Incident IQ

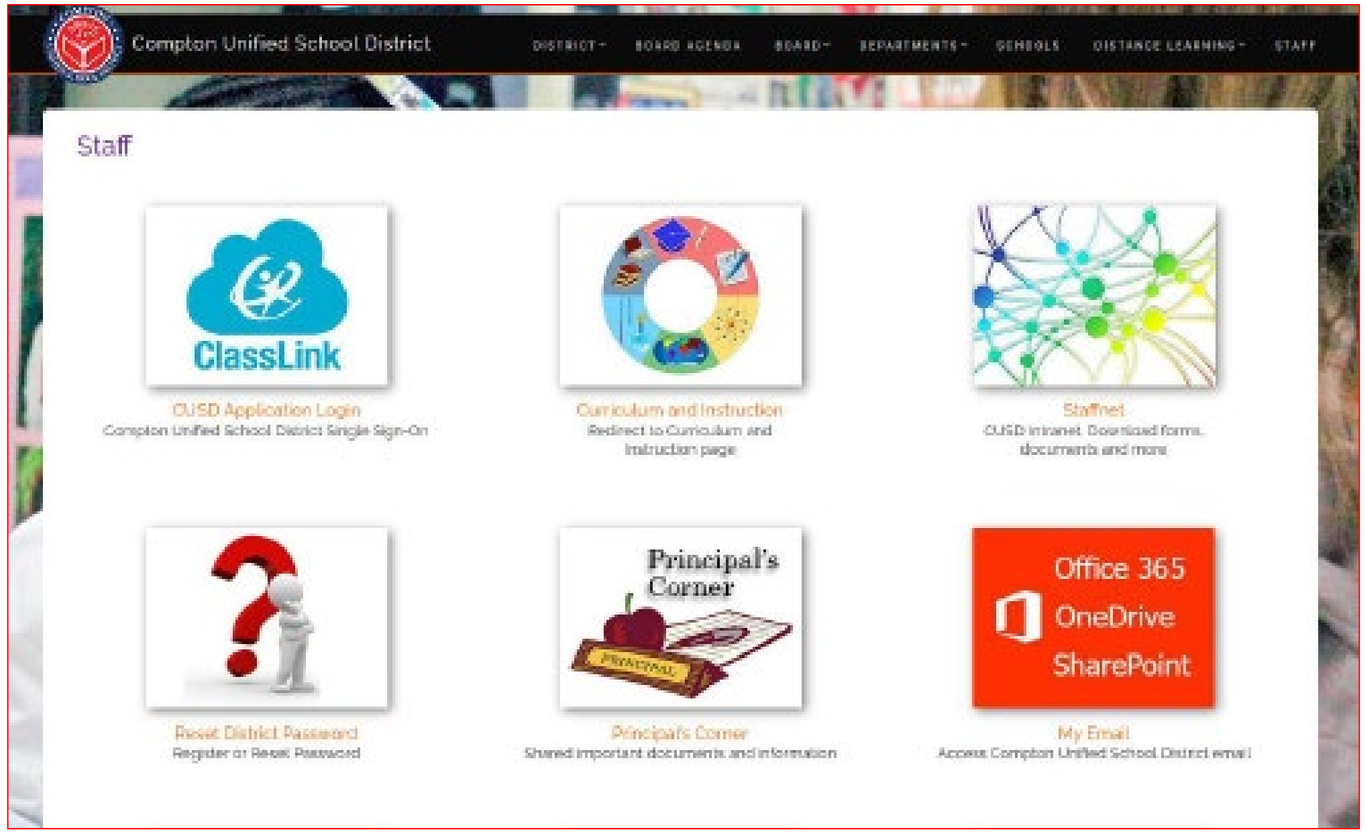
Requestor Ticket Submission

Logging Incident IQ Walkthrough

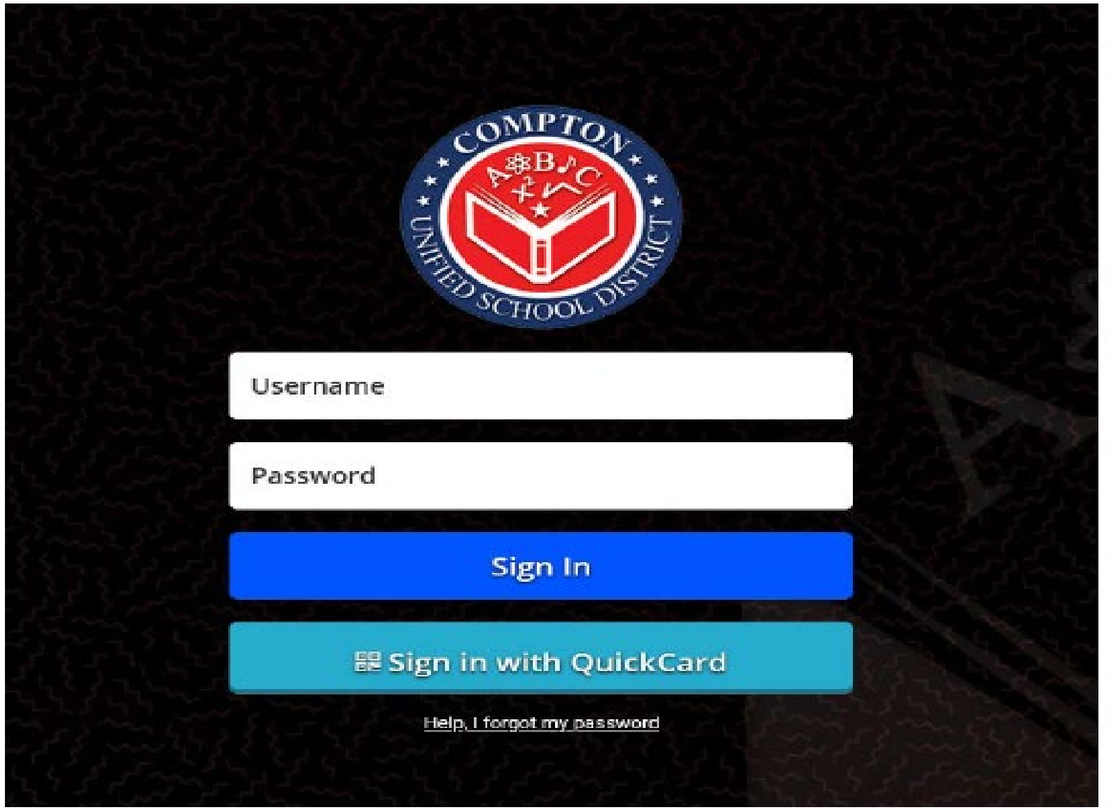
A step-by-step guide on how to create a ticket using the CUSD Information Technology Department (ITD) new ticketing system.



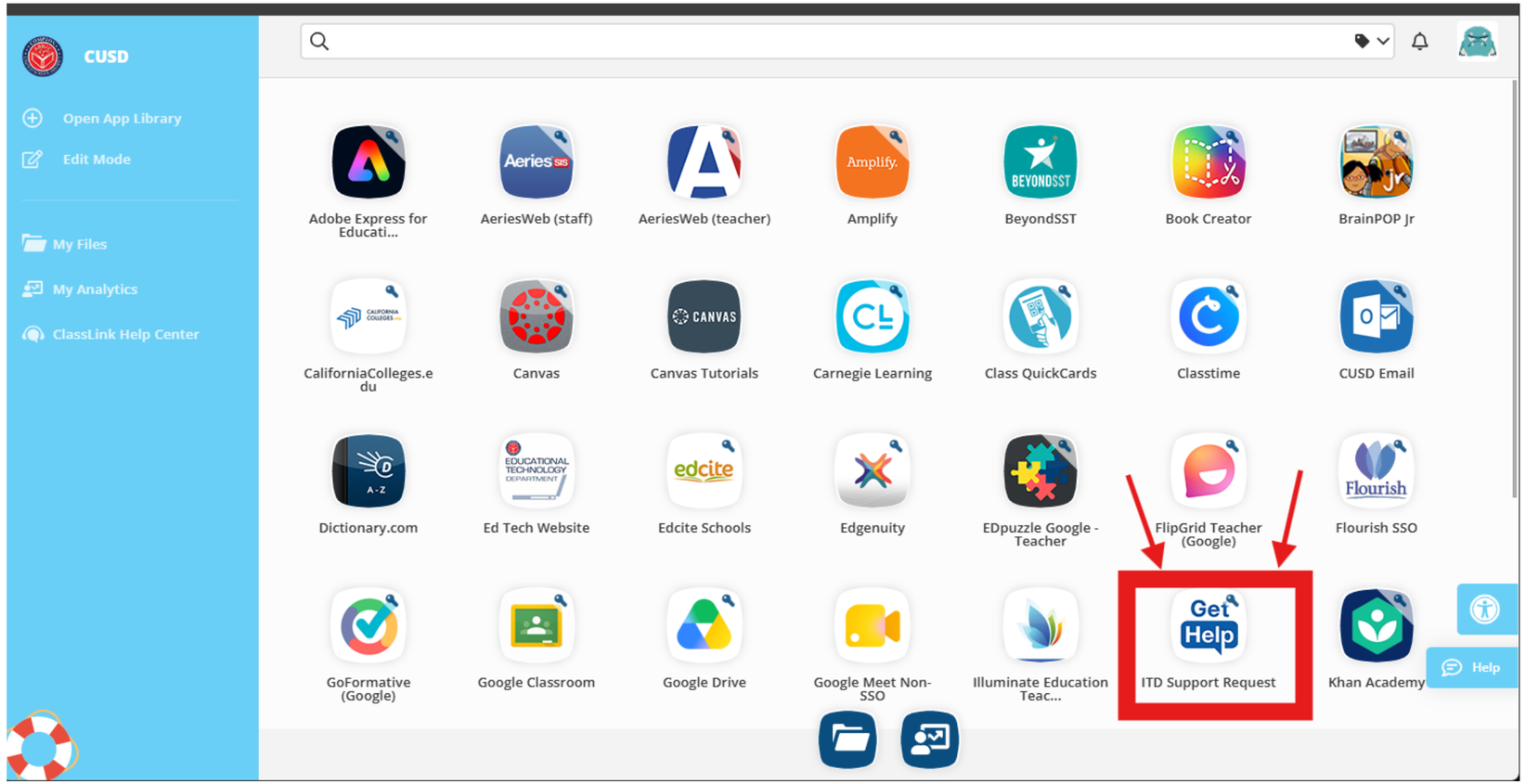
Logging into Incident IQ to create ITD support requests is easy, as it is now included in Classlink! To locate Classlink, go to Compton Unified School District Website (Compton.k12.ca.us) and click on Staff. Classlink is easily recognizable by its blue cloud logo.



Sign into Classlink with your Compton Unified School District Username and Password



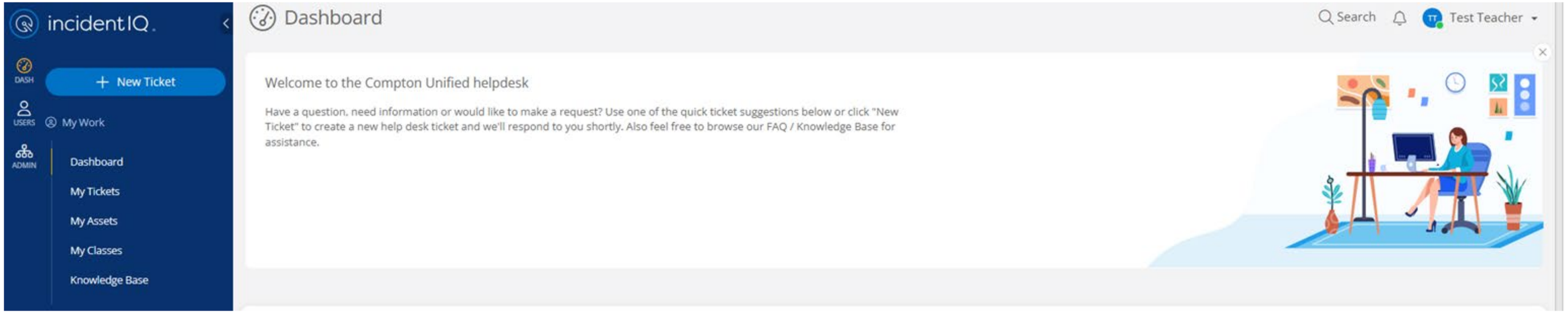
You may have noticed a new icon on your Classlink page. This GetHelp icon has been added for each staff member. Click this icon and you will be automatically signed in



Creating a Ticket

After logging into Incident IQ, you will be greeted by your Dashboard.

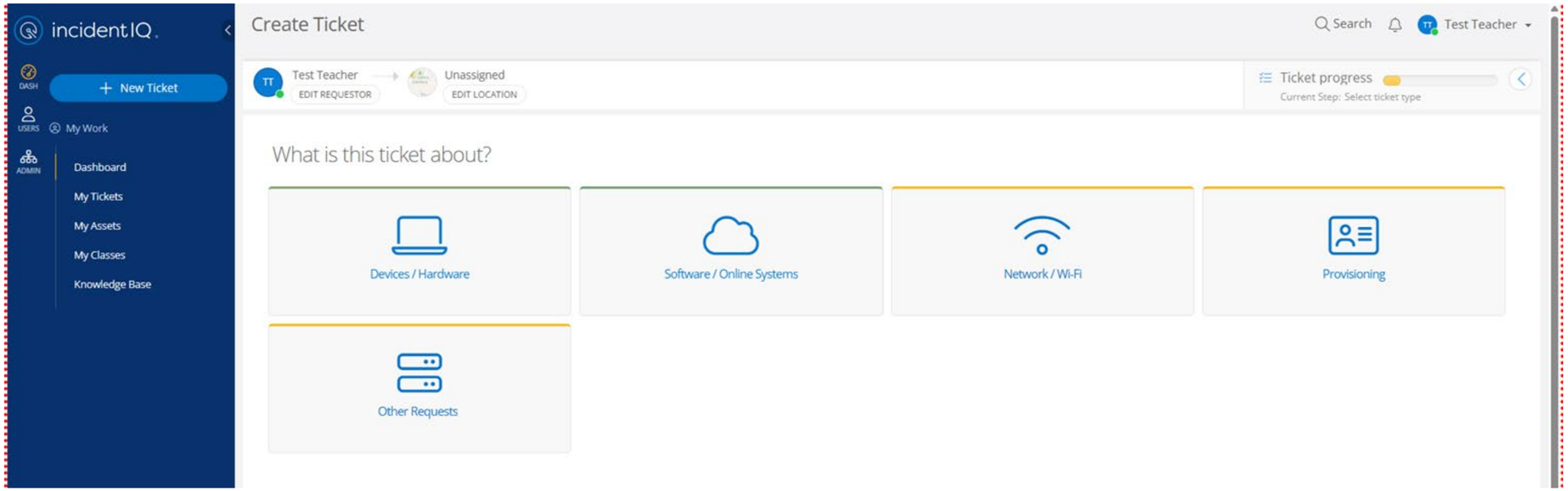
To create a ticket, select the ‘New Ticket’ button on your left navigation bar or in the center of your dashboard.



Creating a Ticket

Select a Ticket Type

This will display a list of various ticket categories. Choose a topic that most closely matches your issue.

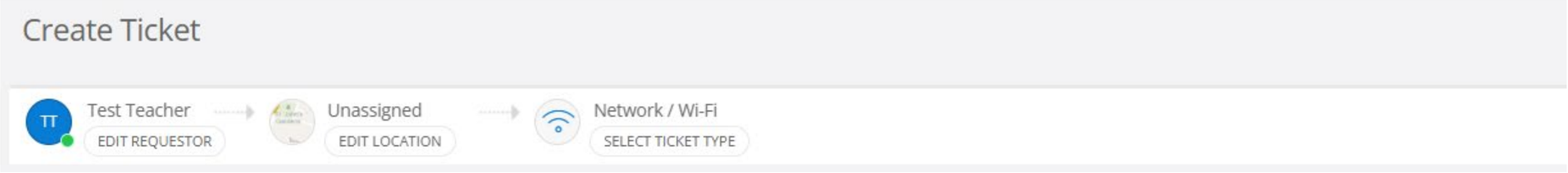


Note: If you select Devices/Hardware or Software/Online Sytems this will prompt you to attach a Device/Software Application to the ticket.

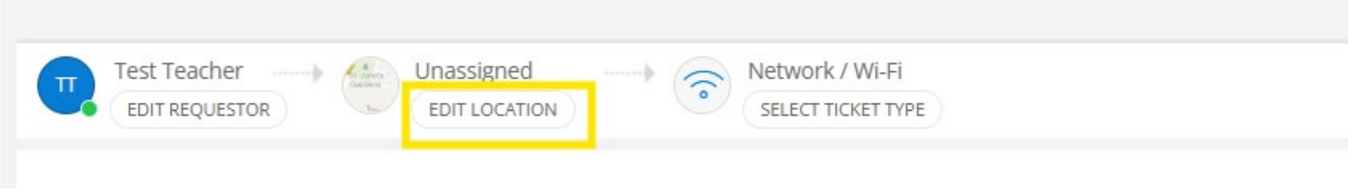
Creating a Ticket

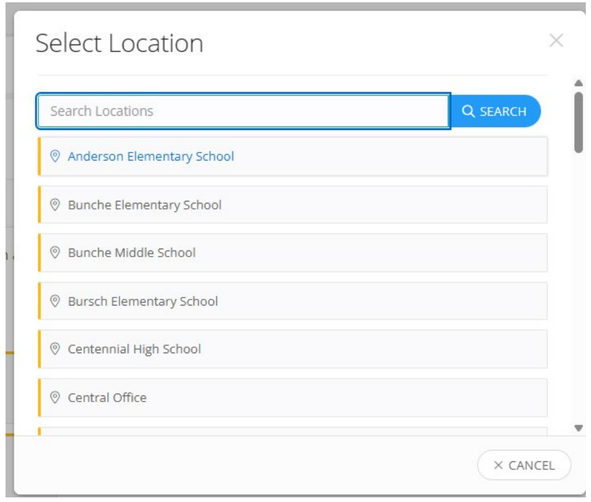
The information at the top of this page is called the ‘Breadcrumb Trail’.

The most important call out here is the location. Every user in Incident IQ has a primary assigned location.



However, if you need to submit your ticket for another location, click on edit location and select the desired location. (the screenshot to the right is only a few locations).

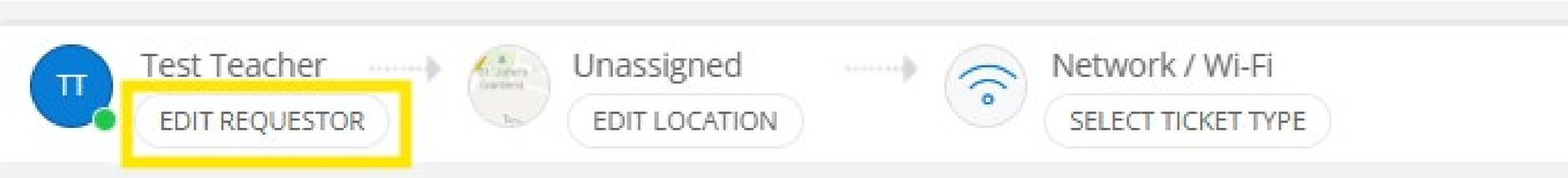




Creating a Ticket

This example is for a Network/Wifi Ticket.

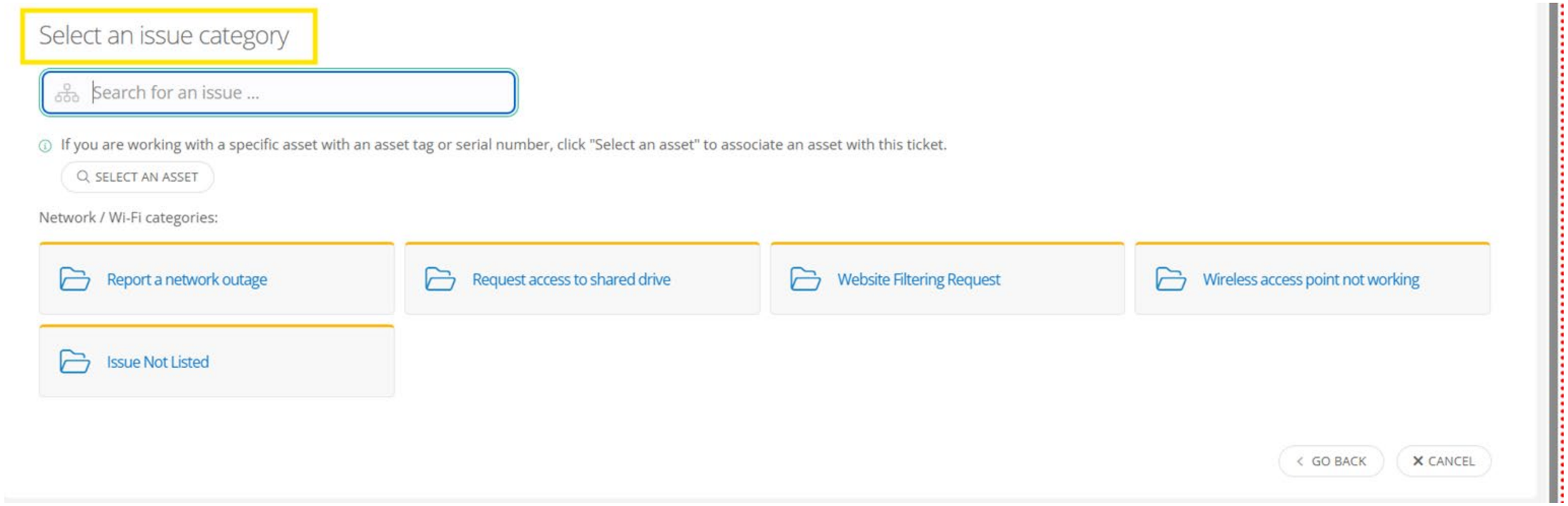
The breadcrumb trail will also allow you to edit the requestor (highlighted below). (Example: Test Teacher needs to submit on behalf of another user. Test Teacher will select edit requestor and search/select that User.)



Creating a Ticket

Selecting an Issue Category

This step will allow you to specify the specific issue you are facing.
(Ex: Select ‘Report a Network Outage’)

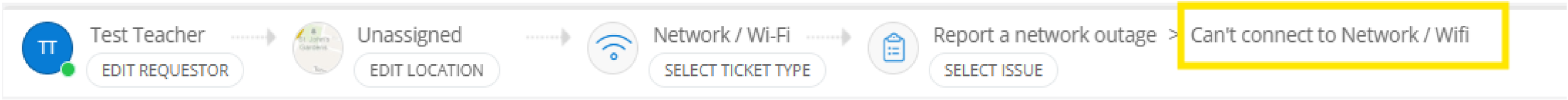


Creating a Ticket

Selecting an Issue Type

This step will be dependent on your district's setup. Once an Issue Category is selected, it may prompt a user to select a secondary issue, called the issue type.

In the example below, there was only one Issue Type (Can't connect to Network/Wifi) so it was auto selected upon the selection of the Issue Category (Report a Network Outage)

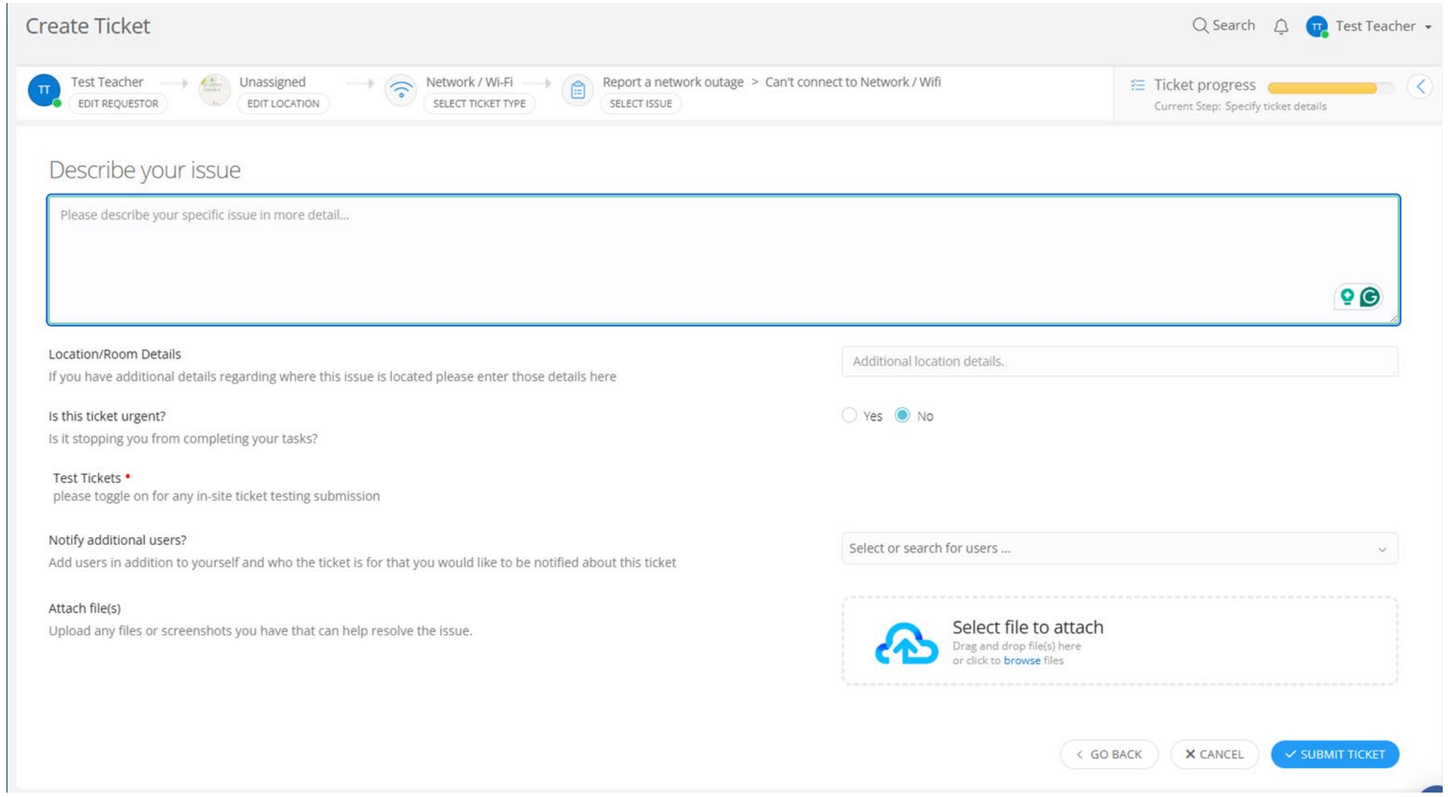


Creating a Ticket

Completing the Ticketing Form

This will display our 'Out-of-the-box' Ticketing Form. We refer this to 'Out-of-the-box' because we can customize certain questions and/or fields to display on this form.

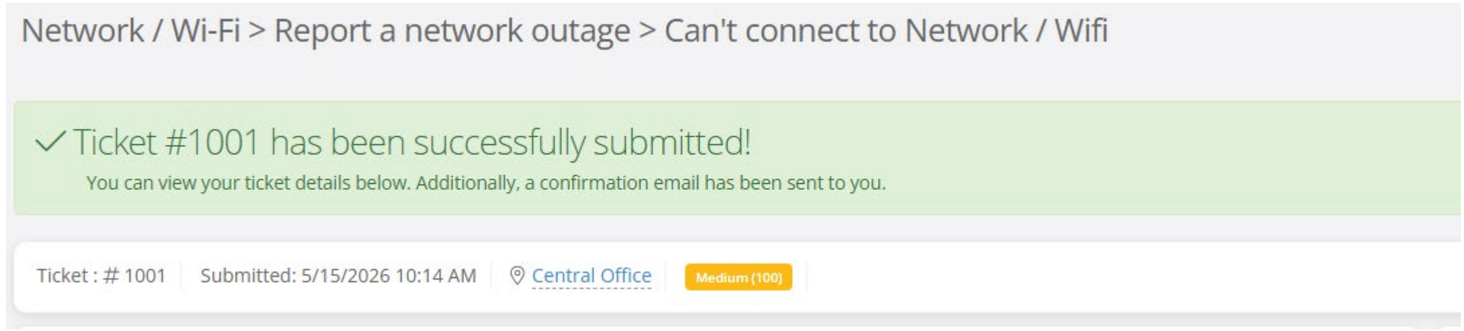
Please describe your issue in the freeform text box and attach any files/documentation (if needed/required). Once this is done, hit submit.



Creating a Ticket

Ticket Confirmation

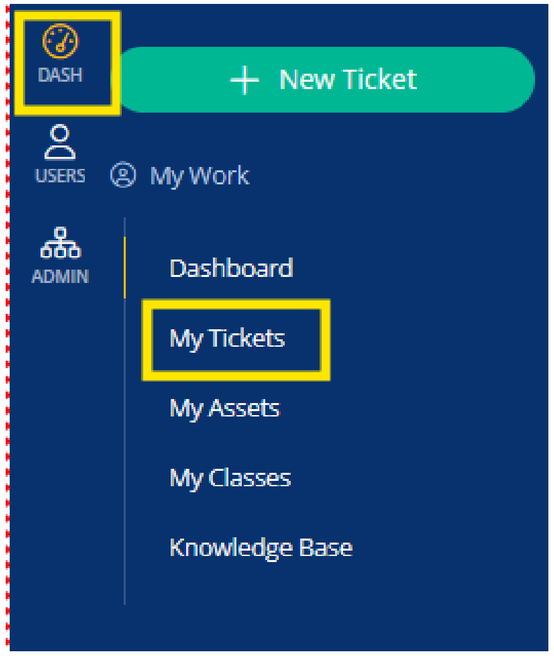
Once you hit submit, you will receive confirmation that your ticket has been successfully submitted. This will send a confirmation email to you as well.

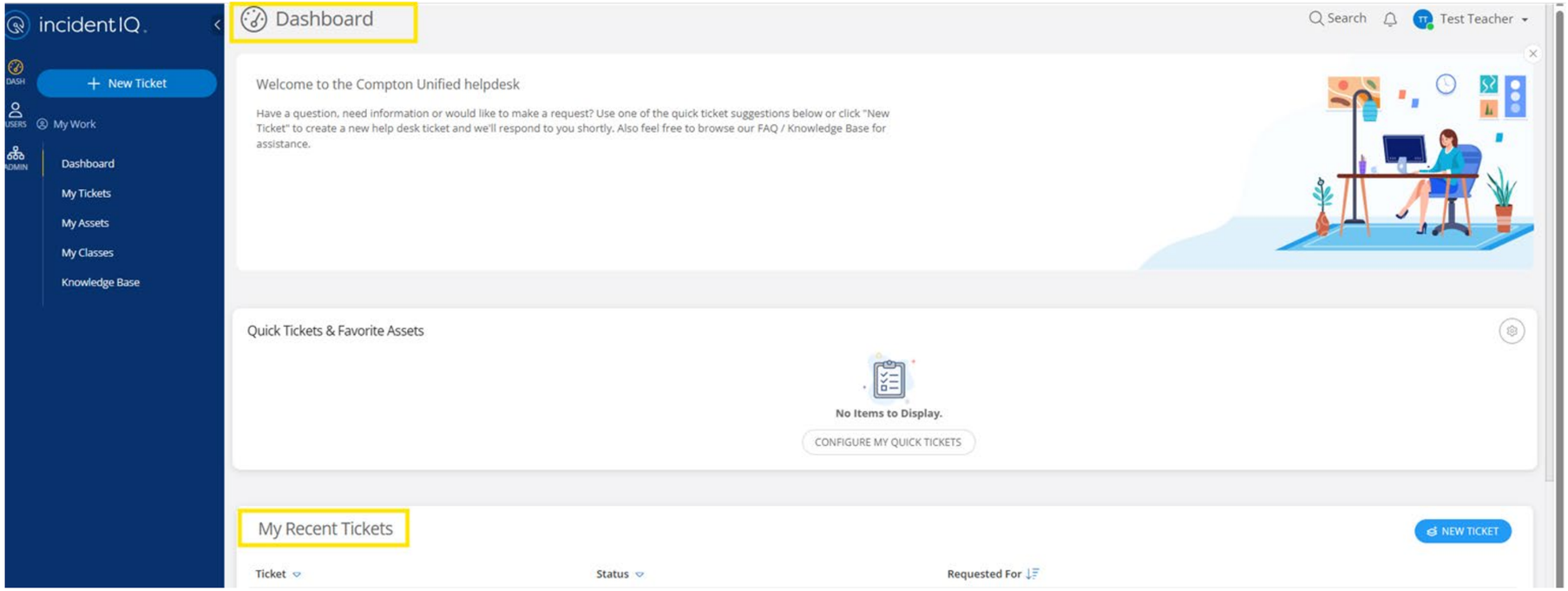


Creating a Ticket

Viewing Tickets after Submission

If you would like to view your tickets after submission, you can return your Dashboard and view from the ‘My Recent Tickets’ in the center or the ‘My Tickets’ option on your left navigation bar.





Thank you!