

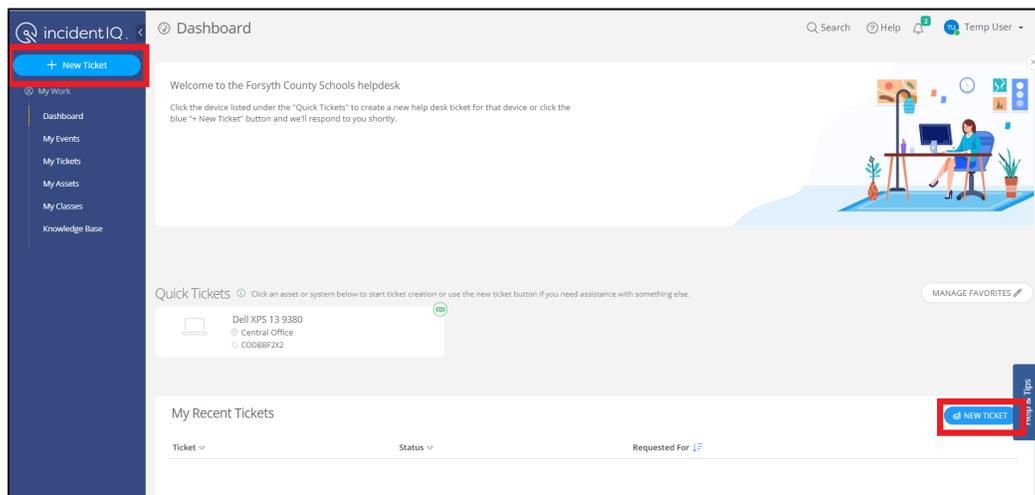
## ITS Incident IQ (IIQ) Steps for Submitting a Ticket

[Click here for a video showing this process](#)

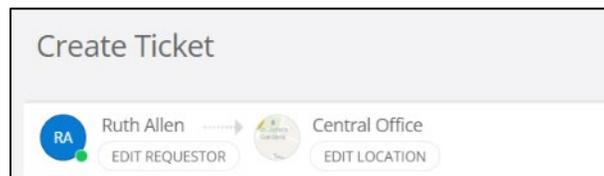
1. In Classlink, find the Incident IQ Icon in the Teacher Tools folder and click on it



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.

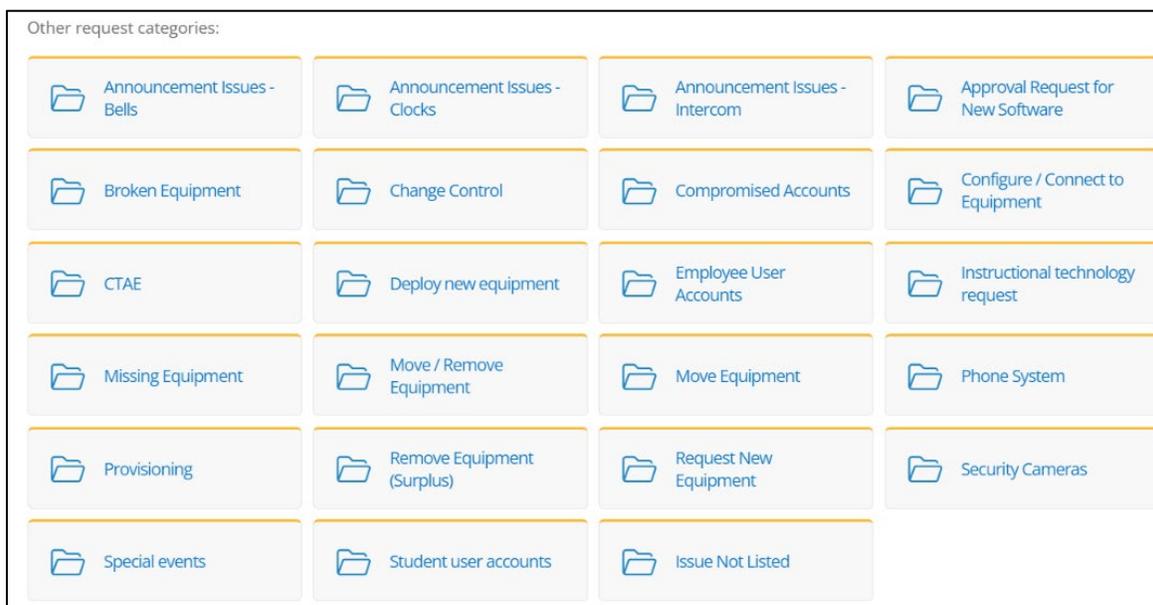
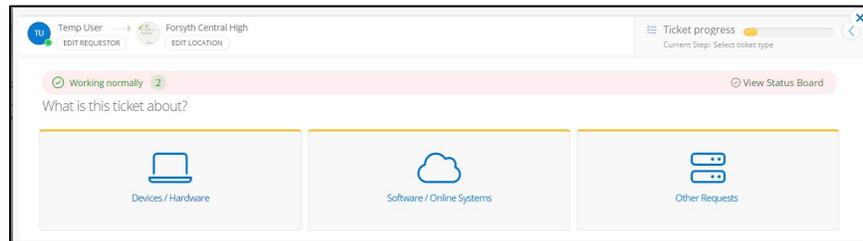


4. On the next screen, you are creating the ticket.
  - a. If you are submitting ticket for yourself, make sure that your name and location are showing correctly at the top of the ticket. If location is wrong or you are submitting ticket for someone else, click the corresponding Edit button and change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

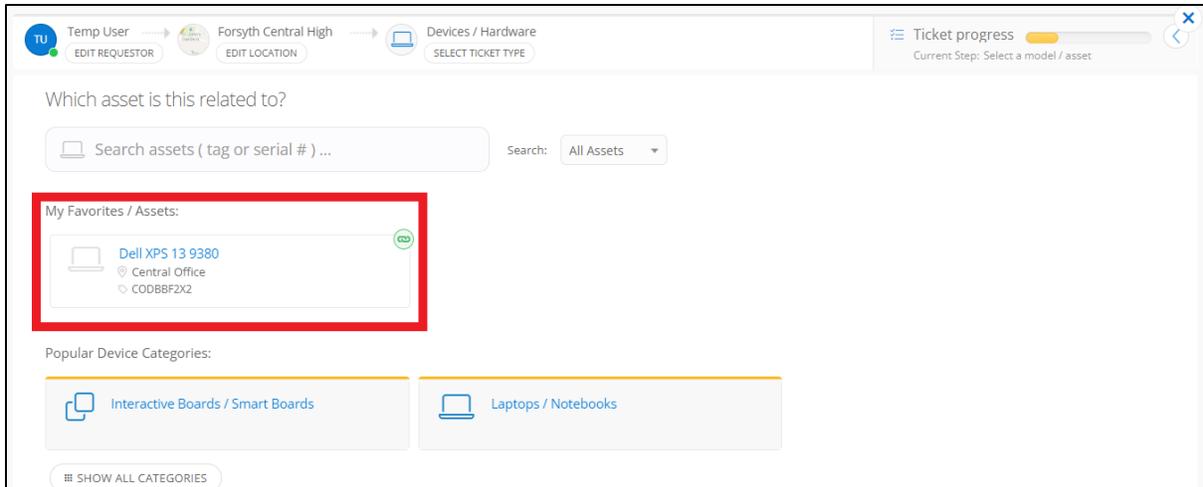


- b. Below those options, you will be asked "What this ticket about?" From the shown tiles, select a category.
  - i. Devices/Hardware—this category is for laptops, desktops, Chromebooks, panels, and printers (physical hardware)

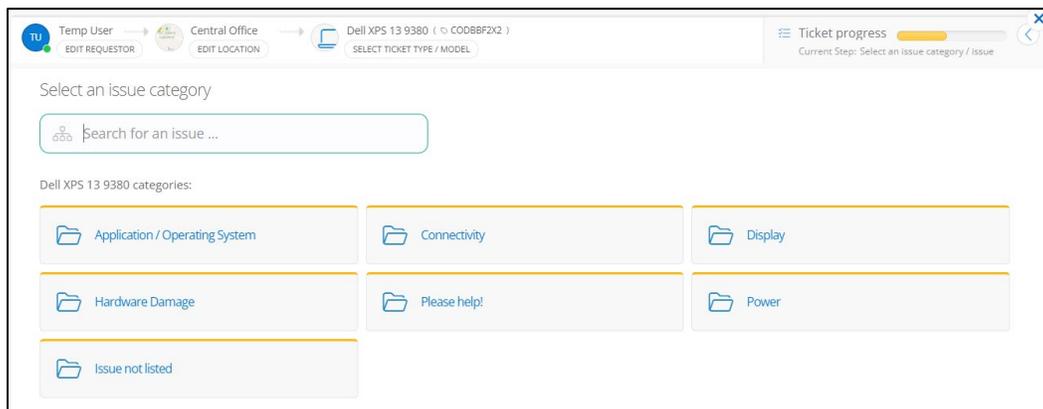
- ii. Software/Online Systems—this category is for issues with applications either installed on the device or on the internet (Microsoft, Google, applications in Classlink)
- iii. Other Requests—this category is for announcement issues, user account issues, (teachers and students), remove equipment,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



- 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.



d. Either select a listed option or select *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 the bottom right corner, click submit ticket.

The screenshot shows a 'Describe your issue' form with the following elements and callouts:

- 1**: A large text area for describing the issue.
- 2**: A dropdown menu for selecting a room.
- 3**: A text field for additional location details.
- 4**: Radio buttons for 'Is this ticket urgent?' (Yes/No).
- 5**: A 'START RECORDING' button.
- 6**: Radio buttons for 'Does this ticket contain protected student information?' (Yes/No).
- 7**: A dropdown menu for selecting additional users.
- 8**: A dashed box for attaching files.
- 9**: A blue 'SUBMIT TICKET' button at the bottom right.

Other form elements include: 'Room' label, 'Select a location that best describes where this issue is located', 'Location/Room Details' section, 'Screen Recording' section with 'Record Screen' and 'Microphone #1 ()' dropdowns, and navigation buttons '< GO BACK', 'X CANCEL', and 'SUBMIT 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 #3436 has been successfully submitted!  
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

## Dell XPS 13 9380 - Please help! > General Issue

Ticket # 3436  
Submitted By  Temp User  
Location  Forsyth Central High  
1111  
Created Date  11/21/2022 12:43 PM  
Status  Submitted

### Additional Information:

Screen Recording

### Description:

General Issue - test test

[CANCEL TICKET](#)

[RETURN TO THE DASHBOARD](#)

### Your Contact Is:

 Marilyn Funke  
 Agent

 Add a comment

### Ticket Activity

11/21/22  TU Temp User Submitted the Ticket

Dell XPS 13 9380

 Dell XPS 13 9380  
CODBBF2X2

[DETAILS →](#)

Help & Tips