# Submitting a Ticket with Quick Tickets

The fastest and most preferred way to submit a ticket through Incident IQ is by using the Quick Tickets selections on your Dashboard. This section is populated by assets that have been assigned to your user account and represent the technology you interact with regularly.

Please note this section options vary between users.
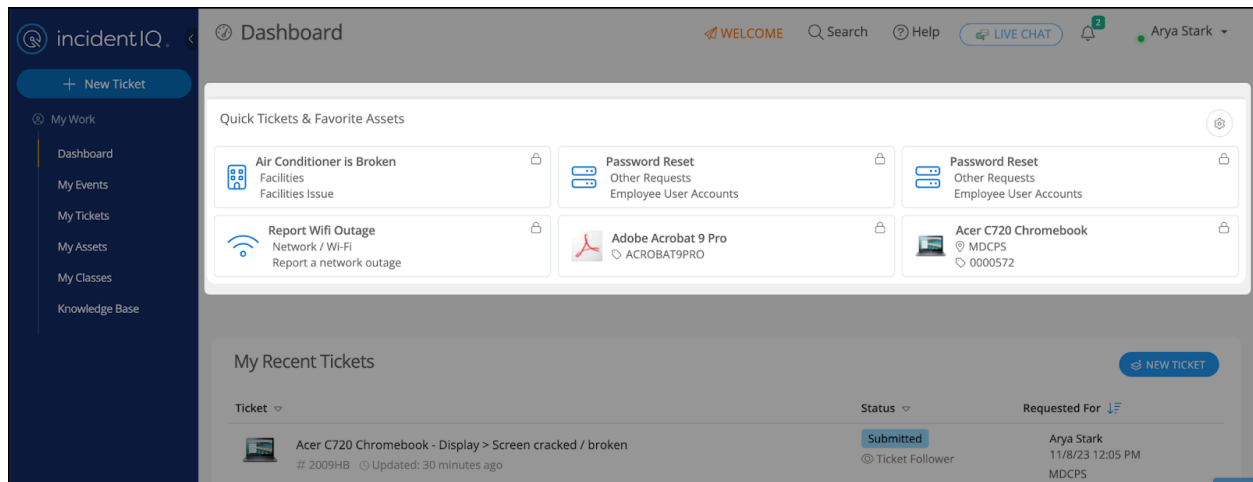
At this point, Incident IQ's Ticket Wizard will open. You will now be asked to choose the problem category that best matches the issue you are experiencing. Choose an issue from the displayed list or choose **Issue not Listed** if your specific problem is not listed.
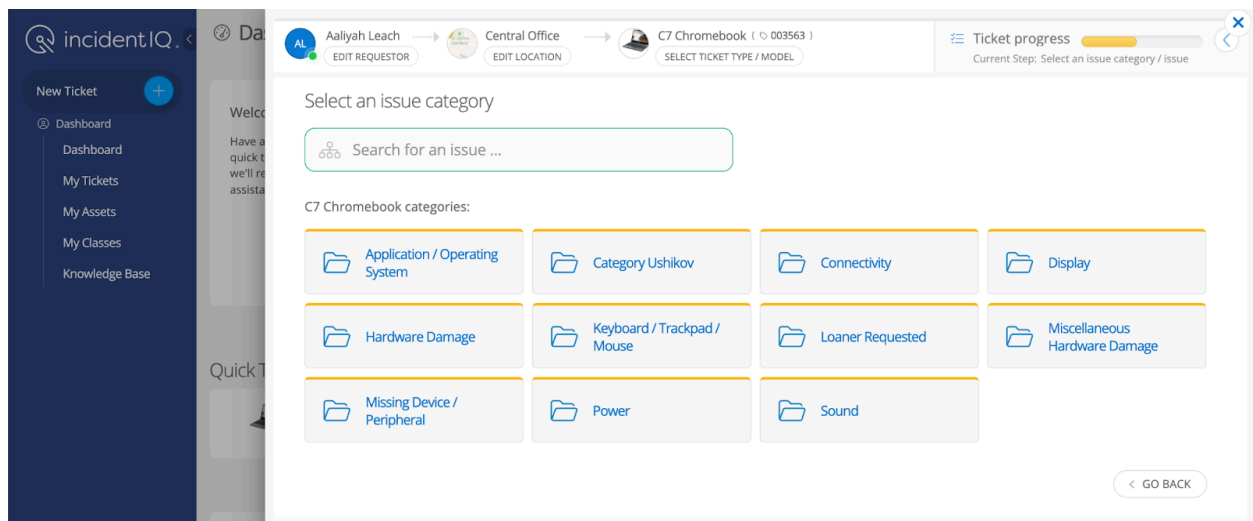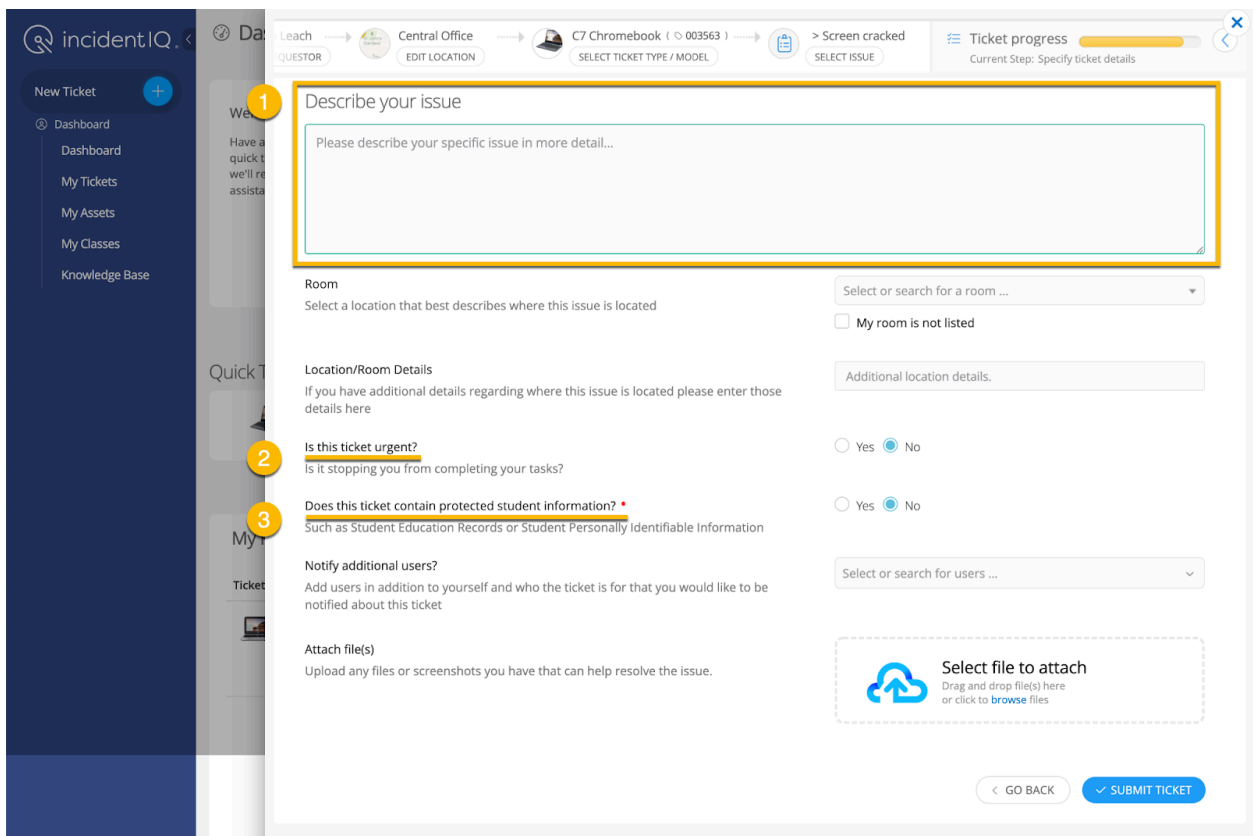
You can also use the search bar to narrow down the listed problem selections quickly.
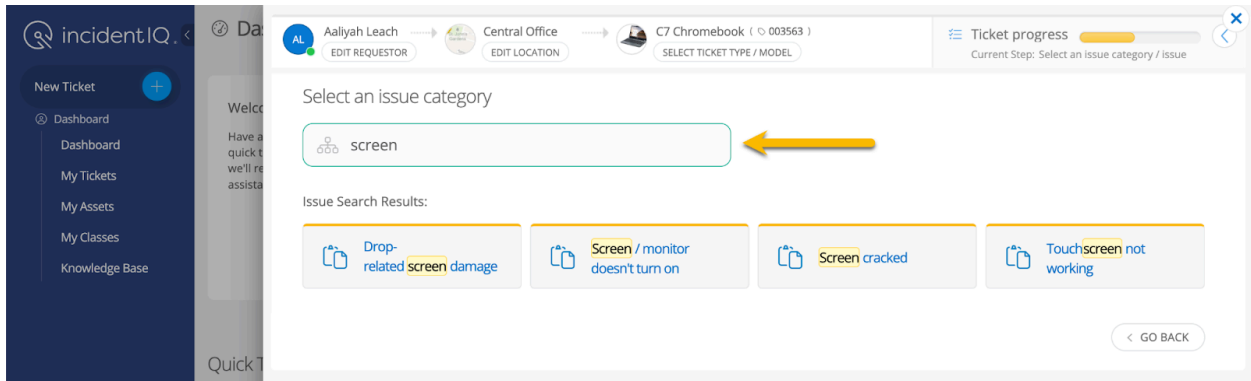
After you have identified your ticket's general issue, you will be able to describe your problem in greater detail. If you have additional information to share, use the dialog box to describe your issue further. By default, you will also be asked to identify the ticket's urgency and whether it contains sensitive student information (e.g., student personally identifiable information or PII). Please also indicate the best time for the technician to come to your room.

Your district may also include additional entry fields not shown below (such as location details.) If that is the case, you must ensure that any field marked by a red asterisk is filled out, as these have been marked as required fields by district IT leadership.
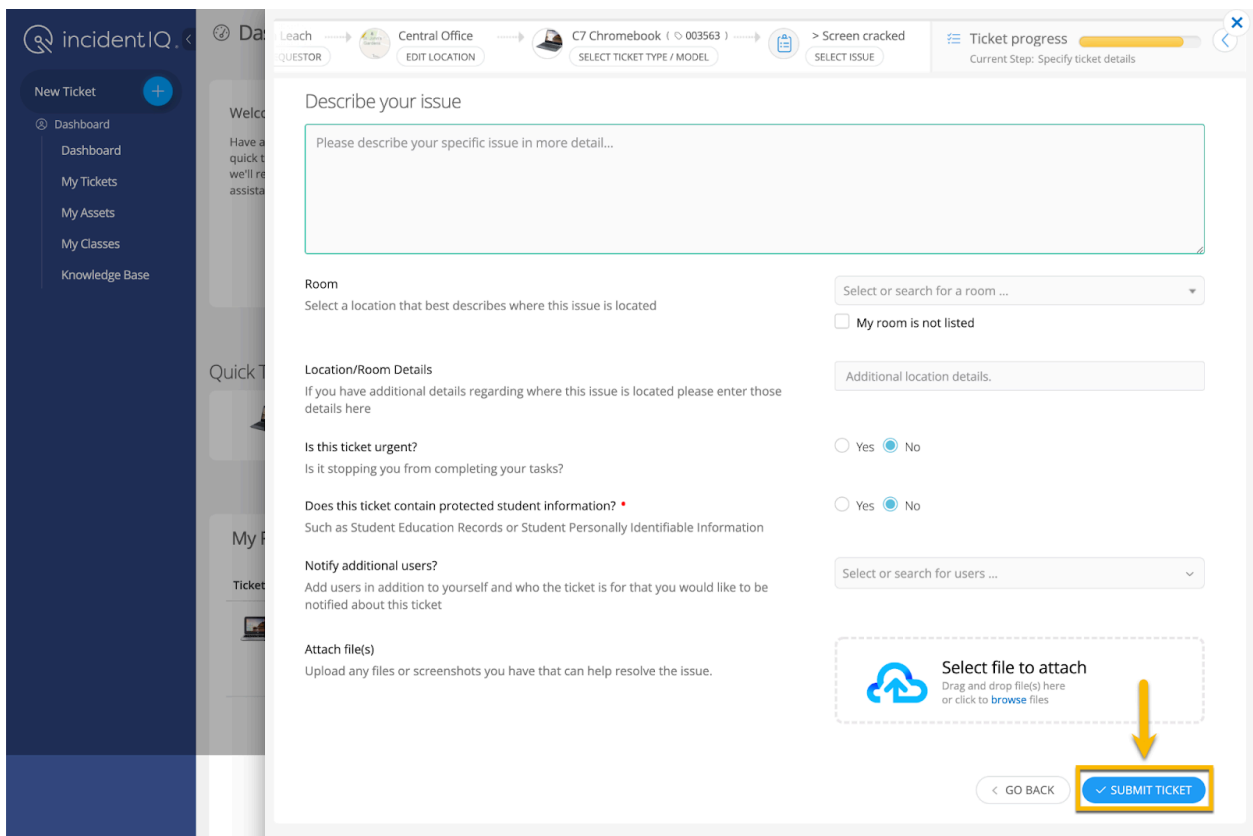
After filling in and reviewing all your ticket information, select **Submit Ticket**.

The ticket will be generated in the system, and your page will redirect to the Ticket Details page. You will also receive a confirmation email that your ticket has been submitted.

Ticket #36017 has been successfully submitted!
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

Acer C7 Chromebook - Hardware Damage...

Ticket	36017
Submitted By	Aaliyah Leach
Location	Central Office
Created Date	7/18/2022 10:39 AM
Status	Submitted

Additional Information:

Trigger Mechanism - Maniple 1 Velites / Hastatii	no
Trigger Mechanism - Maniple 2 Principes / Triarii	no
Screen Recording	

Description:

Screen cracked

CANCEL TICKET   RETURN TO THE DASHBOARD

Add a comment

Ticket Activity

| 7/18/22 10:39 AM | AL | Aaliyah Leach **Submitted the Ticket** |

Acer C7 Chromebook

Acer C7 Chromebook
003563
Ilium

DETAILS →

Recommended Solution

Recommended Solution