# Ticket request

[Step-by-step slideshow]




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New ticketing system: https://mdusd.incidentiq.com/

- Please submit ticket INSTEAD or BEFORE of an email
- Please include your SLP/Casemanager on the ticket
- We are almost always going to reply with: “Set up an AAC Problem Solving” meeting-send us a calendar invite.
- We MUST have a problem-solving meeting BEFORE the IEP
- TIS has sent your administrators training resources for incident IQ

***Tool Kits will be distributed after both the teacher AND the speech pathologist have attended the training.***