



## How to submit a Technology Related Ticket with the New Helpdesk System

1. Start by going to <https://onteoracsd.incidentiq.com> or under the Staff link on the district webpage.



2. Select the blue Google SSO button as seen above. Then, you will see the screen below.

 Sign in with Google



## Sign in

to continue to [Incident IQ](#)

Email or phone

[Forgot email?](#)

[Create account](#)

English (United States) ▼

[Help](#)

[Privacy](#)

[Terms](#)

**Email or Phone: (Full Email Address) username@onteorak12.ny.us → Select Next**

**Password: (District Password) → Select Next**

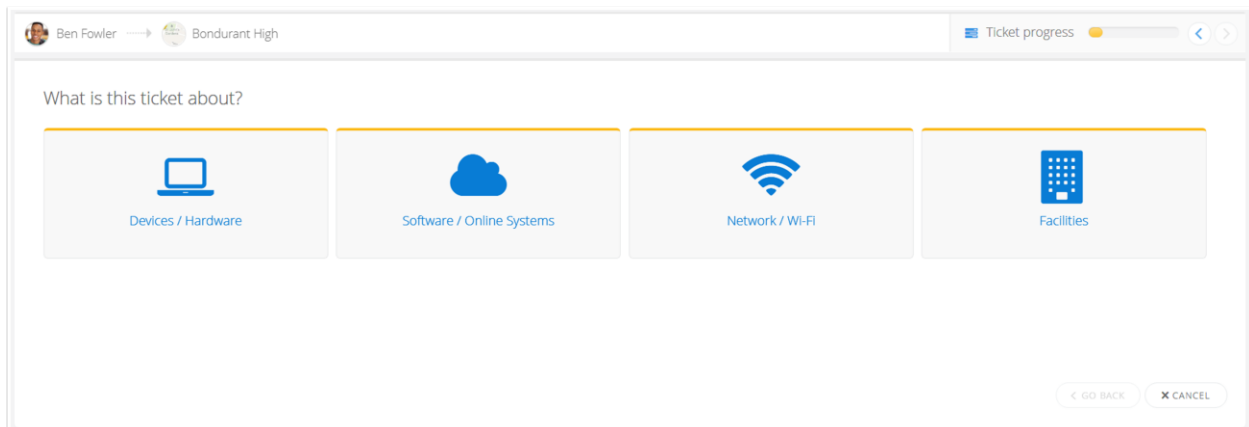
You are now logged into the incidentIQ dashboard as seen below.

- 
- 1. From the incidentIQ dashboard, you can create a new ticket for any technology related issue you have by clicking **New Ticket** icon. Scroll down to see the step-by-step procedure for requesting a service.*



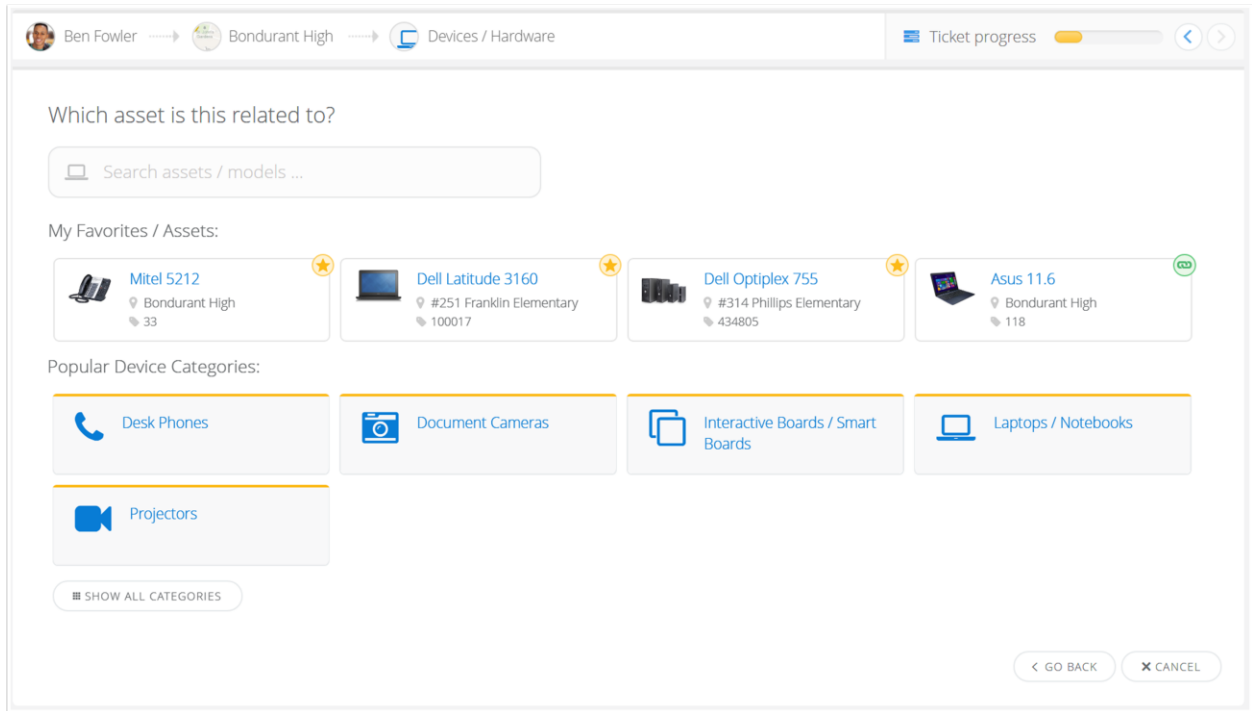
*2. You will now be asked to what your ticket is about. This section is broken down into four different categories:*

- **Devices/Hardware:** Used when something is physically wrong with a piece of technology (i.e. broken screen, cracked case, water damage, etc.)
- **Software/Online Systems:** Used when a problem arises with an application (i.e. Microsoft Office, Google Drive, Emails, etc.)
- **Network/Wi-Fi:** Used when a network issue occurs (i.e. network is slow, a computer will not connect to the local network, etc.)
- **Provisioning:** Used for Network and Subscription Account Creation (i.e. network, frontline, nwea, infinite campus, etc)

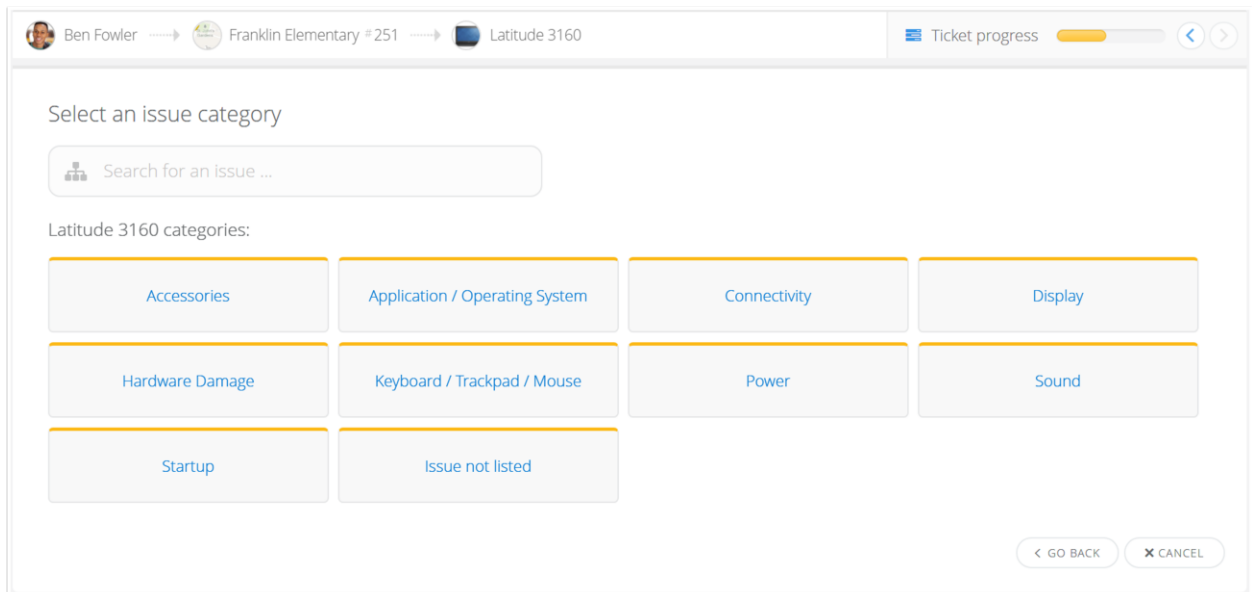


**Important Note:** *Be aware that Incident IQ will automatically update the ticket location to match the stored location of the device/asset in question. Please ensure that your ticket location data is correct before continuing with the submission process.*

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



4. You will now be asked to choose the problem category that best matches the issue you are experiencing. Choose an issue from the displayed list or choose **Issue not Listed** if your specific problem is not listed.



You can also use the search bar to quickly narrow down the listed problem selections.

Ben Fowler → Franklin Elementary #251 → Latitude 3160 Ticket progress

Select an issue category

cracked Enter

Search Results:

Case or housing cracked / broken

Screen cracked / broken

< GO BACK X CANCEL

5. After you have identified the general issue of your ticket you will be able to describe your problem in greater detail. If you have any additional information to share, use the dialog box to describe your issue further. You will also be asked to identify both the urgency of the ticket and whether it contains sensitive student information (e.g., student personally identifiable information or PII).

Ben Fowler → Franklin Elementary #251 → Latitude 3160 → Screen cracked / broken Ticket progress

Describe your issue

Please describe your specific issue in more detail...

Is this ticket urgent?  
Is it stopping you from completing your tasks? →  Yes  No

Attach file(s)  
Upload any files or screenshots you have that can help resolve the issue. Click here to browse for a file or drag and drop for upload

Does this ticket contain protected student information? \*  
Such as Student Education Records or Student Personally Identifiable Information →  Yes  No

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

Start typing to add a follower...

< GO BACK X CANCEL SUBMIT TICKET

6. After you have completed filling in and reviewed all your ticket's information select **Submit Ticket**.

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

Click here to browse for a file or drag and drop for upload

Does this ticket contain protected student information? \*  
Such as Student Education Records or Student Personally Identifiable Information

Yes  No

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


Start typing to add a follower...




< GO BACK    X CANCEL    **SUBMIT TICKET**

At this time 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.

✓ Ticket #336419 has been successfully submitted!  
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

Ticket #336419

 Dell Latitude 3160 - Display > Screen cracked / broken

For	 Ben Fowler	Issue
Location	 Franklin Elementary Room: 251	Screen cracked / broken
Created	 12/26/2017	
Status	Submitted	

**CANCEL TICKET**    **RETURN TO THE DASHBOARD**

If you have any questions or concerns, please feel free to reach out to the service desk.