# ( wincident IQ ... **DEVICE CHECK-OUT TEAM**

## Checking Out Assets to Students & Submitting Tickets on Student Devices

## Accessing **Check-Out**

Accessing	ू ि incidentIQ.	② Dash	board								Q Search 🔞 Help 🔔 🧑 Kristy Rocquin 👻	
Check-Out	Deshboard     E Tickets	Critical	Assigned to me O tickets High Mediun	Low	Critical	Assigned to of 1 tickets High Me	thers s edium Low	Critical	Unassigned O tickets High Medium	Low	Resolved by me O today O this week	
tangischools.incidentiq.com				٥	٥	0	•	0		•		_1
og into incidentIQ using your  Circle to / Out  Circle to				VI L	🖵 Assets 🗸 🗸							
Tangischools Google SSO.	은 Users									C.	+ NEW ASSET	
♥ Locations <							esets Evolorer					
<b>1.</b> From the dashboard, use your scanner to scan the TPSS barcode on the back of							G	ustom Views	e l			
the device you wish to check out.							A	udit Manager				

You can navigate to the **Assets Check-In/Out** page to search for a device if needed.

## Checking Assets Out

**2.** Select the user to check the asset out to by using the search bar underneath "Check Out To." (confirm that you are selecting the correct student by verifying the email address and school name.)

Assets Check In/Out	Q Search 🛞 Help 🖂 Ticketing = 💭 🔞 iiQ Admin =
0000163	LOOKUP
Asset Found	
Apple iPad (6th generation)	Check Out To:
© #02302 Happy Valley Elementary School ○ 0000163	Select or search for a user 👌
	CHECK ASSET OUT TO USER

Check In / Out

leted Assets

3. After you have made your user selection, click on the Check Asset Out to User button to finalize the check-out process.

4. When the asset information updates you will now see the selected user as the asset's current owner.

History				
	Asset Tag	Manufacturer Model	Location	Asset Owner
	© 0000163	Apple iPad (6th generation) Tablets	Happy Valley Elementary School 0202	Original: Not Assigned
				Current: James Thomas

If you want to add a name label to a Chromebook, print one using your Dymo label creator. Please remove the label when the device is in need of pick-up for service by a technician.

Does a student need a new device? Submit a ticket on the damaged/broken device and place the device in your designated pick-up location on campus for our technicians to collect. Check out a second device for the student.

## Submitting a Ticket

Students needing a new device will bring their device to the Device Checkout person on campus. This designated person will collect the device and submit a Help Desk Ticket. This will alert the technician that the device needs to be picked up, while keeping an inventory and track record of the device.

- 1. Scan the barcode on the back of the device. \* Submit Ticket 2. Choose Submit Ticket. 🔓 Home - Tangipahoa Parish Scho 🗙 🛛 🔞 Incident IQ | Dashboard × + e × ← → C ☆ 🗈 tangischools.incidentiq.com/agent/dashboard < \$ 1 G 📥 🗯 🔲 🗄 🛅 TPSS Bookmarks 🔞 Incident IQ 📭 Str Plan 📉 🛆 🗧 🕻 💷 🏹 🥢 🌱 🤣 Fs 🤜 Buffer 🛅 🚹 🎯 S EEF 🔕 🚱 ofa 👗 🕚 Pano G DRC O Search က Help ႐ုံ 📭 DINA SPEARS 🕶 Dashboard 😡 incident IQ Found Asset Resolved by me General Information 0 today DINA SPEARS Owner: this week SV106615 Asset Tag: K6NXCV098763257 Serial Number: Knowledge Base Model: Asus Chromebook Flip C214 Asset Status: In Service Location: Central Office Settings Options Q View Asset 🖉 Edit Asset Check In/Out Submit Ticket View Tickets Verify ch these conditions CLOSE
- 3. This will open a New Ticket Flyout, allowing you to submit a ticket for the device while simultaneously keeping you in the Check-In screen. The location field is mandatory. List the location of device

R	Assets Check In/Ou	IQ Admin	R11 C738T-C8Q2 ( © 141720 ) SELECT TICKET TYPE / MODEL		Ticket progress Current Step: Select an issue category / issue	×
₽ ₩ ↓ ©	Search for an asset us History Asset Tag	Select an issue category				
≗ ⊚		Application / Operating System	Connectivity	Hardware Damage	Missing Device / Peripheral	
⊡ ⊗		Power	Sound	C Startup	Student transfer / withdrawal	
 क्षै		issue not listed				

#### Please be as specific as possible in your details to notify technicians of device issues.

4. Once the ticket has been submitted, you will see a details page. This page will contain information which you can always refer back to in the case that you need to cancel the ticket, or communicate with the assigned technician.

्रि incidentIQ. ×	Asus Chromebook Flip C214 - Keyboard / Trackpad / Mouse > Issue not listed	Q Search 🕘 Help 🗘 🙀 DINA SPEARS 👻
<ul> <li>Dashboard</li> <li>         Ⅲ Tickets         ✓     </li> </ul>	✓ Ticket #1033 has been successfully submitted! You can view your ticket details below. Additionally, a confirmation email has been sent to you.	
+ NEW TICKET B NEW VIEW	Ticket : 🏶 1033   Submitted: 2/21/2022 1:38 PM   🖗 Technology Center - Device checkout room   🗔 Asus Chromebook Flip C214   Undown (100)	
Tickets you are following Closed Tickets	Asus Chromebook Flip C214 - Keyboard / Trackpad / Mouse > Issue not listed	Info
All Tickets Teams ~ & Facilitators My Tickets	Start Ticket         This ticket is not started. You can claim ownership and start the ticket below.         START TICKET         CANCEL TICKET	Assigned Not Assigned Team  Not Assigned Status SLA None Tags No Tags No Tags
Work Packages	<ul> <li>DINA SPEARS submitted ticket -1 minute ago :         "Missing keys on the keyboard"         Tag Number         If you did not see your device to select initially, please give us your tag number     </li> </ul>	Submitted By CHANGE DINA SPEARS VIEW USER Idina.spears@tanglischools.org Idina.spears@tanglischools.org Idina.spears@tanglischools.org
⊂ © Locations < ⊡ Knowledge Base ▲ Users < © Locations <	C2 ADD COMMENT	Asus Chromebook Flip C214           Asus Chromebook Flip C214           Asus Chromebook Flip C214           Svi06615           Svi06615
	1:38 PM DINA SPEARS Submitted the licket	Fees / Payment History  Coc # Date Item Amount No fees or fines have been added.

When the technician picks up the broken devices from your school, they will scan them on-site and change the location of the device from your school to the technology department. At that point, the child will be removed from the device.

### **Asset Explorer**

Search by device or student

- All Assets list of all of the devices which are checked out at your school
- User filter: search for name to see all of the devices which are typed out to a student

You will see a track history of all of the tickets and fees associated with the student, across school locations and years.

## **Procedures for Special Circumstances** Lost Devices

If a student has lost their device, please track it in incidentIQ by submitting a ticket. This will assist with tracking the history of lost devices. A technician will research the location of the lost device and respond through incidentIQ.

## Loaning a Device

If a student does not have a Device Loan Agreement, the school may check a device out to that student daily. The student will turn the device in at the end of the day, and the device will need to be checked back in. *For students who forgot their device at home, or lost their device, they do not get a loaned device for the day.* 

## **Student Leaving the District**

The student will turn the device in and a Ticket will be submitted for the device to alert the technician to pick up the device. Please choose the option **Student/Transfer Withdrawal** as the category.