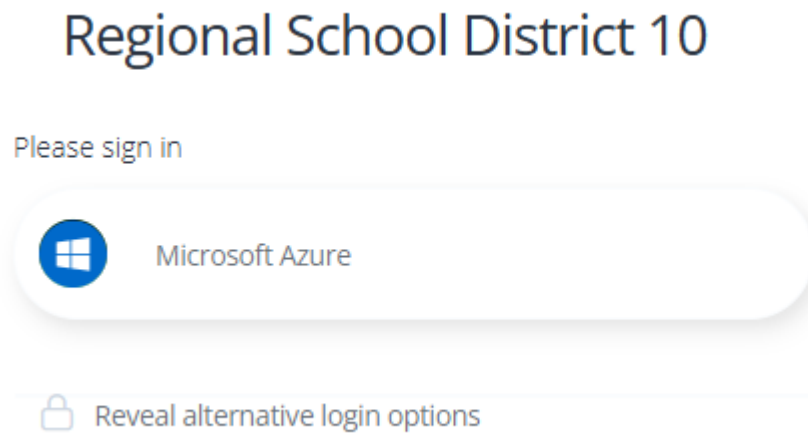


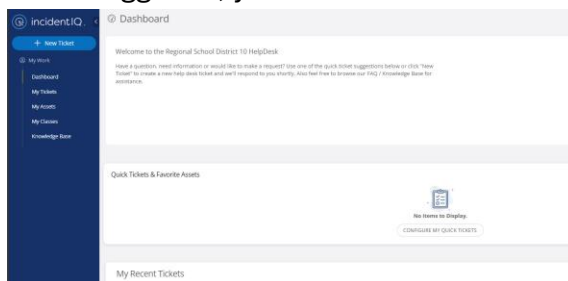
Region 10 IT Help Desk – How to Submit a Work Order/Ticket

In order to ensure that we are able to promptly address any technology issues you may have, we are asking that everyone use our new Help Desk / Work Order system. The new system link is located at www.region10ct.org/technology or directly at <https://region10ct.incidentiq.com/>.

1. When you arrive at the Help Desk page, it look like this:



2. Select “Microsoft Azure” as shown above.
3. If you are already logged into Microsoft 365, you will be automatically logged in. If you are not, please login as you normally would.
4. Once logged in, you will this screen.

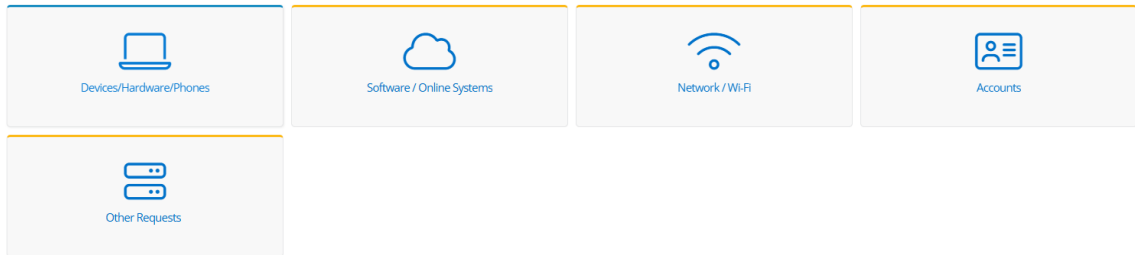


+ New Ticket

5. Select the button.

6. Select the Help Topic from the options shown below. If your issue is not shown below or you are not certain, select “Other Requests”.

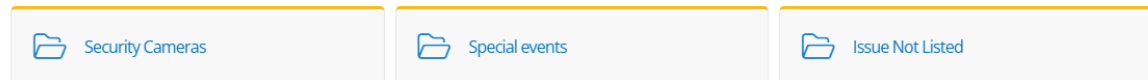
What is this ticket about?



7. You will then see a list of sub-categories such as below. For each help topic. There is always an “Issue Not Listed” button if your issue is not shown or you are unsure.

Select an issue category

Other request categories:



8. On the next screen, please enter a description of your issue under “Describe your issue”.

Describe your issue

Please describe your specific issue in more detail...

9. You may choose to enter Room or Room Details. These fields are optional.

10. If the ticket contains protected student information, please change the radio button to **Yes**. You may also choose to add additional users for notifications and attached files.


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](#)

11. Once you are ready to submit the ticket, select



.