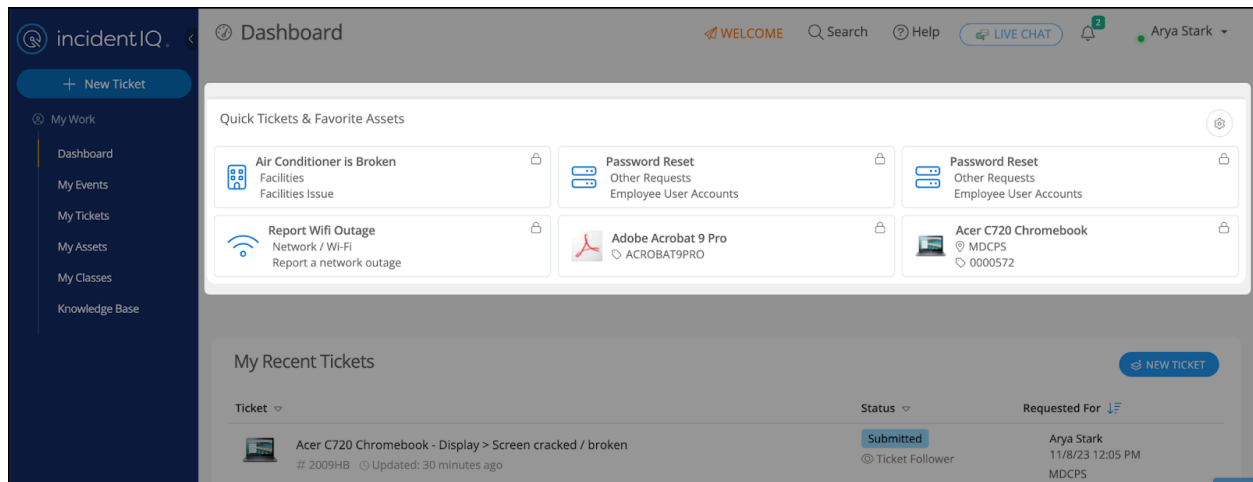




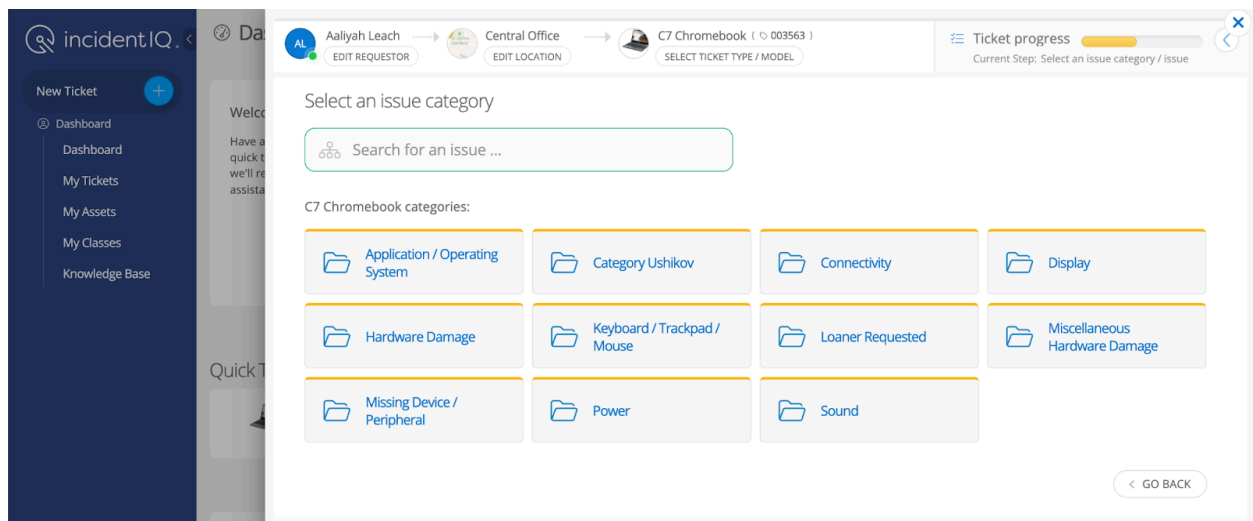
Submitting a Ticket with Quick Tickets

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.

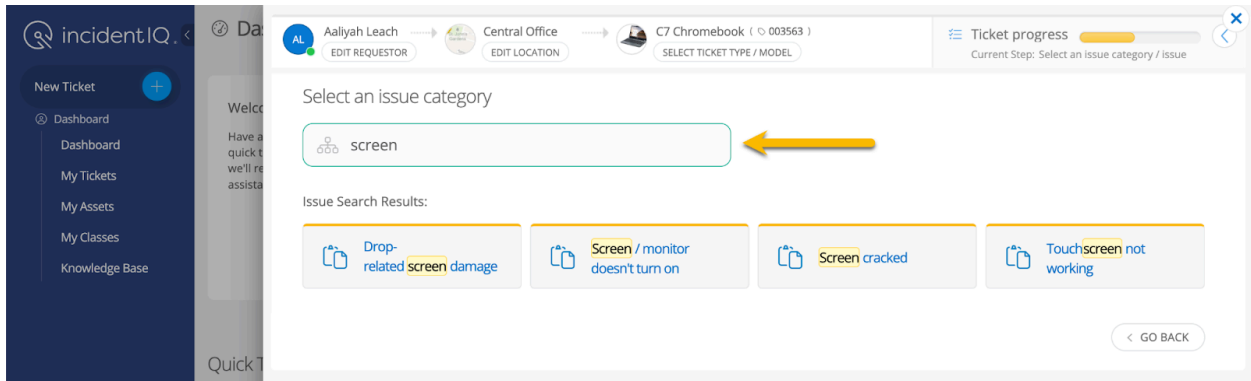


At this point, Incident IQ's Ticket Wizard will open. You will now be asked to choose the problem category that best matches the issue you are experiencing. Choose an issue from the displayed list or choose **Issue not Listed** if your specific problem is not listed.



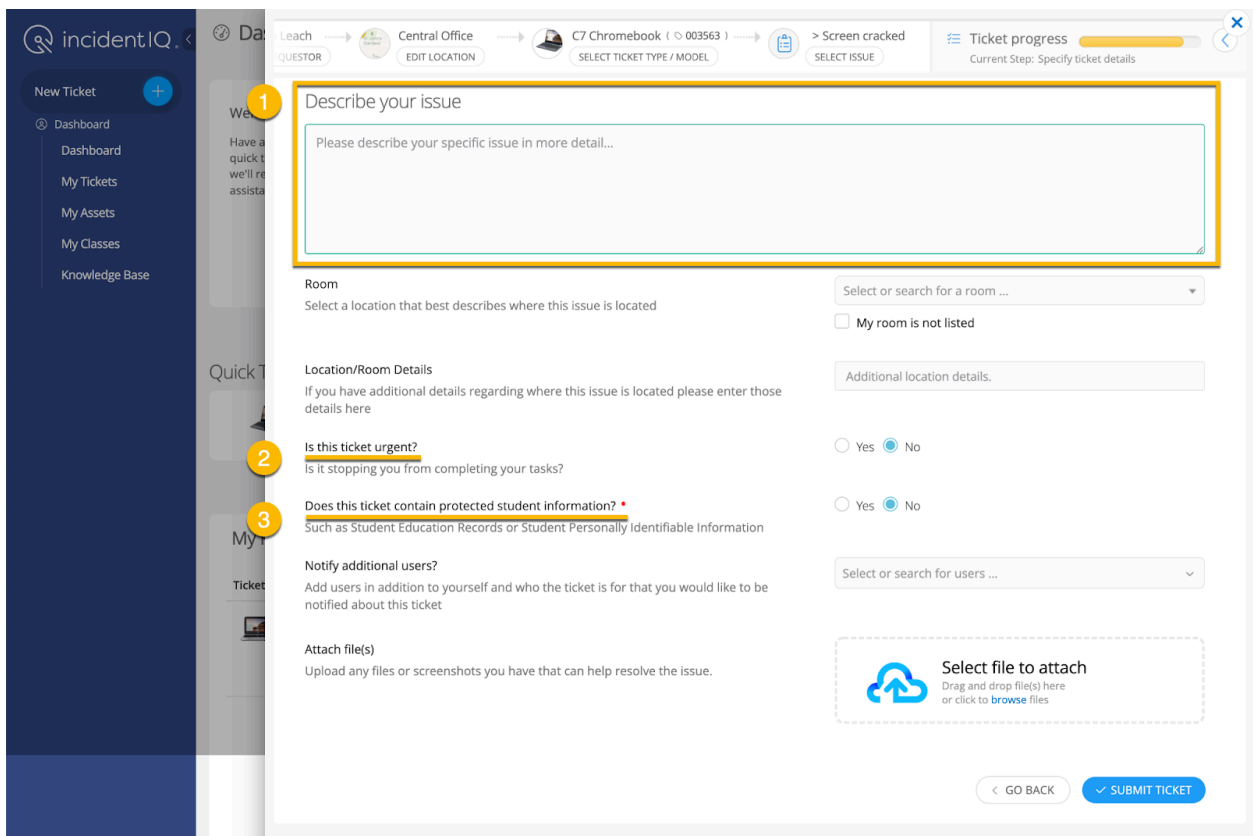


You can also use the search bar to narrow down the listed problem selections quickly.



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.



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QUESTOR EDIT LOCATION SELECT TICKET TYPE / MODEL SELECT ISSUE

Ticket progress
Current Step: Specify ticket details

1 Describe your issue

Please describe your specific issue in more detail...

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

Select or search for a room ...

My room is not listed

Additional location details.

Location/Room Details
If you have additional details regarding where this issue is located please enter those details here

2 Is this ticket urgent?
Is it stopping you from completing your tasks?

Yes No

3 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

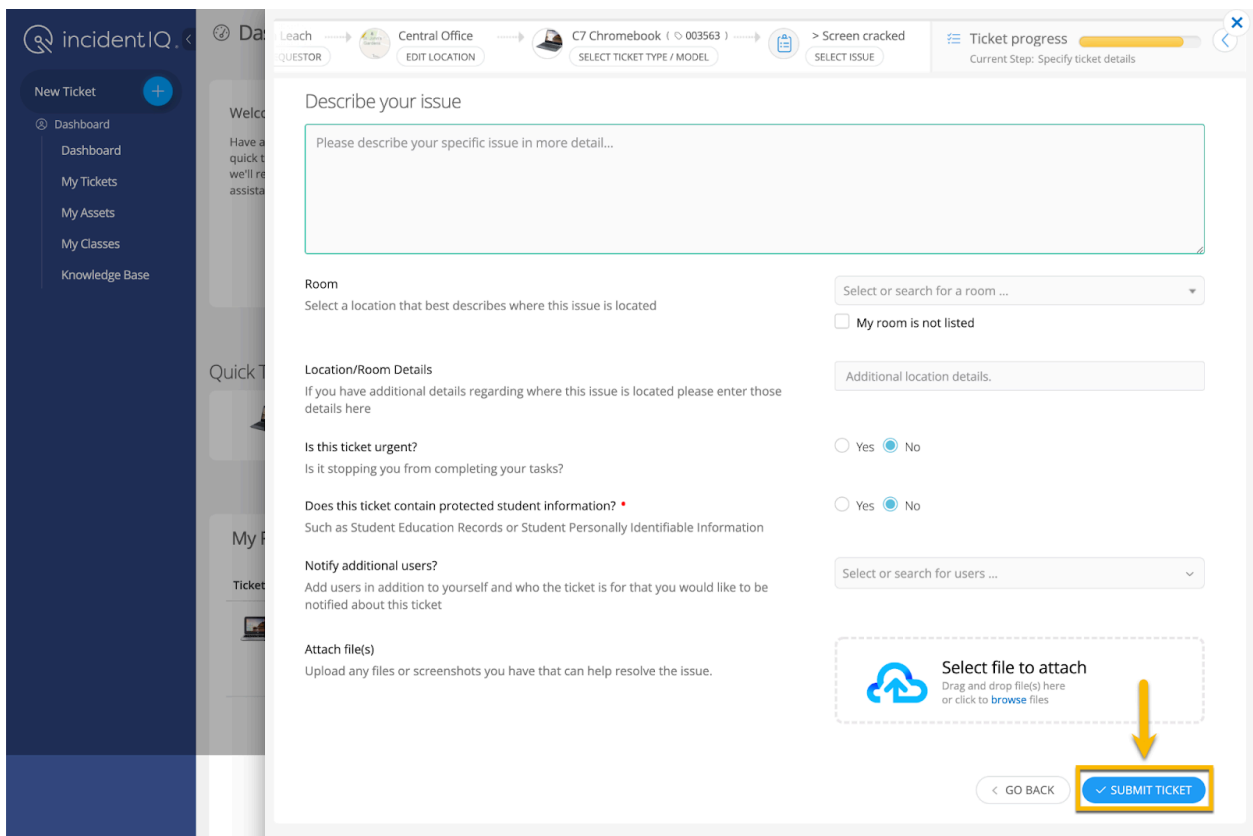
Select or search for users ...

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

< GO BACK SUBMIT TICKET

After filling in and reviewing all your ticket information, select **Submit Ticket**.



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REQUESTOR EDIT LOCATION SELECT TICKET TYPE / MODEL SELECT ISSUE

Ticket progress
Current Step: Specify ticket details

Describe your issue

Please describe your specific issue in more detail...

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Select or search for a room ...

My room is not listed

Location/Room Details
If you have additional details regarding where this issue is located please enter those details here

Additional location details.

Is this ticket urgent?
Is it stopping you from completing your tasks?

Yes No

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 ...

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

< GO BACK **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.



incidentIQ

New Ticket +

- Dashboard
- My Tickets
- My Assets
- My Classes
- Knowledge Base

✓ 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: no

Description:
Screen cracked

[CANCEL TICKET](#) [RETURN TO THE DASHBOARD](#)

Acer C7 Chromebook

Acer C7 Chromebook
003563
Ilium

[DETAILS →](#)

[Recommended Solution](#) >

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Add a comment

Ticket Activity

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

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