

new in version 10.0

We're really excited here at Issuetrak to announce our newest release, Issuetrak 10.0! This release delivers substantial improvements, including a much better Rich Text Editor, an updated look and feel with more legible fonts, an improved My Issues screen, improved layout, and a MUCH enhanced user interface for uploading attachments.

my issues

The My Issues page gives you a snapshot into all the issues you have open that you play a role in and has been reworked to display all items in a tab-based layout.

My Issues
[Request Next Issue from Queue](#)

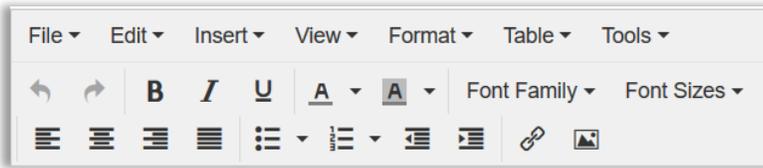
Summary (16) As Submitter (2) **As Enterer (16)** As Assignee (0) Unassigned (0) As Task Assignee (0) As Task Available (0) Reports

Issue #	Opened	Submitted By	Assigned To	Subject	Priority	Last Activity	Substatus	Required By
441	15-Dec-2016	Control, Julie	Building Maintenance	Water cooler not working	Medium	15-Dec-2016	In Process	
440	15-Dec-2016	Humans, Fred	Human Resources	Employee ON-boarding for: Fred Rogers	Medium	15-Dec-2016	In Process	

You only see the tabs related to the roles you play. Each tab displays a number of how many issues are on that tab so you can quickly jump to a relevant role as well as assess volume. When viewing a tab, you can click on the columns to sort your data. You also have the ability to run reports right from the same page. Also, the page automatically refreshes, so your data stays current.

rich text editing

The Rich Text Editor has been completely revamped and improved. Now Issuetrak users get optional rich text editing for formatting within the notes and descriptions of the issues. When enabled, you can now set default fonts and sizes to be used within the notes and description of your issues.



The new Rich Text Editor also allows for better formatting and handling of tables and HTML.

Perhaps the biggest improvement for the Rich Text Editor is that it also lets you *copy and paste* images directly from your computer into the notes of your issues. So no more having to save the image to your computer and then uploading it as a separate attachment.

attachments

Attachment handling is improved with the ability to drag and drop any attachment directly onto the issue.



Simply click on the paperclip icon at the top of the issue and drag as many attachments as you like into the area provided. The new attachment preview allows you to view any attached image without having to download it.

email improvements

Incoming email got two major new features that customers have requested.

The first is a system of tokens that allow an incoming email message to get very specific about what it does to an issue. You can create an issue, and close one, like you could do before. Now, with the tokens, you can also set the values of most issue fields via the incoming email. You can use a web form for customers to submit issues, or another software system can send emails into Issuetrak, setting appropriate fields, without the need for a programmer to write code to access our API. It opens up lots of possibilities. You can read more about Email Tokens [here](#).

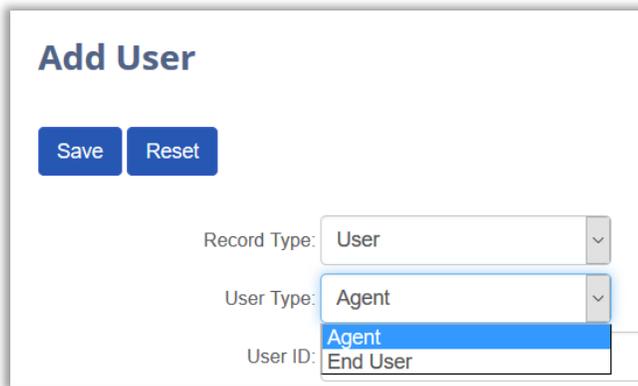
Another new feature within incoming email is the ability to block email attachments. This lets you prevent unwanted attachments such as company logos and social media icons from populating into attachments on your issues, keeping your attachment list short and relevant.

Both incoming and outgoing email have several additional updates, including:

- improved appearance of all outgoing notifications
- new authentication settings

- ability to test the email connection
- incoming IMAP processing
- simpler incoming Exchange setup and configuration
- new mail services for processing
- apply a default Quick Pick submission template to each incoming email box

user management



A new User Type lets you more easily identify users as either Agents (licensed) or End Users (unlicensed). Groups also have types, such as “Agent Only” that lets you control the type of users that can be added to the group. Groups with no members won’t show in assignment lists to keep your options streamlined.

Since Groups allow you to grant permissions to your Users, you can now add Users to specific groups right from the User pages. This way, you can put a User into multiple Groups from one place, rather than having to navigate to each Group separately.

active directory module

The Active Directory integration module now includes improved login security, improved control and accuracy for configuration mappings, along with simplified mapping for organizations, permissions, departments and locations. All of this gives you better performance for imports, AD searches and login speed. And when we say better performance - it means that mapping and imports that took several minutes now take seconds. Wow!

We can’t wait for you to see everything that got released in Issuetrak 10.0! Make sure to read the full [release notes](#) to see all the details. You can also view an introductory video [here](#). If you’re ready to see how Issuetrak can help your business, try it [now](#)!