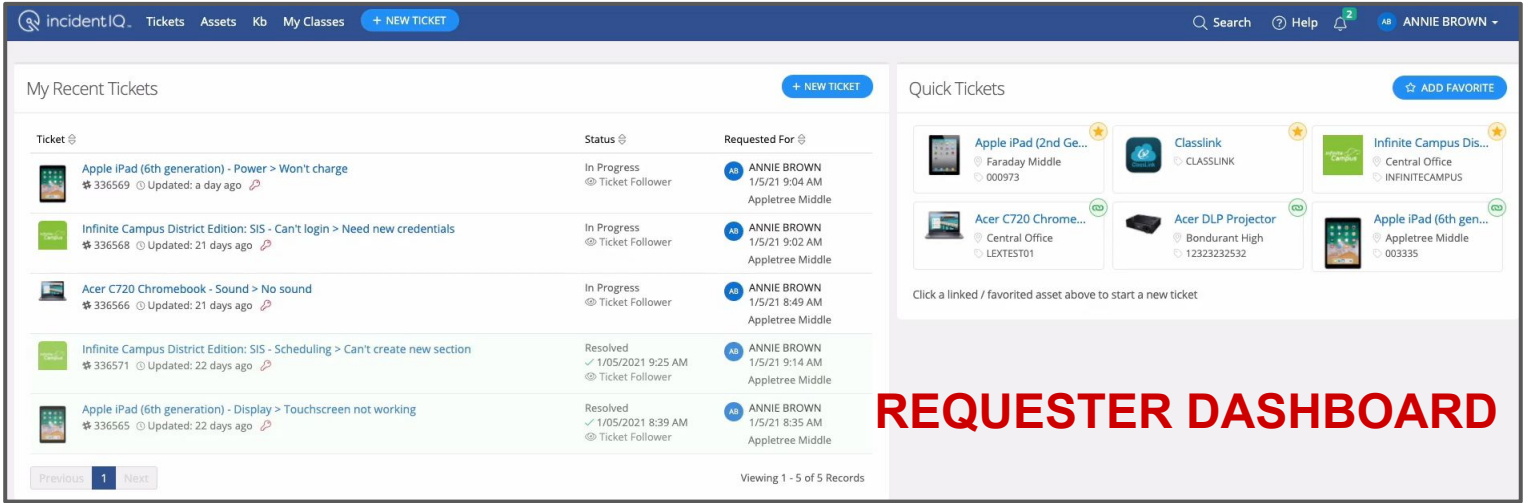


Submit a Ticket for Tangi Tech Support

Submitting tickets through Incident IQ is designed to be quick and easy while collecting the necessary information for our Technicians (Agents) to address your issue in a timely manner.



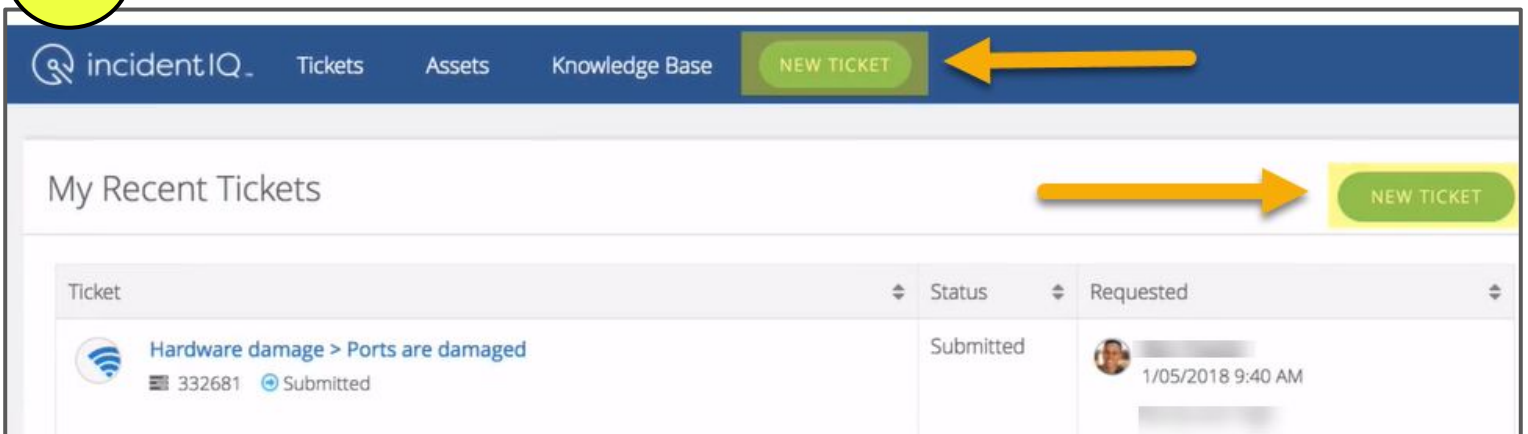
REQUESTER DASHBOARD

Ticket	Status	Requested For
Apple iPad (6th generation) - Power > Won't charge #336569 Updated: a day ago	In Progress Ticket Follower	ANNIE BROWN 1/5/21 9:04 AM Appletree Middle
Infinite Campus District Edition: SIS - Can't login > Need new credentials #336568 Updated: 21 days ago	In Progress Ticket Follower	ANNIE BROWN 1/5/21 9:02 AM Appletree Middle
Acer C720 Chromebook - Sound > No sound #336566 Updated: 21 days ago	In Progress Ticket Follower	ANNIE BROWN 1/5/21 8:49 AM Appletree Middle
Infinite Campus District Edition: SIS - Scheduling > Can't create new section #336571 Updated: 22 days ago	Resolved 1/05/2021 9:25 AM Ticket Follower	ANNIE BROWN 1/5/21 9:14 AM Appletree Middle
Apple iPad (6th generation) - Display > Touchscreen not working #336565 Updated: 22 days ago	Resolved 1/05/2021 8:39 AM Ticket Follower	ANNIE BROWN 1/5/21 8:35 AM Appletree Middle



START A NEW TICKET

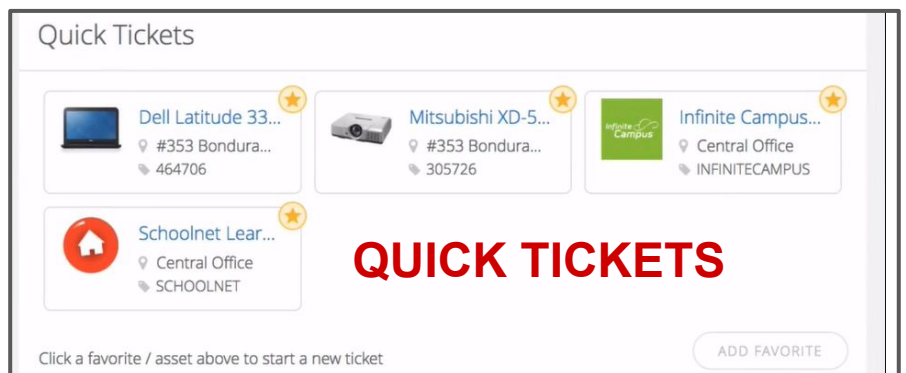
Click one of the "NEW TICKET" buttons to begin.



The screenshot shows the top navigation bar with a green 'NEW TICKET' button highlighted by a yellow arrow. Below, in the 'My Recent Tickets' section, another 'NEW TICKET' button is highlighted by a yellow arrow.

You can also begin a New Ticket by selecting from the **QUICK TICKETS** menu on the Requester Dashboard.

These are tickets that have been favorited, as they are used most often.



QUICK TICKETS

- Dell Latitude 33... #353 Bondura... 464706
- Mitsubishi XD-5... #353 Bondura... 305726
- Infinite Campus... Central Office INFINITECAMPUS
- Schoolnet Lear... Central Office SCHOOLNET

Click a favorite / asset above to start a new ticket

2

WHAT IS THIS TICKET ABOUT?

Choose from the menu items to identify the general problem area.

incidentIQ Tickets Assets Knowledge Base NEW TICKET Search Help Technology Ben Fowler

Ben Fowler → Bondurant High Ticket progress

What is this ticket about?

Devices / Hardware Software / Online Systems Network / Wi-Fi Facilities

3

WHAT ASSET IS THIS RELATED TO?

Search, choose from your favorites, or choose a popular device category to give further details about which device/area needs servicing.

Which asset is this related to?

Search assets / models ...

My Favorites / Assets:

Dell Latitude 3350 #353 Bondurant High 464706

Mitsubishi XD-500U #353 Bondurant High 305726

Popular Device Categories:

Desk Phones Document Cameras Interactive Boards / Smart Boards

Projectors

4

SELECT ISSUE CATEGORY

Specify the particular issue you are having with the device or asset. Use the search window to assist, or choose from the listed categories.

Select an issue category

Search for an issue ...

Latitude 3350 categories:

Accessories Application / Operating System Connectivity Display

Hardware Damage Keyboard / Trackpad / Mouse Power Sound

Startup Issue not listed

5

DESCRIBE YOUR ISSUE

Use this section to give specific details regarding your technology issue. The more details you provide, the easier it will be for your technician to resolve your ticket.

Describe your issue

Please describe your specific issue in more detail...

Location/Room Details *
If you have additional details regarding where this issue is located please enter those details here

Tag Number
If you did not see your device to select initially, please give us your tag number

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

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

Additional location details.

Select or search for users ...

Select file to attach
Drag and drop file(s) here or click to browse files

Have a screenshot to share?

GO BACK CANCEL SUBMIT TICKET

6

SUBMIT YOUR TICKET

Your assigned technician will receive the incident report. Once the ticket is opened by your technician, you will receive a notification through email.

GO BACK CANCEL SUBMIT TICKET

TICKET DETAILS

Your ticket details will appear on your dashboard. Cancel your ticket if you no longer need assistance, so that our technicians can operate as efficiently as possible.

✓ Ticket #332690 has been successfully submitted!
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

Ticket # 332690

Dell Latitude 3350 - Sound > No sound

For	Ben Fowler	Issue
Location	Bondurant High Room: 353	No sound - My laptop's speakers aren't playing any sound when I play videos from YouTube.
Created	1/05/2018	
Status	Submitted	

CANCEL TICKET RETURN TO THE DASHBOARD