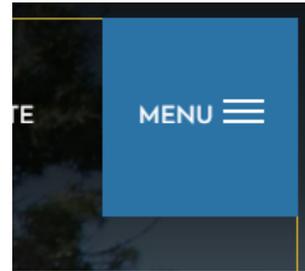




Submitting an IT ticket



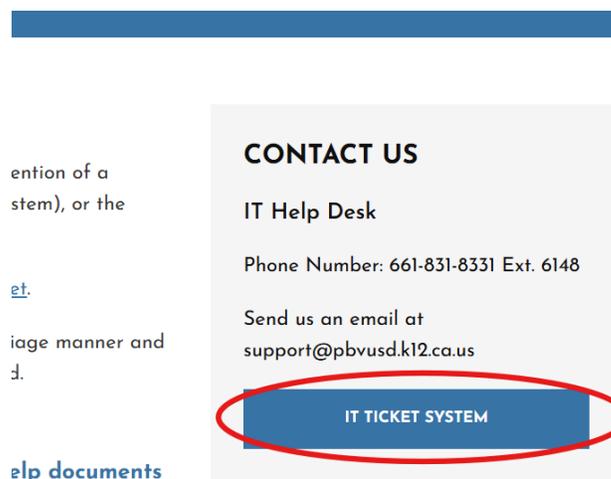
1. Go to the district website at pbvUSD.k12.ca.us.
2. Click on Menu in the upper right corner and select Information Technology.



3. Hover over "Staff" then click "IT Support."



4. Scroll down and click on the blue "IT Ticket System" just under "Contact Us."



You can also bookmark <https://pbvits.incidentiq.com>

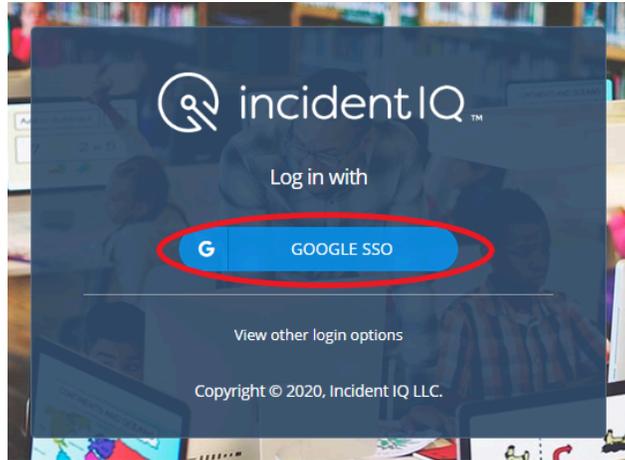
If you have any issues please contact Support at support@pbvUSD.k12.ca.us or call (661) 831-8331 ext 6148



Submitting an IT ticket



5. You will need to login using your District Google account. (If you do not get logged in an email to support needs to be sent so that they create an account in the IQ system)

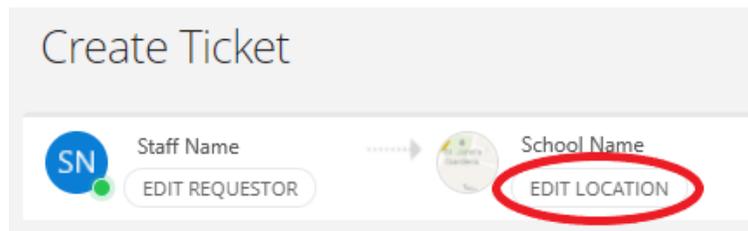


6. Once logged in it will go to the dashboard where there will be a list of submitted tickets (if any) by that account.

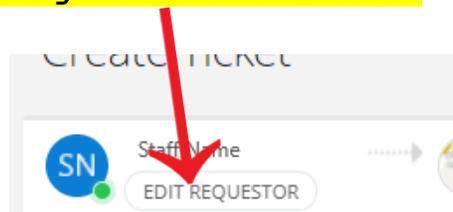
7. Click on the “+ NEW TICKET” on the top ribbon.



8. If the location at the top of the page is incorrect, click “Edit Location,” Otherwise skip to #8.



To submit on behalf of someone else, click “Edit Requestor” under your name and search for the person via their email address, this will automatically change the location to their school.



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or call (661) 831-8331 ext 6148

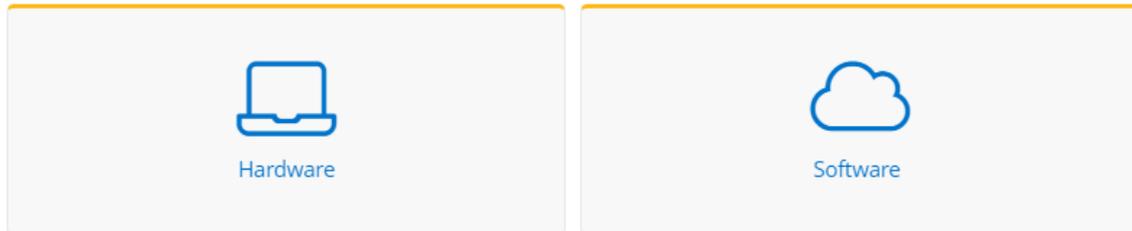


Submitting an IT ticket



9. Select which type of issue you are having.

What is this ticket about?



10. Search for the hardware/software you are having issues with. (Under Hardware, a list of your assigned devices will appear at the top of the page. Please choose from your assigned devices)

Which asset is this related to?

Search: All Assets

My Favorites / Assets:



11. Select which issue you are having. Then it will prompt for a description of what is going on. Be as detailed as possible.

Describe your issue

Please describe your specific issue in more detail...



Submitting an IT ticket



- 12. Choose your location from the drop down list under the Description dialog box.

Be specific, this is how IT will find you.

 My room is not listed Yes No

- 13. Scroll down, this is where a file can be attached to help show what the issue is.

- 14. Click "SUBMIT TICKET" when all the information has been given.

Select files to attach

Drag and drop file(s) here to start or just click to [browse](#) files

- 15. There will be an open ticket on the dashboard. The system will also send an email with the information provided on the form.
- 16. Updates will also be emailed as they happen to keep you informed on progress.