



educational service center
of Central Ohio

Requesting New Software Through Incident IQ

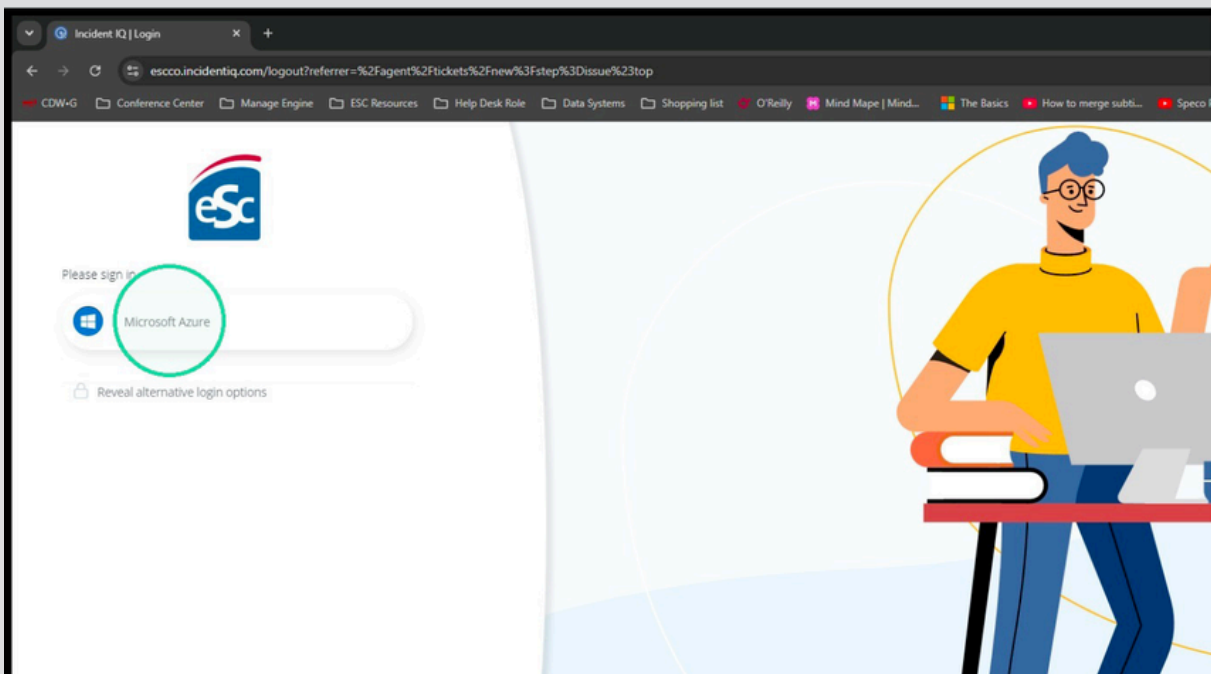
Learn how to efficiently submit a request for new software or applications when they do not appear in the standard directory. This guide walks you through the navigation steps required to access the support portal and file your request.

1

Go to <https://escco.incidentiq.com/agent/tickets/new?step=issue#top>

2

Click Microsoft Azure and log in with your ESC credentials



3

Click Software / Online Systems.

tickets/new?step=issue#top

ESC Resources Help Desk Role Data Systems Shopping list O'Reilly Mind Map | Mind... The Basics How to merge subli... Speco Product Train... Consortium - Front...

Create Ticket

Search 285

ME Mohamed Elsayed Central Office
EDIT REQUESTOR EDIT LOCATION

Ticket progress
Current Step: Select tick

What is this ticket about?

Devices / Hardware

Software / Online Systems

Network / Wi-Fi

Account Manage

Other Requests

< GO BACK

4

Scroll all the way down and click SOFTWARE NOT LISTED

TICKETS LOGGING OUT

ASSETS My Tickets
PARTS My Assets
USERS My Classes
PLACES Knowledge Base
REPORTS Calendars
APPS
ADMIN

PDF Tools & Converters

Adobe Acrobat

Apple Preview

Nitro Pro

Staff Information Systems

PowerSchool eFinance

PowerSchool Records

Support Systems

Frontline Education Absence Management

Notion

Rapid7 InsightIDR

Video Conferencing

Google Meet

Zoom

Software Not Listed

If you cant find the online system you are looking for, you can proceed by choosing 'Software Not Listed'

SOFTWARE NOT LISTED

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5

Click New Software / App Request

6

Complete the App Request form and click SUBMIT TICKET