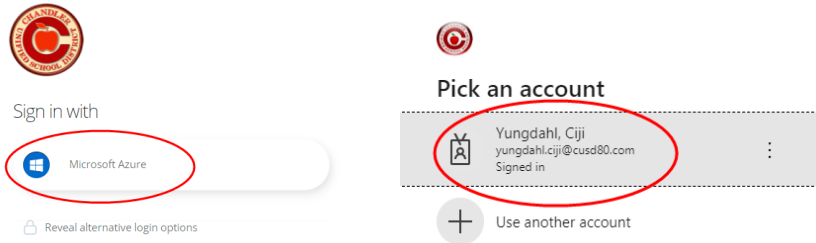


Assign Your Account to Your Room

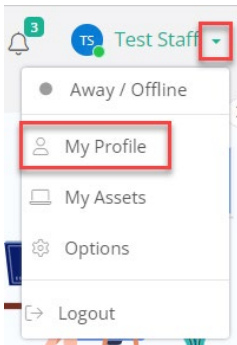
The first thing you want to do when you login to Incident IQ is assign your room number to your account. This way, once all our inventory is in the system, it will automatically attach the devices in your room to your account.

Follow these steps to assign your room number:

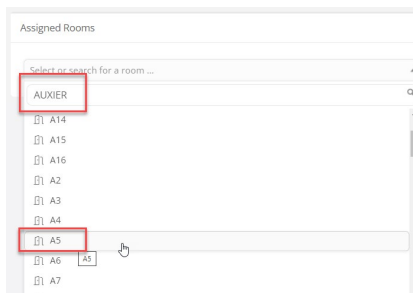
1. Login to IIQ with your Active Directory/Azure account (<https://cusd80.incidentiq.com/>)



2. In the upper right corner, click the down arrow next to your name and click "My Profile"



3. Under "Assigned Rooms" click in the box "Select or search for a room" and type your Site name > Select your Room Number



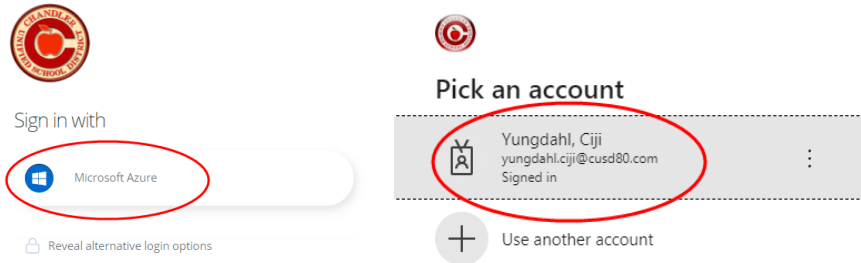
4. Click the blue "+" sign

Assigned Rooms

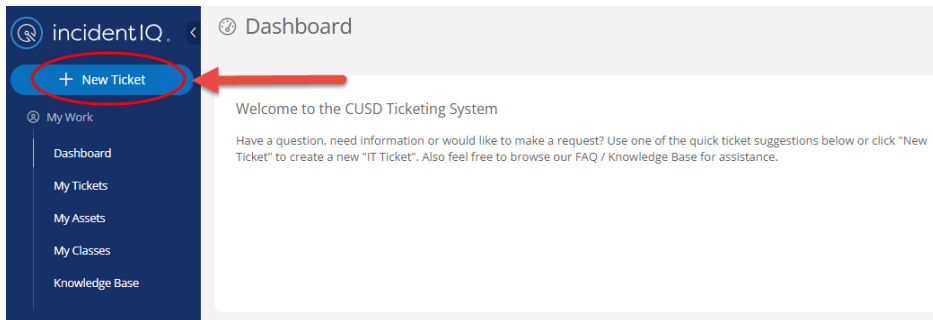


Submitting a Technology Ticket in Incident IQ (IIQ)

1. Login to IIQ with your Active Directory/Azure account (<https://cusd80.incidentiq.com/>)



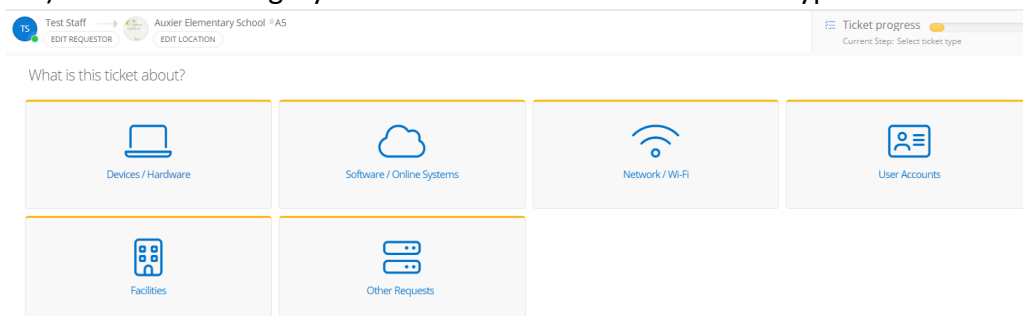
2. You can create a new ticket by clicking the “+New Ticket” button, which is in the upper left corner of your navigation bar.



3. Please note the school site listed on the top of the screen before submitting the ticket. Incident IQ automatically assigns your location based on your name, but if it's pulling the incorrect site location, please let Helpdesk know. You can edit the location for ticket submittal, but please be sure we know about the incorrect site location so it can be fixed.



4. The next screen will ask you what your ticket is about (a device, software, network issues, etc). Select the category that best describes the ticket issue type.



*Please note, once the system is fully up to date, if you select “Devices/Hardware” the next screen will show you a list of all the devices that are attached to you as a person or attached to your room number. You can select that device, which will automatically have the tag number, serial number, device information, etc.

Which asset is this related to?

Search: All Assets

My Favorites / Assets:

Bretford Cart H3635LL/A #A5 Auxier Elementary School 149063	HP ProDisplay P202 #A5 Auxier Elementary School 218827	Mitel ShoreTel Phone IP480G #A5 Auxier Elementary School 7000000270162	NEC PROJECTOR PA672W #A5 Auxier Elementary School 7000000270169
Recordex SimplicityCam #A5 Auxier Elementary School 7000000270155			

If you select the yellow star next to a device, that will “favorite” the device so that it will show up right away the next time you need to enter a ticket

You can also type your Tag number in the box to try and locate the device

Which asset is this related to?

Search: All Assets

All Device Categories:

5. The next screen will ask you to refine your ticket submission further based on the previous selection (example: selecting your device, software, etc)

All Device Categories:

3D Printers	Airtame	Barcode Scanner	Card Printers
Chromebooks	Color Printers	Computer Monitors	Computer Peripherals
Copiers	Desk Phones	Desktops	Device Carts
Digital Cameras	Inkjet Printers	Interactive Boards / Smart Boards	Interactive Slates

6. The next screen may ask for more details, based on the previous selection (ie: what type of phone). You can also select “I don’t know...” On any screen if you don’t have the details.

Select your model

Mitel ShoreTel Phone IP480G	Mitel ShoreTel Phone IP655	Other Red Landline CP08477
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Not sure of the model?

If you cant find the asset tag or not sure of the specific model, the agent can determine while processing the ticket

7. Then you'll be asked to choose the problem category that best matches the issue you are experiencing. You can also select "Issue not listed" if necessary.

Select an issue category

ShoreTel Phone IP480G categories:

Add a user/phone	Buttons not working	Change a user	Connectivity
Display	Move user(s)	No Power	Other Issues
Power	Sound	Training	Voicemail
Issue not listed			

Select an issue

Voicemail issues:

Can't access voicemail	Voicemail Issues	Voicemail setup	Issue not listed
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8. Once the answers are selected, you can describe your issue in your own words and complete the form.
- Enter details in the box. Please be as detailed as possible in this area.
 - Enter room number (if not already recorded based on your username)
 - Enter additional location details if necessary.
 - Does this ticket contain protected student information is there so that if someone is entering student information, it won't include details in the email that goes out. Select yes or not.
 - Notify Additional Users – you can select other people to be made aware that this ticket is being submitted.
 - Attach any files should you have any.

Describe your issue

I do not know the password to get into my voicemail. Please reset.

Room *
Select a location that best describes where this issue is located

x v

My room is not listed

Additional location details:

Does this ticket contain protected student information? *
Such as Student Education Records or Student Personally Identifiable Information

Yes No

Notify additional users?
Add users in addition to yourself and who the ticket is for that you would like to be notified about this ticket

Select or search for users ... v

Attach file(s)
Upload any files or screenshots you have that can help resolve the issue.

Select file to attach
Drag and drop file(s) here
or click to [browse files](#)

9. Once finished, click "Submit Ticket"



10. After you submit the ticket, a ticket number will be generated with the details of your submission. It will also show you who it's been assigned to, ticket activity, and an area to add comments should you need to.

A screenshot of a ticket submission confirmation page. At the top, a green banner contains a checkmark icon and the text "Ticket #1044 has been successfully submitted!". Below this, a white card displays ticket details: "Ticket # 1044", "Submitted By: Test Staff", "Location: Auxier Elementary School, Room: A5", "Created Date: 5/08/2023 10:01 AM", and "Status: Submitted". The "Description" section contains the text: "Can't access voicemail - *This is just a test - please don't do anything with it* -Ciji" and "I do not know the password to get into my voicemail. Please reset." Below the description are two buttons: "CANCEL TICKET" and "RETURN TO THE DASHBOARD". A section titled "Your Contact Is:" shows a profile for "Agent #3". Below this is a comment input area with a speech bubble icon, the text "Add a comment", and a "BROWSE" button. At the bottom of this section are "CANCEL" and "ADD COMMENT" buttons. The "ADD COMMENT" button is circled in red. A "Ticket Activity" section at the bottom shows a log entry: "5/08/23 10:01 AM TS Test Staff Submitted the Ticket".

Another option when submitting a ticket

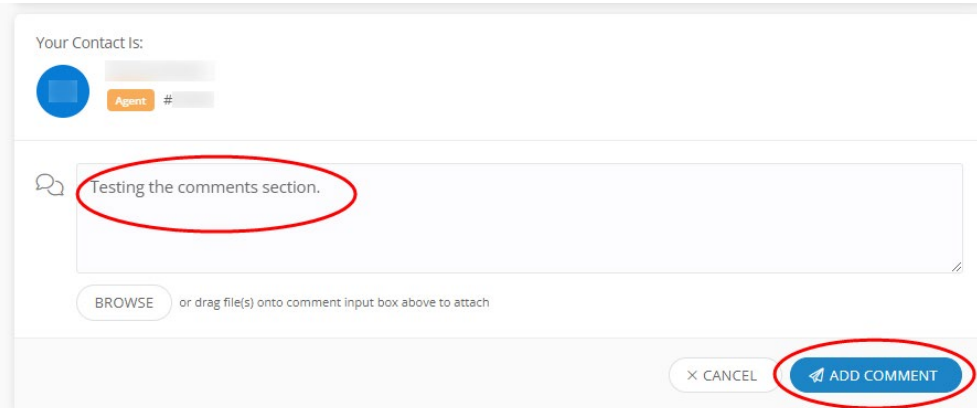
Once your devices are attached to your account (by either favoriting them as shown in the instructions above or by attaching your room number to your profile as shown on the first page), when you're in your dashboard upon login, you'll see a section for "Quick Tickets". All your devices will be listed there, and you can simply click on the device that you're submitting a ticket for, and move along in the process:

The screenshot displays the incidentIQ Dashboard interface. On the left is a dark blue sidebar with navigation options: "My Work", "Dashboard" (highlighted with a red box), "My Tickets", "My Assets", "My Classes", and "Knowledge Base". The main content area is titled "Dashboard" and includes a "Welcome to the CUSD Ticketing System" message. Below this is a "Quick Tickets" section (also highlighted with a red box) which contains a grid of device cards. Each card includes an icon, the device name, location, and ID. A "MANAGE FAVORITES" button is visible on the right side of the Quick Tickets section. The top right of the dashboard features search, help, and user profile options.

Device Name	Location	ID
Bretford Cart H3635LL/A	#A5 Auxier Elementary School	149063
HP ProDisplay P202	#A5 Auxier Elementary School	218827
Mitel ShoreTel Phone IP480G	#A5 Auxier Elementary School	70000000270162
NEC PROJECTOR PA672W	#A5 Auxier Elementary School	70000000270169
Other LocknCharge LocknCharge Carrier 40 Cart	#A5 Auxier Elementary School	154087
Recordex SimplicityCam	#A5 Auxier Elementary School	70000000270155


Helpful Info:

- You will receive an email once your ticket has been submitted.
- You can reply to the email message, and it will add the response to the ticket for the IT employee to see.
- You can add comments directly in the ticket in Incident IQ and the tech will see them



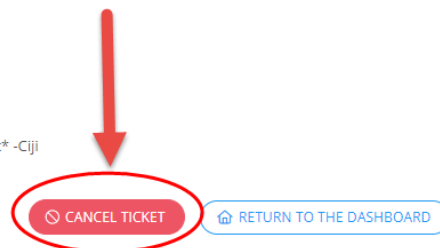
The screenshot shows a ticket interface with a comment input area. At the top, it says "Your Contact Is:" followed by a profile picture and an "Agent" field with a hash symbol. Below this is a text input box containing the text "Testing the comments section." A red circle highlights this text. Underneath the input box is a "BROWSE" button and the text "or drag file(s) onto comment input box above to attach". At the bottom right of the input area, there are two buttons: "X CANCEL" and "ADD COMMENT". The "ADD COMMENT" button is highlighted with a red circle.

- You now have the ability to cancel a ticket after you submitted, if the issue was resolved.

 Mitel ShoreTel Phone IP480G - Voicemail > Can't access voice...

Ticket # 1044
Submitted By Test Staff
Location Auxier Elementary School
Room: A5
Created Date 5/08/2023 10:01 AM
Status Submitted

Description:
Can't access voicemail - *This is just a test - please don't do anything with it* -Ciji
I do not know the password to get into my voicemail. Please reset.



- Eventually, your room's assets will be attached to your account in IIQ, so you'll be able to click on the asset when creating a ticket without having to enter tag numbers, etc.