



incidentIQ.

COMMUNITY

Incident IQ Ticketing System

The screenshot shows a web browser window with the URL `nrwcs.incidentiq.com/logout?referrer=%2Fagent%2Fdashboard`. The browser's address bar and tabs are visible, showing various open pages like 'Admin console', 'GoGuardian Account...', 'Login', 'North Rose Wolcott...', 'Venus Log In', 'Login | TapApp', 'KnowBe4', 'InformaCast', 'Avigilon', 'Dashboard - Inform...', 'iboss Cloud Manag...', 'https://nrwcs.waspa...', and 'ML Schedules - Re...'. The main content area of the browser displays the login page for 'North Rose-Wolcott Central School District'. It includes a 'Please sign in' prompt, a 'District Login' button with a right-pointing arrow icon, and a link to 'Reveal alternative login options'. At the bottom left of the browser window, it says 'Powered by incidentIQ®' and '© IncidentIQ 2024 - Privacy Policy & Terms of Service'. The background of the browser window features a colorful illustration of two people, a man and a woman, sitting at a desk with a laptop, engaged in a discussion.

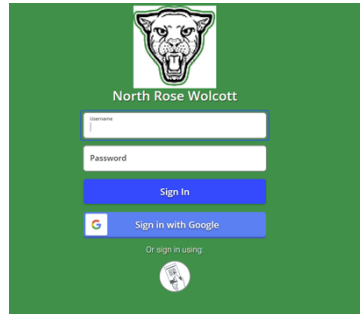
How to Log in: Classlink

<https://launchpad.classlink.com/nrw>

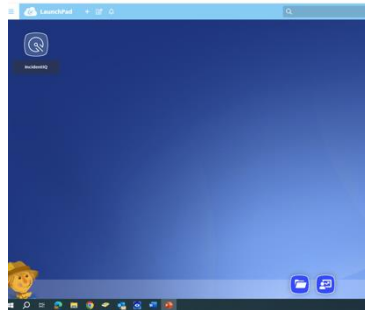
Use network credentials such as

User Name: Jdoe

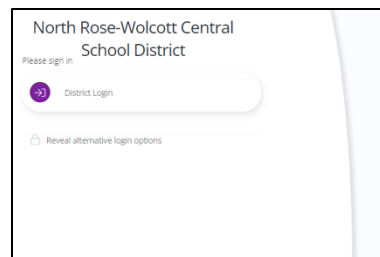
Password: Network password



Click to open Incident iQ



Choose District Login – program will load.



Dashboard

Add new ticket

incidentIQ. < Dashboard

Search Help HT HS Teacher

+ New Ticket

My Work

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

Welcome to the North Rose-Wolcott Central School District 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

No Items to Display.

CONFIGURE MY QUICK TICKETS

My Recent Tickets

Ticket	Status	Requested For
3D Printers > Buttons not working # 1009 Updated: ~2 months ago	Resolved ✓ 8/14/2024 8:00 AM Ticket Follower	HT HS Teacher 8/14/24 7:56 AM Unmapped Location - Please Fix
Acer Chromebook 11 - Connectivity > Can't access website # 1008 Updated: ~2 months ago	Canceled ✓ 8/14/2024 7:55 AM Ticket Follower	HT HS Teacher 8/14/24 7:43 AM Unmapped Location - Please Fix

NEW TICKET

Powered by Incident IQ

Add new ticket

Recent Tickets

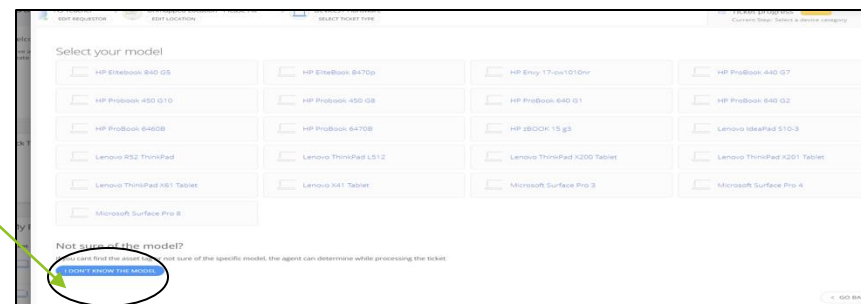
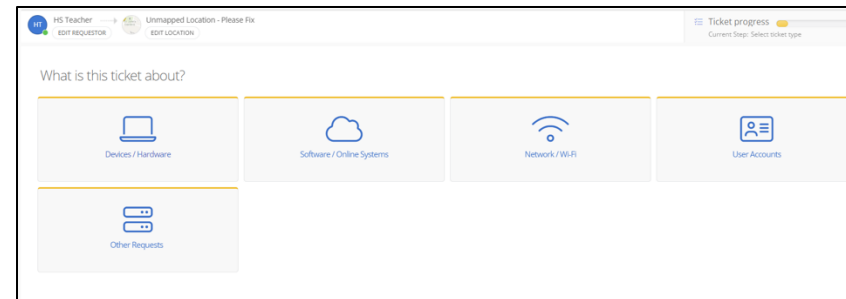
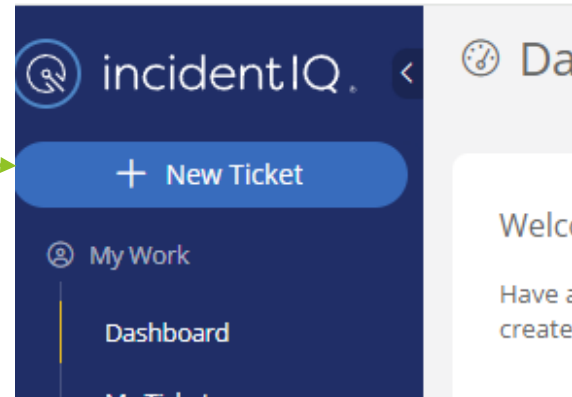
How to Create a Ticket

Click on New Ticket

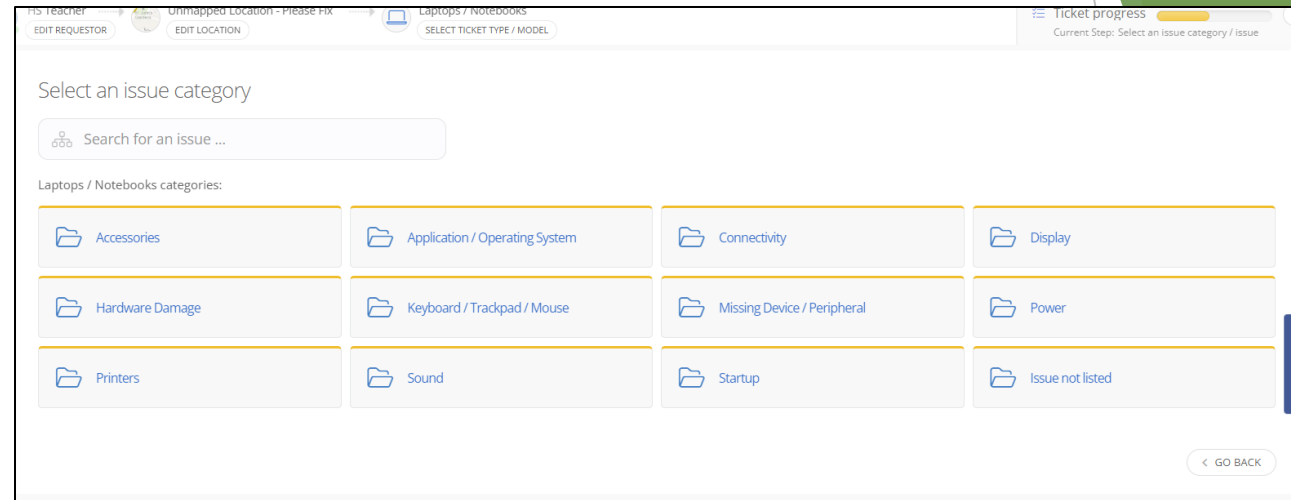
Select whichever applies

You can search by asset tag or just click on one category

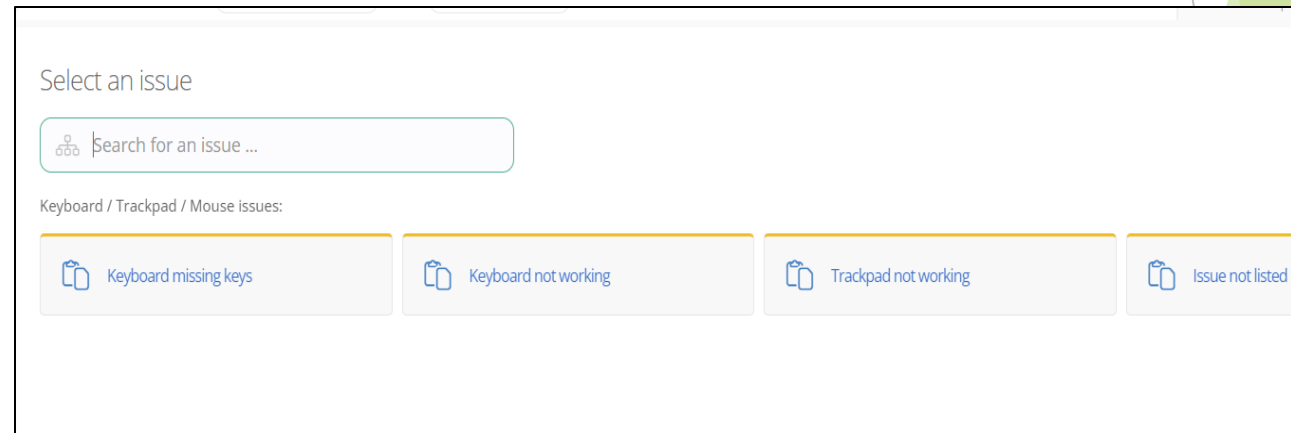
If you are not sure of model you can click on “I don’t know the model”



Select an Issue Category



Select an issue



Describe your issue

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**

Submit Ticket

Ticket has been successfully submitted!

✓ Ticket #1060 has been successfully submitted!
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

Laptops / Notebooks > Keyboard / Trackpad / Mouse > Keyboar...

Ticket	# 1060
Submitted By	HS Teacher
Location	Unmapped Location - Please Fix Room E44
Created Date	10/08/2024 11:54 AM
Status	Submitted

Description:
Keyboard not working - Keyboard not working

[CANCEL TICKET](#) [RETURN TO THE DASHBOARD](#)

B I U 