NCHUA Quick Guide

Collaboration, project management and ticketing — start to finish.

Chat, huddles, tickets, tasks and reports — one workspace, organized by department. This guide covers the collaboration, project-management and ticketing side, start to finish.

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01

Getting started

Sign in, then pick (or create) a Department from the sidebar — that's your team's home base for chat, calls, tasks and tickets.

Long titles anywhere in the app — a task, a ticket, a sprint — can be cut off with "…". Hover your mouse over one to read it in full.

02

Departments — your team's space

A department bundles a group chat (with channels), huddle calls, shared docs and boards, and its own task board. Create one from Departments in the sidebar and invite teammates by email.

- Each department's channels show a small colored dot in your main Chat list, so you can

tell de pa rt me nts ap art at a g lan ce.

03

Tickets — ask for help, track the request

File one from Tickets: a title, a description, and optionally which department it concerns. Owners and admins are notified and can assign it.

- Status moves Open ! In progress ! Resolved ! Closed — only an owner/admin can close one.

- Comment to discuss it; type @ and a teammate's name to notify them by email.
- Attach a file to any c

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04

Turning a ticket into a task

Once a ticket's been reviewed (in standup, say) and the work needs tracking, open it and click Convert to task, choosing the department that will do the work. The ticket's own assignee carries over automatically if they belong to that department.

05

Tasks & Subtasks — the actual work

Inside a department, open Tasks to create one: a title, an assignee, a due date (and an optional start date), and a milestone if it belongs to one.

Open a task to add a description, comments — reply to any comment, @mention a teammate — and file attachments. Break it into Subtasks: smaller checklist items with their own assignee and dates. Drag a subtask to reorder it in the list.

06

Board — see the work, drag it along

The Board tab shows every task as a card in its status column — To do, In progress, Review, Done. Drag a card to another column to change its status.

07

Backlog & Sprints — planning ahead

What's a sprint? A short, fixed work cycle — commonly two weeks — your team commits to together. The backlog is everything not yet pulled into one.

Open the Backlog tab to create a sprint, start it (this automatically completes any sprint already running), and move tasks into it. Completing a sprint sends anything unfinished back to the backlog.

08

Timeline — a calendar view

The Timeline tab lays tasks out on a calendar by their start and due dates, so you can see what's running when — and what's overdue.

09

Reports — what got done

Reports lists every task and milestone completed in a week, month or quarter. Pick the period, page back and forward through past ones, and print the result.

10

Company-wide view

Company in the sidebar shows the Board, Backlog, Timeline and Reports across every department you belong to — or, if you're an owner/admin, every department in the organization. Same views, just combined, each card labeled by its department.

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Make it yours — Appearance

In Settings !’ Appearance, pick a theme — Default, Dark, Midnight, Slate or Forest. It applies instantly and follows you to any device you sign into.

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Appearance
The Settings page where you pick a visual theme for the whole platform — Default, Dark, Midnight, Slate or Forest.

Attachment
A file added to a task, subtask, or a comment on either — or on a ticket comment.

Backlog
Every task not yet pulled into a sprint.

Board
A Kanban view of tasks as cards in status columns (To do, In progress, Review, Done), draggable between columns.

Channel
A chat thread inside a department — a department can have more than one, e.g. General and Random.

Company view
The Board, Backlog, Timeline and Reports combined across every department you can see.

Convert to task
Turning a reviewed ticket into a task for a specific department to work on.

Department
A team's home base — its own chat, huddle calls, docs, boards, and task board.

Due date
The deadline for a task or subtask.

Huddle
A quick voice or video call started directly from a department's chat.

Mention (@)
Type @ and a teammate's name in a comment to notify them by email.

Milestone
A goal that groups several tasks — complete once every task in it is done.

Report
A list of every task and milestone completed in a chosen week, month or quarter.

Sprint
A short, fixed work cycle — commonly two weeks — a team commits to together.

Start date
The date work on a task or subtask is expected to begin.

Subtask
A smaller checklist item under a task, with its own assignee and dates. Drag to reorder.

Task
A unit of work inside a department — has a title, assignee, dates, and can hold subtasks, comments and attachments.

Ticket
A request for help or attention — can later be converted into a task.

Timeline
A calendar view of tasks laid out by their start and due dates.

own help elsewhere in the app.