

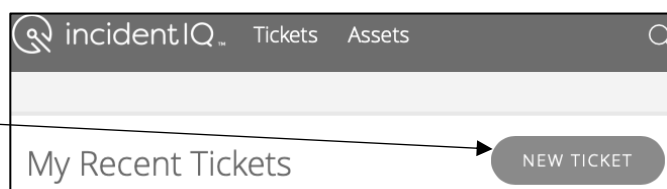
Incident iQ

1. Open a web browser.
2. Go to <http://techhelpccs.incidentiq.com>
3. Click the **DISTRICT LOGIN** button
4. Type your username and password (this is your computer login)
5. The next screen you will see is your "DASHBOARD"

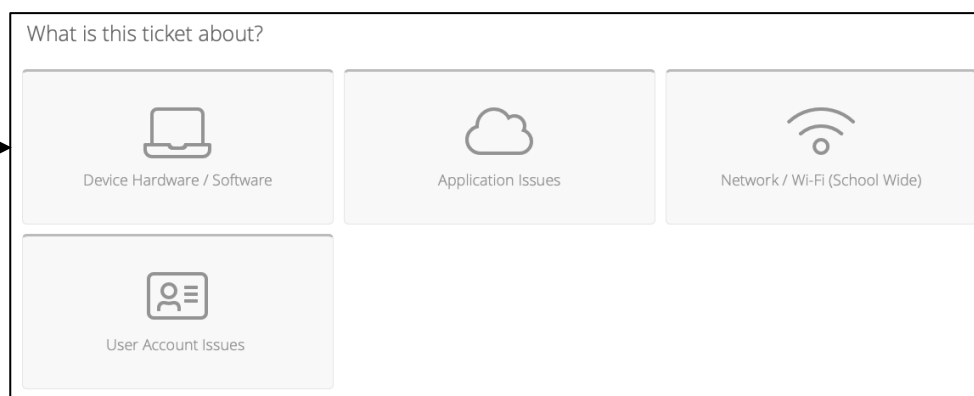


To create a ticket...

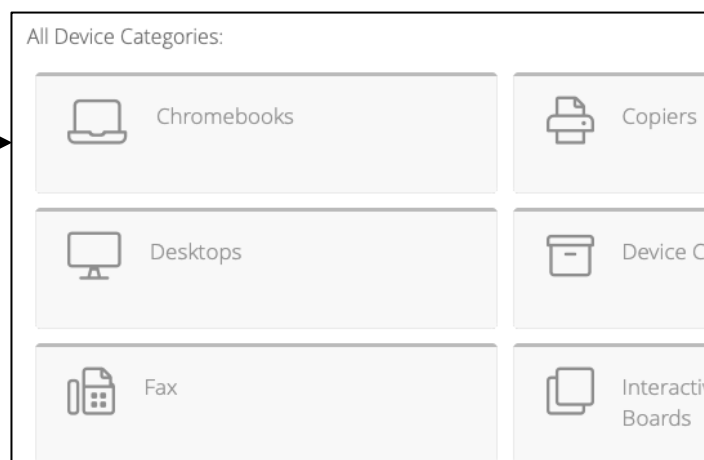
1. Click the **New Ticket** button



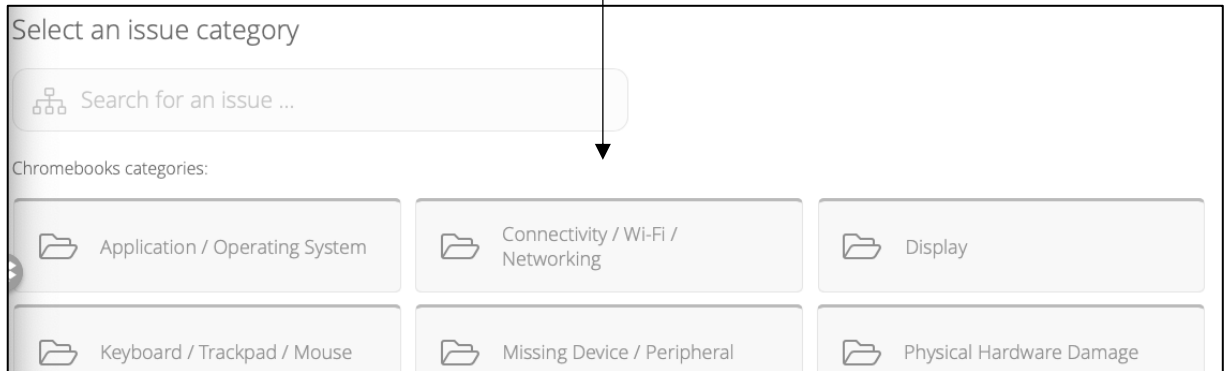
2. At the next screen select "**What is the ticket about?**". Click on the best answer.



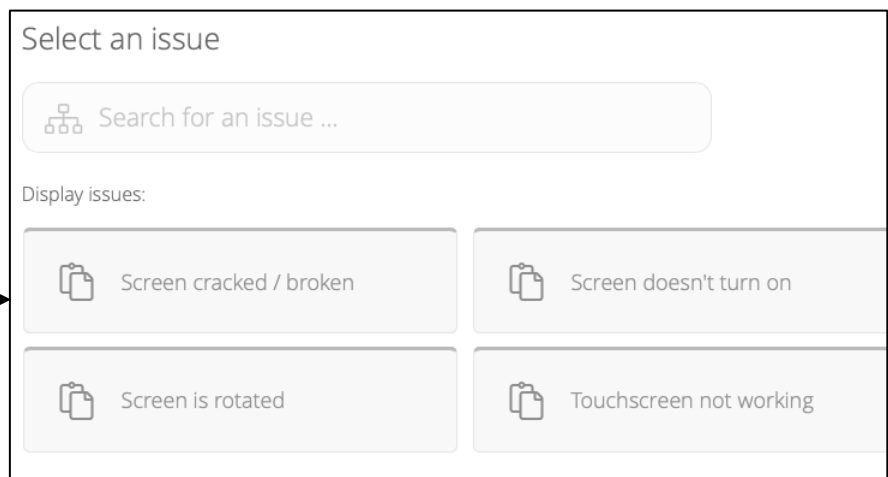
3. At the next screen you will see a list of **categories**. Choose the **DEVICE** Categories. For example if it is a Chromebook issue, click Chromebooks.



4. Next select an **ISSUE** that relates to the ticket. For example, if the screen is cracked choose Display.



5. Select the **ISSUE**. For example if the Chromebook's screen is cracked/broken then choose that issue.



6. Describe your issue in the box provided.

7. Type the location/room details.

8. Choose Is this ticket urgent-Yes or No

9. Is this device labeled and/or set aside? Yes or No.

The screenshot shows the top portion of a ticket submission form. At the top is a text area labeled 'Describe your issue' with a placeholder 'Please describe your specific issue in more detail...'. Below this is a section for 'Location/Room Details *' with a sub-instruction: 'If you have additional details regarding where this issue is located please enter those details here'. To the right of this section is a button labeled 'Additional location details.'. Below that is a question 'Is this ticket urgent?' with the sub-question 'Is it stopping you from completing your tasks?'. It has two radio buttons: 'Yes' (unselected) and 'No' (selected). Below that is an 'Asset Tag' field with the instruction 'Please enter the white 6 digit CCS barcode number from sticker on device'. At the bottom of this section is another question 'Is this device labeled and/or set aside? *' with the instruction 'Please label this device with issue and set aside so that it will be easy to locate for repairs.'. To the right of this question is a dropdown menu labeled 'Select a value ..'.

10. Does this ticket contain protected student information? Yes or No

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

The screenshot shows the bottom portion of the ticket submission form. It starts with a question 'Does this ticket contain protected student information? *' with the sub-question 'Such as Student Education Records or Student Personally Identifiable Information'. It has two radio buttons: 'Yes' (unselected) and 'No' (unselected). Below this is a 'Notify additional users?' section with the instruction 'Add users in addition to yourself and who the ticket is for that you would like to be notified about this ticket'. To the right is a dropdown menu labeled 'Select or search for one or more users'. Below that is an 'Attach file(s)' section with the instruction 'Upload any files or screenshots you have that can help resolve the issue.'. To the right is a large dashed box containing a cloud icon with an upward arrow, the text 'Drag and drop files here to upload', and a button labeled 'SELECT FILES TO UPLOAD'. At the bottom of the form are three buttons: '< GO BACK', 'X CANCEL', and 'SUBMIT TICKET'.

12. When finished with this screen click the **SUBMIT TICKET** button.

13. Once the ticket is submitted it will be assigned to the TF or Technician at your school.