

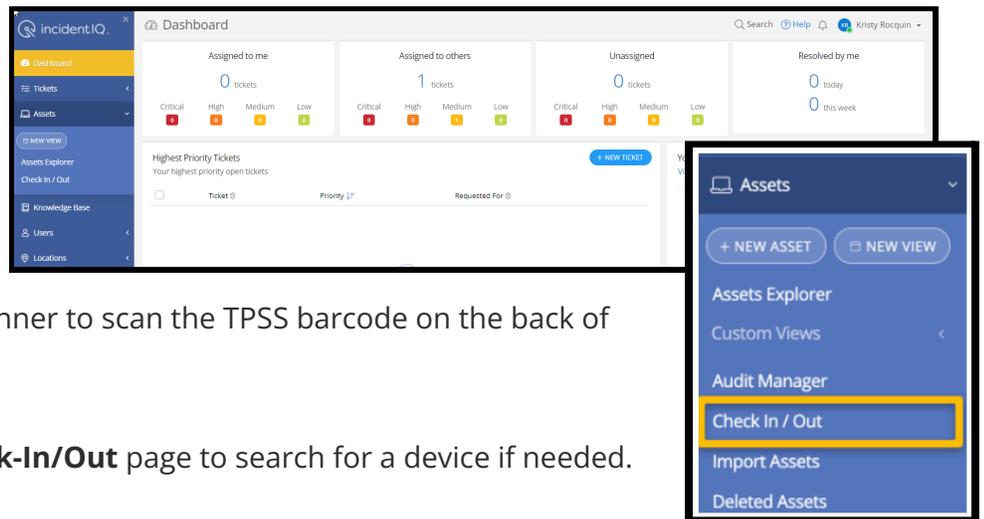
DEVICE CHECK-OUT TEAM

Checking Out Assets to Students & Submitting Tickets on Student Devices

Accessing Check-Out

tangischools.incidentiq.com

Log into incidentIQ using your Tangischools Google SSO.

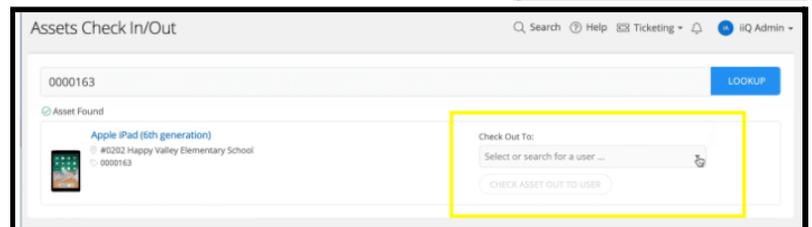


1. From the dashboard, use your scanner to scan the TPSS barcode on the back of the device you wish to check out.

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

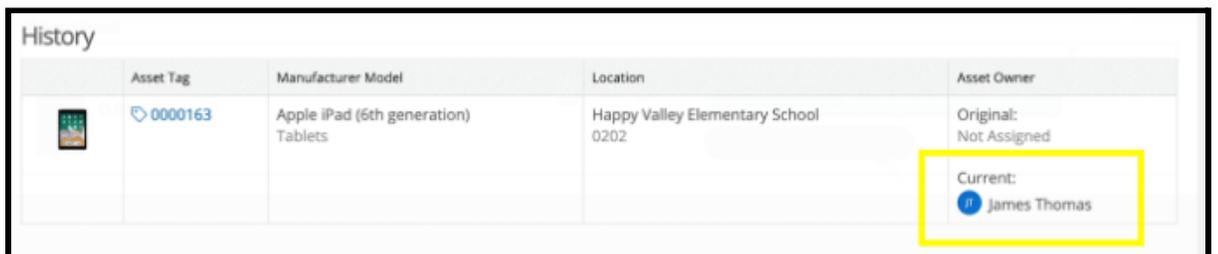
Checking Assets Out

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.)*



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.


 The image shows a 'History' table with the following data:

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

 A yellow box highlights the 'Current:' owner information in the table.

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.

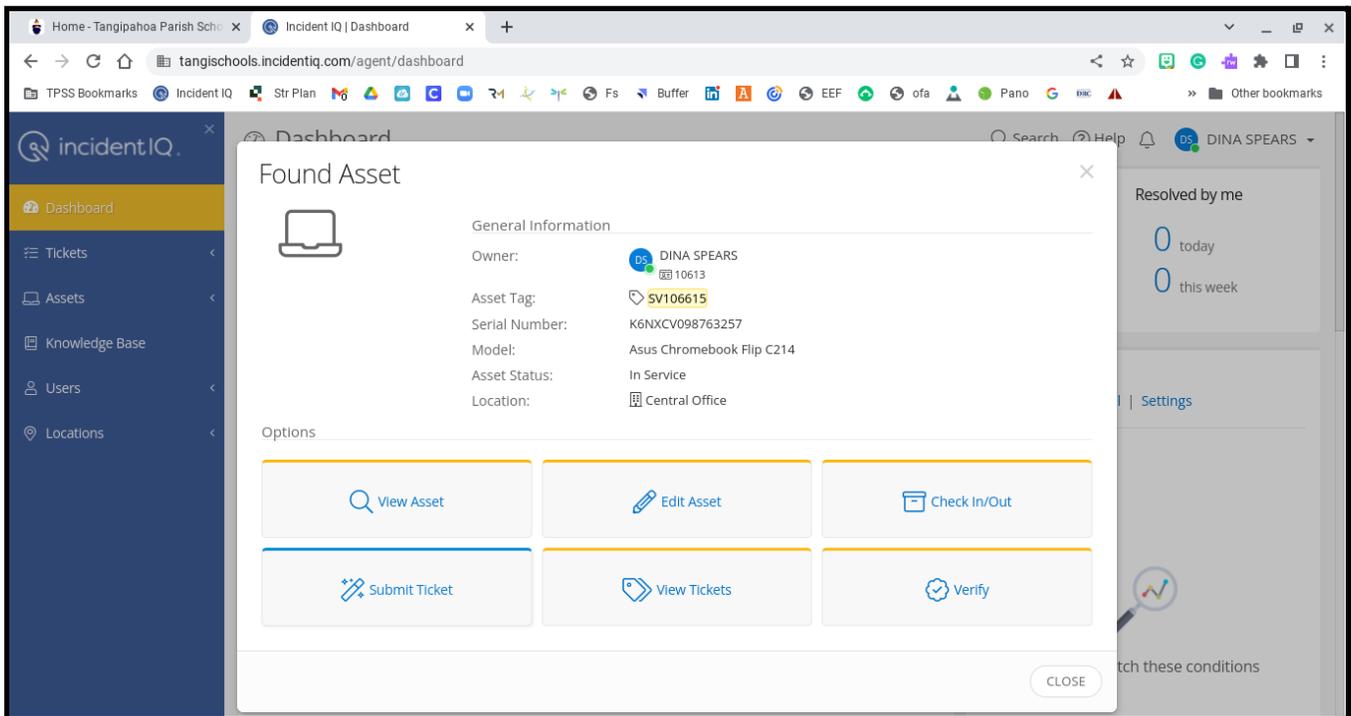
Does a student need a new device? Submit a ticket on the damaged/broken device and place the device in your designated pick-up location on campus for our technicians to collect. Check out a second device for the student.

Submitting a Ticket

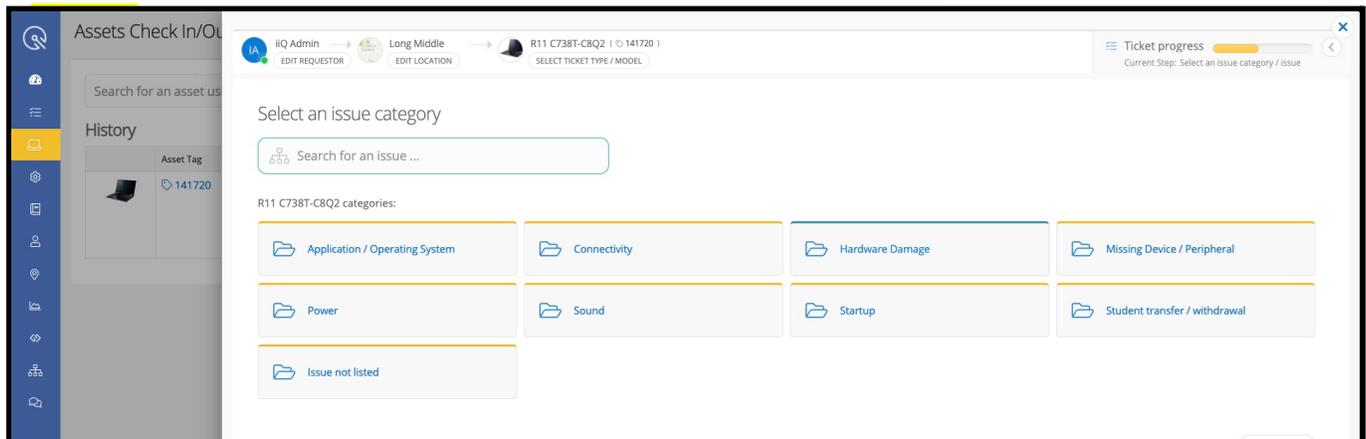
Students needing a new device will bring their device to the Device Checkout person on campus. This designated person will collect the device and submit a Help Desk Ticket. This will alert the technician that the device needs to be picked up, while keeping an inventory and track record of the device.



1. Scan the barcode on the back of the device.
2. Choose **Submit Ticket**.



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**



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

- 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.

incident.IQ x Asus Chromebook Flip C214 - Keyboard / Trackpad / Mouse > Issue not listed

Search Help DINA SPEARS

✓ Ticket #1033 has been successfully submitted!
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

Ticket: #1033 Submitted: 2/21/2022 1:38 PM Technology Center - Device checkout room Asus Chromebook Flip C214 Medium (100)

Asus Chromebook Flip C214 - Keyboard / Trackpad / Mouse > Issue not listed

ASSIGN TO ME MORE

Start Ticket

This ticket is not started. You can claim ownership and start the ticket below.

START TICKET CANCEL TICKET

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

ADD COMMENT

Timeline Followers Emails COMMENTS PROGRESS TICKET CHANGES

2/21/22 1:38 PM DS DINA SPEARS Submitted the Ticket

Info

Assigned Not Assigned
Team Not Assigned
Status Submitted
SLA None
Tags No Tags

Submitted By CHANGE

DS DINA SPEARS VIEW USER
dina.spears@tangischools.org
10613

Asus Chromebook Flip C214
DINA SPEARS
SV106615
K6NXC098763257

EXCHANGE UNLINK CHANGE

Fee Tracker

Fees / Payment History GENERATE STATEMENT

Doc #	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.
