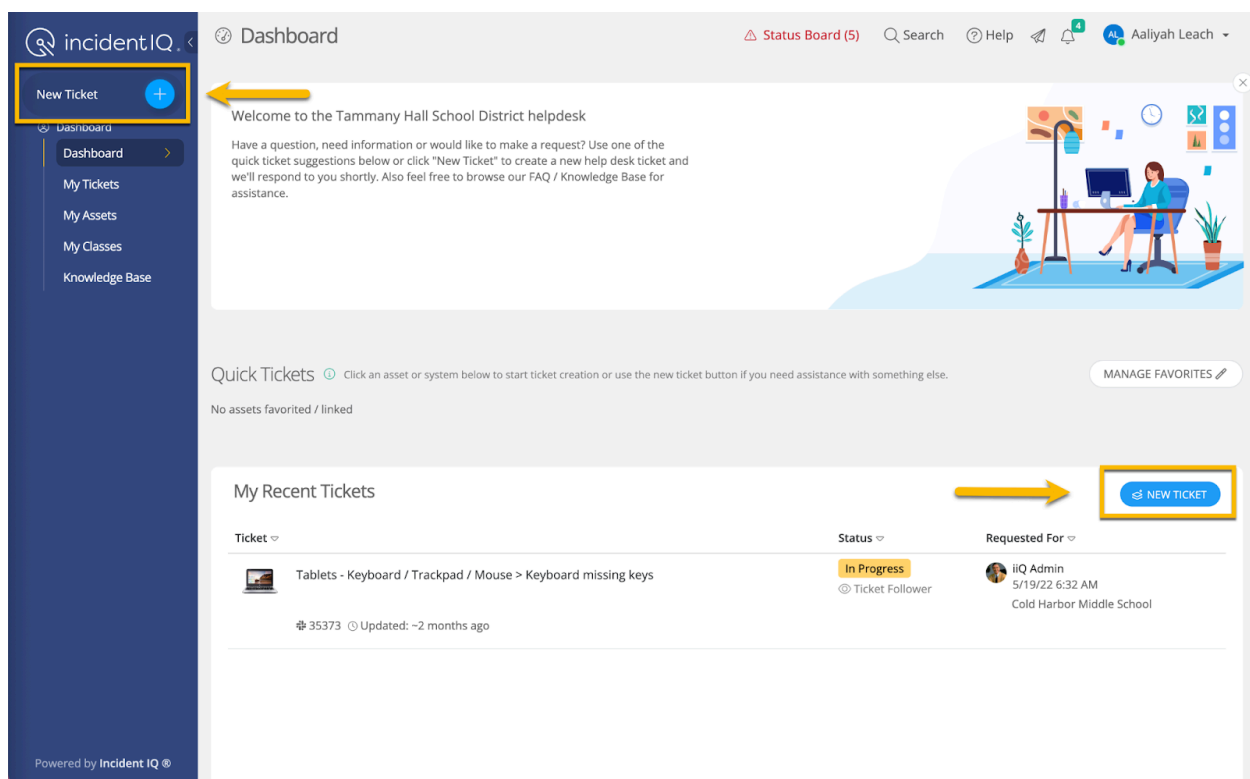


Submitting a Work Ticket

Submitting a ticket through Incident IQ's Ticket Wizard is designed to be as quick and easy as possible while at the same time providing technicians with the necessary information to address your problem promptly.

You can create a new ticket for any device from the Incident IQ dashboard by clicking the **New Ticket** button. For Requestors, this will always be located at the top of the left-side navigation or in the "My Recent Tickets" section of your dashboard.



You will now be asked what your ticket is about. This section can be broken down into categories such as:

- **Devices/Hardware:** Used when something is physically wrong with a piece of technology (i.e., broken screen, cracked case, water damage, etc.)
- **Software/Online Systems:** Used when a problem arises with an application (i.e., Microsoft Office, Google Drive, Emails, etc.)
- **Network/Wi-Fi:** Used when a network issue occurs (i.e., the network is slow, a computer will not connect to the local network, etc.)

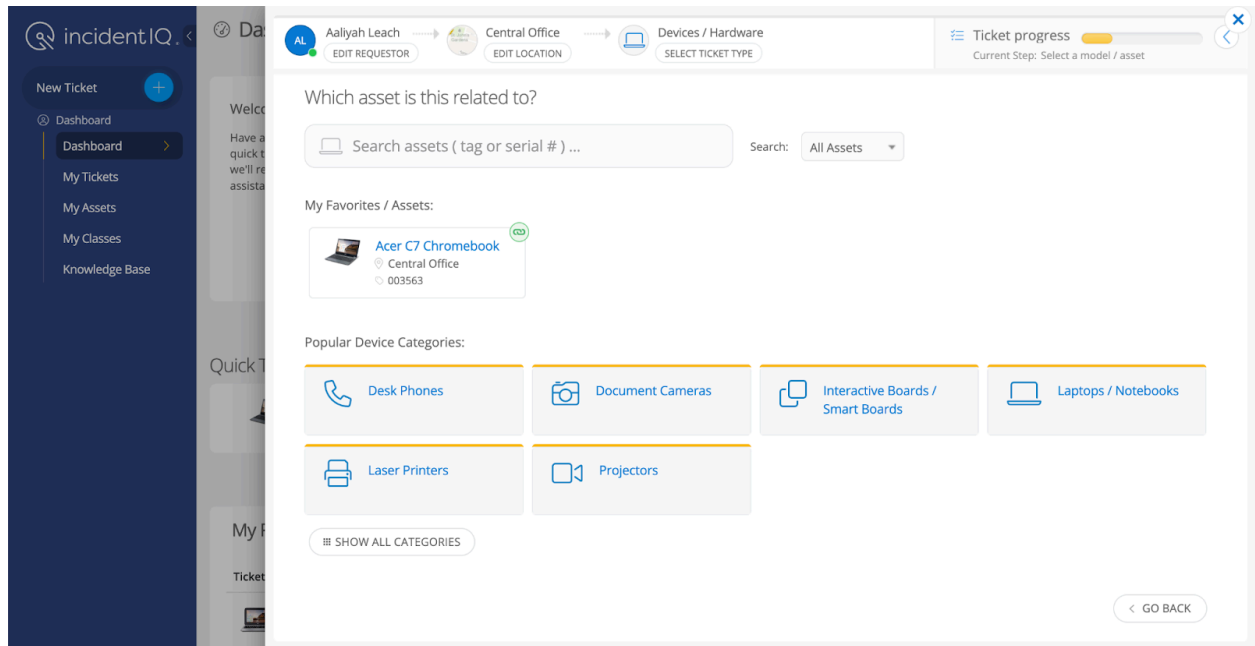
- **Facilities:** Used for anything related to building maintenance, grounds keeping, and non-IT equipment (i.e., light bulbs, tools, cleaning equipment)
- **Event Reservations:** Used for district, and personal, events that are utilizing district facilities.

*Please note that your district could have more Ticket types than the example shown here.

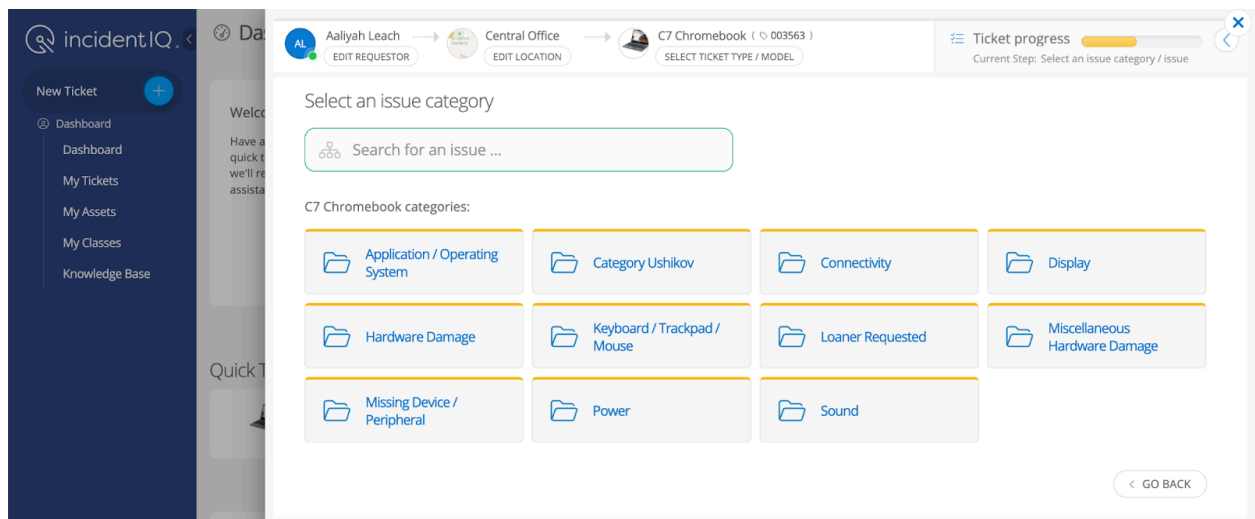
The screenshot shows a web interface for submitting a ticket. At the top, there's a header with a user profile 'Averylie Smith' and a 'Facilities' tab. Below the header, a status bar indicates 'Slight service interruptions' and 'Working normally (17)'. The main content area is titled 'What is this ticket about?' and features a grid of seven categories, each with an icon and a label: 'Devices / Hardware' (laptop icon), 'Software / Online Systems' (cloud icon), 'Network / Wi-Fi' (Wi-Fi symbol icon), 'Account Management' (person with ID card icon), 'Facilities' (building icon), 'Event Reservations' (calendar with checkmark icon), and 'Other Requests' (two speech bubbles icon). A 'GO BACK' button is located at the bottom right of the grid.

Important Note: *Be aware that Incident IQ will automatically update the ticket location to match the stored location of the device/asset in question. Please ensure that your ticket location data is correct before continuing with the submission process.*

You will now be asked to refine your ticket submission further. This includes identifying specific hardware or online systems/software where necessary.



You will now be asked to choose the problem category that best matches the issue you are experiencing. Choose an issue from the displayed list or choose **Issue not Listed** if your specific problem is not listed.



You can also use the search bar to narrow down the listed problem selections quickly.

incidentIQ

New Ticket

Dashboard

My Tickets

My Assets

My Classes

Knowledge Base

Quick T

AL Aaliyah Leach EDIT REQUESTOR

Central Office EDIT LOCATION

C7 Chromebook (003563) SELECT TICKET TYPE / MODEL

Ticket progress

Current Step: Select an issue category / issue

Select an issue category

screen

Issue Search Results:

Drop-related screen damage

Screen / monitor doesn't turn on

Screen cracked

Touchscreen not working

GO BACK

After you have identified your ticket's general issue, you will be able to describe your problem in greater detail. If you have additional information to share, use the dialog box to describe your issue further. You will also be asked to identify the ticket's urgency and whether it contains sensitive student information (e.g., student personally identifiable information or PII).

Your district may also include additional entry fields not shown below (such as location details.) If that is the case, you must ensure that any field marked by a red asterisk is filled out as these have been marked as required fields.

incidentIQ

New Ticket

Dashboard

My Tickets

My Assets

My Classes

Knowledge Base

Quick T

Leach EDIT REQUESTOR

Central Office EDIT LOCATION

C7 Chromebook (003563) SELECT TICKET TYPE / MODEL

Screen cracked SELECT ISSUE

Ticket progress

Current Step: Specify ticket details

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.

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

After filling in and reviewing all your ticket information, select **Submit Ticket**.

The screenshot shows the 'Describe your issue' form in the incidentIQ system. The form is divided into several sections:

- Describe your issue:** A large text area for describing the issue in more detail.
- Room:** A dropdown menu to select a room, with a checkbox for 'My room is not listed'.
- Location/Room Details:** A text area for additional details regarding the location.
- Is this ticket urgent?:** Radio buttons for 'Yes' and 'No' (selected).
- Does this ticket contain protected student information?:** Radio buttons for 'Yes' and 'No' (selected).
- Notify additional users?:** A dropdown menu to select users to notify.
- Attach file(s):** A section for uploading files or screenshots, with a 'Select file to attach' button and a 'browse' link.

At the bottom right, there are two buttons: 'GO BACK' and 'SUBMIT TICKET'. A yellow arrow points to the 'SUBMIT TICKET' button, which is highlighted with a yellow box.

The ticket will be generated in the system, and your page will redirect to the Ticket Details page. You will also receive a confirmation email that your ticket has been submitted.

incidentIQ

New Ticket

Dashboard

My Tickets

My Assets

My Classes

Knowledge Base

Ticket #36017 has been successfully submitted!

You can view your ticket details below. Additionally, a confirmation email has been sent to you.

Acer C7 Chromebook - Hardware Damage...

Ticket

Submitted By

Location

Created Date

Status

36017

Aaliyah Leach

Central Office

7/18/2022 10:39 AM

Submitted

Additional Information:

Trigger Mechanism -

Manipule 1 Velites /

Hastatili

Trigger Mechanism -

Manipule 2 Principes /

Triarii

Screen Recording

Description:

Screen cracked

CANCEL TICKET

RETURN TO THE DASHBOARD

Add a comment

Ticket Activity

7/18/22

AL

Aaliyah Leach Submitted the Ticket

Acer C7 Chromebook

Acer C7 Chromebook

003563

Ilium

DETAILS

Recommended Solution

Recommended Solution

Powered by Incident IQ