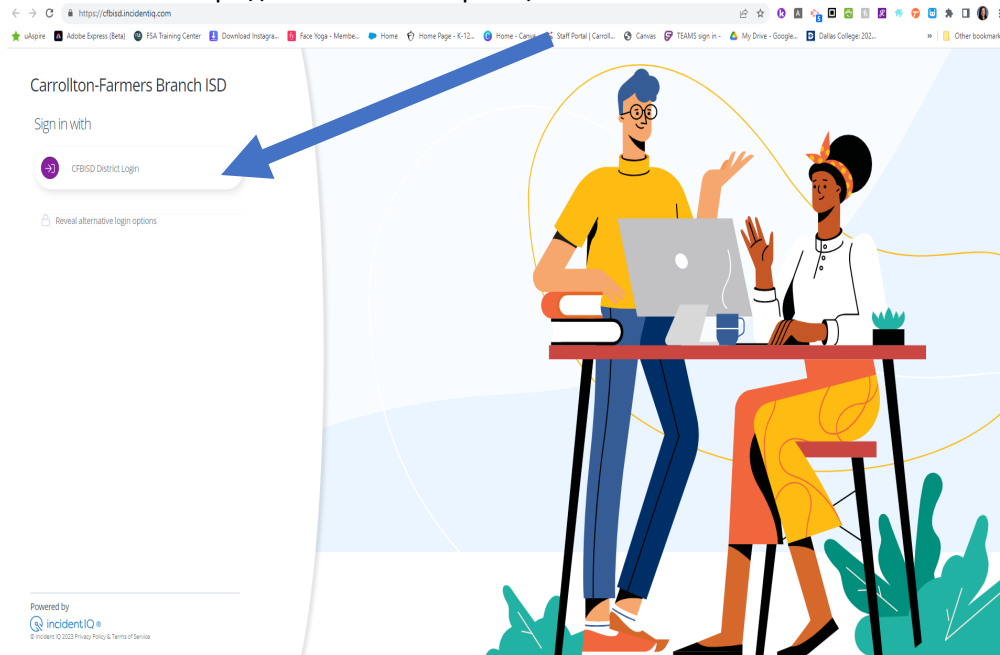


# HELPSHEET – Issues Accessing Xello?



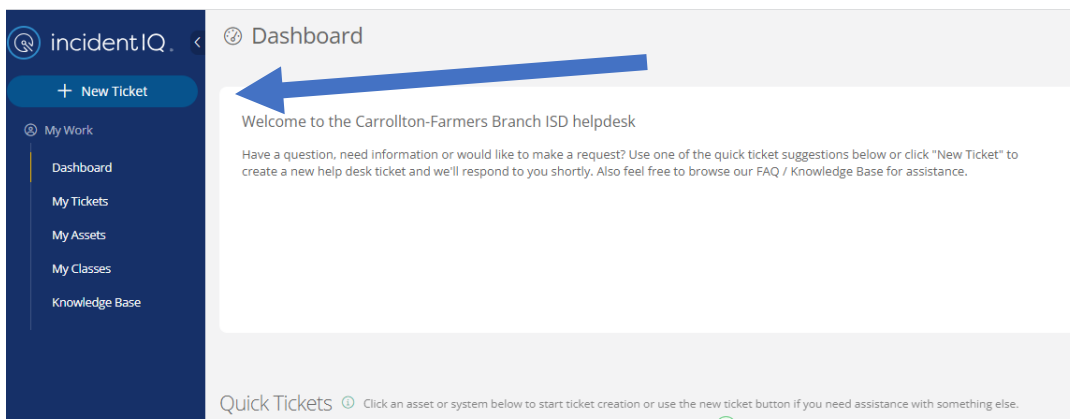
1. Go to <https://cfbisd.incidentiq.com/>



2. Login with your CFBISD username and password



3. Create a new ticket.



# HELPSHEET – Issues Accessing Xello?



## 4. Select software

What is this ticket about?

Technology

Software / Online Systems

Other Requests

## 6. Scroll down and click on **Xello**

xello Xello

## 8. Click **Access**

Xello categories:

Access

## 9. Select if you are a **student or staff member**.

Staff login issue

Student login Issue

# HELPSHEET – Issues Accessing Xello?



## 10. Complete the form and submit ticket

You currently have open ticket(s) for this issue, are you sure you want to submit another ticket?  
• #62022 - Xello - Access > Student login Issue

Describe your issue

Please describe your specific issue in more detail...

**Room \***  
Select a location that best describes where this issue is located

Select or search for a room ...

My room is not listed

**Location/Room Details**  
If you have additional details regarding where this issue is located please enter those details here

Additional location details.

**Does this ticket contain protected student information? \***  
Such as Student Education Records or Student Personally Identifiable Information

Yes  No

**Notify additional users?**  
Add users in addition to yourself and who the ticket is for that you would like to be notified about this ticket

Select or search for users ...

**Attach file(s)**  
Upload any files or screenshots you have that can help resolve the issue.

Select file to attach  
Drag and drop file(s) here  
or click to browse files

< GO BACK    ✓ SUBMIT TICKET