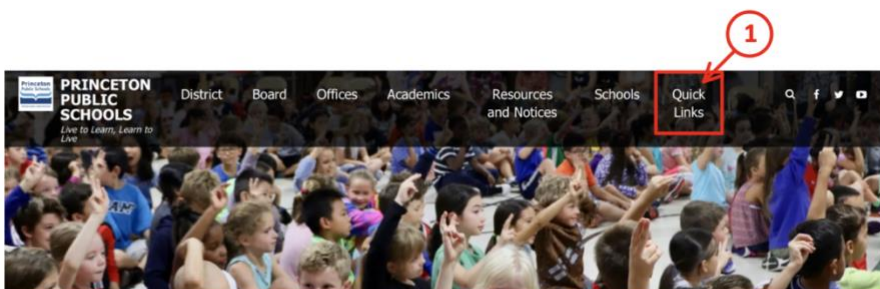


El departamento de tecnología lanzará un nuevo sistema de solicitud de soporte el **martes 1 de marzo**. Este nuevo sistema, Incident IQ, fue desarrollado específicamente para instituciones de K-12. Incident IQ es más seguro que nuestro sistema actual y proporcionará al distrito una plataforma única para que el personal, los estudiantes y los padres soliciten asistencia técnica.

Cómo enviar un ticket como padre / invitado

Vaya al sitio web del distrito: <https://www.princetonk12.org>

1. Haga clic en el menú "Quick Links" (Enlaces rápidos) y seleccione "Tech Support" (Soporte técnico) en el menú desplegable.
2. Haga clic en "Support for Parents and Guests" (Apoyo para padres e invitados)



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



Accederá a una página de registro de soporte técnico. Por favor ingrese su información.

Princeton Public Schools
Guest User
New request
Princeton Public Schools
Ticket progress
Current Step: Select ticket type

Slight service interruptions (1) Working normally (9) View Status Board

Basic Support

Fill out the Help Desk request form below and a representative from the school district will contact you shortly.

First name *
Please enter your first name
Enter your first / given name

Last name *
Please enter your last name
Enter your last / family name

E-mail address *
Please enter your e-mail address
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)
Select or search for a location ...
 I don't know the location

CONTINUE

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En la página siguiente, seleccione la categoría que mejor describa el problema técnico que está experimentando.

Princeton Public Schools
John Doe (jdoe@gmail.com)
New request
Princeton High School
Princeton Public School
Ticket progress
Current Step: Select an issue category / issue

Select an issue category

Search for an issue ...

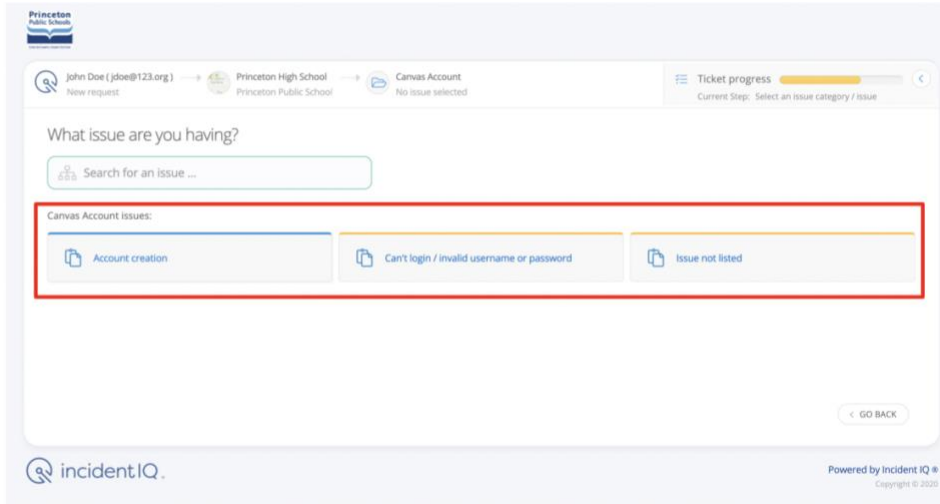
Guest Support categories:

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

GO BACK

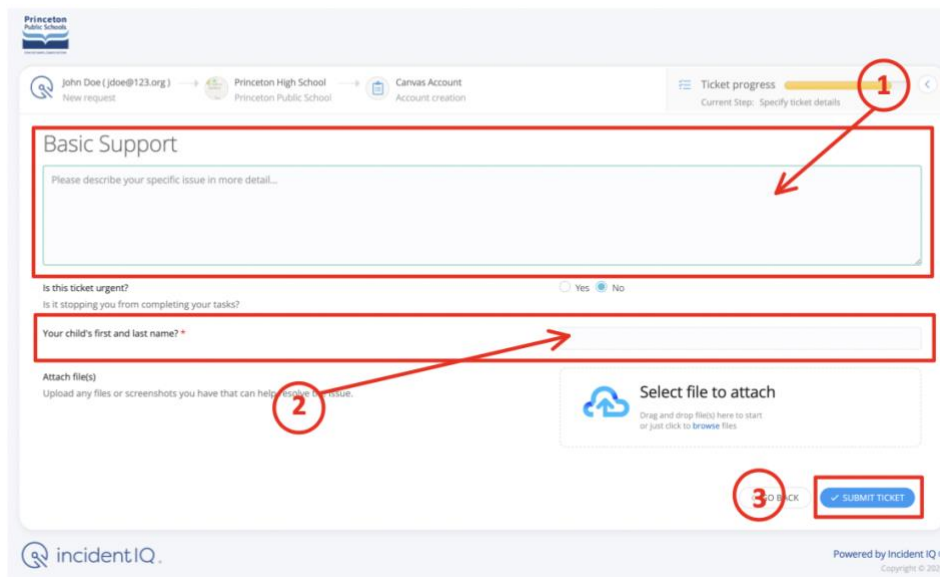
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Luego, seleccione el problema técnico más específico que está experimentando.



En la siguiente pantalla, por favor:

3. Provea una breve descripción del problema técnico que está experimentando.
4. Ingrese el nombre y apellido de su hijo.
5. Haga clic en el botón azul "Send ticket" (Enviar ticket).



Cuando haga clic en enviar, verá la confirmación de que el ticket ha sido enviado.

Princeton Public Schools

John Doe (jdoe@123.org) → Princeton High School → Canvas Account 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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También recibirá un correo electrónico con el estado de su boleto.

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

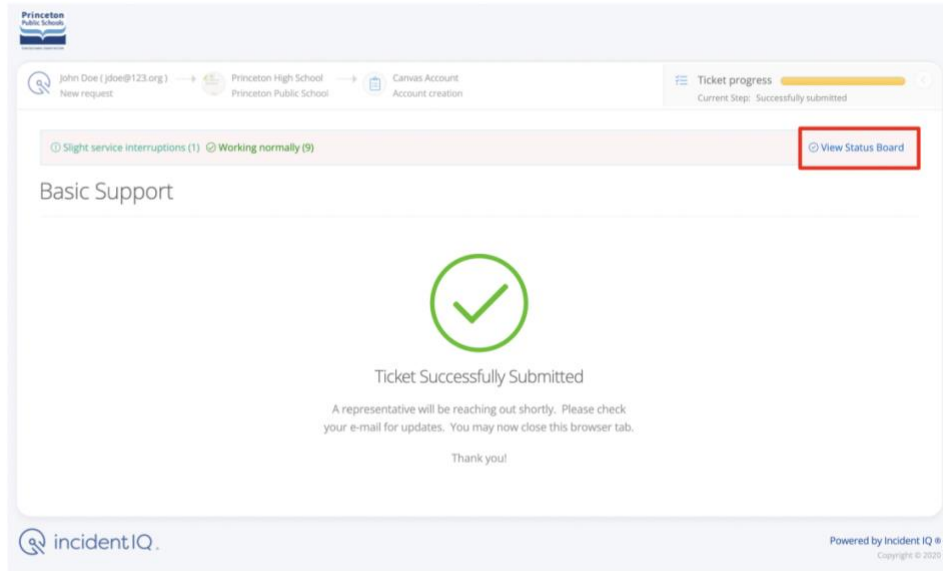
Ticket: 1083 Submitted By: John Doe

Submitted: 2/08/22 07:40 AM Location: Princeton Public Schools

Status: In Progress

Tablero de estado

En la página de confirmación, también verá un enlace a "View Status Board" (Ver tablero de estado).



El tablero de estado le informará sobre cualquier problema que el distrito esté experimentando con sus sistemas esenciales.

Slight service interruptions (1)

Disrupt Website scheduled maintenance notice. Routine maintenance and upgrades to servers in the US West region on Friday, February 11th beginning at 11:00 PM PST 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