

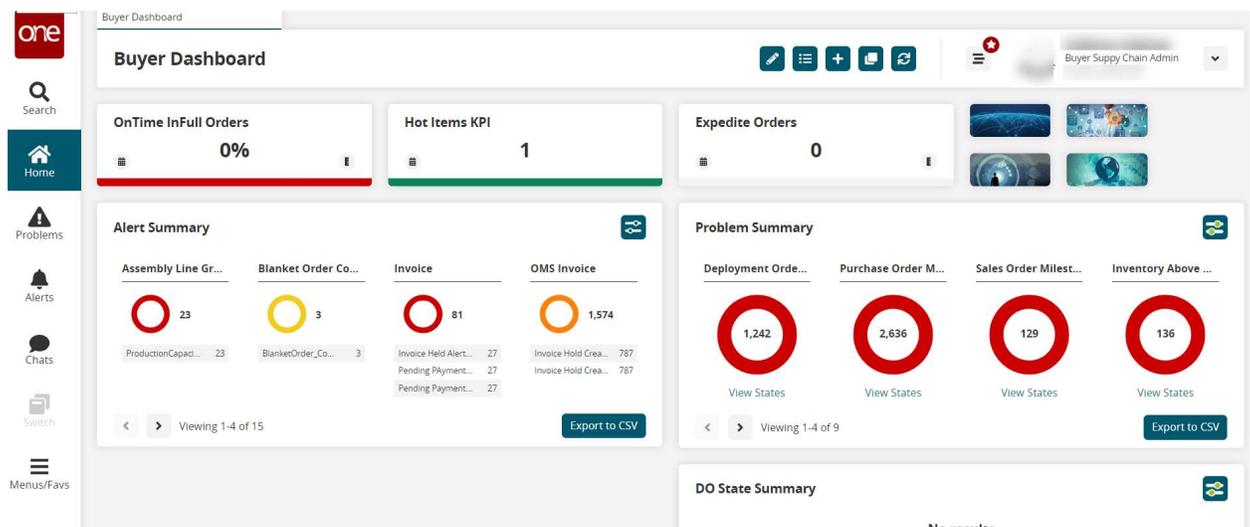
Introduction

This document provides a quick guide on how to configure the Problem Summary widget in the One Network System. When configured, the Problem Summary Widget helps users stay on top of issues by highlighting problems on the user dashboard.

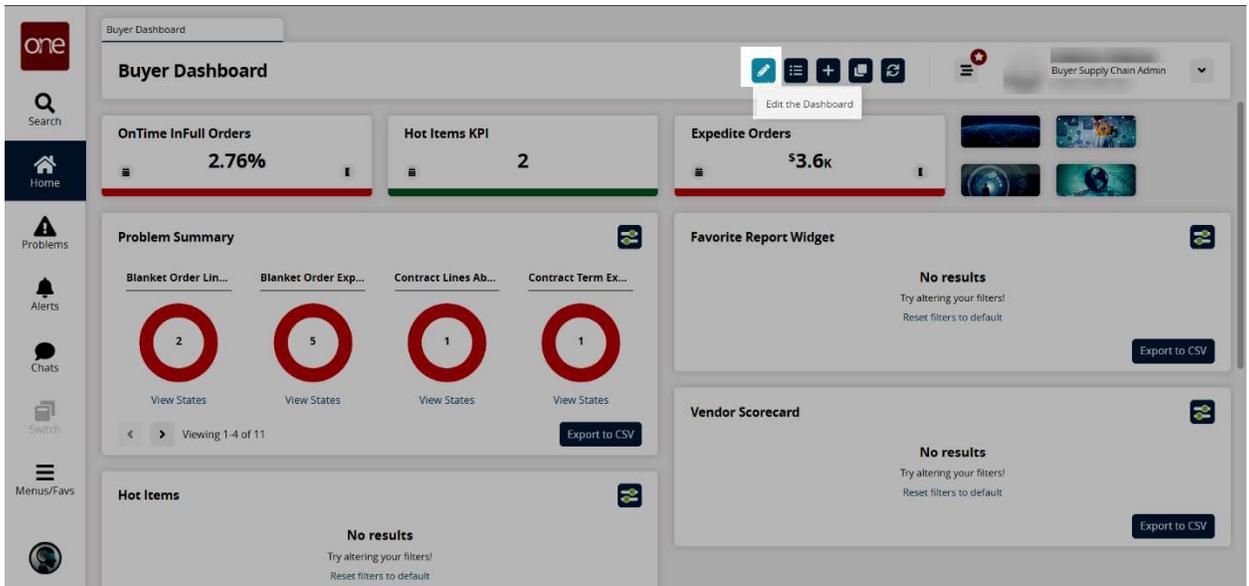
Configuring Problem Summary Widget

1. Log in to the ONE system.

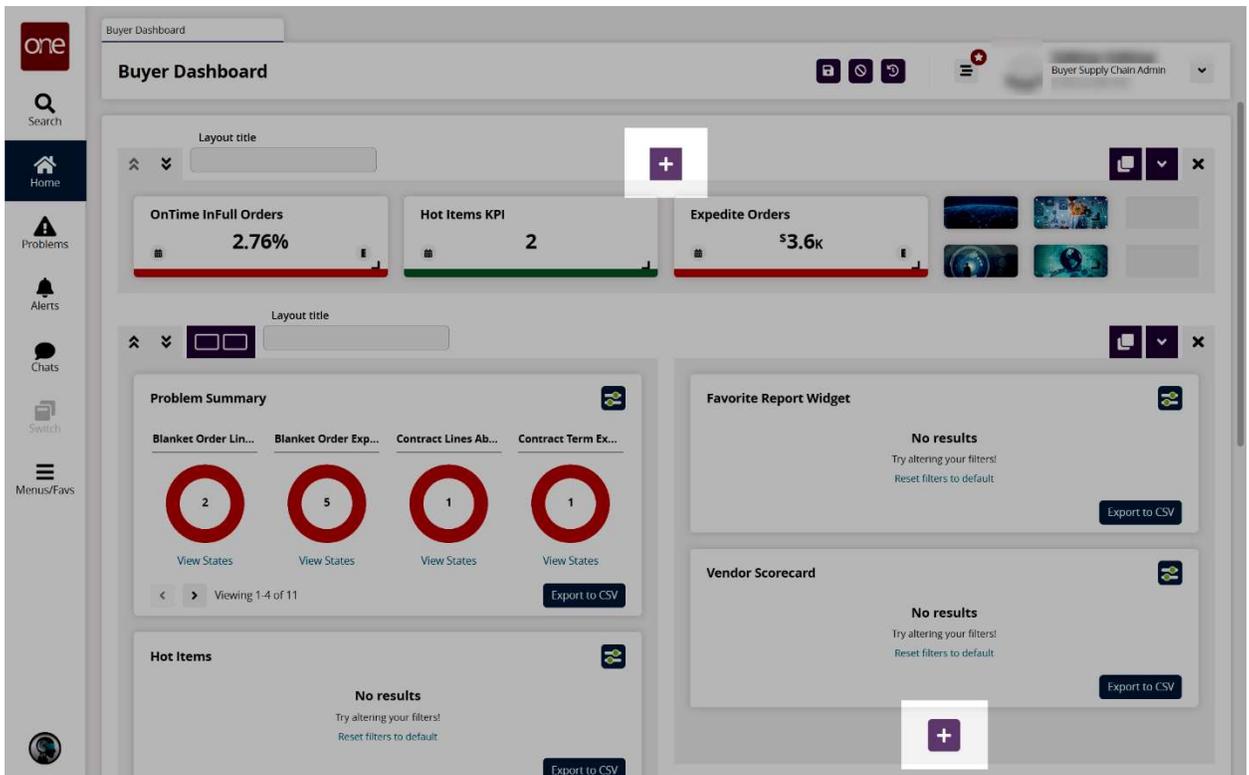
The NEO dashboard screen displays. Different users may have different dashboards as well as their own customized dashboards.



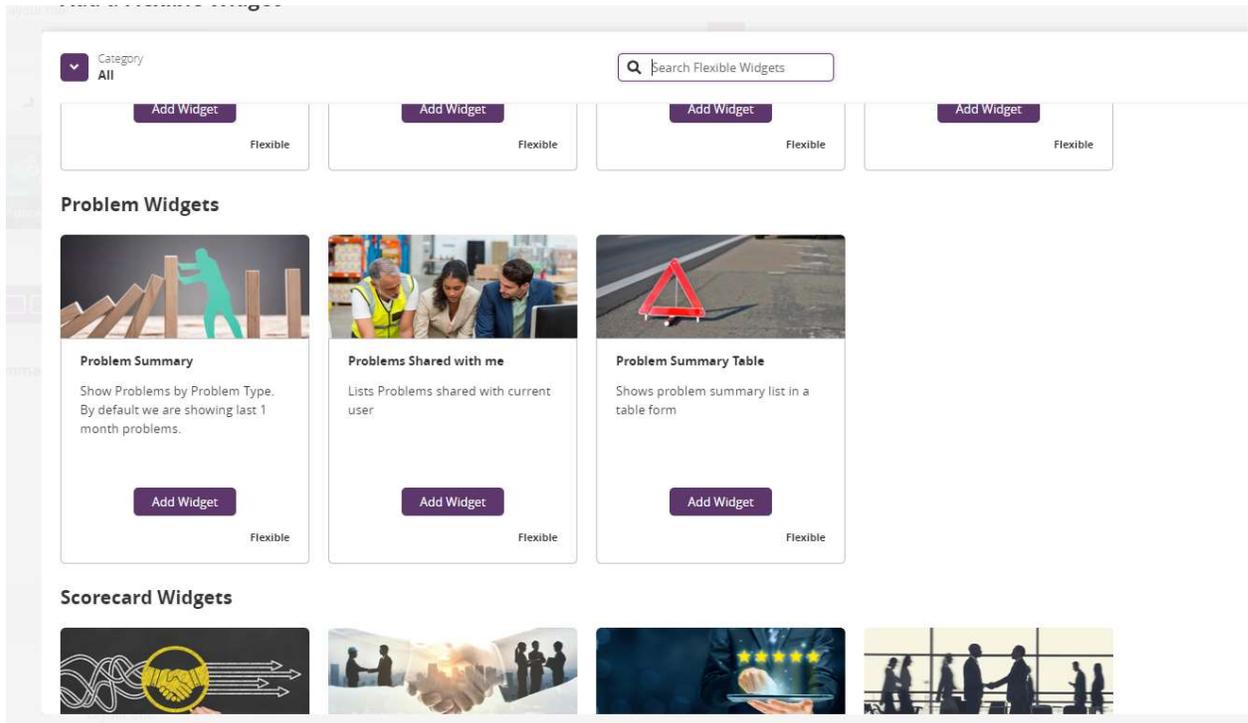
2. Click the **Edit the Dashboard**  icon at the top right of the NEO dashboard.



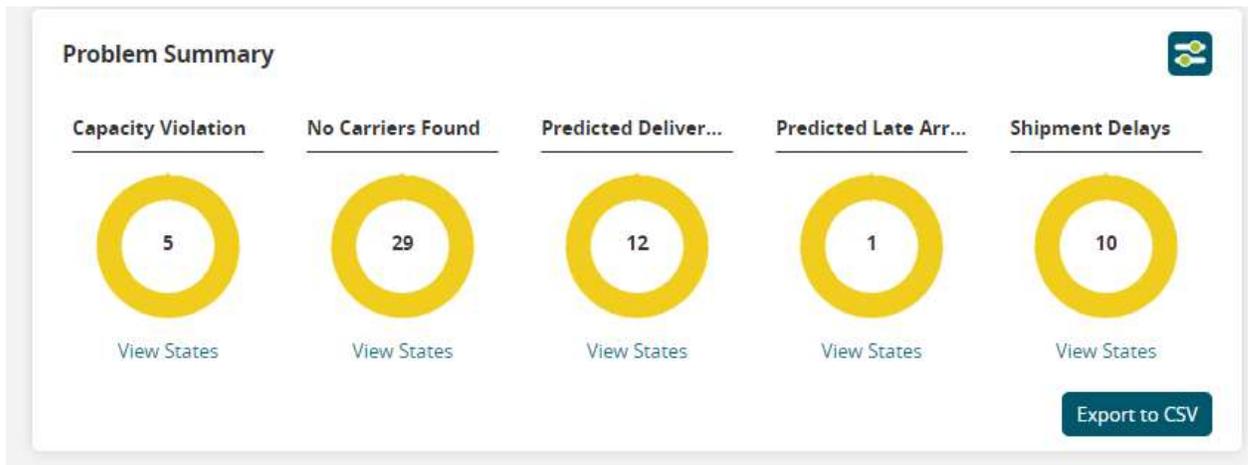
3. Add a Widget (+) button displays at the top of the dashboard and below widgets in the edit mode, depending on whether the widgets are configured for columnar or fixed layout. This widget requires the columnar layout.



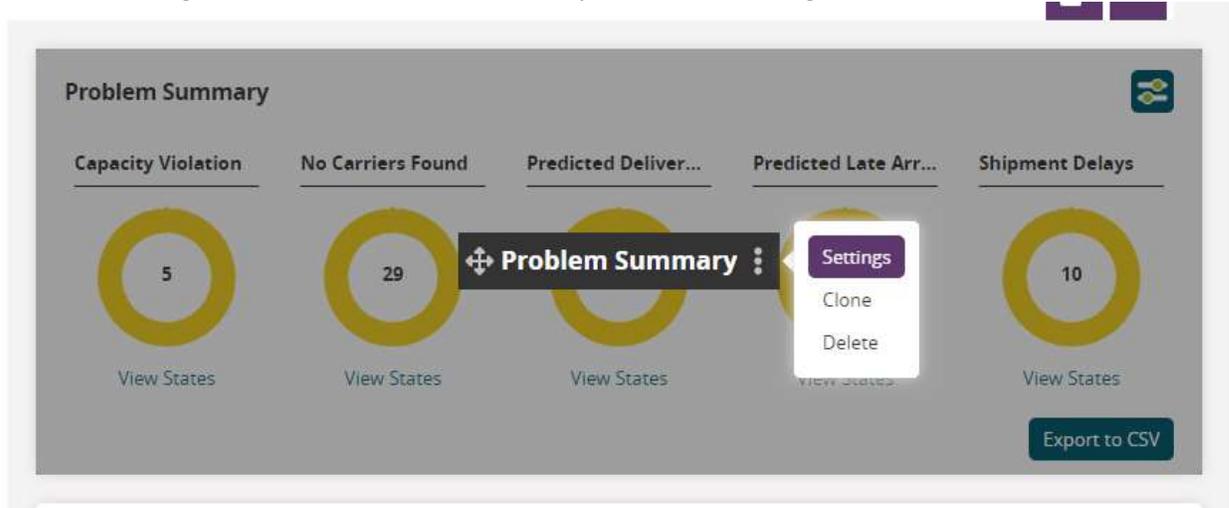
4. The Edit Dashboard screen appears. Locate Problem Summary Widget selection and click Add Widget button.



5. Defaulted widget appears on **Edit Dashboard** screen.



6. Hover over widget and click on Problem Summary then select Settings.



7. Configure Widget Settings.

Problem Summary ✕

Title ^{*}
 Last Refreshed
Dec 7, 2023 @ 9:28 am EST

Auto Refresh Widget ^{*}
 Refresh Widget Now

Filter Options

Site 🔍

Item Name 🔍

Assigned To Me

Show Only Unassigned

Escalated Only

Apply Geo Permissions

State
 Unselect All
 Cancelled In Progress New
 Resolved

Priority
 Select All
 High Low Medium

Problem Owned Or Shared ▼

Reset To Default Apply Changes