ITS Incident IQ (IIQ) Steps for Submitting a Ticket

Click here for a video showing this process

1. In Classlink, find the Incident IQ Icon in the Teacher Tools folder and click on it



- 2. Incident IQ will log you in with your credentials. *Your dashboard should look like the image below step 3.*
- 3. To submit a ticket, you can click on New Ticket on the main dashboard in the lower right corner or from the menu on the left side of the screen.

ूरि incident।Q. <	② Dashboard		Q Search @ Help 🖉 💀 Temp User 🗸
New Ticket My Work Dashbaard My Events My Tickets My Assets Ny Classes	Welcome to the Forsyth County Schools helpdesk Click the device listed under the "Quick Tickets" to create a new help o blue "+ New Ticket" button and well respond to you shortly.	lesk ticket for that device or click the	
Knowledge Base	Quick Tickets Oick an asset or system below to start sicket creation Dell XP5 13 9380 Central office CooseF392	n or use the new sidest button if you need assistance with something else.	MANAGE FAVORITES 🖋
	My Recent Tickets Ticket ∞ Status ∞	Requested For ↓₹	

- 4. On the next screen, you are creating the ticket.
 - a. If you are submitting ticket for yourself, make sure that your name and location are showing correctly at the top of the ticket. If location is wrong or you are submitting ticket for someone else, click the corresponding Edit button and change the requestor or location as needed.

Crea	ate Ticket			
RA	Ruth Allen	and the second	Central Office EDIT LOCATION	

- b. Below those options, you will be asked "What this ticket about?" From the shown tiles, select a category.
 - i. Devices/Hardware—this category is for laptops, desktops, Chromebooks, panels, and printers (physical hardware)

- ii. Software/Online Systems—this category is for issues with applications either installed on the device or on the internet (Microsoft, Google, applications in Classlink)
- iii. Other Requests—this category is for announcement issues, user account issues, (teachers and students), remove equipment, and many more (see list below)

	Forsyth Central High	?⊟ Ticket progress Current Step: Select	5 X ticket type
Working normally 2 What is this ticket ab	out?	3	⊙ View Status Board
Devices	/Hardware	ine Systems Other Request	s
Other request categories:			
Announcement Issues - Bells	Announcement Issues - Clocks	Announcement Issues - Intercom	Approval Request for New Software
Broken Equipment	Change Control	Compromised Accounts	Configure / Connect to Equipment
CTAE	Deploy new equipment	Employee User Accounts	Instructional technology request
Missing Equipment	Move / Remove Equipment	Move Equipment	Phone System
Provisioning	Remove Equipment (Surplus)	Request New Equipment	Security Cameras
Special events	Student user accounts	Issue Not Listed	

- c. Once you select a category, you will be presented with more options.
 - i. If you chose Device/Hardware, then you will be asked which device the issue is related to. If you have devices assigned to you, they will show up first under my favorites/ assets. If the issue is with one of the listed devices, select it. If not listed, search for the device.

Temp User \longrightarrow EDIT REQUESTOR EDIT LOCATION \longrightarrow	Devices / Hardware SELECT TICKET TYPE	Current Step: Select a model / asset
Which asset is this related to?		
Search assets (tag or serial #)	Search: All Assets 💌	
My Favorites / Assets: Dell XP5 13 9380 © Central Office © CODBBF2X2		
Popular Device Categories:		
Interactive Boards / Smart Boards	Laptops / Notebooks	
III SHOW ALL CATEGORIES		

d. Either select a listed option or select *Issue Not Listed*.

Temp User EDIT REQUESTOR EDIT LOCATION EDIT LOCATION	II XPS 13 9380 (© CODB8F2X2) LECT TICKET TYPE / MODEL	E Ticket progress	X		
Select an issue category					
Search for an issue					
Application / Operating System	Connectivity	Display			
Hardware Damage	Please help!	Power			
Issue not listed					

- e. On the ticket, complete the following items.
 - 1) Describe your issue. (Required)
 - 2) Make sure to select a room number. (Required)
 - 3) Additional location details (optional)
 - 4) Mark the ticket urgent or not (may not be able to change this)
 - 5) If you would like to include a screen recording or screenshot of the issue, you can include those items here. (optional)
 - 6) If the ticket contains protected student information, mark this Yes. (Required)
 - 7) Add additional users if necessary (optional)
 - 8) You can also attach files if needed. (optional)

9) At th	ne bottom	right corner	, click subn	nit ticket.
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Describe your issue	
Please describe your specific issue in more detail	
Room • Select a location that best describes where this issue is located	Select or search for a room My room is not listed
Location/Room Details If you have additional details regarding where this issue is located please enter those details here	Additional location details.
Is this ticket urgent? Is it stopping you from completing your tasks?	○ Yes ● No 4
Screen Recording. Add recordings or screenshots by clicking "Start Recording" or "Take Screenshot" to the right. You can also capture video frames by clicking "Take Snapshot" when a camera is selected. Any video recordings or images captured will be automatically attached to this licket.	Recording Name (optional)
5	Audio source: Microphone #1 0
Does this ticket contain protected student information? * Such as Student Education Records or Student Personally identifiable information	● START RECORDING ■ TAKE SCREENSHOT ○ Yes ● No: 6
Notify additional users? Add users in addition to yourself and who the ticket is for that you would like to be notified about this ticket	Select or search for users 7
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 disk to beyowe files
	(GO BACK X CANCEL VINIT TICKET

5. After submitting your ticket, then you will see this screen. This shows you the ticket number, which tech is assigned to your ticket, which asset was chosen for the ticket and any other info you added to it. You will also be able to see comments from the tech and be able to comment yourself on the ticket.

✓ Ticket #34 You can view yo	36 has been successfully submitted! our ticket details below. Additionally, a confirmation email has been sent to you.		(x)
🖵 Dell XF	25 13 9380 - Please help! > General Issue	Dell XPS 13 9380	~
Ticket Submitted By Location Created Date	# 3436	Dell XPS 13 9380	DETAILS
Status Additional Informati Screen Recording Description: General Issue - test te	Submitted		
Your Contact Is: Marilyn Fur Agent	© CANCEL TICKET @ RETURN TO THE DASHBOARD		ць
R Add a comm	nent B		Help & 1
Ticket Activit	y Temp User Submitted the Ticket		