



▶ How to Submit a CFS Support Ticket ◀

SUBMITTING A NEW TICKET:

- 1) Launch **Incident IQ** at <https://scoecfs.incidentiq.com>
- 2) Log In:



Bookmark this site for easy access later.

▶ CFS STAFF ONLY
Click "**Microsoft Azure**"



Microsoft Azure

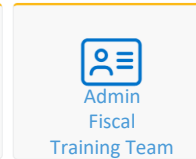
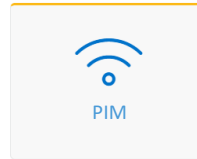
▶ ALL OTHER STAFF OUTSIDE OF CFS
Click "**Reveal alternative login options**" and enter the login credentials provided to you.

🔒 Reveal alternative login options

🔍 Email Address *

🔒 Password *

- 3) Click "**New Ticket**"
- 4) Select the button for the appropriate team



- 5) Navigate through topics by selecting the appropriate buttons
- 6) Describe your issue and answer any required questions (*marked with a red dot*)
- 7) Hit "**Submit Ticket**"



After submitting your ticket, a CFS Support Agent will start working to resolve your issue. You should receive an email from **CFS Helpdesk <Helpdesk@scoecfs.incidentiq.com>** with comments or questions requesting more details.



Waiting on Requestor



This ticket requires a reply. Please reply to this email for the ticket process to move forward.

*If your email indicates "**Waiting on Requestor**"...*
Please respond within 14 days or your ticket will auto-close.



[See next page for instructions on how to respond to existing tickets from your email]





How to Respond to a CFS Support Ticket via Email

[See previous page for instructions on how to submit a new ticket in Incident IQ]

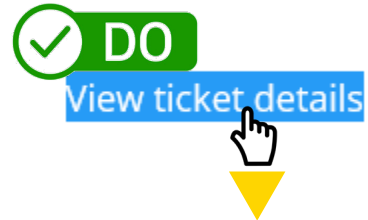
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If your email indicates **“Waiting on Requestor”...**
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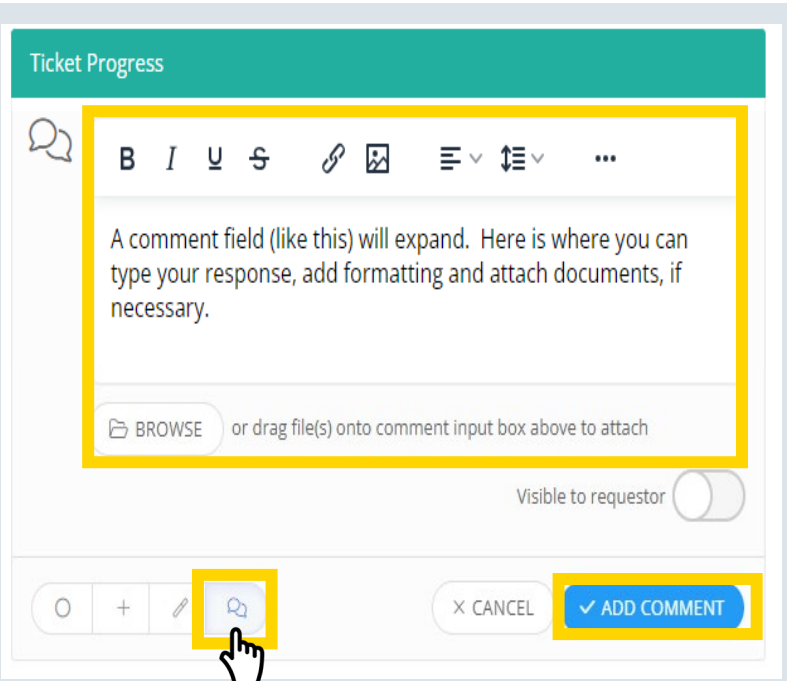
RESPONDING TO EXISTING TICKETS:

- 1) Click **“View Ticket Details”** within the message you received in your email from CFS Helpdesk. Do NOT select Reply or Reply All.



This will launch Incident IQ to open in your Internet Browser, directly to your Ticket Progress.

- 2) Once your ticket opens in Incident IQ, select the **Comment** (speech bubble) icon to open the comment field.
- 3) Type your response in the comment field.
- 4) Click the **“Add Comment”** button to send your response directly to your CFS Support Agent.





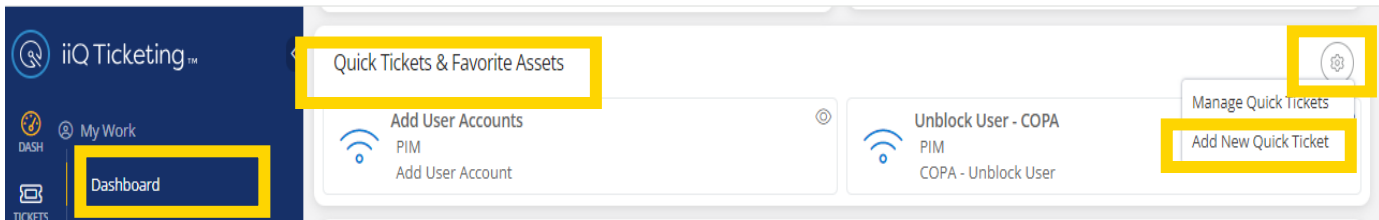
▶ How to Create a Quick Ticket ◀



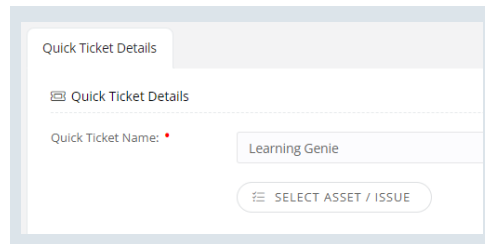
QUICK TICKETS = SHORTCUTS

They help you submit the tickets you commonly create, using fewer clicks. Easier. Faster.

- 1) Access **Incident IQ** at <https://scoecfs.incidentiq.com>
- 2) Click on **Dashboard** and scroll down to **Quick Tickets & Favorite Assets**.
You may already see some Quick Tickets that were created for you or for certain staff groups.
- 3) Click the **gear icon** and select **Add New Quick Ticket**

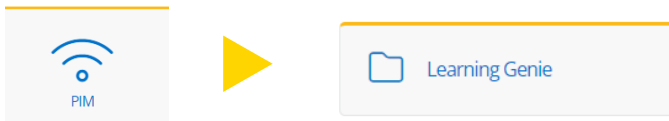


- 4) Under the Quick Ticket Details section, name your **Quick Ticket** whatever you want, then click the **Select Asset / Issue** button



- 5) Select the appropriate team button. Then navigate through the additional buttons you would normally select to submit this ticket

for example



- 6) Click the **Use Current Selection** button. Then click the **Save** button.

