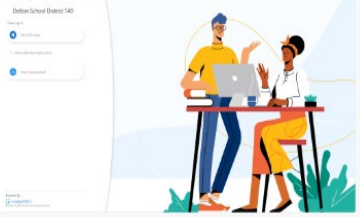


Logging into Incident IQ

Incident IQ can be accessed visiting Dolton School District 149 website at <https://www.SD149.org> - About -Tech Support or by typing <https://sd149.incidentiq.com> Into your chrome browser

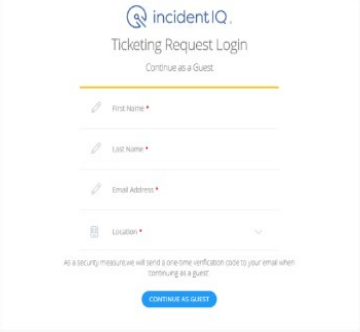
IIQ uses the SSO Microsoft Azure Selection SO Microsoft Azure Selection



Want to Submit Helpdesk Ticket?

Please log into Incident IQ with your district email credentials using the link provided below:

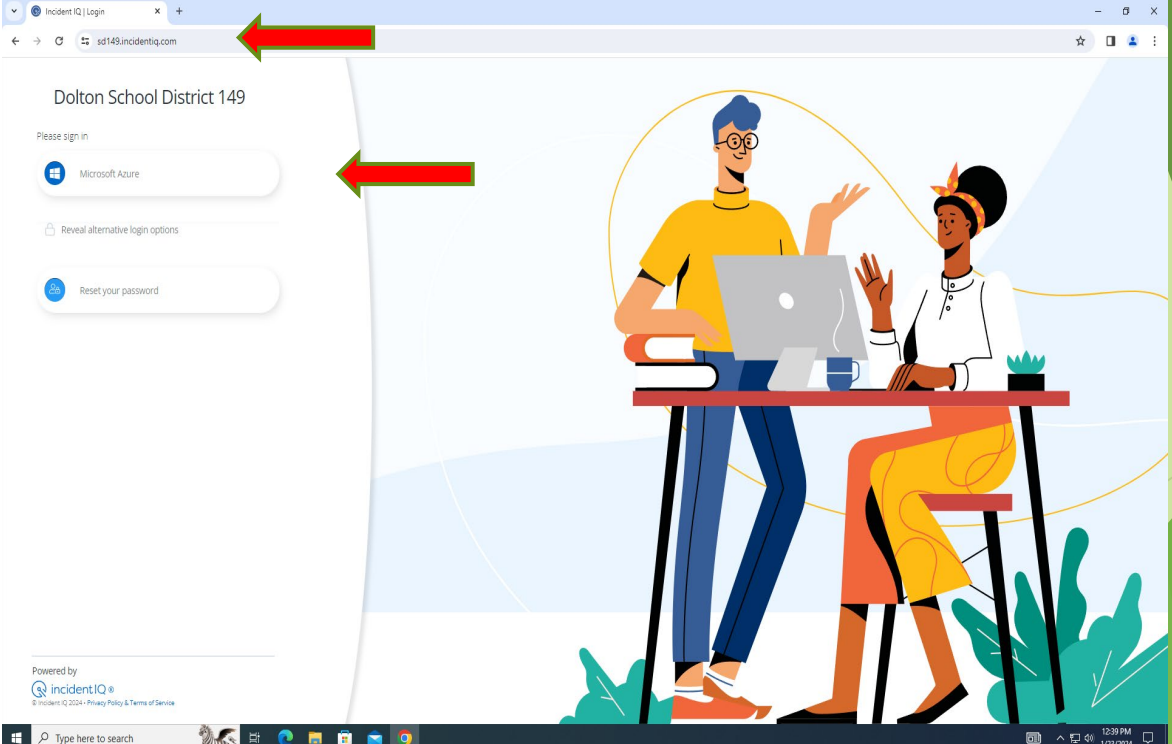
[Incident IQ | Login](#)



Can't Log in? Are you a guest of the district?

Please complete the following use the link below to enter a ticket as a guest and follow the steps listed below:

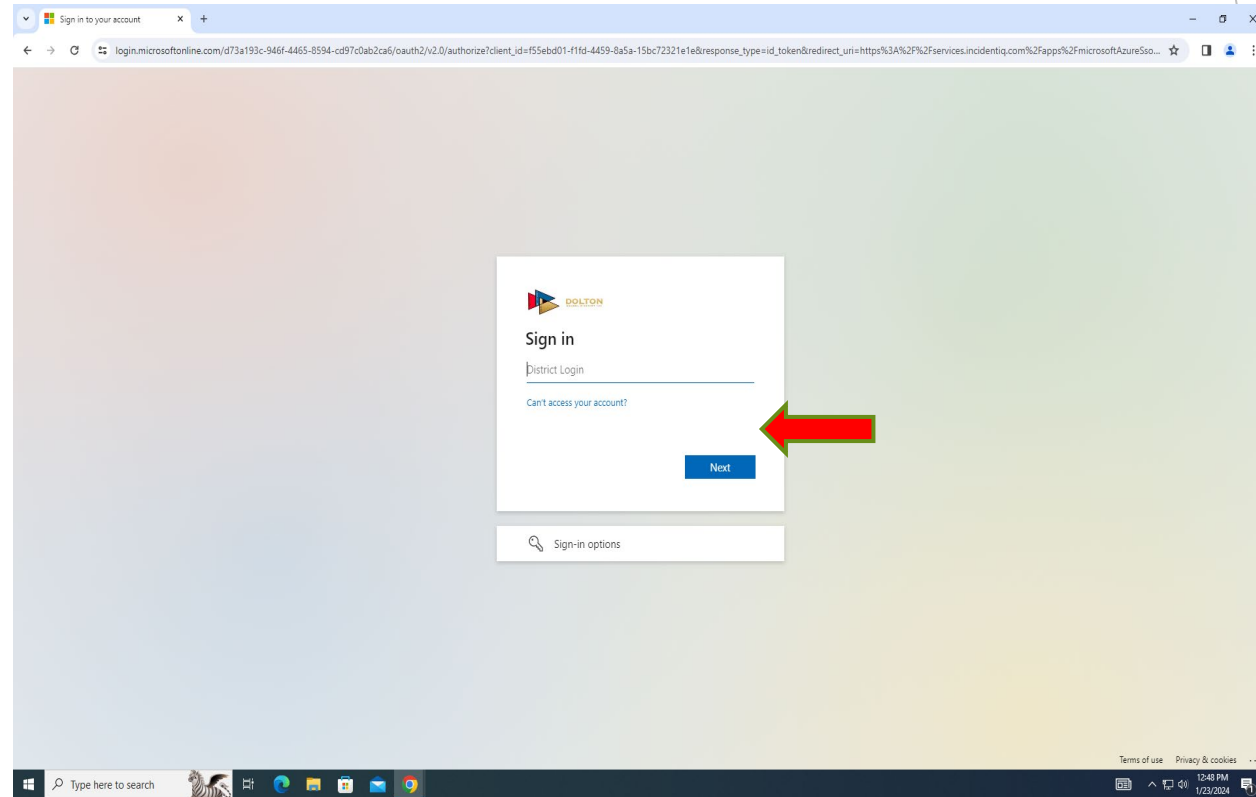
[Incident IQ | Remote Support Ticket](#)



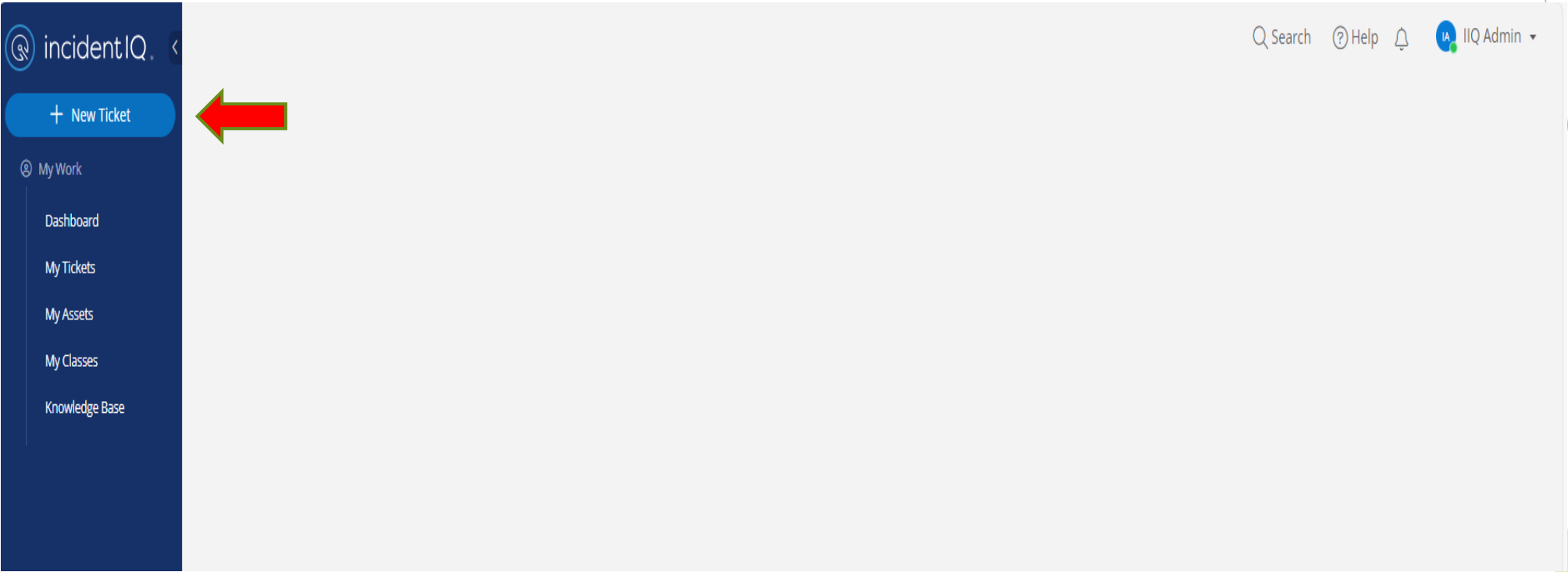
The screenshot shows the Incident IQ login page in a Chrome browser. The address bar shows the URL sd149.incidentiq.com. The page header says "Dolton School District 149". The main content area has a "Please sign in" section with a "Microsoft Azure" button, a "Reveal alternative login options" link, and a "Reset your password" button. A red arrow points to the address bar, and another red arrow points to the "Microsoft Azure" button. The page footer says "Powered by Incident IQ" and "© Incident IQ 2024 - Privacy Policy & Terms of Service".

Logging With District Credentials

- ▶ Input your login Information.
- ▶ For example, teacher_ID@sd149.org



Creating A New Ticket



Reason For Ticket

iiQ Ticketing™

DASH

+ New Ticket

TICKETS

ASSETS

PARTS

USERS

PLACES

REPORT

APPS

ADMIN

Teams

Field Tech Team

Other Requests Team

Views

New View

Manage Shared Views

Create Ticket

Stephen Henry

District Office

Ticket progress

Current Step: Select ticket type

What is this ticket about?

Devices / Hardware

Software / Online Systems

Network / Wi-Fi

Provisioning

Other Requests

GO BACK

CANCEL

Select Your Device Model

incidentIQ

+ New Ticket

My Work

- Dashboard
- My Tickets
- My Assets
- My Classes
- Knowledge Base

IIQ Admin EDIT REQUESTOR

District Office EDIT LOCATION

Devices / Hardware SELECT TICKET TYPE

Ticket progress

Current Step: Select a device category

Select your model

Acer Chromebook 311 (C721)

Acer Chromebook 311 (C722/C722T)

Acer Chromebook 311 C733

Acer Chromebook 314 (CB314)

Not sure of the model?

If you cant find the asset tag or not sure of the specific model, the agent can determine while processing the ticket

I DON'T KNOW THE MODEL

GO BACK

Selecting A Category For Your Issue

The screenshot shows the 'Create Ticket' interface in the iiQ Ticketing system. The browser address bar displays 'sd149.incidentiq.com/agent/tickets/new?step=issue#top'. The left sidebar contains navigation links for DASH, Tickets, ASSETS, PARTS, USERS, PLACES, REPORT, APPS, and ADMIN. The main content area is titled 'Create Ticket' and shows the ticket creation progress: Stephen Henry (Requestor) -> Receiving (Location) -> Acer Chromebook 314 (CB314) (Model 6251). A red arrow points to the 'Select an issue category' section, which includes a search bar and a grid of categories for the Acer Chromebook 314 (CB314). The categories are: Application / Operating System, Connectivity, Display, Hardware Damage, Keyboard / Trackpad / Mouse, Missing Device / Peripheral, Power, Sound, Startup, Student transfer / withdrawal, and Issue not listed. At the bottom right, there are 'GO BACK' and 'CANCEL' buttons.

sd149.incidentiq.com/agent/tickets/new?step=issue#top

Rise Broadband School District 149 Remote Access - Ch... YouTube Stephen's Stuff SD149 BILLS Technical Ref etc Miscellaneous Microsoft Sentinel Rise ADP Finalsite SBS

iiQ Ticketing™

+ New Ticket

Stephen Henry EDIT REQUESTOR

Receiving EDIT LOCATION

Acer Chromebook 314 (CB314) (6251) SELECT TICKET TYPE / MODEL

Ticket progress

Current Step: Select an issue category / issue

Select an issue category

Search for an issue ...

Acer Chromebook 314 (CB314) categories:

Application / Operating System	Connectivity	Display	Hardware Damage
Keyboard / Trackpad / Mouse	Missing Device / Peripheral	Power	Sound
Startup	Student transfer / withdrawal	Issue not listed	

< GO BACK X CANCEL

Specific Issue Being Reported

iiQ Ticketing™

DASH

+ New Ticket

TICKETS

ASSETS

PARTS

USERS

PLACES

REPORT

APPS

ADMIN

Teams

Field Tech Team

Other Requests Team

Views

New View

Manage Shared Views

Create Ticket

SH Stephen Henry

Receiving

Acer Chromebook 314 (CB314) (6251)

Display

Ticket progress

Current Step: Select an issue category / issue

Select an issue

Search for an issue ...

Display issues:

Screen / monitor doesn't turn on

Screen cracked

Screen cracked / broken

Touchscreen not working

Issue not listed

GO BACK

CANCEL

Entering Ticket Information (Incomplete)

The screenshot shows the incidentIQ interface for entering a ticket. The breadcrumb trail at the top reads: IIQ Admin → District Office → 300 → Chromebooks → Display > Screen cracked / broken. The ticket progress bar indicates the current step is 'Specify ticket details'.

Please complete the following fields:

- Please specify a room

Describe your issue

Testing

Location/Room Details

If you have additional details regarding where this issue is located please enter those details here

300

Is this ticket urgent?
Is it stopping you from completing your tasks?

☐ Yes ☒ No

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

Red arrows point to the following fields: the 'Describe your issue' text area, the 'Location/Room Details' text input, the 'Is this ticket urgent?' radio buttons, the 'Does this ticket contain protected student information?' radio buttons, the 'Notify additional users?' dropdown, the 'Attach file(s)' upload area, and the 'SUBMIT TICKET' button.

Entering Ticket Information

Incident IQ | Dashboard

sd149.incidentiq.com/requestor/dashboard?flyout-type=newticket&flyout-options=%7B%7D#top

incidentIQ. < Da

+ New Ticket

My Work

Dashboard

My Tickets

My Assets

My Classes

Knowledge Base

IIQ Admin EDIT REQUESTOR

District Office EDIT LOCATION

Caroline Sibley / Room 107 / 1st Floor

Acer Chromebook 311 (C721) SELECT TICKET TYPE / MODEL

Display > Screen cracked / broken SELECT ISSUE

Ticket progress

Current Step: Specify ticket details

Describe your issue

screen cracked

Location/Room Details •

If you have additional details regarding where this issue is located please enter those details here

Caroline Sibley / Room 107 / 1st Floor

Is this ticket urgent?

Is it stopping you from completing your tasks?

☐ Yes ☒ No

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

Powered by Incident IQ ®

Type here to search

12:57 PM 1/23/2024

Successful Submission & Ticket Assignment

The screenshot displays the iiQ Ticketing system interface. The main header shows the ticket title "Acer Chromebook 314 (CB314) - Display > Screen cracked / broken" and a search bar. A green banner at the top confirms: "✓ Ticket #1005 has been successfully submitted! You can view your ticket details below. Additionally, a confirmation email has been sent to you." A red arrow points to this banner.

The left sidebar contains navigation options: DASH, TICKETS, ASSETS, PARTS, USERS, PLACES, REPORT, APPS, and ADMIN. Under TICKETS, there are links for Open Tickets, Tickets you are following, Closed Tickets, All Tickets, Deleted Tickets, Ticket Templates, Work Packages, Remote Support Ticketing, Teams, Field Tech Team (1), and Other Requests Team. Under ADMIN, there are links for Views, New View, and Manage Shared Views.

The main content area shows the ticket details for #1005, submitted on 1/23/2024 at 12:17 PM. The ticket is assigned to Stephen Henry (SH) and is of Medium priority (100). The ticket description is "Acer Chromebook 314 (CB314) - Display > Screen cracked / broken". A "Start Ticket" button is visible, along with a note that the ticket is not started and can be claimed.

The "Info" section on the right shows the assigned user (Stephen Henry), team (Field Tech Team), status (Submitted), SLA (None), and tags (No Tags). A red arrow points to the assigned user. Below this, the "Subtasks" section shows no subtasks added. The "Submitted By" section shows Stephen Henry (SH) with a "CHANGE" button. The "Asset" section shows the Acer Chromebook 314 (CB314) assigned to Stephen Henry (6251).

The bottom section shows the "Timeline" tab with a single entry: "1/23/24 12:17 PM SH Stephen Henry Submitted the Ticket".

Ticket Dashboard View

The screenshot displays the Incident IQ Ticket Dashboard. The browser address bar shows the URL `sd149.incidentiq.com/requestor/dashboard`. The dashboard includes a sidebar with navigation links: **New Ticket**, **My Work**, **Dashboard**, **My Tickets**, **My Assets**, **My Classes**, and **Knowledge Base**. The main content area features a welcome message, a search bar, and a section for **My Recent Tickets**. A table lists recent tickets, with the first entry being an Acer Chromebook 311 (C721) with a cracked screen. The ticket status is **Submitted**, and it was requested by IIQ Admin on 1/23/24 at 12:57 PM. Red arrows highlight the **New Ticket** button, the **My Recent Tickets** section, the ticket description, the **Submitted** status, and the requester information.

incidentIQ | Dashboard

Search Help IIQ Admin

+ New Ticket

My Work

- Dashboard
- My Tickets
- My Assets
- My Classes
- Knowledge Base

Welcome to the Dolton School District 149 helpdesk

Have a question, need information or would like to make a request? Use one of the quick ticket suggestions below or click "New Ticket" to create a new help desk ticket and we'll respond to you shortly. Also feel free to browse our FAQ / Knowledge Base for assistance.

Quick Tickets & Favorite Assets

The search yielded no results.

My Recent Tickets

Ticket	Status	Requested For
Acer Chromebook 311 (C721) - Display > Screen cracked / broken # 1006 Updated: ~1 minute ago	Submitted Ticket Follower	IIQ Admin 1/23/24 12:57 PM District Office

NEW TICKET

Powered by Incident IQ