



How to Submit a work Order with Incident IQ



Logging into Incident IQ

To login browse to <http://helpdesk.rcschools.net>
You will see the page displayed below. Click the highlighted *Microsoft Azure* button and enter the same login credentials you use to access your email when prompted.



The image shows a screenshot of the Incident IQ login page. On the left, the RCS logo is at the top, followed by the text "Sign in with". Below this, there is a button for "Microsoft Azure" which is highlighted with a green rectangular box. A green arrow points from the right side of the box towards the text on the right. Below the Azure button is a link that says "Reveal alternative login options". At the bottom left, it says "Powered by incident.IQ®" with a small logo and "© Incident IQ 2022 Privacy Policy & Terms of Service".

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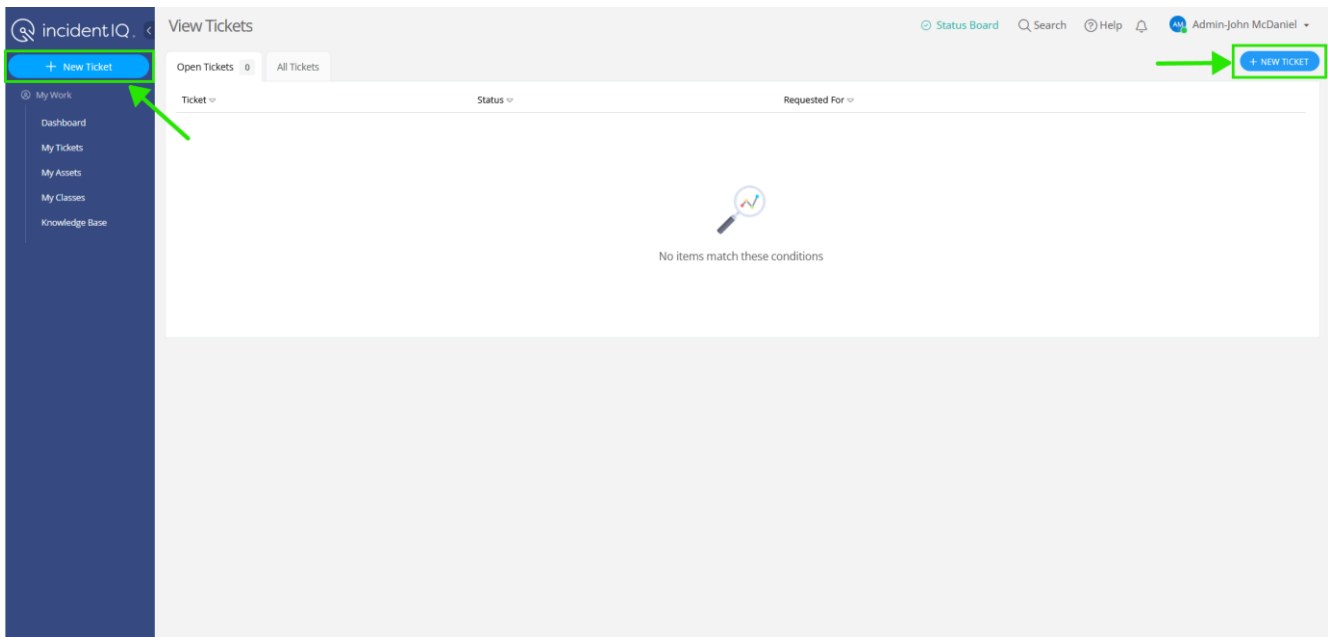
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The right side of the image features a blue background with a white plate in the center. On the plate is a yellow calculator icon. To the left of the plate is a silver fork, and to the right is a silver spoon. Below the plate is a red document icon with a white pen nib.

Submitting a Ticket

Submitting a ticket through Incident IQ's Ticket Wizard is designed to be as quick and easy as possible while at the same time providing technicians with the necessary information to address your problem promptly.

You can create a new ticket from the Incident IQ dashboard by clicking the New Ticket button. This will always be located at the top of the left-side navigation or above the "Open Tickets" section of your dashboard.



You will now be asked what your ticket is about. This section can be broken down into categories such as:

Devices/Hardware: Used when something is wrong with a piece of technology equipment (i.e., broken screen, cracked case, etc.)

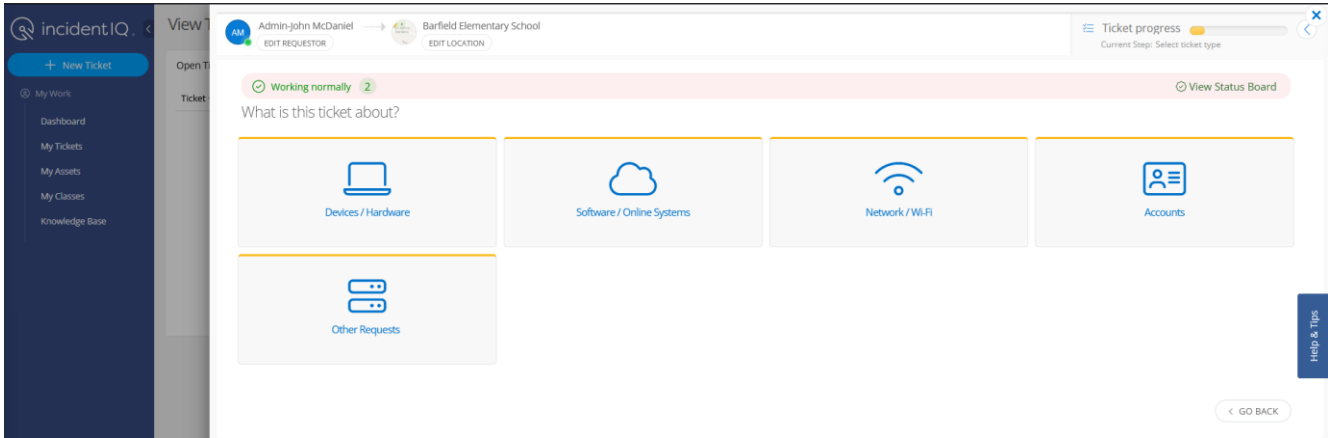
Software/Online Systems: Used when a problem arises with an application (i.e., Microsoft Office, District Software, Emails, etc.)

Network/Wi-Fi: Used when a network issue occurs (i.e., the network is slow, web filter request, etc.)

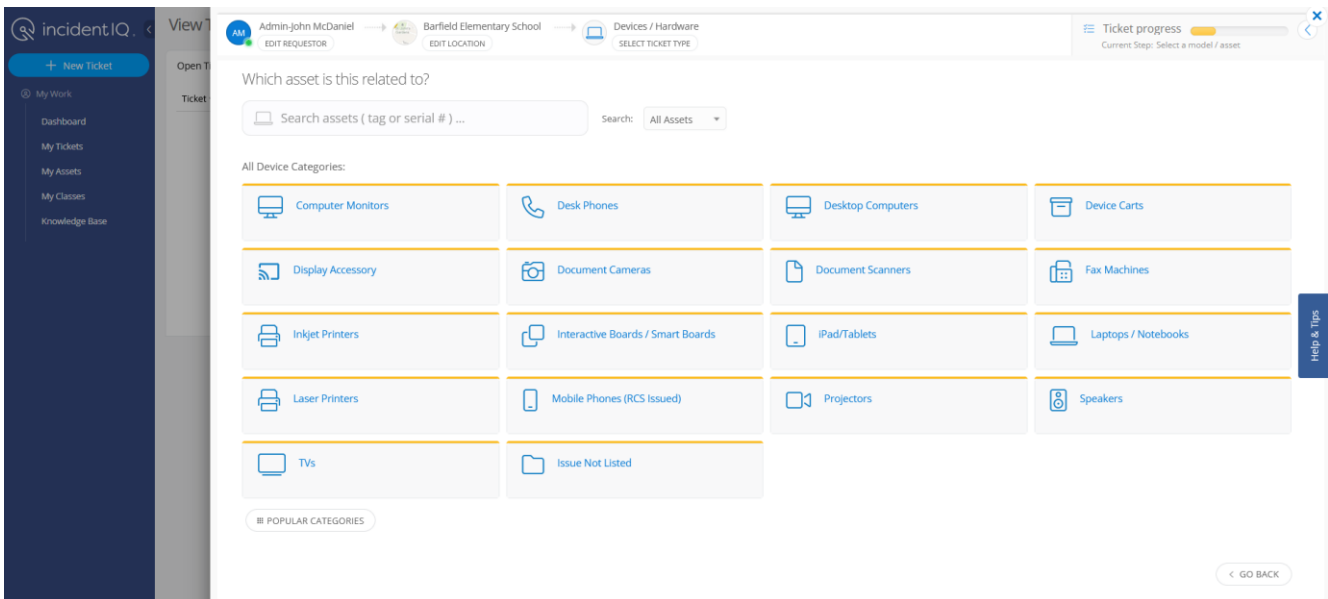
Accounts: Used for issues with student and staff accounts (i.e., not able to log in/blocked, name/password changes, etc.)

Other Requests: Used for items that don't fit into one of the other categories (i.e., badge access, bells, security cameras, etc.)

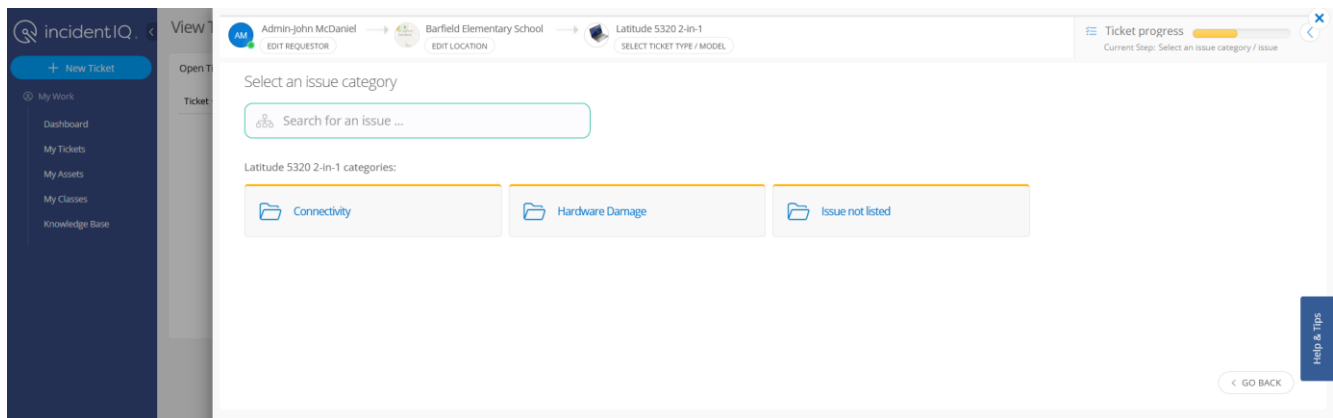
Select the category that best fits the problem you are experiencing at this time.



You will now be asked to refine your ticket submission further. This includes identifying specific hardware or online systems/software where necessary.



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. You will also be asked to identify the location and whether it contains sensitive student information (e.g., student personally identifiable information or password information).

You may also need to fill out additional entry fields not shown below (such as location details or phone number) 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.

The screenshot shows the 'Describe your issue' form in the incidentIQ system. The form is titled 'Describe your issue' and includes a text area for describing the problem. Below this are several sections: 'Room' (with a dropdown menu and a 'My room is not listed' checkbox), 'Location/Room Details' (with a text area), 'Is this ticket urgent?' (with 'Yes' and 'No' radio buttons), 'Does this ticket contain protected student information?' (with a red asterisk and 'Yes' and 'No' radio buttons), 'Notify additional users?' (with a dropdown menu), and 'Attach file(s)' (with a dashed box and a 'Select file to attach' button). A green box highlights the 'Describe your issue' text area. A red asterisk is next to the 'Does this ticket contain protected student information?' question. The 'SUBMIT TICKET' button is highlighted in blue.

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

This screenshot is identical to the previous one, showing the 'Describe your issue' form. A green arrow points to the 'SUBMIT TICKET' button, which is highlighted in blue.

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.

