

## **Submitting a Tech Support Ticket – Brief Instructions**

1. In case of emergency, please contact a school site tech or NSD IT. After the issue is addressed, a ticket should be entered by IT or the requestor to document the issue.
2. Log in to Incident IQ
  - a. <https://newhallsd.incidentiq.com/>
  - b. Shortcut also available on Clever and district websites
  - c. Sign in with Google SSO using your NSD email account
3. Click New Ticket
4. Select Ticket Type (*Hardware, Software, Network, etc.*)
5. Select Asset (*select device or software from available choices*)
6. Select Issue (*select issue from available choices or search for issue*)
7. Enter Description
  - a. Describe Issue
  - b. Above the “Describe your issue” box, make sure the location (School, District Office or Facilities) is correct. If not, click “Edit Location.”
  - c. Once location is verified, enter room number
  - d. If relevant, attach screenshot or picture, using Attach file(s). For screenshots, please include entire screen.
8. Click Submit Ticket

*\*For more detailed instructions, please see the district website.*