

The technology department will be launching a new support request system on **Tuesday, March 1st**. This new system, Incident IQ, was developed specifically for K-12 institutions. Incident IQ is more secure than our current system, and it will provide the district with a single platform for staff, students, and parents to request technical support.

How to Submit a Ticket as a Parent/Guest

Go to the district website: <https://www.princetonk12.org>

1. Click on the "Quick Links" menu and select "Tech Support" in the drop-down menu.
2. Click on "Support for Parents and Guests".



Princeton Public Schools Support Portal

Princeton Public Schools now uses Incident IQ for all technology support requests. Please choose your support portal below.

Support for
Students and Staff



Support for
Parents and Guests



You will be taken to a Tech Support Registration page. Please enter your information.

The screenshot shows the 'Basic Support' form in the incidentIQ system. At the top, it displays the Princeton Public Schools logo and user information: 'Guest User' and 'Princeton Public Schools'. A 'Ticket progress' bar indicates the current step is 'Select ticket type'. Below this, there are status indicators: 'Slight service interruptions (1)' and 'Working normally (9)', with a 'View Status Board' link. The main heading is 'Basic Support', followed by the instruction: 'Fill out the Help Desk request form below and a representative from the school district will contact you shortly.'

The form fields are:

- First name ***: 'Please enter your first name'. Input field: 'Enter your first / given name'.
- Last name ***: 'Please enter your last name'. Input field: 'Enter your last / family name'.
- E-mail address ***: 'Please enter your e-mail address'. Input field: 'E-mail address'.
- School / location ***: 'Please identify your school location (if you are a Faculty or Staff member) or your child's school (if this ticket is related to a Student)'. Input field: 'Select or search for a location ...'. A toggle switch below it is labeled 'I don't know the location'.

A blue 'CONTINUE' button is located at the bottom right of the form. The footer includes the incidentIQ logo and 'Powered by Incident IQ © Copyright © 2020'.

On the next page, please select the category that best describes the tech issue you are experiencing.

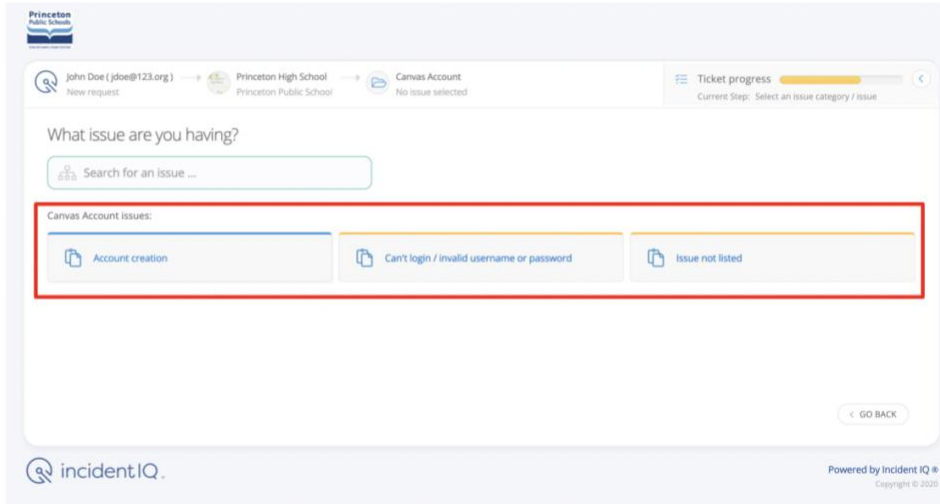
The screenshot shows the 'Select an issue category' page in the incidentIQ system. At the top, it displays the Princeton Public Schools logo and user information: 'John Doe (jdoe@gmail.com)' and 'Princeton High School'. A 'Ticket progress' bar indicates the current step is 'Select an issue category / issue'. Below this, there is a search bar with the placeholder text 'Search for an issue ...'.

The main heading is 'Select an issue category'. Below this, there are four 'Guest Support categories' listed in a grid:

- Canvas Account
- Powerschool
- Student/Child Support
- Issue not listed

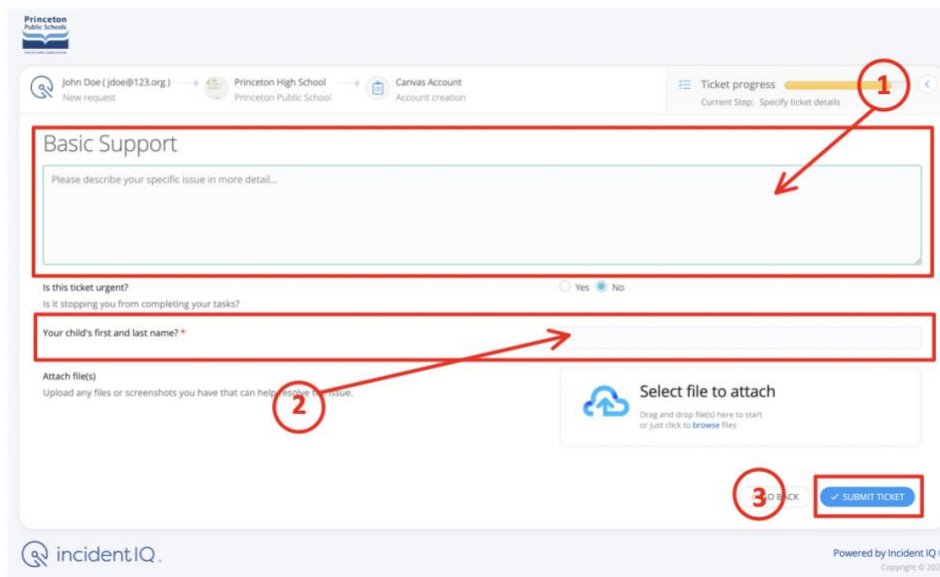
A 'GO BACK' button is located at the bottom right of the form. The footer includes the incidentIQ logo and 'Powered by Incident IQ © Copyright © 2020'.

Then, select the more specific tech issue you are experiencing.



On the next screen, please:


1. Provide a brief description of the tech issue you are experiencing.
2. Enter your child's first and last name.
3. Click on the blue "Submit Ticket" button.



When you click submit, you will see confirmation that the ticket has been submitted


Princeton Public Schools

John Doe (jdoe@123.org) → Princeton High School → Canvas Account
New request Princeton Public School Account creation

Ticket progress 
Current Step: Successfully submitted

[Slight service interruptions \(1\)](#) [Working normally \(9\)](#) [View Status Board](#)

Basic Support



Ticket Successfully Submitted

A representative will be reaching out shortly. Please check your e-mail for updates. You may now close this browser tab.

Thank you!

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You will also receive an e-mail with the status of your ticket.



Princeton Public Schools Help Desk Ticket Update

What's changed:

Ticket Activity

2/08/22
07:42 AM



performed the following

Reset login / password : "Temporary password is Changeme2022!"

2/08/22
07:42 AM



updated the Status

"Status changed from "Submitted" to "In Progress""

2/08/22
07:42 AM



updated the ticket

Status: In Progress

2/08/22
07:42 AM



updated the Status

"Follower added: ..."

2/08/22
07:42 AM



updated the ticket

Agent:

💡 Reply to this email to add comments and notify ticket followers

Powerschool > Can't login / invalid username or password

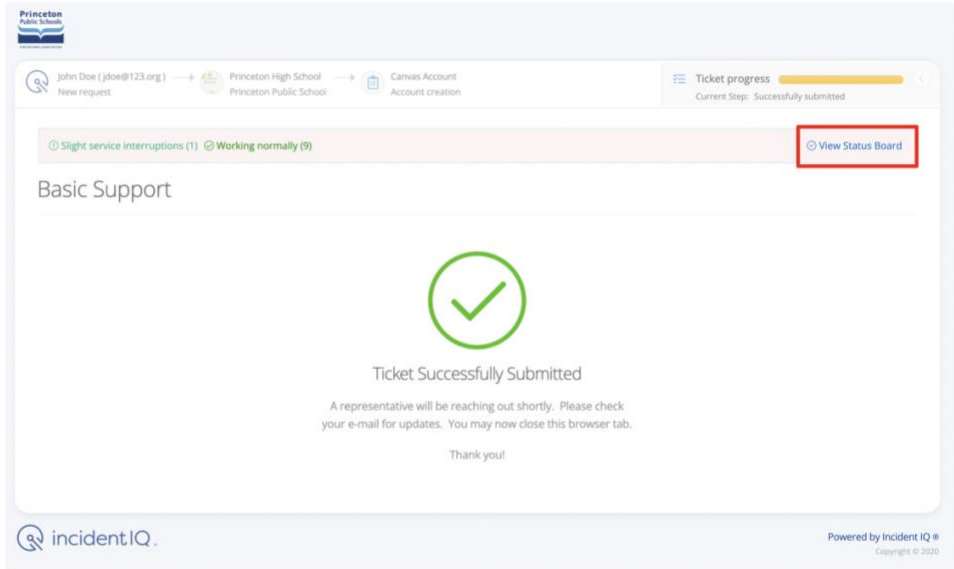
Issue: Can't login / invalid username or password

Ticket Details

Ticket: 1083 Submitted By: John Doe
Submitted: 2/08/22 07:40 AM Location: Princeton Public Schools
Status: In Progress

Status Board

On the confirmation page, you will also see a link to "View Status Board".







The status board will inform you of any issues the district is experiencing with its essential systems.

Slight service interruptions (1)

District Website
scheduled maintenance notice: Routine maintenance and upgrades to servers in the US West region on Friday, February 11th beginning at 11:30 PM EST until 1:00 AM EST. There may be potential for momentary downtime during this window.

Working normally (9)

 Canvas	 Classlink	 Google Apps
 Network Infrastructure	 Office 365	 Phone Systems
 Powerschool	 Server Infrastructure	 WiFi Infrastructure