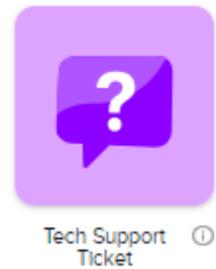


## Submitting a Tech Support Ticket with Incident IQ

Submitting a ticket through Incident IQ's Ticket Wizard is designed to be as quick and easy as possible while at the same time providing technicians with the necessary information to address your problem promptly.

### 3 Easy Ways to Access the Website

- Visit <https://newhallsd.incidentiq.com/> and click on Google SSO to sign in with your NSD email account.
- On the district website or any school website, click on Tech Support Ticket under the Staff or Staff Resources section.
- If you have a **Clever** account, click the Tech Support Ticket icon in your Clever dashboard.



Newhall School District

Sign in with

 Google SSO

 Reveal alternative login options

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**IN CASE OF EMERGENCY**, you can still call your site technician or District I.T. — but please be sure a ticket is entered either by the technician or yourself when time permits.

Next page 

## Create a New Ticket

Create a new ticket for any technical support issue from the Incident IQ dashboard by clicking the **New Ticket** button.

The New Ticket button is located at the top of the left-side navigation or in the “My Recent Tickets” section of your dashboard.

Note: Only staff members have access to Incident IQ so teachers will need to enter tickets for student accounts and devices.

The screenshot displays the Incident IQ dashboard interface. On the left, a dark blue navigation sidebar contains a 'New Ticket' button with a plus icon, highlighted by a yellow box and a blue arrow pointing to it. The main content area features a 'Welcome to the Tammany Hall School District helpdesk' message, a 'Quick Tickets' section with a 'MANAGE FAVORITES' button, and a 'My Recent Tickets' table. The table has columns for 'Ticket', 'Status', and 'Requested For'. A ticket is listed with the title 'Tablets - Keyboard / Trackpad / Mouse > Keyboard missing keys', a status of 'In Progress', and a requester of 'IQ Admin' from 'Cold Harbor Middle School'. A yellow arrow points to the 'NEW TICKET' button in the top right corner of the 'My Recent Tickets' section, which is also highlighted by a yellow box and a blue arrow pointing to it. A red arrow at the bottom right points to the right, labeled 'Next page'.

Ticket	Status	Requested For
Tablets - Keyboard / Trackpad / Mouse > Keyboard missing keys 35373 Updated: ~2 months ago	In Progress Ticket Follower	IQ Admin 5/19/22 6:32 AM Cold Harbor Middle School

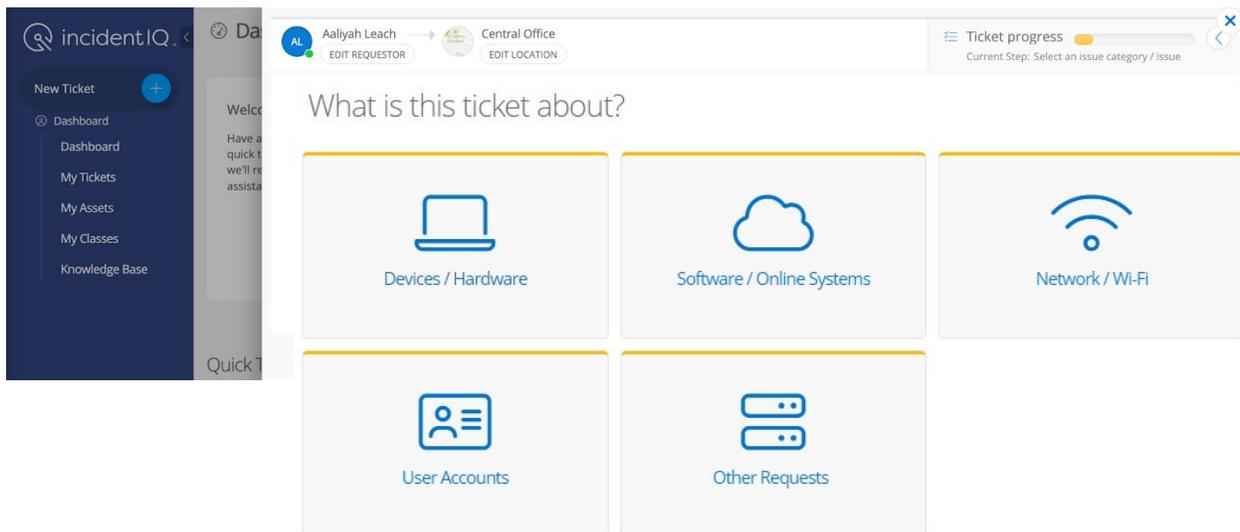
Next page

## Ticket Type

Next, you will be asked what your ticket is about. This section is broken down into five categories:

- **Devices/Hardware:** Used when something is physically wrong with a piece of technology (i.e., broken screen, cracked case, not working correctly, etc.)
- **Software/Online Systems:** Used when a problem arises with an application (i.e., Google, Aeries, Clever, DreamBox, etc.)
- **Network/Wi-Fi:** Used when a network issue occurs (i.e., a computer will not connect to the network/internet, etc.)
- **User Accounts:** Used to request an account login, password reset, or change in permissions.
- **Other Requests:** Used for any requests that do not fit into any of the above categories. *(Please first check above categories before using this option.)*

Select the category that best fits the problem you are experiencing at this time.



***Important Note:*** *Be aware that Incident IQ will automatically update the ticket location to match the site at which it thinks you are located. Please ensure that your ticket location data is correct before continuing with the submission process.*



## Select Asset

You will now be asked to refine your ticket submission further. This includes identifying specific hardware or online systems/software where necessary.

incidentIQ. <

New Ticket +

Dashboard

Dashboard >

My Tickets

My Assets

My Classes

Knowledge Base

AL Aaliyah Leach EDIT REQUESTOR

Central Office EDIT LOCATION

Devices / Hardware SELECT TICKET TYPE

Ticket progress

Current Step: Select a model / asset

Which asset is this related to?

Search assets ( tag or serial # ) ... Search: All Assets

My Favorites / Assets:

Acer C7 Chromebook

Central Office

003563

Popular Device Categories:

Desk Phones

Document Cameras

Interactive Boards / Smart Boards

Laptops / Notebooks

Laser Printers

Projectors

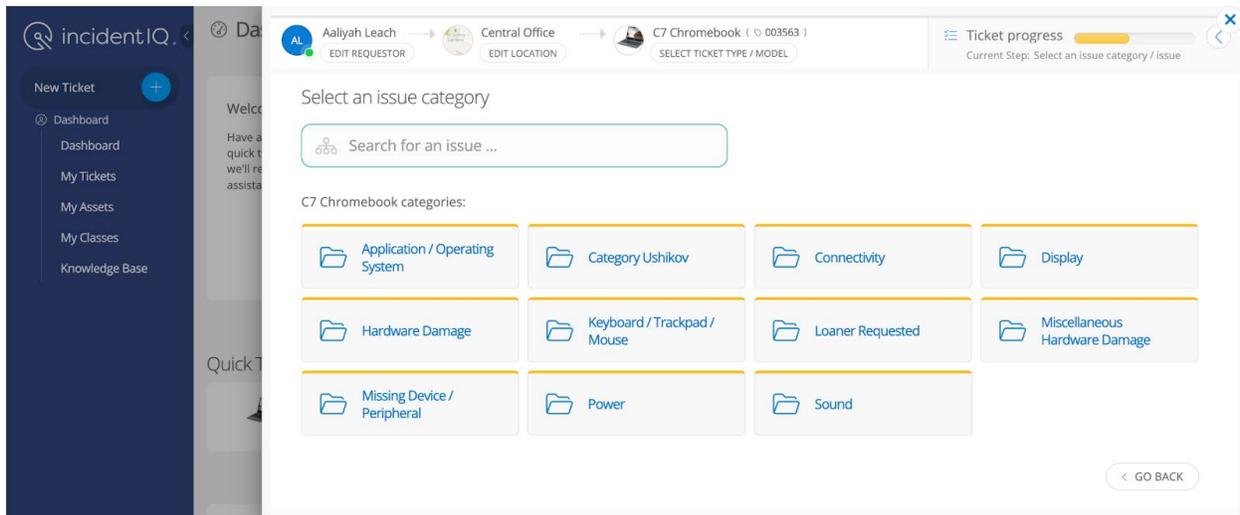
SHOW ALL CATEGORIES

< GO BACK



## Select Issue

You will be asked to choose the problem category that best matches the issue you are experiencing. Choose an issue from the displayed list. You can also type a keyword in the search box if you do not see your issue listed. Finally, you can choose **Issue not Listed** if your specific problem is not listed and you cannot find it by searching.



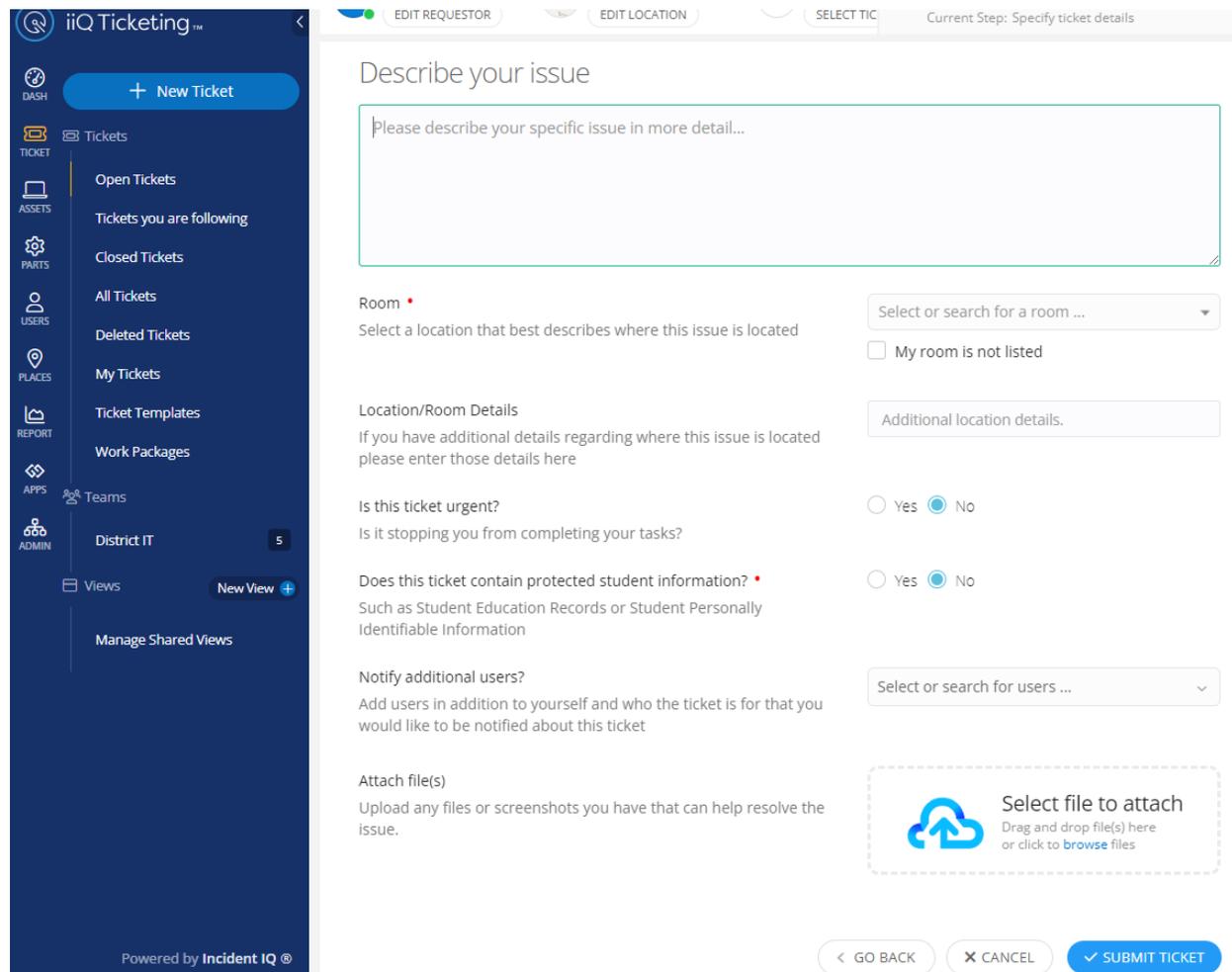
## Enter Description

After you have identified your ticket's general issue, you will be able to describe your problem in greater detail. If you have additional information to share, use the dialog box to describe your issue further.

Be sure to enter the room number/location.

You will also be asked whether the ticket contains sensitive student information (e.g., student personally identifiable information or PII).

If applicable, please attach a screenshot or picture by using the attach file(s) option. If attaching a screenshot, please include a screenshot containing the whole screen (not just an error message as the screen may also contain other info that can help IT).



The screenshot shows the 'Describe your issue' form in the iiQ Ticketing system. The form is titled 'Describe your issue' and has a current step of 'Specify ticket details'. It includes a large text area for the issue description, a dropdown menu for selecting a room, a checkbox for 'My room is not listed', a text field for 'Additional location details', radio buttons for 'Is this ticket urgent?' and 'Does this ticket contain protected student information?', a dropdown for 'Notify additional users', and a file upload section with a 'Select file to attach' button. The form is part of a larger interface with a sidebar on the left and navigation buttons at the bottom.

iiQ Ticketing ...

DASH + New Ticket

TICKETS Tickets

ASSETS Open Tickets

PARTS Tickets you are following

USERS Closed Tickets

PLACES All Tickets

REPORT Ticket Templates

APPS Work Packages

ADMIN Terms

District IT 5

Views New View +

Manage Shared Views

Powered by Incident IQ ®

EDIT REQUESTOR EDIT LOCATION SELECT TIC Current Step: Specify ticket details

### Describe your issue

Please describe your specific issue in more detail...

Room • Select or search for a room ...

Select a location that best describes where this issue is located

My room is not listed

Location/Room Details Additional location details.

If you have additional details regarding where this issue is located please enter those details here

Is this ticket urgent?  Yes  No

Is it stopping you from completing your tasks?

Does this ticket contain protected student information? •  Yes  No

Such as Student Education Records or Student Personally Identifiable Information

Notify additional users? Select or search for users ...

Add users in addition to yourself and who the ticket is for that you would like to be notified about this ticket

Attach file(s) Upload any files or screenshots you have that can help resolve the issue.

Select file to attach Drag and drop file(s) here or click to browse files

< GO BACK X CANCEL ✓ SUBMIT TICKET

Next page

## Submit Ticket

After filling in and reviewing all your ticket information, select **Submit Ticket**.

The screenshot shows the 'Describe your issue' form in the IncidentIQ interface. The breadcrumb trail at the top indicates the current step: Leach → Central Office → C7 Chromebook (003563) → Screen cracked. The form contains the following sections:

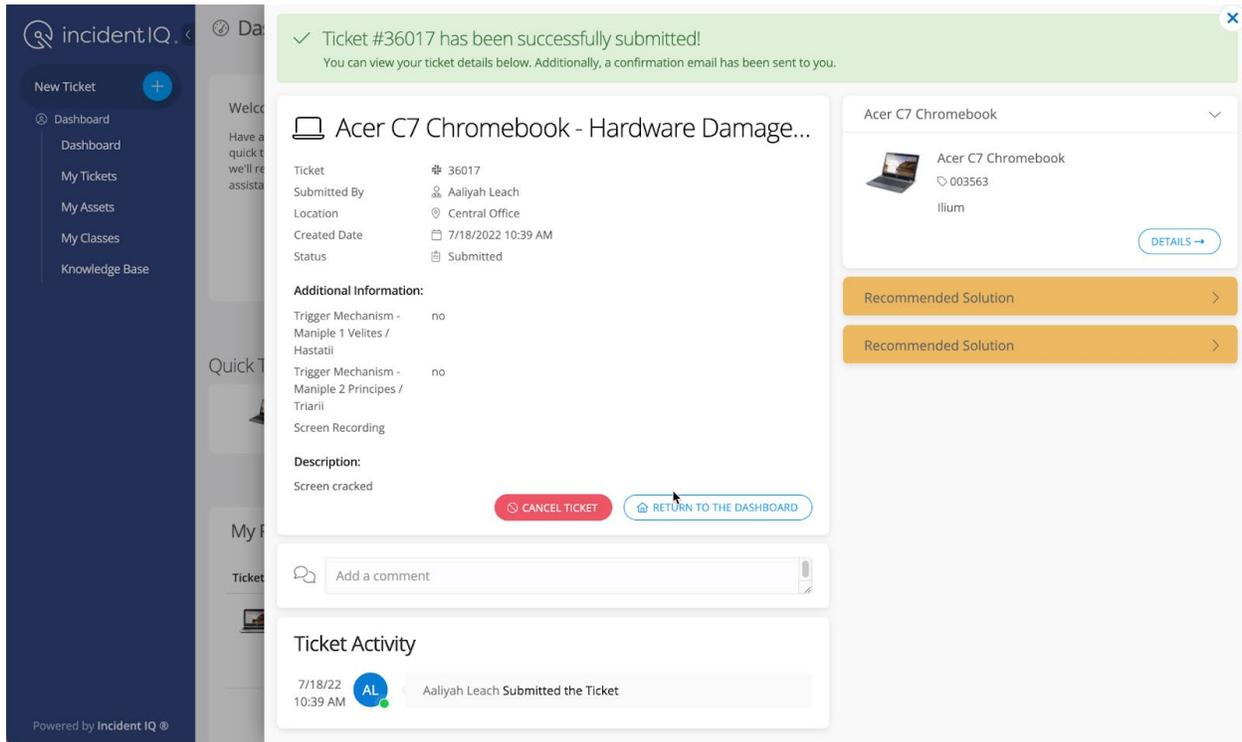
- Describe your issue:** A large text area with the prompt 'Please describe your specific issue in more detail...'
- Room:** A dropdown menu for 'Select or search for a room ...' and a checkbox for 'My room is not listed'.
- Location/Room Details:** A text field for 'Additional location details.'
- Is this ticket urgent?:** Radio buttons for 'Yes' and 'No' (selected).
- Does this ticket contain protected student information?:** Radio buttons for 'Yes' and 'No' (selected).
- Notify additional users?:** A dropdown menu for 'Select or search for users ...'.
- Attach file(s):** A section for uploading files with a cloud icon and instructions: 'Drag and drop file(s) here or click to browse files'. A yellow arrow points from this section down to the submit button.

At the bottom of the form, there are two buttons: '< GO BACK' and a blue 'SUBMIT TICKET' button with a checkmark, which is highlighted with a yellow border.



## Confirmation Page

The ticket will be generated in the system, and your page will redirect to the Ticket Details page. You will also receive a confirmation email that your ticket has been submitted.



The screenshot shows the Incident IQ interface. At the top, a green notification bar states: "✓ Ticket #36017 has been successfully submitted! You can view your ticket details below. Additionally, a confirmation email has been sent to you." The main content area displays the ticket details for "Acer C7 Chromebook - Hardware Damage...".

**Ticket Information:**

- Ticket: 36017
- Submitted By: Aaliyah Leach
- Location: Central Office
- Created Date: 7/18/2022 10:39 AM
- Status: Submitted

**Additional Information:**

- Trigger Mechanism - Maniple 1 Velites / Hastatli: no
- Trigger Mechanism - Maniple 2 Principes / Triarii: no
- Screen Recording: [checkbox]

**Description:**

Screen cracked

Buttons: [CANCEL TICKET](#) (red), [RETURN TO THE DASHBOARD](#) (blue)

**Ticket Activity:**

- 7/18/22 10:39 AM: Aaliyah Leach Submitted the Ticket

Left sidebar: New Ticket (+), Dashboard, My Tickets, My Assets, My Classes, Knowledge Base.

## Thank You!

We appreciate your support in using Incident IQ to submit your tech support requests. Utilizing a ticketing system allows your technical support staff to stay on top of your requests, track trends, and provide the very best level of support for our staff and students.

