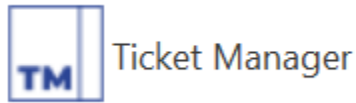


Ticket Manager Tools: Ticket Manager



The Ticket Manager displays real time information on every Assembly and Ticket currently present in the model, providing a centralized view of piece counts, mark numbers, and the status of each ticket as it moves through creation, reinforcement, detailing, and release.

Prerequisites

This tool makes heavy use of the Edge shared parameters. You can ensure they are present by running Edge's **Project Shared Parameters tool** under the Admin dropdown panel.

The **Ticket Manager User Settings tool** enables the user to define the visibility settings for the Ticket Manager tool's window. The user will use a check box to toggle on or off the desired data to be displayed in their Ticket Manager window. If no settings file has been created before using the Ticket Manager tool, the default values for this window will be applied until a new settings files is created and saved.

Assemblies must have valid mark numbers matching their associated structural framing elements, since the tool assigns the deadline to all pieces sharing the mark number of the selected assembly.

Overview

The **Ticket Manager tool** gives users visibility into the full lifecycle of every ticketed assembly in a project, from initial reinforcement through detailing and final release. Because it is a modeless dialog, it can remain open while other work is performed in the model, and it automatically refreshes to reflect changes as they happen. This allows a user to track progress across an entire project at a glance, identify assemblies that have changed after being ticketed, and catch discrepancies between modeled quantities and the quantities recorded at the time of release. The outcome is a single reliable source of truth for ticket status that reduces the risk of outdated or inaccurate shop drawings reaching fabrication.

The Ticket Manager also supports deadline tracking for tickets. Each assembly can carry a Ticket Deadline value, and the Ticket Manager displays this data alongside the other ticket dates so that overdue or soon to be due tickets are visible without requiring the user to check each assembly individually.

UI Breakdown

Main Window

The screenshot shows the EDGE-R Ticket Manager application window. The interface includes a header bar with project information, a status bar with total counts, a main table of tickets, and a right-hand sidebar with tools and sheets. Numbered callouts (1-9) highlight specific UI elements: 1. Header bar (Project Name and Number), 2. Refresh button, 3. Export button, 4. Total Results section, 5. Main table of tickets, 6. Ticket Manager Tools sidebar, 7. Sheets section, 8. Warnings section, and 9. Ticket Tools section.

Mark #	Qty	Assembled	Reinforced	Reinforced Date	Reinforced By	Created	Created Date	Created By	Detailed	Detailed Date	Detailed By	Drafting Checked	Drafting Checked Date
CL01	1	☐	☐			☐			☐			☐	
CL02	8	☐	☐			☐			☐			☐	
CL03	3	☐	☐			☐			☐			☐	
CL04	2	☐	☐			☐			☐			☐	
CL05	1	☐	☐			☐			☐			☐	
CL06	1	☐	☐			☐			☐			☐	
CL07	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE01	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE02	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE03	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE04	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE05	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE06	2	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE07	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE08	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE09	1	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE10	2	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE11	2	☐	☐			☐			☐			☐	
FIELD TOPPED DOUBLE TEE12	1	☐	☐			☐			☐			☐	

1. Header bar:

- Job Identifier- Displays the **Project Name (EDGE TRAINING) - Project Number (072024)** parameter values separated by a dash; These parameters are defined in Manage tab> Project Information
- Manufacturer- Displays the **PROJECT_CLIENT_PRECAST_MANUFACTURER** parameter value that has been defined in Manage tab> Project Information

2. Refresh button: Manually refreshes the ticket manager window to ensure all data is up to date

Export button: Exports a file containing information for each Mark Number in the model.

- The user has the option to export a Text(.txt), CSV(.csv), Excel(.xlsx), or Json(.json) file
- The information Exported will be determined by Ticket Checker Export Settings.
- The json export does not export custom column information.

3. Total Counts section: The Counts in this section reflect project totals.

- Within the scrollable, horizontal list are different counts representing different statuses that apply to mark numbers within ticket manager.
- The user can decide which statuses they want to see counts for in the **Ticket Manager Configuration Settings**.
- Marks refers to Mark Numbers/Assemblies
- Pieces refer to structural framing elements (there could be multiple structural framing pieces that share a mark number/control mark)

4. **Search and filter bar:**

- **Search Mark#:** - To use the Search Box type the search term and press the enter key.
 - The Search Box matches on the Mark Number to narrow down the marks displayed in the data grid. The search is not case sensitive and narrows down marks displayed in the data grid to mark numbers that contain the search term. (Ex: If Search term is "m" - BM107 and MU100 would both remain in the data grid, but for "mu" only MU100 would remain.)
- **Total Results:** Displays number of mark numbers displayed in the data grid.
- **Filter** button: Opens the **Filter Ticket Manager window** to allow the user more in depth filtering of the marks in the data grid.
 - See **Filter Ticket Manager window** below for more information.
- **Clear Filters** button: Clears all filters

5. **Main data grid:** Each row in the data grid maps to a control mark in the project, and by extension, the ticket associated with that control mark.

- See **Main Data Grid** below for more information

6. **Ticket Manager tools:** List of tool buttons specific to the Ticket Manager.

7. **Sheets:** List of sheets for the selected assembly.

8. **Warnings:** Displays warnings associated with the selected assembly.

9. **Ticket Tools:** Shortcut buttons for Ticket tools that can be accessed from the Ticket Manager window.

Filter Ticket Manager window

Filter Ticket Manager

Assembled Filter

☒ All Marks

☐ Assembled Marks

☐ Marks Not Assembled

On Hold Filter

☒ All Marks

☐ Marks On Hold

☐ Marks Not On Hold

Is Flagged Filter

☒ All Marks

☐ Flagged Marks

☐ Marks Not Flagged

Reinforced Filters

☒ All Marks

☐ Reinforced Marks

☐ Marks Not Reinforced

☐ Display Marks Reinforced After

8/24/202615

☐ Display Marks Reinforced Before

8/24/202615

☐ Reinforced By

UserName

Created Filters

☒ All Marks

☐ Created Marks

☐ Marks Not Created

☐ Display Marks Created After

8/24/202615

☐ Display Marks Created Before

8/24/202615

☐ Created By

UserName

Detailed Filters

☒ All Tickets

☐ Detailed Tickets

☐ Tickets Not Detailed

☐ Display Tickets Detailed After

8/24/202615

☐ Display Tickets Detailed Before

8/24/202615

☐ Detailed By

UserName

Drafting Check Filters

☒ All Tickets

☐ Checked Tickets

☐ Tickets Not Checked

☐ Display Tickets Checked After

8/24/202615

☐ Display Tickets Checked Before

8/24/202615

☐ Checked By

UserName

Engineering Check Filters

☒ All Tickets

☐ Checked Tickets

☐ Tickets Not Checked

☐ Display Tickets Checked After

8/24/202615

☐ Display Tickets Checked Before

8/24/202615

☐ Checked By

UserName

Released Filters

☒ All Tickets

☐ Released Tickets

☐ Tickets Not Released

☐ Display Tickets Released After

8/24/202615

☐ Display Tickets Released Before

8/24/202615

☐ Released By

UserName

Rejected Filters

Filter

Clear Filters

Cancel

Filter Ticket Manager

☐ Created By

UserName

Detailed Filters

☒ All Tickets

☐ Detailed Tickets

☐ Tickets Not Detailed

☐ Display Tickets Detailed After

8/24/202615

☐ Display Tickets Detailed Before

8/24/202615

☐ Detailed By

UserName

Drafting Check Filters

☒ All Tickets

☐ Checked Tickets

☐ Tickets Not Checked

☐ Display Tickets Checked After

8/24/202615

☐ Display Tickets Checked Before

8/24/202615

☐ Checked By

UserName

Engineering Check Filters

☒ All Tickets

☐ Checked Tickets

☐ Tickets Not Checked

☐ Display Tickets Checked After

8/24/202615

☐ Display Tickets Checked Before

8/24/202615

☐ Checked By

UserName

Released Filters

☒ All Tickets

☐ Released Tickets

☐ Tickets Not Released

☐ Display Tickets Released After

8/24/202615

☐ Display Tickets Released Before

8/24/202615

☐ Released By

UserName

Rejected Filters

☒ All Tickets

☐ Rejected Tickets

☐ Tickets Not Rejected

☐ Display Tickets Rejected After

8/24/202615

☐ Display Tickets Rejected Before

8/24/202615

☐ Rejected By

UserName

Deadline Filters

☒ All Tickets

☐ Tickets With Deadline

☐ Tickets Without Deadline

☐ Display Tickets With Deadlines After

8/24/202615

☐ Display Tickets With Deadlines Before

8/24/202615

☐ Ticket Deadline Is Overdue

Custom Column

☐ Needs Revision

☐ Identity Description

☐ Check In Progress

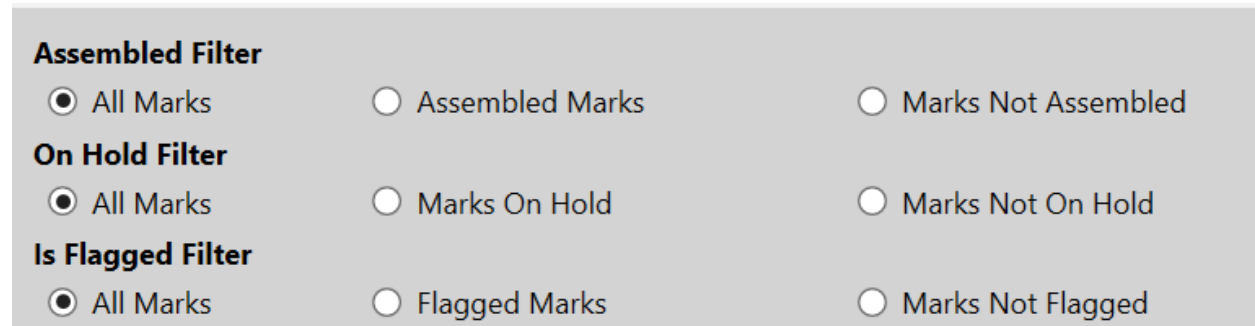
No

Filter

Clear Filters

Cancel

The Filter Ticket Manager window allows the user to filter with various settings applied:



Assembled Filter

☒ All Marks ☐ Assembled Marks ☐ Marks Not Assembled

On Hold Filter

☒ All Marks ☐ Marks On Hold ☐ Marks Not On Hold

Is Flagged Filter

☒ All Marks ☐ Flagged Marks ☐ Marks Not Flagged

- **Assembled filter:** User has the option to filter by: All Marks, Assembled Marks, and Marks Not Assembled
 - **All Marks** will not filter marks on Assembled status
 - **Assembled Marks** will only display marks in the data grid that have been Assembled (yes value)
 - **Marks Not Assembled** will only display marks that have not been Assembled (no value)
- **On Hold filter:** User has the option to filter by: All Marks, Marks on Hold, and Marks Not On Hold
 - **All Marks** will not filter on On Hold Status
 - **Marks On Hold** will only display marks in the data grid that are on hold (yes value)
 - **Marks Not On Hold** will only display marks that are not on hold (no value)
- **Flagged filter:** User has the option to filter by: All Marks, Flagged Marks, and Marks Not Flagged
 - **All Marks** will not filter on a marks flagged status
 - **Flagged Marks** will only display marks in the data grid that are flagged
 - **Marks Not Flagged** will only display marks that are not flagged in the data grid

*The following filters have additional options for filtering by **Date** (date value) and **By** (text value- Autodesk username) parameters*

- **Reinforced filter**

- - **All Marks** will not filter on Reinforced status and disable filtering on Reinforced Date and Reinforced By
- **Marks Not Reinforced** will only display marks that have not been Reinforced (no value) and disable filtering on Reinforced Date and Reinforced By.
- **Reinforced Marks** will only display marks that have been Reinforced (yes value) and will enable ability to further filter on Reinforced Date and Reinforced By.
- The user can filter on **Reinforced Date** using *Display Marks Reinforced After* and *Display Marks Reinforced Before* options.
 - When the check boxes are checked, only marks that are reinforced and have reinforced dates on or after and on or before the date set in the date picker.
 - The user can only use one of the filters or use both to set a date range.
 - **Reinforced By filter:** When checked on, will filter to only display marks that have been reinforced.
 - The tool applies a search on the **Reinforced By** column value (that is not case sensitive) and checks if **Reinforced By** column value contains the search term.
- **Created filter:** Filters on mark's Created column (yes/no value) with options to further filter on Created Date (date value) and Created By (text value) column values.
 - These option behave the same for each filter and will only be documented once below:
 - **All Tickets** will not filter on Detailed status and will disable filtering options for Detailed Date and Detailed By
 - **Detailed Tickets** will only display marks that have been Detailed (yes value) and will enable ability to further filter on Detailed Date and Detailed by.
 - **Tickets Not Detailed** will only display tickets that have not been Detailed (no value) and disable filtering on Detailed Data and Detailed By

- **Detailed filter:** Filters on mark's Detailed column (yes/no value) with options to further filter on Detailed Date (date value) and Detailed By (text value) column values.
- **Drafting Check filter:** Filters on mark's Drafting Checked column (yes/no value) with options to further filter on Drafting Checked Date (date value) and Drafting Checked By (text value) column values.
- **Engineering Check filter:** Filters on mark's Engineering Checked column (yes/no value) with options to further filter on Engineering Checked Date (date value) and Engineering Checked By (text value) column values.
- **Released filter:** Filters on mark's Released column (yes/no value) with options to further filter on Released Date (date value) and Released By (text value) column values.
- **Rejected filter:** Filters on mark's Rejected column (yes/no value) with options to further filter on Rejected Date (date value) and Rejected By (text value) column values.
- **Ticket Deadline filter:** Filters on mark's Ticket Deadline Filter column (date value).
- **Custom Column Filter:** If you have set up custom columns in the Ticket Manager Configuration Settings, they will appear in this filter list as an option to filter by.

Custom Column

☐ CustomParameter 0
 ☐ CustomParameter 1
 ☐ CustomParameter 2
 ☒ CustomParameter 3
 ☒ test
 ☐ Needs Revision
 ☐ TypeTest

Test

No

Yes

No

Filter: Filter Button will close the window and apply the selected filters to the main ticket manager window.

Clear Filters: Clear filters will reset the filters in the settings window to default (no filters)

Cancel: Cancel Button will close the window without changing the filters already applied to the main ticket manager window if any.

Main Data Grid

Mark #	Qty	Assembled	Reinforced	Reinforced Date	Reinforced By	Created	Created Date	Created By	Detailed	Detailed Date	Detailed By	Drafting Checked	Drafting Checked Date	Drafting Checked By	Engineering Checked	Engineering Checked Date	Engin
CL01	1	☐	☐			☐			☐			☐			☐		
CL02	8	☐	☐			☐			☐			☐			☐		
CL03	3	☐	☐			☐			☐			☐			☐		
CL04	2	☐	☐			☐			☐			☐			☐		
CL05	1	☐	☐			☐			☐			☐			☐		
CL06	1	☐	☐			☐			☐			☐			☐		
CL07	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE01	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE02	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE03	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE04	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE05	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE06	2	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE07	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE08	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE09	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE10	2	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE11	2	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE12	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE13	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE14	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE15	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE16	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE17	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE18	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE19	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE20	22	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE21	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE22	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE23	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE24	1	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE25	8	☐	☐			☐			☐			☐			☐		
FIELD TOPPED DOUBLE TEE26	1	☐	☐			☐			☐			☐			☐		

The main data grid lists all control marks in the project, as well as varying information about the marks.

The User can sort the data grid based on the different columns.

The User can reorder the columns by selecting the column header and dragging. (excludes Mark # column)

In the Ticket Manager Configuration Settings, the user can choose to see current or initial values for some statuses. *See column definitions below:*

Column	Description
Mark #	For unassembled marks, displays the structural framing element's CONTROL_MARK parameter value. If assembled, displays the Assembly's ASSEMBLY_MARK_NUMBER parameter value.
Qty	Displays the number of structural framing elements that share the control mark.
Assembled	Displays Yes if at least one of the structural framing elements that share that control mark is part of an assembly.

Column	Description
Reinforced	Displays the Assembly's TICKET_IS_REINFORCED parameter value. If not assembled, it will always display no/false.
Reinforced Date	Displays the Assembly's TICKET_REINFORCED_DATE_INITIAL or TICKET_REINFORCED_DATE_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Reinforced By	Displays the Assembly's TICKET_REINFORCED_USER_INITIAL or TICKET_REINFORCED_USER_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Created	Displays the Assembly's TICKET_IS_CREATED parameter value. If not assembled, it will always display no/false.
Created Date	Displays the Assembly's TICKET_CREATED_DATE_INITIAL or TICKET_CREATED_DATE_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Created By	Displays the Assembly's TICKET_CREATED_USER_INITIAL or TICKET_CREATED_USER_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Detailed	Displays the Assembly's TICKET_IS_DETAILED parameter value. If not assembled, it will always display no/false.
Detailed Date	Displays the Assembly's TICKET_DETAILED_DATE_INITIAL or TICKET_DETAILED_DATE_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Detailed By	Displays the Assembly's TICKET_DETAILED_USER_INITIAL or TICKET_DETAILED_USER_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Drafting Checked	Displays the Assembly's TICKET_IS_DRAFTING_CHECKED parameter value. If not assembled, it will display no/false.
Drafting Checked Date	Displays the Assembly's TICKET_DRAFTING_CHECKED_DATE_INITIAL or TICKET_DRAFTING_CHECKED_DATE_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.

Column	Description
Drafting Checked By	Displays the Assembly's TICKET_DRAFTING_CHECKED_USER_INITIAL or TICKET_DRAFTING_CHECKED_USER_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Engineering Checked	Displays the Assembly's TICKET_IS_ENGINEERING_CHECKED parameter value. If not assembled, it will display no/false.
Engineering Checked Date	Displays the Assembly's TICKET_ENGINEERING_CHECKED_DATE_INITIAL or TICKET_ENGINEERING_CHECKED_DATE_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Engineering Checked By	Displays the Assembly's TICKET_ENGINEERING_CHECKED_USER_INITIAL or TICKET_ENGINEERING_CHECKED_USER_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Released	Displays the Assembly's TICKET_IS_RELEASED parameter value. If not assembled, it will display no/false.
Released Date	Displays the Assembly's TICKET_RELEASED_DATE_INITIAL or TICKET_RELEASED_DATE_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Released By	Displays the Assembly's TICKET_RELEASED_USER_INITIAL or TICKET_RELEASED_USER_CURRENT parameter value, depending on the user's Ticket Manager Settings. If not assembled, it will be blank.
Ticket Deadline	Displays the value from the Assembly's TICKET_DEADLINE parameter, or the structural framing element's if not assembled. The parameter value must be formatted so a date can be parsed from it, then displayed as "yyyy-MM-dd". If the value cannot be parsed as a date, the cell is left empty.
Rejected	Displays the Assembly's TICKET_IS_REJECTED parameter value. If not assembled, will display no/false.
Rejected Date	Displays the Assembly's TICKET_REJECTED_DATE parameter value. If not assembled, it will display no/false.

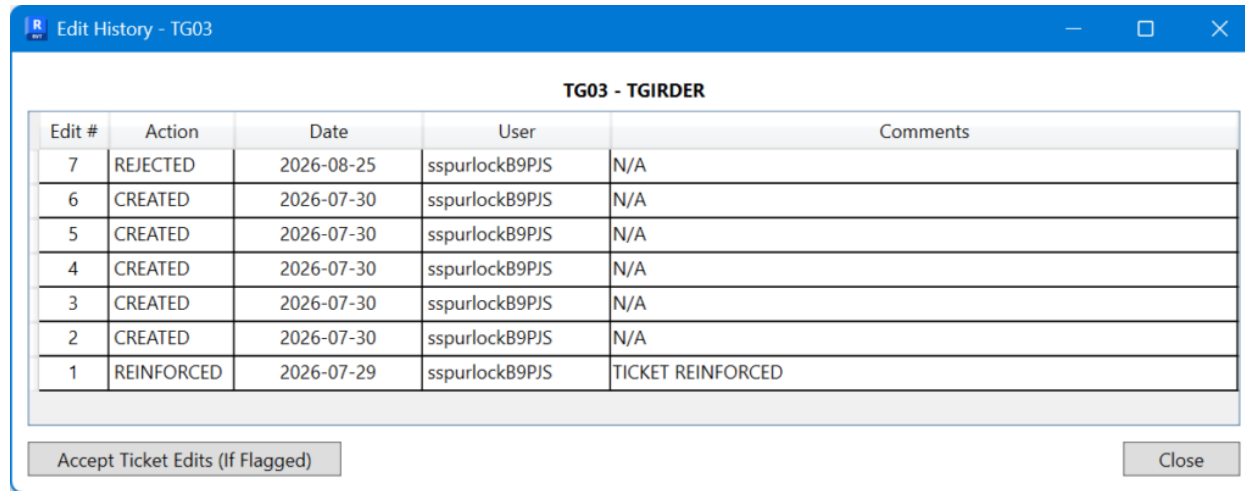
Column	Description
Rejected By	Displays the Assembly's TICKET_REJECTED_USER parameter value. If not assembled, it will display no/false.
Rejected Count	Displays the number of times a mark has been rejected. This value is parsed from the ticket edit history, which is stored using the TICKET_EDIT_COMMENT parameter on the assembly.
On Hold	Displays the assembly's ON_HOLD parameter value, or the structural framing element's if the assembly is not assembled.
Identity Comment	Displays the assembly's IDENTITY_COMMENT parameter value, or the structural framing element's if the assembly is not assembled.
Identity Description	Displays the assembly's Identity Description.
Check In Progress	Displays if a check is currently in progress.

Warnings



1. The **Warnings** section at the bottom of the window contains warnings about the selected marks in the data grid.
2. **Review Ticket Edit History** button:
 - Only Enabled if there is only one mark selected in the data grid and the selected mark is assembled

- Opens Review Ticket Edit History Window



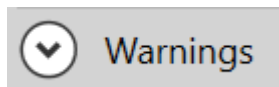
Edit #	Action	Date	User	Comments
7	REJECTED	2026-08-25	sspurlockB9PJS	N/A
6	CREATED	2026-07-30	sspurlockB9PJS	N/A
5	CREATED	2026-07-30	sspurlockB9PJS	N/A
4	CREATED	2026-07-30	sspurlockB9PJS	N/A
3	CREATED	2026-07-30	sspurlockB9PJS	N/A
2	CREATED	2026-07-30	sspurlockB9PJS	N/A
1	REINFORCED	2026-07-29	sspurlockB9PJS	TICKET REINFORCED

Accept Ticket Edits (If Flagged) Close

- Label at top displays the Mark Number and the Identity Description.
- Data Grid displays a history of edits made by our tools:
- Edit # - Order edits where made in
- Action - Describes the edit, for example Detailed would be when the ticket's detailed status was updated to true
- Date - Date of the edit
- User - user that made the edit
- Comments - Some Edits also add comments adding more information about the edit which would be displayed in the last column.
- The user can rearrange the columns and sort the grid based on the cell values of the different columns.
- Information from the data grid is stored in the TICKET_EDIT_COMMENT parameter on the assembly.
- **Close** button closes the window.
- **Accept Ticket Edits (If Flagged)** button:
 - Accept Ticket Edits (if Flagged) button acts the same as the **Accept Ticket Edits** button from the main ticket manager window described below. If the mark is not flagged, the button does nothing. After accepting edits, the Ticket Edit History Window closes.

3. **Accept Ticket Edits** button:

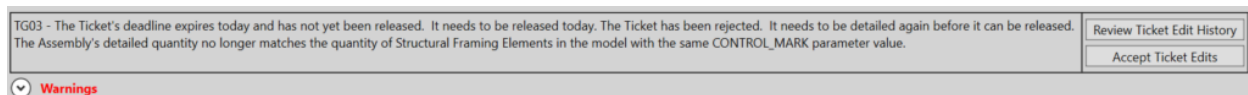
- Only enabled if the marks selected in the data grid is flagged and assembled.
 - The Tool will update the TKT_TOTAL_RELEASED, TKT_TOTAL_CREATED, and TKT_TOTAL_DETAILED parameter values on the assembly to match the current piece count (quantity).
 - It will not set the parameter value if it does not already have a value.
 - Updates the TKT_VIEW_SHEET_COUNT parameter value on the assembly with the current number of view sheets in the model associated with the selected mark number/assembly.
 - Updates the TICKET_FLAGGED parameter on the assembly to no/false
 - Adds EDITS ACCEPTED entry to the ticket edit history.
 - Will clear the warnings and flags from the mark. It will not remove warnings related to the ticket deadline or the ticket being rejected, but it will remove the flag from the Mark # column.
4. The warning section can be collapsed using the circle icon with an arrow inside it, so there is more room for the data grid.



If selected marks have a warning associated with it, the Warnings header text will be **bold** and **red**.

Additionally, the main text box will contain a text warning describing the issue. It is formatted to be the "{Mark Number} - {Warning Messages}".

See screenshot below for an example.



Ticket Information section

Ticket Manager Tools:



 Select Pieces

 Toggle On Hold

 Assign Ticket Deadline

 Edit Identity Comment

 Sync Parameters

 Mark Assembly As Reinforced

 Ticket Detailed

 Reject Ticket

 Drafting Checked

Ticket Information

TG03 - Sheets:

TG03: Sheet: 1 - TG03

Ticket Tools:



There are 3 distinct areas within this section:

1. **Ticket Manager Tools:** Contains different Ticket Manager tools that can be used on the selected marks in the data grid.
 - **Select Pieces:** The Selected Pieces tool takes each of the structural framing elements that are selected and are part of any of the selected assemblies, then selects them in the Revit model.
 - There are no requirements on which control marks can be selected. If no control marks are selected, the button will be disabled.
 - **Toggle On Hold:** The Toggle On Hold tool selects a single control mark and toggles the ON_HOLD parameter from checked (Yes) to unchecked (No) and vice versa.
 - The ON_HOLD parameter, a Yes/No parameter, is toggled at the top-level structural framing elements and the assembly instance if it's assembled. If not, it is toggled at the top-level structural framing elements of the control mark selected.
 - The Toggle On Hold button is enabled when a single control mark is selected. No control marks or multiple control marks being selected will disable the button.
 - **Assign Ticket Deadline:** The Assign Ticket Deadline tool lets you assign a specific date as a deadline to one or more selected marks (assembly or structural framing elements).
 - The date is written to the mark's TICKET_DEADLINE parameter in YYYY-MM-DD format (e.g., 2026-08-31).
 - See **Ticket Manager tools: Assign Ticket Deadline** reference guide for more in depth information.
 - **Edit Identity Comment:** The Edit Identity Comment tool selects a single control mark to create or modify the value of the IDENTITY_COMMENT parameter on the assembly or structural framing element.
 - If no control mark is selected or multiple control marks are selected, the Edit Identity Comment button is disabled.
 - If a single control mark has been selected, the button will be enabled.

- When the button is clicked, it will open a window to create or modify the IDENTITY_COMMENT parameter.
 - If the parameter already has a value, it will show as the default value of the textbox. If not, the textbox will be clear, ready for entry.
- There aren't any real limitations on the input from the textbox, accepting letters, numbers, and special characters.
 - If the modifications cannot be saved to the IDENTITY_COMMENT parameter, an error message will warn the user that the parameter cannot be set to the changes submitted.
- **Sync Parameters:** The tool is designed to loop through a selected group of assemblies or all assemblies in the model (depending on the user selection), pull the parameter values, and then set those values to the corresponding parameters on each of the structural framing elements that share the control mark.
 - If any control marks are selected, the button is enabled.
 - When the button is clicked and the tool runs, it will open a window prompting the user to choose if they would prefer to run the tool on the control marks selected in Ticket Manager or simply run the tool on all of the assembly instances that exist in the model.
 - Based on the selection, it will then take the indicated list of assembly instances and do the following:
 - Gather structural framing elements that have the same control marks
 - Gather values for the ASSEMBLY_MARK_NUMBER as well as the various ticket parameters
 - Loop through the list of structural framing elements and perform the following:
 - Identify the correlating parameters in the element

- Determine that the parameter exists for the given element. If the TICKET_IS_REINFORCED parameter is not present, move on to the next element in the list.
 - Set the value of the above parameters from the assembly to the correlating parameters on the element
- If the parameter on the element cannot be set for whatever reason, the user will be prompted with a warning message that lets them know why the parameter failed to set, and ultimately a separate error message that the tool could not sync parameters.
- If the Sync Parameters tool is successful, the final warning message to the user will indicate that the parameters have been synced successfully.
- **Mark Assembly As Reinforced:** The Mark Assembly As Reinforced Button will enable when a group of structural framing elements or assembly instances are selected.
 - If any of the control marks are not assembled, an error message will appear alerting the user that the Selected structural framing elements were not assembled.
 - If the selected control marks have been assembled, the button will be enabled and vice versa.
 - If the selected control marks have been assembled but not reinforced, they will be marked as reinforced and the user will get a prompt stating that there were assemblies that were marked as reinforced for the first time in the selection set, and the assemblies will be listed below.
 - If the selected control marks have been assembled, tickets have been created, but not marked as reinforced, the assembly will then be marked as reinforced and a prompt will appear stating that there were assemblies which have already been Ticketed and therefore the Ticket will be Flagged in the Ticket Manager dialog window. It will list the assemblies below that message. It will also state that there were assemblies that were marked as reinforced for the first time in the selection set, and will list those assemblies below that message as well.

- If the selected control marks have been assembled and have already been marked as reinforced, the user will get a prompt stating that there were assemblies which were previously marked as reinforced in the selection set as well as a list of the marked assemblies below that message. It will also state that there were assemblies that have already been Ticketed and therefore the Ticket will be flagged in the Ticket Manager dialog window.
- The tool updates the following parameters as part of the Mark Assembly as Reinforced process with indications if there are limited scenarios for the updates:
 - TICKET_IS_REINFORCED is a Yes\No parameter that will be set to yes if the tool runs successfully
 - TICKET_REINFORCED_DATE_INITIAL is a Text parameter. If a previous value does not exist, sets the current date (e.g. 2026-08-31)
 - TICKET_REINFORCED_DATE_CURRENT is a Text parameter. Sets the current date (e.g. 2026-08-31)
 - TICKET_REINFORCED_USER_INITIAL is a Text parameter. If a previous value does not exist, sets the current user name (e.g. mconstantineABCDE)
 - TICKET_REINFORCED_USER_CURRENT is a Text parameter. Sets the current date (e.g. mconstantineABCDE)
 - TICKET_FLAGGED is a Yes\No parameter. The parameter is updated yes as a need to flag the ticket arises (e.g. a ticket has already been created)
 - TICKET_EDIT_COMMENT is a Text parameter. The comment value is added to properly indicate the revision history.
- The tool will increment and update the Reinforced Marks Count and the Reinforced Pieces Count based on the control marks selected
- **Ticket Detailed:** The Ticket Detailed tool is the means by which a user can indicate that all of the details related to a specific ticket are complete, accurate and pertinent.

- To enable the Ticket Detailed button, select a control mark and an associated sheet. *Note: Only assembled control marks will have sheets to select.*
- When the tool is run, if the control mark has been rejected, the user is prompted that continuing will remove the rejected parameter.
- The user will then be prompted to enter their initials.
 - These initials will populate the DRAWN_BY Text parameter on the selected sheet.
- Other parameters impacted by this tool include the following:
 - SHEET_ISSUE_DATE is a Text parameter on the selected sheet where the date that the tool was run will be recorded. (MMdd/yy e.g. 08/31/26)
 - TKT_TOTAL_DETAILED is a text parameter indicating the number of structural framing elements in the ticket being detailed.
 - TICKET_IS_REJECTED is a Yes/No parameter changed to No if the user selects the option to continue when the Ticket Rejected prompt appears.
 - TICKET_REJECTED_USER is a Text parameter which is cleared based on the above criteria.
 - TICKET_EDIT_COMMENT is a Text parameter that is updated to maintain the revision history like many of the other tools.
- **Reject Ticket:** This tool is intended to indicate that the previously entered information on Ticket Detail, Drafting Check, Engineering Check, and Ticket Release has been rejected and needs to be attempted again.
 - The tool button is enabled if the selected control mark(s) are all assembled.
 - When the tool is run, there is no prompt or other indication that the ticket has been rejected.
 - The following parameters are impacted by the tools:

- TKT_TOTAL_DETAILED is a Text parameter on the assembly that is set to 0
- TICKET_IS_DETAILED is a Yes/No Parameter on the assembly that is set to No
- TICKET_IS_DRAFTING_CHECKED is a Text parameter on the assembly that is set to empty
- TICKET_IS_ENGINEERING_CHECKED is a Yes/No parameter on the assembly that is set to No
- TICKET_IS_RELEASED is a Yes/No parameter on the assembly that is set to No
- TICKET_IS_REJECTED is a Yes/No parameter on the assembly that is set to Yes
- TICKET_REJECTED_USER is a Text parameter on the assembly that is set to the Revit user name (e.g. mconstantineABCDE)
- TICKET_REJECTED_DATE is a Text parameter on the assembly that is set to the current date (e.g. 2026-08-31)
- TICKET_DETAILED_DATE_CURRENT is a Text parameter on the assembly that is set to empty
- TICKET_DETAILED_USER_CURRENT is a Text parameter on the assembly that is set to empty
- TICKET_DRAFTING_CHECKED_DATE_CURRENT is a Text parameter on the assembly that is set to empty
- TICKET_DRAFTING_CHECKED_USER_CURRENT is a Text parameter on the assembly that is set to empty
- TICKET_ENGINEERING_CHECKED_DATE_CURRENT is a Text parameter on the assembly that is set to empty
- TICKET_ENGINEERING_CHECKED_USER_CURRENT is a Text parameter on the assembly that is set to empty
- TICKET_RELEASED_DATE_CURRENT is a Text parameter on the assembly that is set to empty

- TICKET_RELEASED_USER_CURRENT is a Text parameter on the assembly that is set to empty
- These similar parameters are changed for each structural framing element with the matching control mark:
 - TICKET_IS_DETAILED is a Yes/No Parameter that is set to No
 - TICKET_IS_DRAFTING_CHECKED is a Yes/No Parameter that is set to No
 - TICKET_IS_ENGINEERING_CHECKED is a Yes/No Parameter that is set to No
 - TICKET_IS_RELEASED is a Yes/No Parameter that is set to No
 - TICKET_IS_REJECTED is a Yes/No Parameter that is set to Yes
 - TICKET_DETAILED_DATE_CURRENT is a Text parameter that is set to empty
 - TICKET_DETAILED_USER_CURRENT is a Text parameter that is set to empty
 - TICKET_DRAFTING_CHECKED_DATE_CURRENT is a Text parameter that is set to empty
 - TICKET_DRAFTING_CHECKED_USER_CURRENT is a Text parameter that is set to empty
 - TICKET_ENGINEERING_CHECKED_DATE_CURRENT is a Text parameter that is set to empty
 - TICKET_ENGINEERING_CHECKED_USER_CURRENT is a Text parameter that is set to empty
 - TICKET_RELEASED_DATE_CURRENT is a Text parameter that is set to empty
 - TICKET_RELEASED_USER_CURRENT is a Text parameter that is set to empty
 - TICKET_REJECTED_USER is a Text parameter that is set to the Revit user name (e.g. mconstantineABCDE)

- TICKET_REJECTED_DATE is a Text parameter that is set to the current date (e.g. 2026-08-31)
- **Drafting Checked:** A tool to indicate that the drafting efforts have been performed on the tickets of the selected control marks.
 - If a control mark has been selected, the tool button will be enabled.
 - The tool will support the selection of multiple control marks both assembled and not, though the tool will only run on *assembled* control marks.
 - When the tool is run, it will loop through the selected control marks and update the parameters listed below followed by the success prompt.
 - TICKET_IS_DRAFTING_CHECKED is a Yes/No parameter set to Yes.
 - TICKET_DRAFTING_CHECKED_DATE_INITIAL is a Text parameter set to the current date if there is no previous value (YYYY-MM-DD e.g. 2026-08-31).
 - TICKET_DRAFTING_CHECKED_DATE_CURRENT is a Text parameter set to the current date (YYYY-MM-DD e.g. 2026-08-31).
 - TICKET_DRAFTING_CHECKED_USER_INITIAL is a Text parameter set to the current user name if there is no previous value.
 - TICKET_DRAFTING_CHECKED_USER_CURRENT is a Text parameter set to the current user name.
- **Engineering Checked:** A tool to indicate that the engineering efforts have been performed on the tickets of the selected control marks.
 - If a control mark has been selected, the tool button will be enabled.
 - The tool will support the selection of multiple control marks both assembled and not, though the tool will only run on *assembled* control marks.

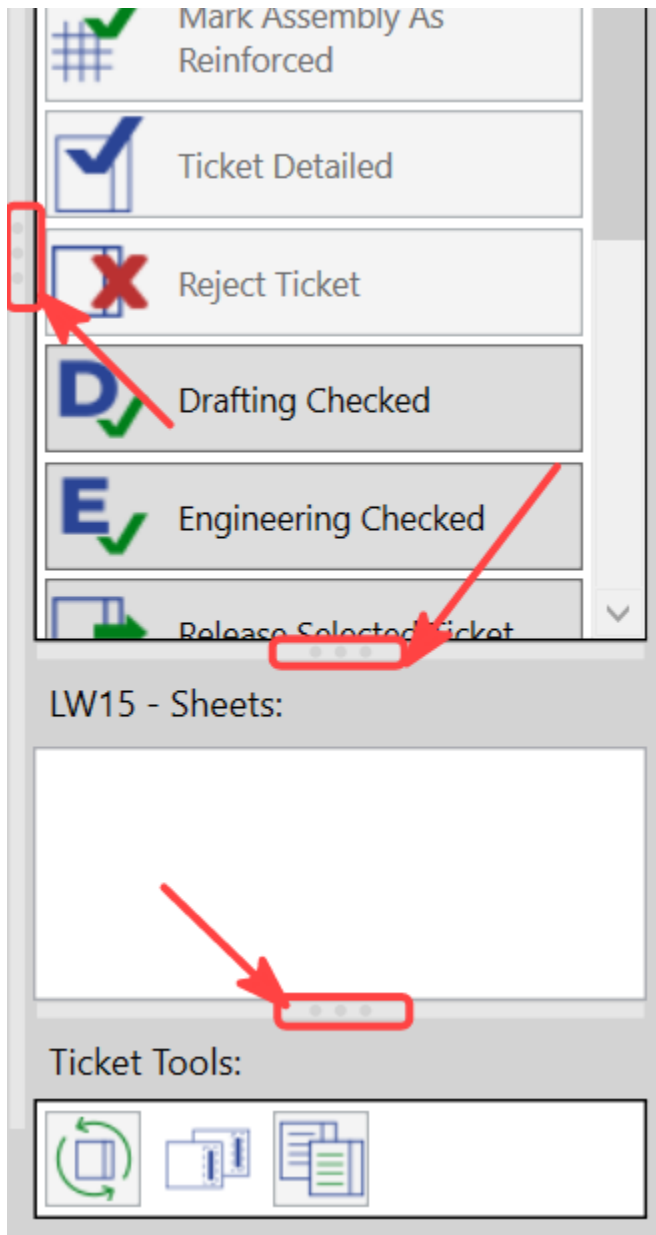
- When the tool is run, it will loop through the selected control marks and update the parameters listed below followed by the success prompt.
 - TICKET_IS_ENGINEERING_CHECKED is a Yes/No parameter set to Yes.
 - TICKET_ENGINEERING_CHECKED_DATE_INITIAL is a Text parameter set to the current date if there is no previous value (YYYY-MM-DD e.g. 2026-08-31).
 - TICKET_ENGINEERING_CHECKED_DATE_CURRENT is a Text parameter set to the current date (YYYY-MM-DD e.g. 2026-08-31).
 - TICKET_ENGINEERING_CHECKED_USER_INITIAL is a Text parameter set to the current user name if there is no previous value..
 - TICKET_ENGINEERING_CHECKED_USER_CURRENT is a Text parameter set to the current user name.
- **Release Selected Ticket:** The tool is designed to “release” the ticket as a completed assembly (has been assembled, reinforced, created, and detailed.) A released ticket is one who's edits have been accepted and has not been rejected.
 - If any control mark is selected, the button will be enabled.
 - If the selected control mark is not assembled, an error message will appear alerting the user that the element was not released because it is not as assembly.
 - The user must address this issue by assembling the selected control mark before releasing the ticket.
- **Request Revision:** The tool is intended to notify the need to revise the assembly.
 - The button is enabled when control marks are selected.
 - More than one control mark can be selected, and they do not have to be assembled for the button to be enabled.

- If the only control marks selected are not assembled, the tool will prompt the user with an error message stating that the selected structural framing elements were not assembled and that the tool can only be run on structural framing assemblies.
 - If the control marks selected are a mixed group of assemblies and structural framing elements, the tool will ONLY run on the assembled control marks and the elements will be left out of the list.
 - The tool will then set the TICKET_NEEDS_REVISION Text parameter to 'YES' and each of the impacted assemblies will be listed in a pop up window.
- **Issue Revision:** The tool is intended to notify that the assembly revision request has been completed.
- The button is enabled when control marks are selected.
 - More than one control mark can be selected, and they do not have to be assembled for the button to be enabled.
 - If the only control marks selected are not assembled, the tool will prompt the user with an error message that states that the selected structural framing elements were not assembled and that the tool can only be run on assemblies.
 - If the control marks selected are a mixed group of assemblies and structural framing elements, the tool will ONLY run on the assembled control marks and the elements will be left out of the list.
 - Also, if a revision has not been requested (the TICKET_NEEDS_REVISION Text parameter has not been set to 'YES') on the selected assemblies, the tool will prompt the user with an error message that states that none of the selected piece tickets needed revision, therefore no revisions were issued.
 - If the user receives none of these prompts, then the tool will set the TICKET_NEEDS_REVISION Text parameter to the current time stamp (YYYY-MM-DD-HH-mm-SS, e.g. '2026-08-11-11-01-07'). Each of the impacted assemblies will be listed in a prompt shown to the user.

- **Review Previous Ticket Check:** The purpose of this tool is to review the progress of a ticket check, whether it is still in progress or has been completed.
 - In order for the button to be enabled, an assembled control mark must be selected that has at least had the ticket checker started on it.
 - When the button is clicked to review a previous ticket check, the tool will first look for a ticket checker settings file. If it cannot find the file, the tool will prompt the user to browse for the settings file that they wish to use.
 - Once the settings file has been established, the tool will then prompt the user to determine which view to display the progress in (List View, Item View, or Detail View).
 - If the user selects the **List View** or the **Item View**, the tool will open the progress of the ticket check into the selected read-only view of the assembly within a dockable pane in Revit.
 - If the user selects the **Detail View**, the tool will open the progress of the ticket check into a read-only view of the selected assembly in a separate window.
 - On each of the windows, there is an option to Export Progress. As noted above, each of the views is *read-only*. These views are to review progress and interacting or completing additional progress is not allowed within this tool.
- **Edit Custom Column:** The tool allows the user to modify the parameter values shown in the custom columns.
 - In order for this button to be visible, you must configure a couple of settings with the **Ticket Manager Configuration Settings tool**.
 - The Custom Columns table needs to have *at least one row configured*.
 - The Custom Parameter Values Read Only checkbox needs to be unchecked. (Editing custom columns is not allowed when the values are read only.)

- The **Edit Custom Column** button is enabled if the first control mark selected is assembled.
 - If multiple control marks are selected, the tool will use the first selected assembly in the Edit Custom Columns Window.
 - Custom Column parameter values will differ by parameter type.
 - Text parameter types will change as the value is modified in the textbox.
 - Yes/No parameter types will change as the checkbox is selected and unselected.
 - In the Edit Custom Column dialog window, the buttons have the following functions:
 - **Save Values** will set the parameters referenced in the window to the values modified in the window. (e.g. Custom Test Eng Chk = TICKET_IS_ENGINEERING_CHECKED as designated in the Ticket Manager Export Settings)
 - **Clear Value** will empty a Text parameter row and unselect a Yes/No parameter row depending on which is selected.
 - **Clear All** will perform the Clear Value functionality on all rows, regardless of what row was selected.
 - **Cancel** will disregard all changes made in the window.
 - If everything saves successfully, the window will close and the modifications will appear in the columns in Ticket Manager.
2. **Sheets list:** This Section contains a list box that contains all the view sheets associated with the mark number/assembly in the data grid.
- Selecting the ticket in the list will open the sheet in your Revit active view.
 - A label at the top displays the mark number the sheets within the list are associated with.
3. **Ticket Tools:** This section at the bottom of the Ticket Information area; Contains a few Ticket Tools tools that can also be found in the Ticket Tools application ribbon within Revit.
- *Auto Ticket Generation:*

- Is only enabled if at least one of the marks selected in the data grid is assembled
- The tool then changes the current selection in Revit to the assemblies selected in the data grid.
 - The **Auto Ticket Generation** tool is run and operates no differently than when used outside of ticket manager.
- *Batch Ticket Title Block Populator:*
 - Is always available to the user
 - If no assembled marks are selected in the data grid before selecting this tool, the tool will prompt you to select the assemblies you would like to update.
 - If there are pre-selected and assembled mark numbers in the data grid when this tool is run, the tool will change the current selection in the Revit active view to those assemblies.
- *Clone Ticket:*
 - Only enabled if only assembled marks with associated view sheets is selected in the data grid.
 - The tool will make the currently selected mark number assembly the current selection in the Revit active view.



Note: The user can resize the Ticket Information area and the three sections within it by grabbing sliders in the UI (3 little dots) and dragging them up, down, left or right.

Known Limitations

- If you have the Ticket Manager tool open, and you want to open a new project or switch your active view, the information being shown in the Ticket Manager window will update to reflect whatever is in the active view.
- If you open the Ticket Manager tool while in the Family Editor, the window will display a blank ticket manager.

