

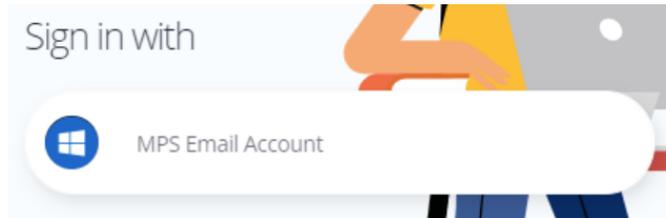
How to Submit an IncidentIQ Ticket

Step 1: Go to the MPS website (mooreschools.com) and select Staff in the upper right-hand corner. (Students submitting tickets for themselves can go to the website and select Students in the top right corner.)

Step 2: Scroll down the page and select IncidentIQ. The login is your MPS email and password.



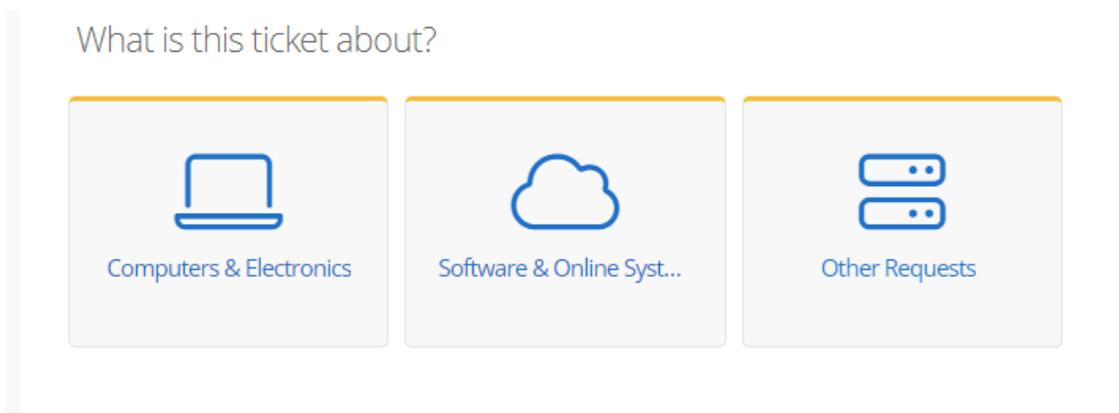
[IncidentIQ \(Helpdesk\)](#)



Step 3: Select “+ New Ticket”



Step 4: Select what the ticket is about. If a device is damaged, malfunctioning, not working properly, select “**Computers & Electronics**” and type in the asset tag # located on the device. If you are having trouble with a certain application select “**Software & Online Systems**”, and then select the app.



Step 5: After you select the item/issue, fill out the form and give a description of the problem. Be sure and click Submit at the bottom of the page.



You will receive an email with updates about your ticket, and the ticket will also show up on your IncidentIQ dashboard.

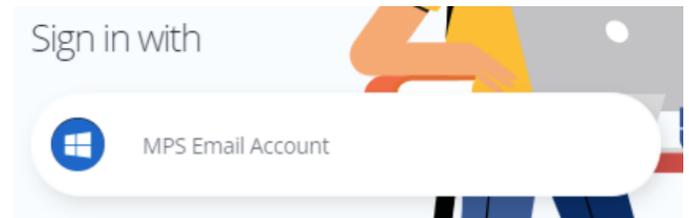
How to Submit an IncidentIQ Ticket for a STUDENT

Step 1: Go to the MPS website (mooreschools.com) and select Staff in the upper right-hand corner

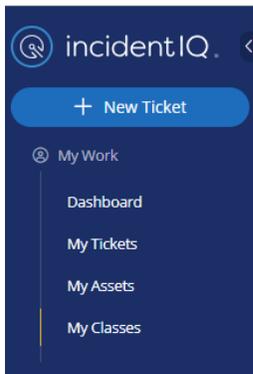
Step 2: Scroll down the page and select IncidentIQ. The login is your MPS email and password.



[IncidentIQ \(Helpdesk\)](#)



Step 3: On the left-hand side of the screen you can click “My Classes” and select the class that the student is in.



Step 4: Select the student from the list and click submit ticket.

