



CUSD Warehouse Tickets in Incident IQ

Step-by-step guide on how to submit a records request pick-up.

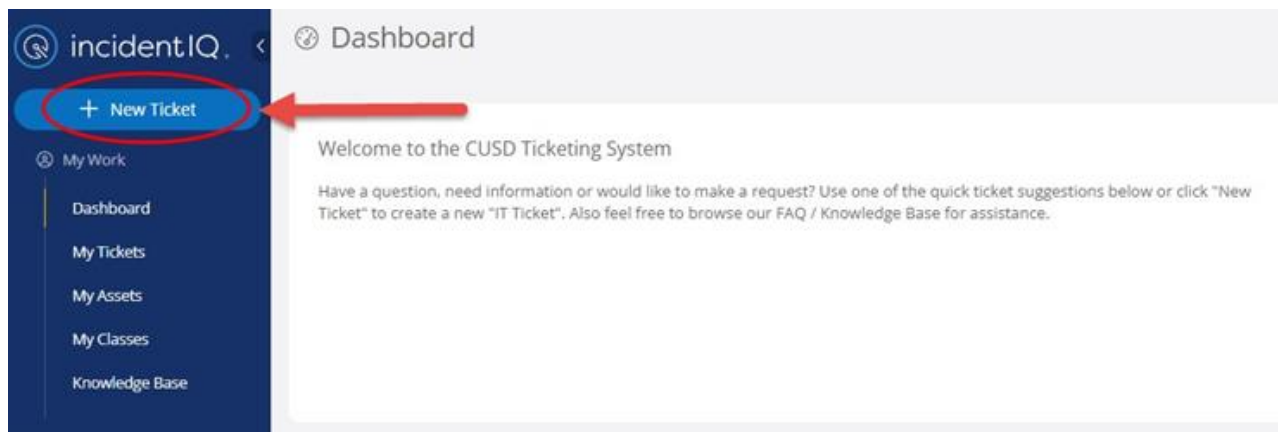
1. Accessing Incident IQ and submitting a work order:

- Open your web browser and navigate to Incident IQ.
- Login to Incident IQ with your Active Directory/Azure account (<https://cusd80.incidenq.com/>)



2. Submitting an Incident IQ Work Order:

- On the dashboard, locate and select the +New Ticket button



3. Select the correct category

- Click on the Facilities, Maintenance, Grounds and Warehouse tile.

From the subcategories, select Warehouse

Create Ticket

Search ? Help Ticketing Juan Grano

Juan Grano Warehouse #0004

Ticket progress Current Step: Select ticket type

What is this ticket about?

Devices / Hardware Software / Online Systems Network / Wi-Fi User Accounts

Facilities - Maintenance, Grounds & Warehouse Other Requests

GO BACK CANCEL

Help & Tips

Facilities - Maintenance, Grounds & Warehouse categories:

CTE Equipment Repairs Electrical Electronics - Fire & Security Systems

General Maintenance Grounds Heating & Cooling

Lock & Key Mechanic Shop Paint









Pest Control Plumbing Projects

Warehouse

4. Choose Archive Records and Create Your Work Order Ticket

- Click on the Archive/Records button.

Warehouse issues:

 Archive/Records	 CTE Technology	 CTE-NON Technology
 Surplus Technology	 Surplus-NON Technology	 Transfer PT & OT Equipment
 Transfer/Moving (Site to site)	 Issue Not Listed	

5. Create Your Work Order Ticket

- Fill out the following fields
 - Describe Your Issue: Provide details about the records being submitted. For example- Pick up 3 boxes of permanent records and 3 boxes of archives.
 - Location/Room Details: Always specify where the files are located or relevant information where the records are stored.
 - Attachment: Upload the required archive log detailing the contents of the boxes.
 - Notify Additional Users: Add any relevant staff members to notify of the work order status.

Create Ticket

Search Help Ticketing Juan Grano

Facilities - Maintenance, Grounds & Warehouse Warehouse > Archive/Records

Ticket progress Current Step: Specify ticket details

Describe your issue

Pick up 3 boxes of permanent records and 3 boxes of archives.

Room

Select a location that best describes where this issue is located

0004

☐ My room is not listed

Location/Room Details

If you have additional details regarding where this issue is located please enter those details here

Registrars Office

Required Attachment of Archives

Archive log-update 9.19.23-NEW.xlsx

Asset Tag Number

Notify additional users?


Add users in addition to yourself and who the ticket is for that you would like


Priscilla Graffeo

Select or search for users ...

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

6. Ticket Review Process

- After the ticket is submitted, the work order is now under review with the warehouse supervisor.
- The warehouse supervisor will review the archive log for accuracy, discrepancies and missing information.
- If there are mistakes in the log, it will be returned to the submitter for corrections.
- A notification will be sent with notes specifying the required fixes.

7. Scheduling Pickup

- If the ticket and log are accurate, the supervisor approves the ticket and will assign the ticket to warehouse staff to schedule a pickup.
- The warehouse staff will schedule a pickup based on workload and availability.
- Note: Pickups may take 1-2 weeks depending on the time of year and current demand.
- Make sure boxes are prepared and accessible for the warehouse team.

8. Completion of the work order

- Once the boxes are picked up, the work order status will be updated, and a notification will be sent to the submitter.

By following these steps, the process for submitting and handling archive records will be streamlined, ensuring efficiency and accuracy.

Thank you for your cooperation!