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.

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

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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)

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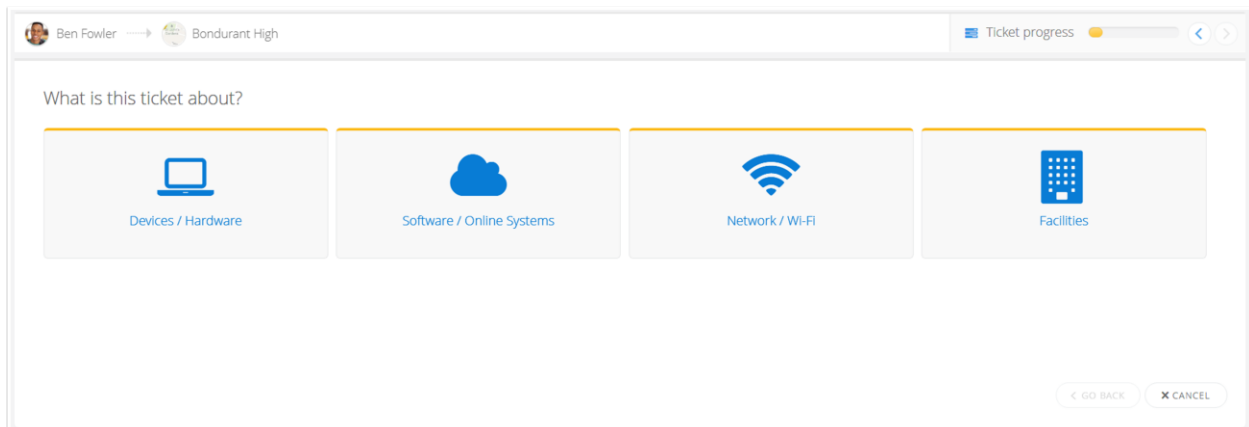
Important Note: *Be aware that Incident IQ will automatically update the ticket location to match the stored location of the device/asset in question. Please ensure that your ticket location data is correct before continuing with the submission process.*

3. *You will now be asked to further refine your ticket submission. This includes identifying specific hardware or online systems/software where necessary.*
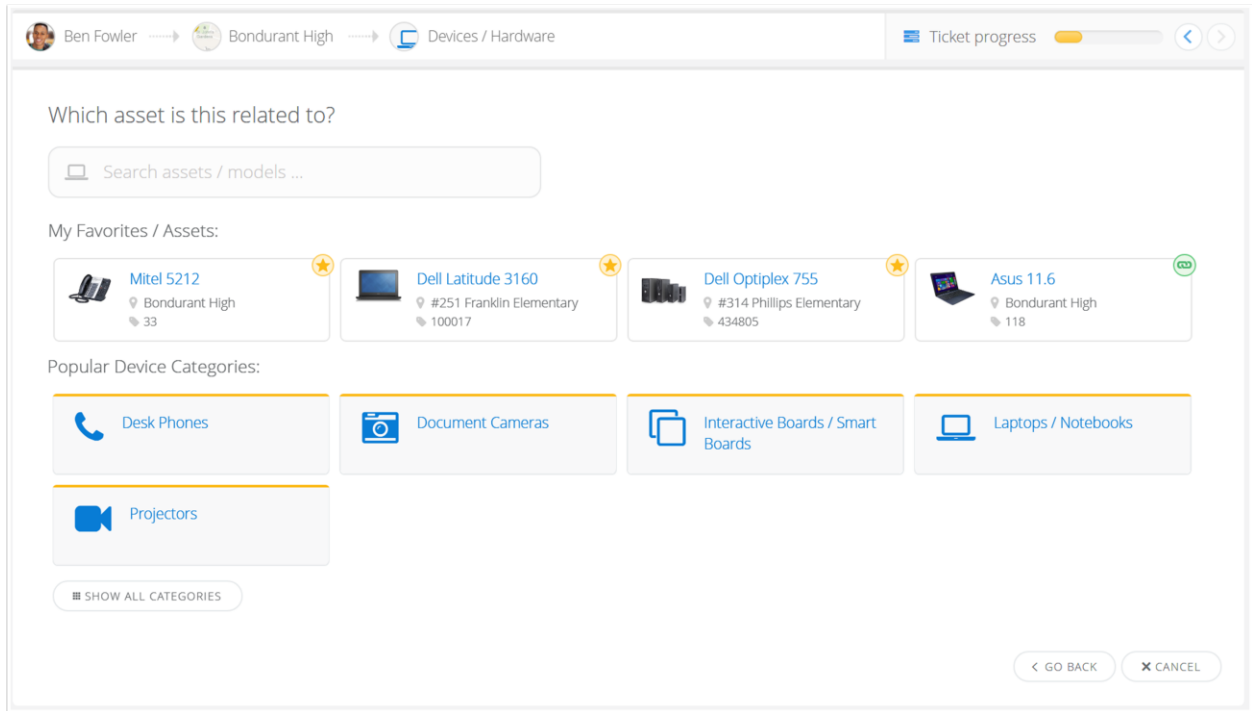
4. You will now be asked to choose the problem category that best matches the issue you are experiencing. Choose an issue from the displayed list or choose **Issue not Listed** if your specific problem is not listed.
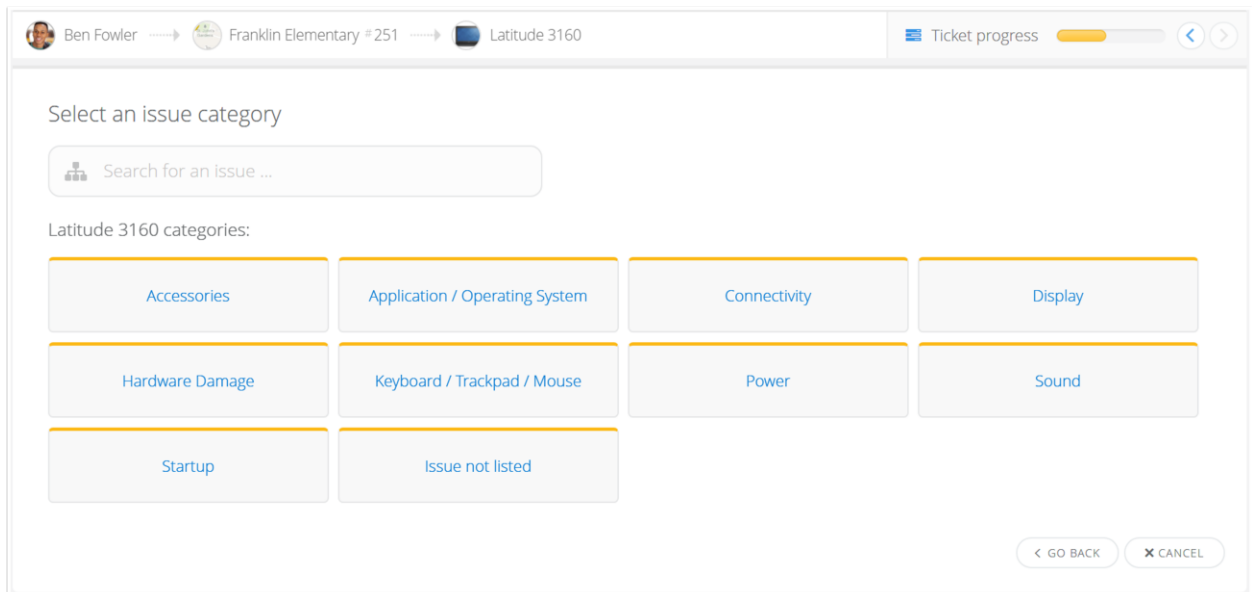
You can also use the search bar to quickly narrow down the listed problem selections.

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).*

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

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