## 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.

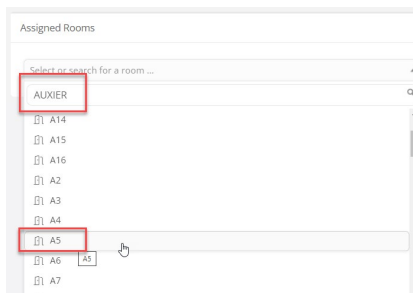**Follow these steps to assign your room number:**

1. Login to IIQ with your Active Directory/Azure account (https://cusd80.incidentiq.com/)
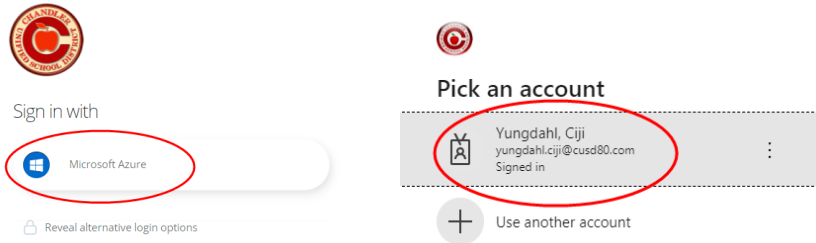
2. In the upper right corner, click the down arrow next to your name and click "My Profile"
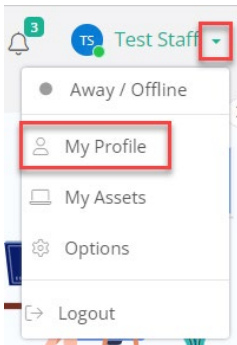
3. Under "Assigned Rooms" click in the box "Select or search for a room" and type your Site name > Select your Room Number
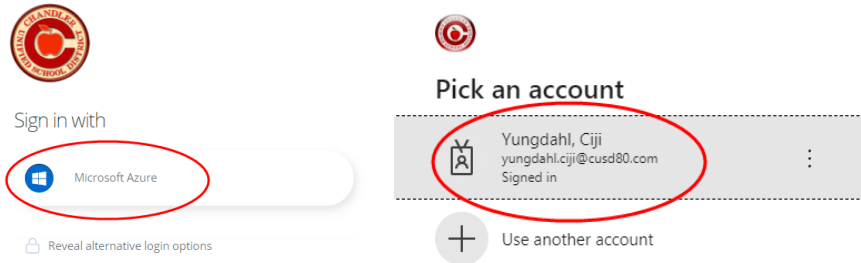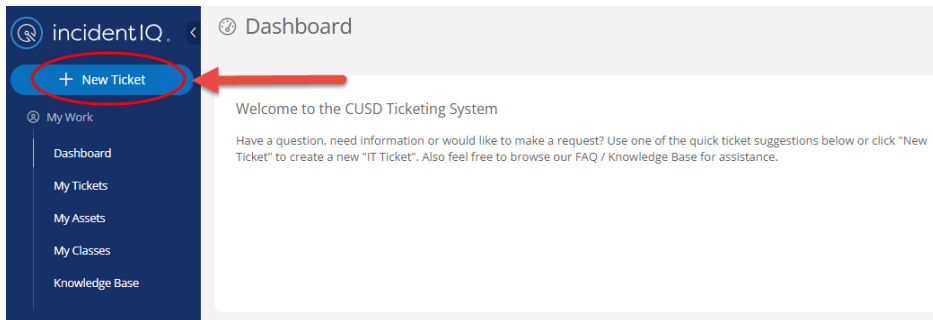

4. Click the blue "+" sign

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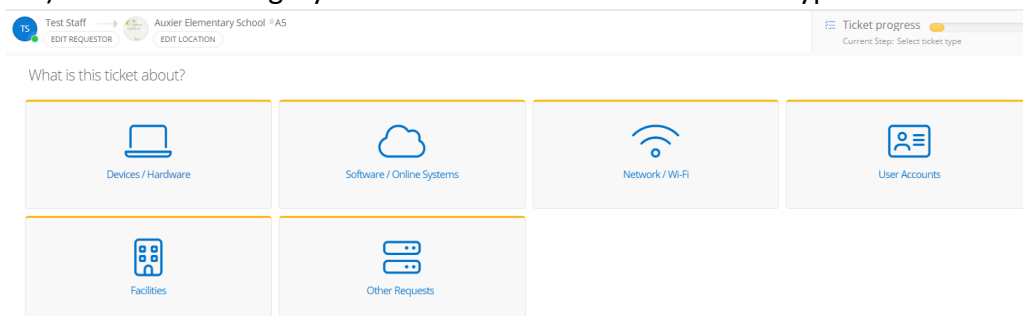
*Please note, once the system is fully up to date, if you select "Devices/Hardware" the next screen will show you a list of all the devices that are attached to you as a person or attached to your room number. You can select that device, which will automatically have the tag number, serial number, device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

Which asset is this related to?

Search assets (tag or serial #) ...   Search: All Assets ▼

My Favorites / Assets:

Bretford Cart H3635LL/A	HP ProDisplay P202	Mitel ShoreTel Phone IP480G	NEC PROJECTOR PA672W
⌖ #A5 Auxier Elementary School	⌖ #A5 Auxier Elementary School	⌖ #A5 Auxier Elementary School	⌖ #A5 Auxier Elementary School
⟡ 149063	⟡ 218827	⟡ 70000000270162	⟡ 70000000270169

Recordex SimplicityCam
⌖ #A5 Auxier Elementary School
⟡ 70000000270155

==*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 assets [tag or serial #) ...   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

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

[I DON'T KNOW THE MODEL] ←

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

8. Once the answers are selected, you can describe your issue in your own words and complete the form.
   a. Enter details in the box. Please be as detailed as possible in this area.
   b. Enter room number (if not already recorded based on your username)
   c. Enter additional location details if necessary.
   d. 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.
   e. Notify Additional Users – you can select other people to be made aware that this ticket is being submitted.
   f. Attach any files should you have any.

9. Once finished, click "Submit Ticket"

< GO BACK   ✓ 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.

✓ Ticket #1044 has been successfully submitted!
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

🖥 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.

🚫 CANCEL TICKET   🏠 RETURN TO THE DASHBOARD

Your Contact Is:

🔵 Agent #3

💬 Add a comment

BROWSE   or drag file(s) onto comment input box above to attach

✕ CANCEL   ⚑ ADD COMMENT

Ticket Activity

5/08/23
10:01 AM   TS   Test Staff **Submitted** the Ticket
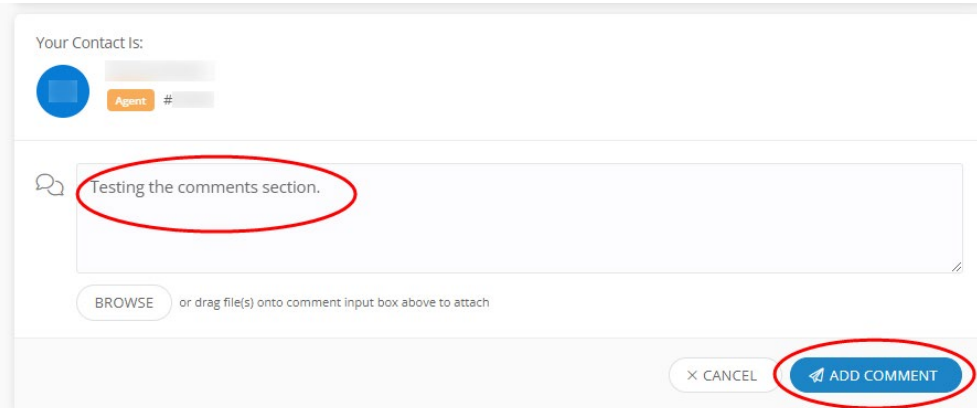
Another option when submitting a ticket

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:

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
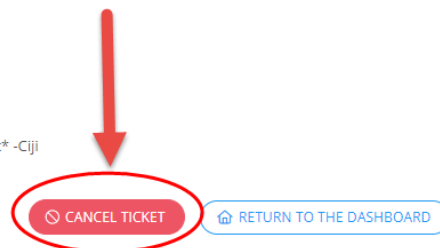

- You now have the ability to cancel a ticket after you submitted, if the issue was resolved.

- 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.