

Technical Support

Teachers, Administrators, and Staff

Information Technology (IT) department assistance should be submitted through the **Incident IQ** ticketing system.

Submit an Incident IQ Ticket

You may submit a ticket by using **one** of the following methods:

- Click on the following link. (<https://rcboe.incidentiq.com/>)
- Access the **Incident IQ** link in **LaunchPad**.
- Scan the QR code below.



Instructions and Training Videos

Instructions and training videos are available for **Richmond County staff only**.

Training Website:

<https://learn.incidentiq.com/>