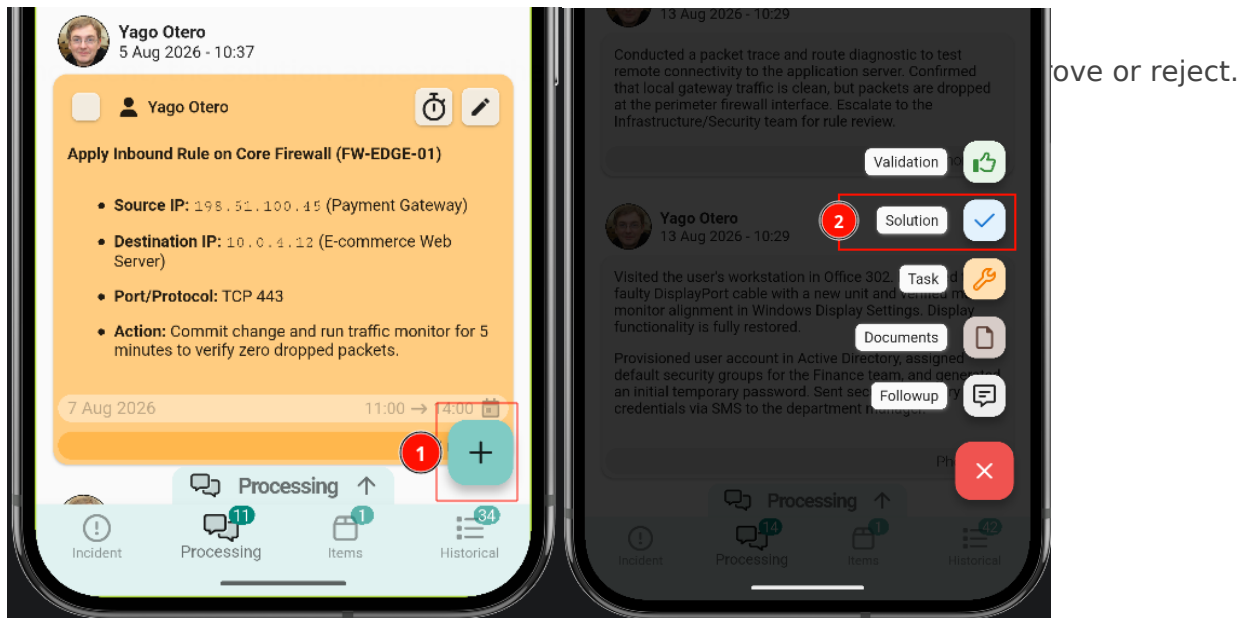
The follow-up can have two additional options: mark the ticket as **on hold** or as **public**. To mark these options, go to the hamburger menu on the right.





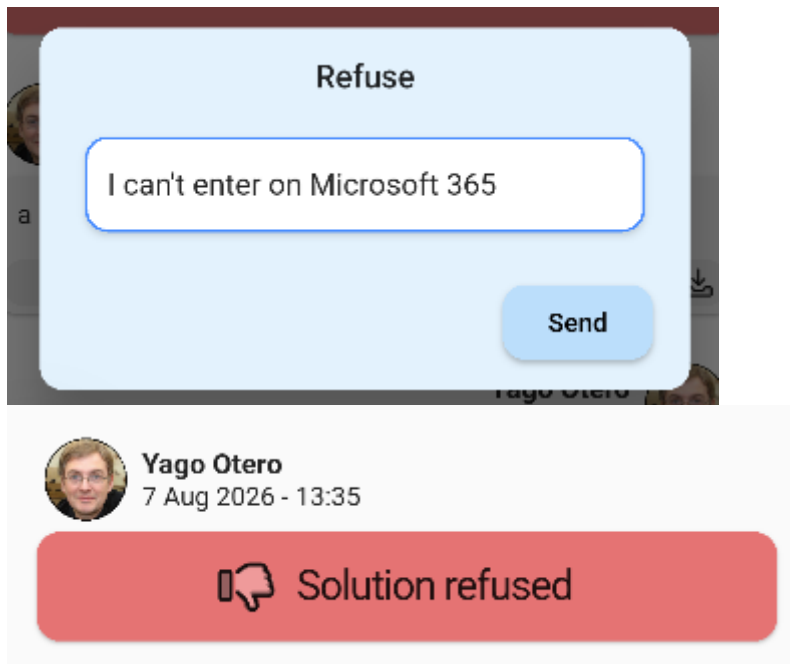
Create and modify Solutions

Solutions are created the same way as follow-ups or tasks: tap the button in the bottom-right corner, select Solution, write the reason and send it.



Reject the solution

Rejecting the solution asks for a reason. The message list then shows it as rejected.

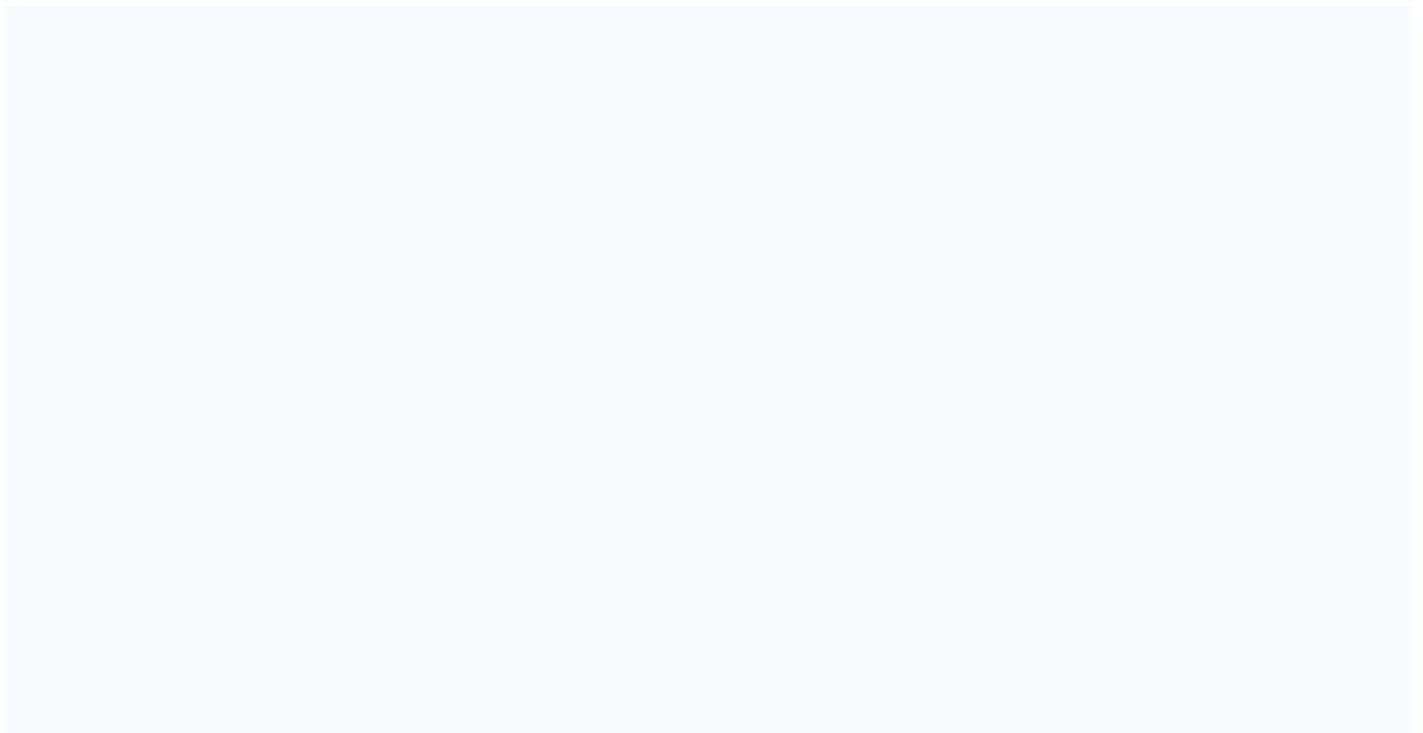


Approve the solution

Approving a solution asks for a comment; once it is sent, the ticket is closed. The ticket may be closed, but a satisfaction survey remains open, where the solution can be rated from 1 to 5.

Once the solution is approved, no further updates can be written to the ticket.

1. The approved solution is shown in the message list as approved.





Yago Otero

13 Aug 2026 - 12:36

1



Solution approved



Yago Otero

13 Aug 2026 - 12:36

2

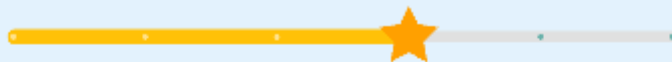
All good

Phone

3 / 5

Regular

3



Comments

Send



Processing



Incident



Processing



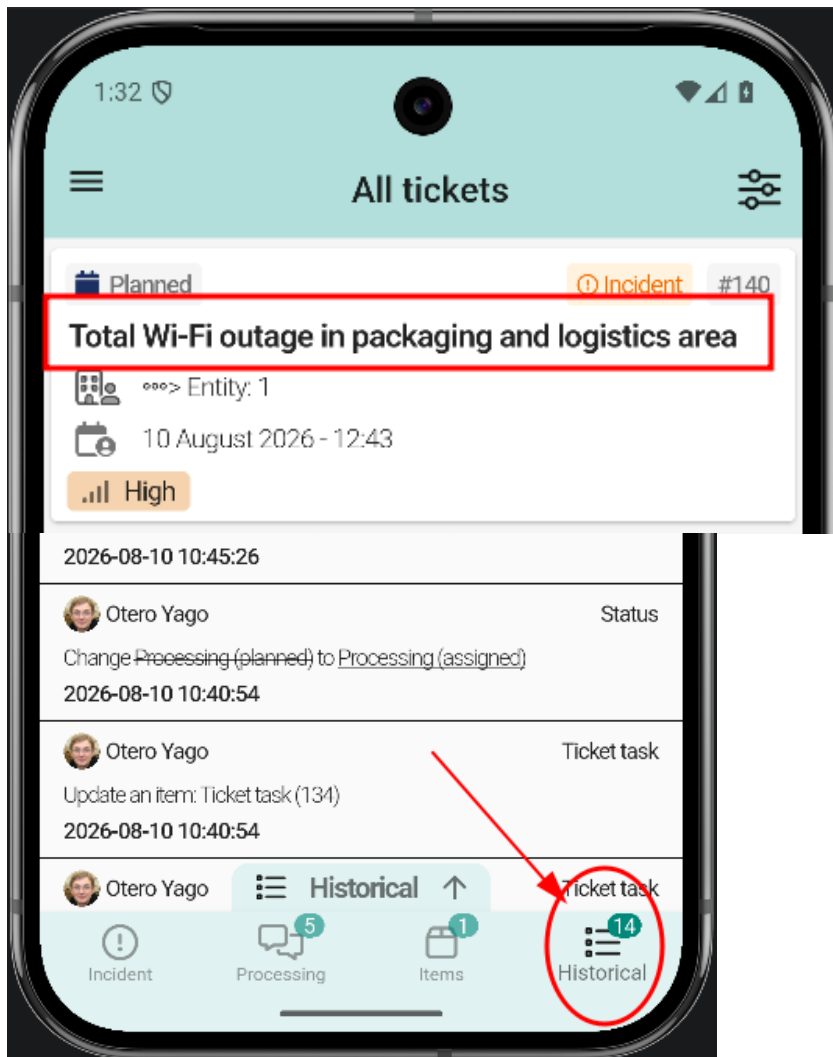
Items



Historical

View ticket history

Open the ticket and switch to the **Historical** tab at the bottom. This tab logs every change made to the ticket: tasks, status updates, last modification dates, and more.

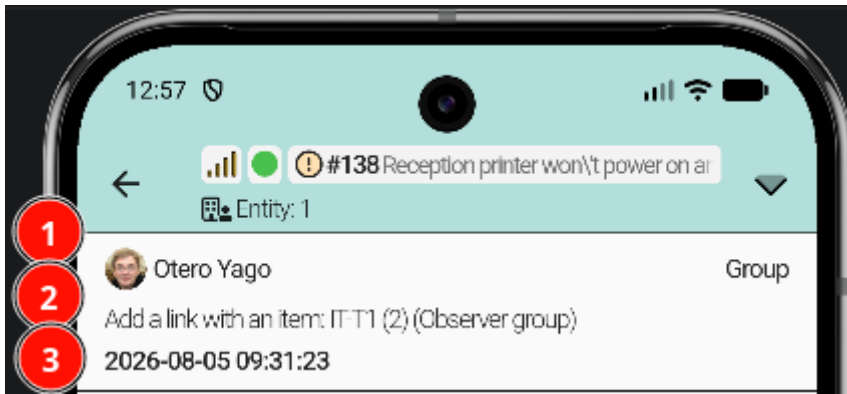


History entries

Each entry in the history shows four pieces of information:

1. **User** who performed the action.
2. **Log** describing what happened.
3. **Date** when the change occurred.

4. **Log type** categorising the entry.



Upload Documents

The application integrates with the smartphone's native functions: photos can be uploaded directly from the gallery or taken on the spot. Multiple files can be selected at once or one at a time. Once the first file is selected, the same screen remains open to select more files.

1. Open camera.
2. Local files or other sources.
3. Files already selected.

