

Student Help Desk Instructions

What is Help Desk

All MPS Students and Staff have access to our online help request system call Incident IQ or Helpdesk. This allows students and staff to request assistance with a large number of items in an organized and trackable system.

Step 1 – Accessing Help Desk

HelpDesk can be accessed from several locations. There is a direct link on your school's website, or you can access it directly from <https://moore.incidentiq.com>
Use your MPS EMAIL ACCOUNT to login.



Step 2 – Create a New Ticket

Click on < + New Ticket >



Step 3 – Common Issues

- You Laptop is physically damaged  Hardware Damage
- Your screen is not displaying correctly  Display
- You need a device checked out to you  Inventory / Asset Control
- You cannot access the internet  Network / WiFi
- Your laptop won't turn on pr charge  Power
- Your laptop won't boot  Startup

Other Software Issues  Software

- You cannot access your CANVAS Account  Canvas issues
- You have a virus on your computer  Device has virus / spyware / malware
- You need your Infinite Campus Password Reset  Infinite Campus issues

Step 4 – Watch your email for updates

Look for emails from MPS Tech Support Ticket Notifications

