HLPUSD INFORMATION TECHNOLOGY DEPARTMENT
🚀 INCIDENT IQ HELP DESK SYSTEM
Quick Start Guide

Hacienda La Puente Unified School District
Information Technology Department
Connected • Secure • Innovative

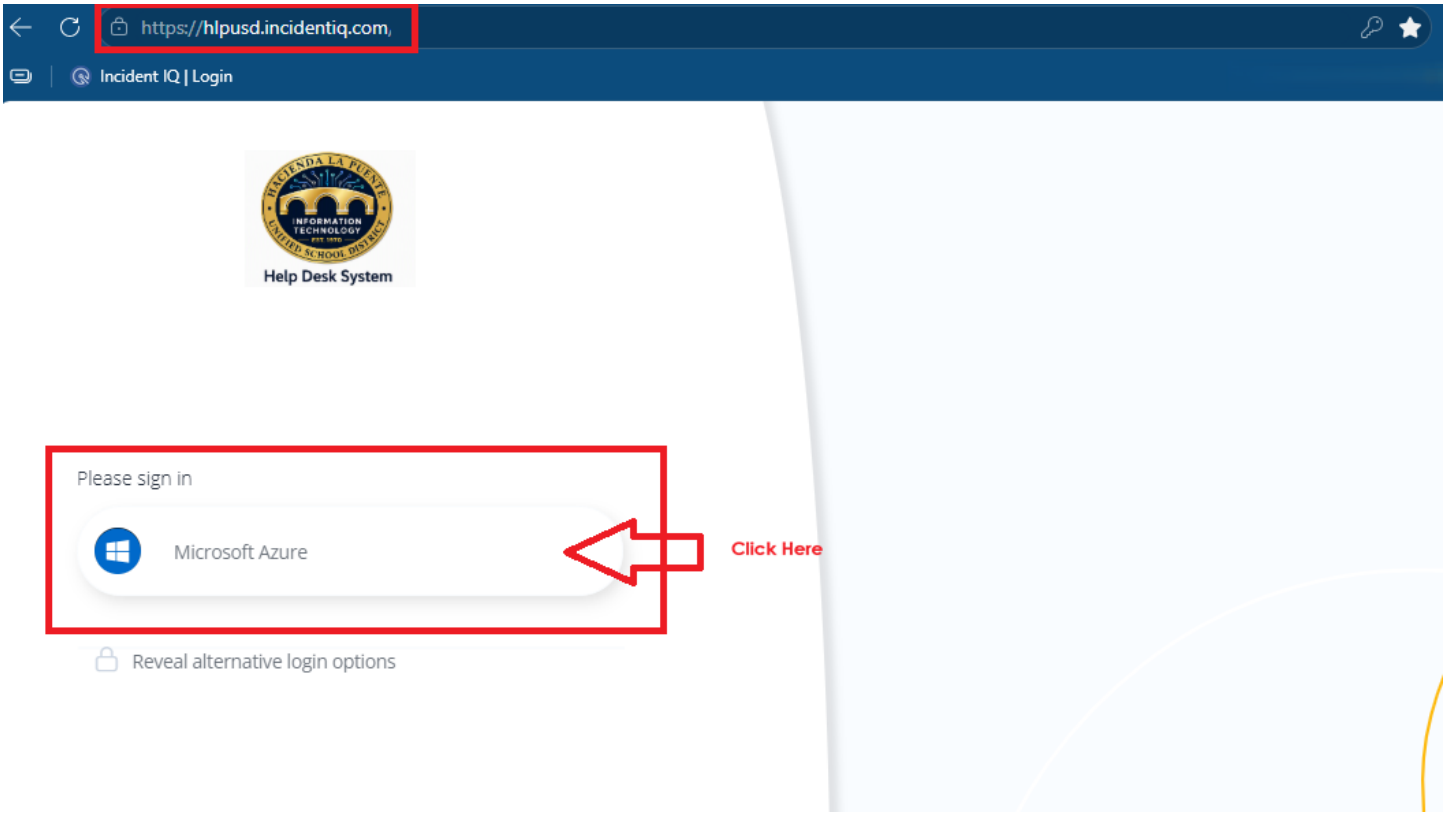
WHAT IS INCIDENT IQ?
Incident IQ is HLPUSD's official Help Desk system for requesting technology support, tracking ticket status, communicating with technicians, and receiving updates on technology issues.

WHY USE INCIDENT IQ?
- ✅ Submit technology support requests
- ✅ Track ticket progress in real time
- ✅ Receive automatic email updates
- ✅ Communicate directly with IT staff
- ✅ Use the AI Assistant for faster support

STEP 1 — SIGN IN

1. Verify you are on the HLPUSD Incident IQ website. Click **HERE** to go to the IIQ website.
2. Click **Microsoft Azure**.
3. Sign in using your HLPUSD Microsoft 365 account.

💡 Use the same username and password used for Outlook, Teams, and your district workstation.

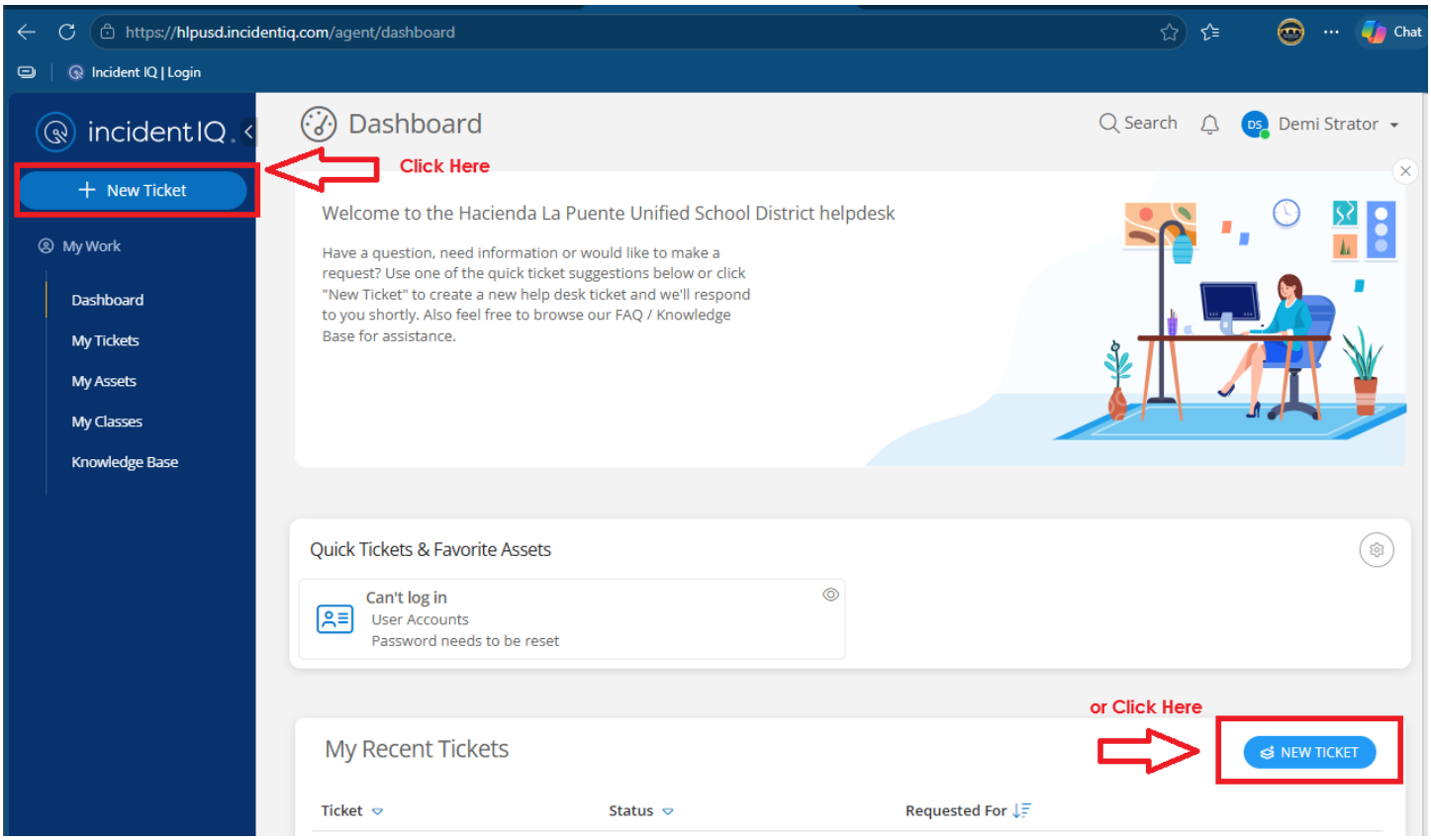


STEP 2 — OPEN A NEW TICKET

Option A (Recommended)
Click **+ New Ticket** from the left navigation menu.

Option B
Click **New Ticket** from the "My Recent Tickets" part of the Dashboard.

✅ Either option will begin the ticket creation process.



STEP 3 — Alternative: USE THE AI ASSISTANT [If you use this skip to Step 6]

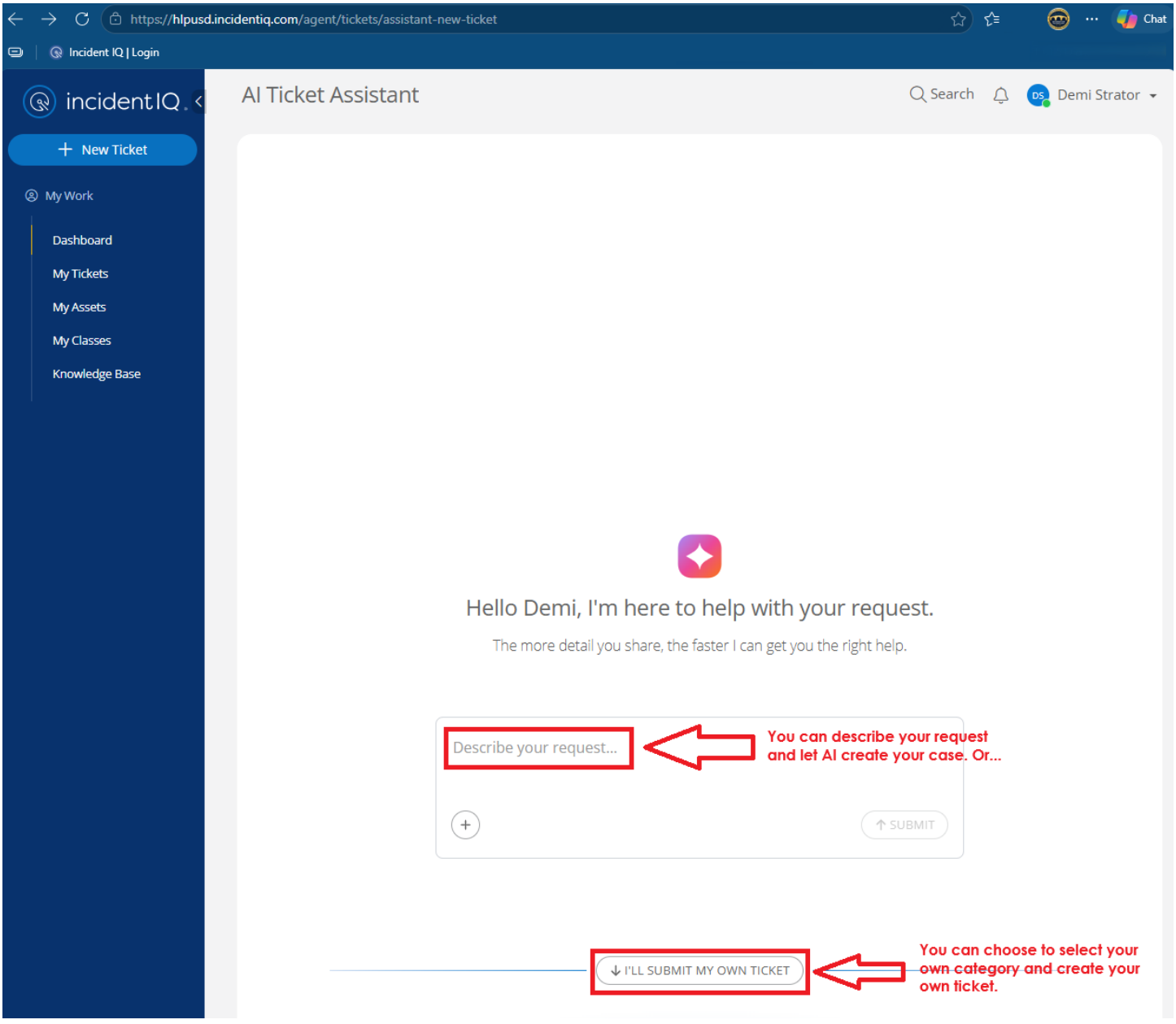
Describe your issue in plain language.

Examples

- I cannot print.
- My projector is not working.
- I forgot my password.
- My laptop will not connect to Wi-Fi.

The AI Assistant may provide immediate recommendations or assist with creating your ticket. If you open your ticket this way, please move to STEP 6.

✅ Fastest way to get assistance.

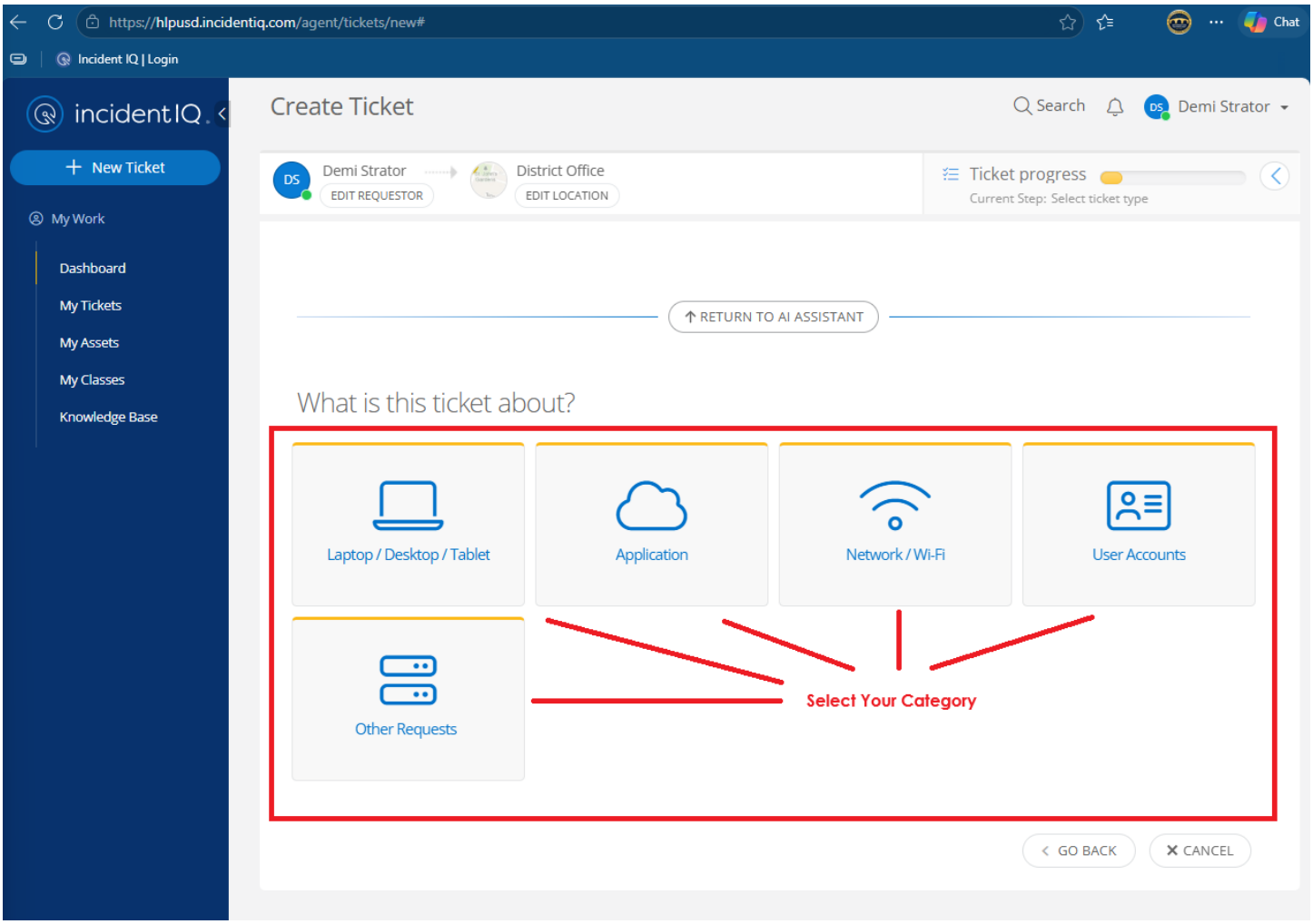


STEP 4 — SELECT A CATEGORY

Select the category that best matches your issue.

💻 Laptop / Desktop / Tablet
☁️ Applications
📶 Network / Wi-Fi
👤 User Accounts
🛠️ Other Requests

💡 Selecting the correct category helps route the request to the appropriate technician faster.



STEP 5 — DESCRIBE YOUR ISSUE

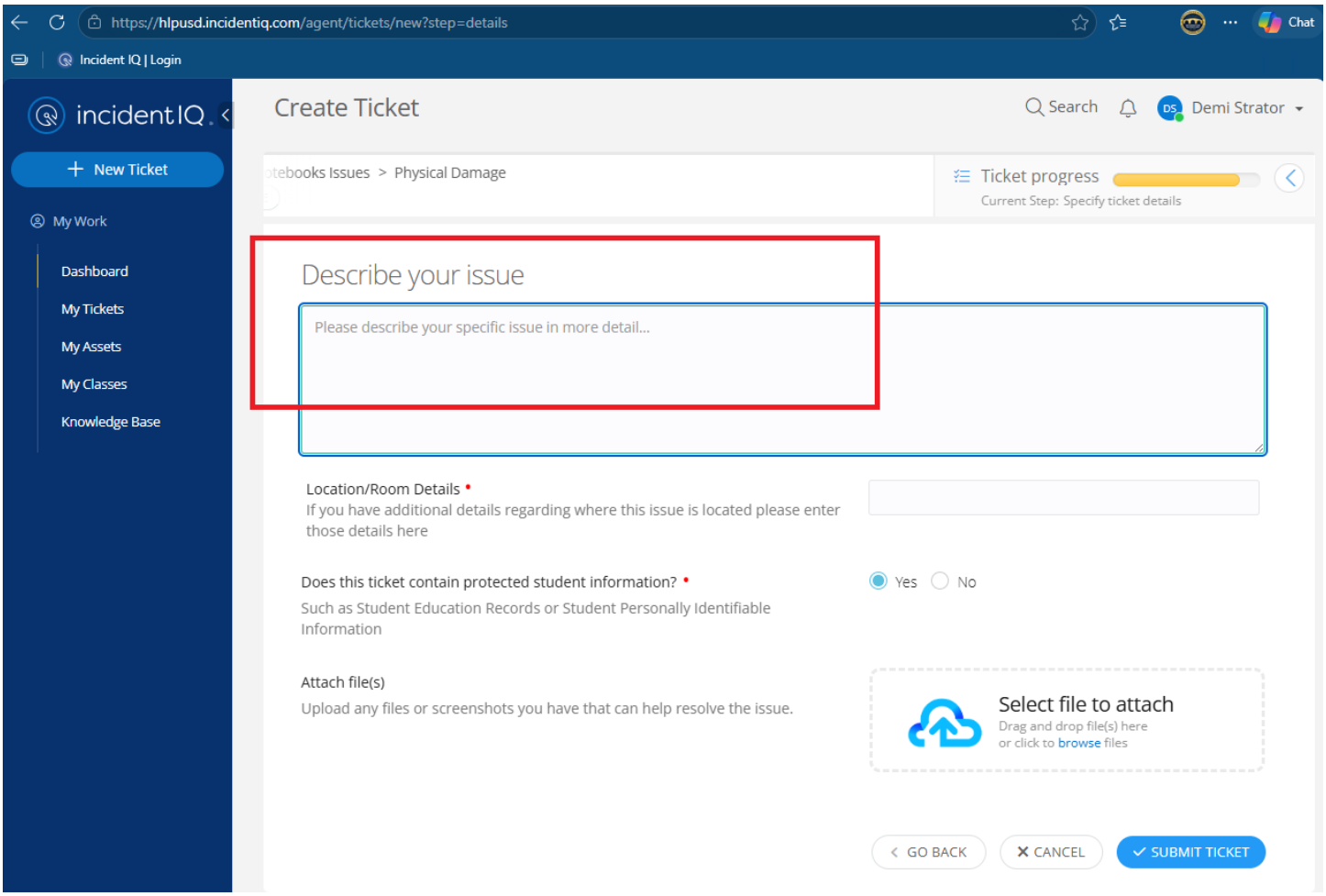
Provide as much information as possible.

Include:

- ✅ Detailed description
- ✅ School or Department
- ✅ Room Number
- ✅ Asset Tag (if known)
- ✅ Error Messages
- ✅ Screenshots or Attachments

Example

"Teacher workstation in Room 302 cannot print to the Xerox copier. Error appears after selecting Print. Issue started this morning."

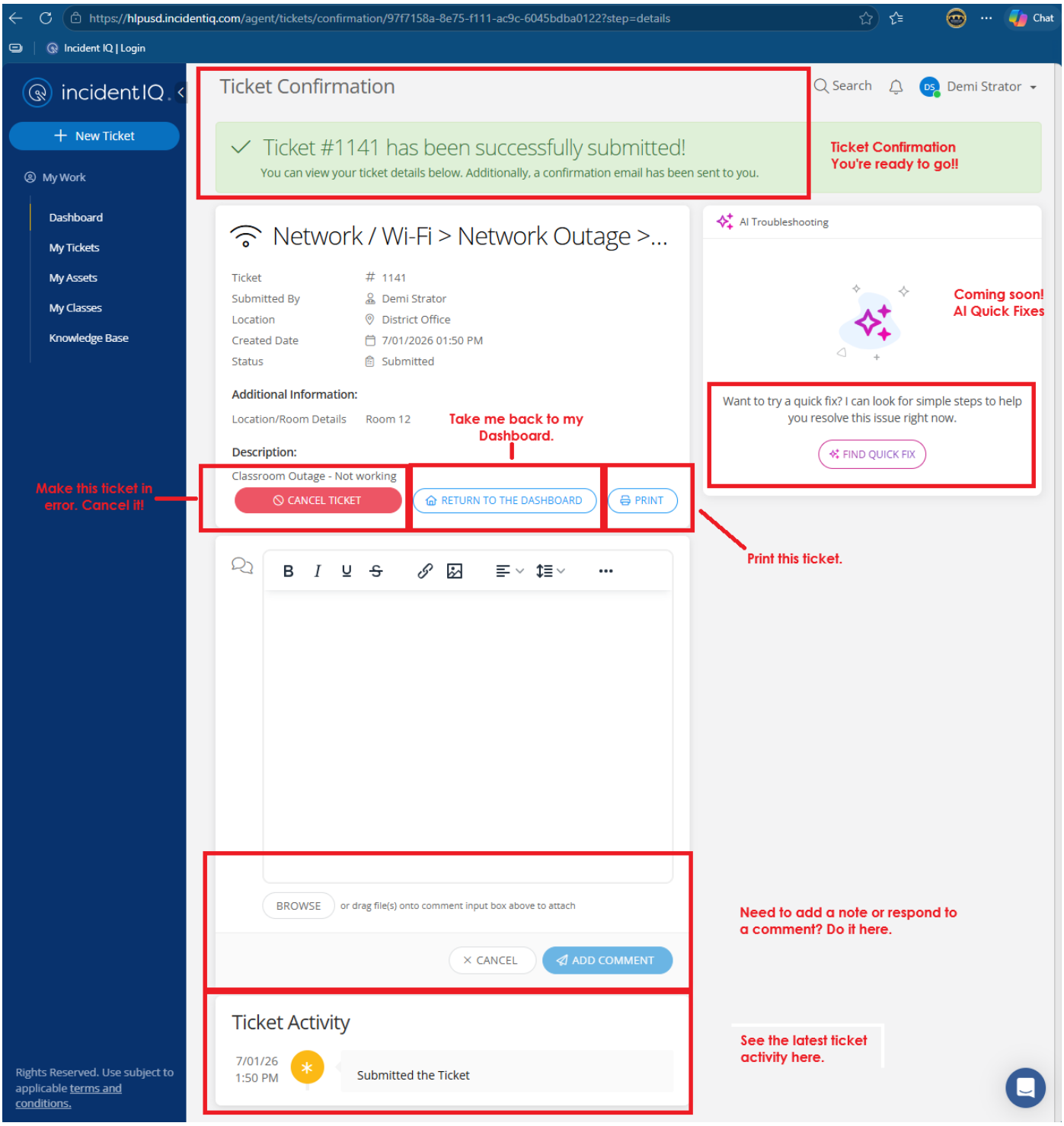


STEP 6 — TRACK YOUR REQUEST

After submission:

- ✅ Ticket number is assigned
- ✅ Confirmation email is sent

- ✅ Status updates are automatically provided
- ✅ Add comments directly within the ticket
- ✅ Review ticket history and technician updates



BEST PRACTICES

✅ **DO**

- Submit one issue per ticket
- Include detailed information
- Attach screenshots whenever possible

- Respond promptly to technician questions
- Try the AI Assistant first

❌ **DON'T**

- Submit duplicate tickets
- Include passwords in tickets
- Email multiple technicians about the same issue
- Close tickets before the issue is resolved

SECURITY REMINDER

🔒 Never submit passwords through Incident IQ.
🔒 Use Multi-Factor Authentication (MFA) if off premise.
🔒 Report suspicious emails immediately.
🔒 Lock your workstation when away from your desk.

NEED HELP?
HLPUSD INFORMATION TECHNOLOGY DEPARTMENT

📞 Help Desk Extension: **x1111**
📧 Email: **helpdesk@hlpusd.org**
🌐 Incident IQ Portal: **hlpusd.incidentiq.com**

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