

Enter Tickets

New Ticket






From the Dashboard, **click the New Ticket button.**



Select the type of ticket:

- Devices/Hardware (like Desktops, Chromebooks, display monitors)
- Software/Online Systems (like Google, Frontline, Adobe)
- Network/Wi-Fi (Internet drop or Wi-Fi not working)
- Safety & Security (Badge readers, Alarm system, Cameras...)
- Other Requests

What is this ticket about?

| | | | |
|---|--|---|--|
|  Devices / Hardware |  Software / Online Systems |  Network / Wi-Fi |  Safety & Security |
|  Other Requests | | | |

Enter Tickets

New Ticket

Type in or scan the asset tag or serial number, click on the saved favorite asset, or click the type of device category.

Which asset is this related to?

My Favorites / Assets:

- Dell Chromebook 3100 2in1
#CB Bullpen Educational Suppor...
300128352
- Dell Chromebook 3100 2in1
Educational Support Center
300140634
- Dell OptiPlex 3050
Educational Support Center
HWGPOQ2

All Device Categories:

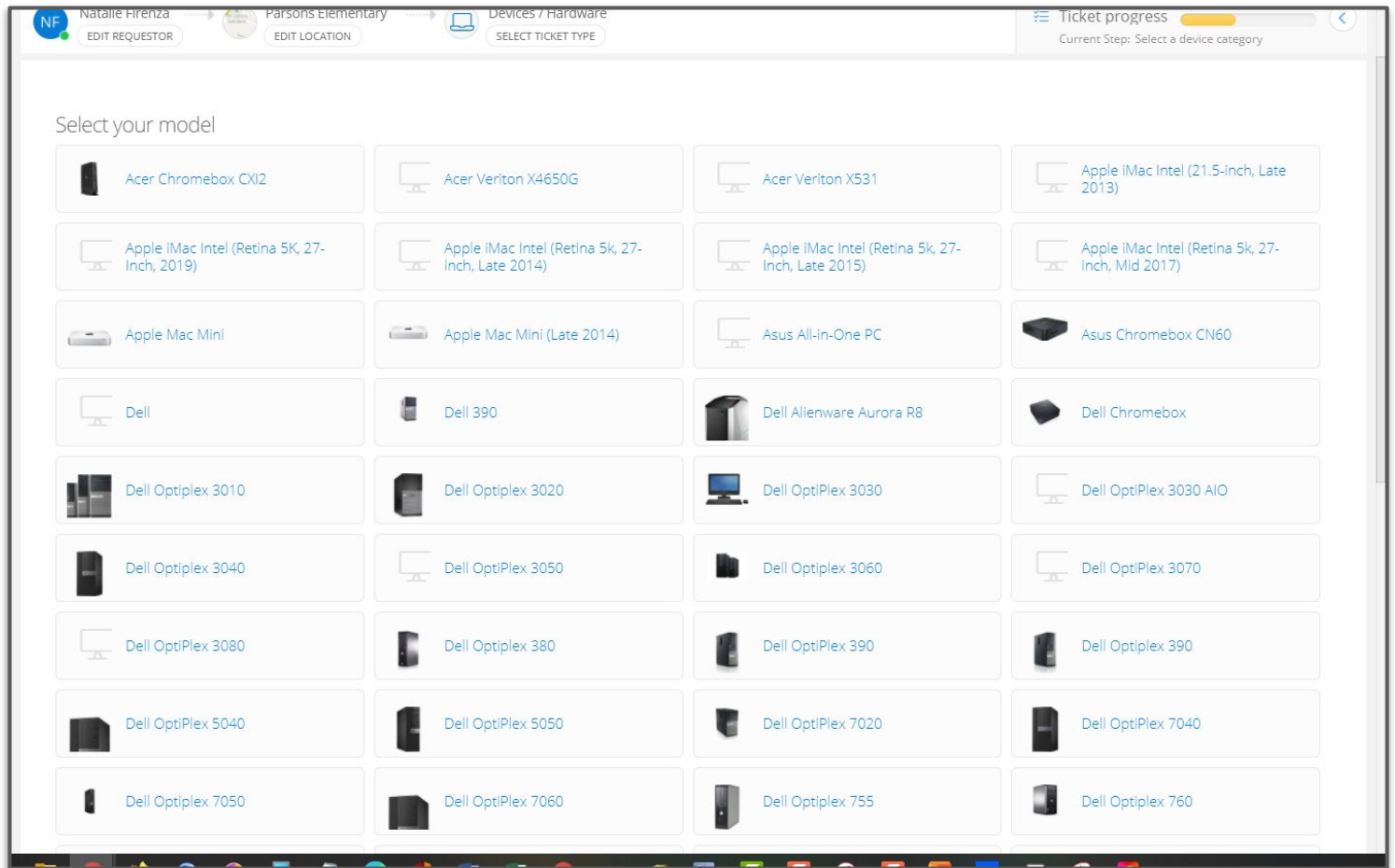
| | | | |
|-----------------------|-------------------------|-----------------------------------|----------------------|
| Chromebooks | Chromebox | Computer Monitors | Computer Peripherals |
| Desk Phones | Desktops | Interactive Boards / Smart Boards | Laptops / Notebooks |
| Other Network Devices | Point of Sale Computers | Printers and Scanners | Projectors |
| Sound Systems | Tablets | VDI (Zero Client) | |

POPULAR CATEGORIES

Enter Tickets

New Ticket

If the Device category is selected, choose the model of the device.
Most device models are printer somewhere on the device.



Click the I don't know the Model button if the model is not known. The technician assigned to the ticket can help fill in this information after the ticket is assigned.

Not sure of the model?
If you cant find the asset tag or not sure







[I DON'T KNOW THE MODEL](#)

Enter Tickets

New Ticket

Enter an Issue category for the device.
If unsure select the Issue not listed option.


Optiplex 3020 categories:

| | |
|--|--|
|  Application / Operating System |  Connectivity |
|  Keyboard / Trackpad / Mouse |  Other Issues |
|  Sound |  Startup |


Users can also search for issues in the search for an issue box.

Select an issue category

Issue Search Results:

| |
|--|
|  Won't power on |
|--|

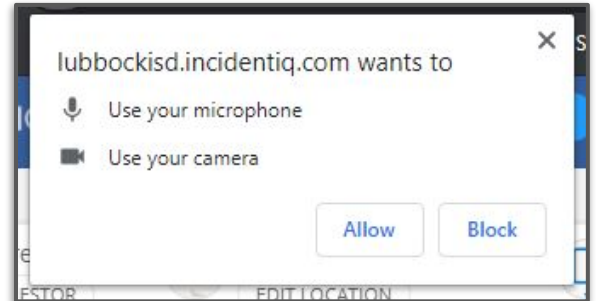
Issue Category Search Results:

| |
|---|
|  Power |
|---|

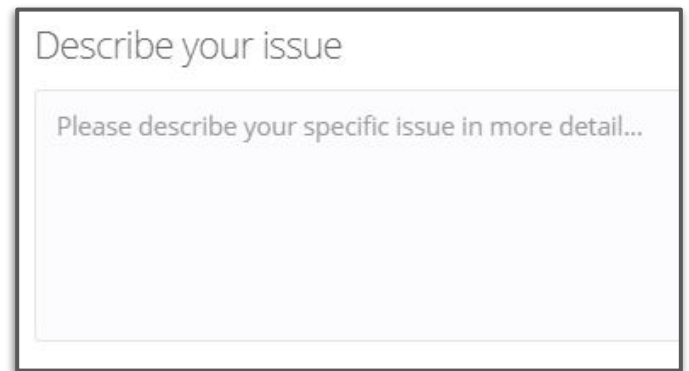
Enter Tickets

New Ticket

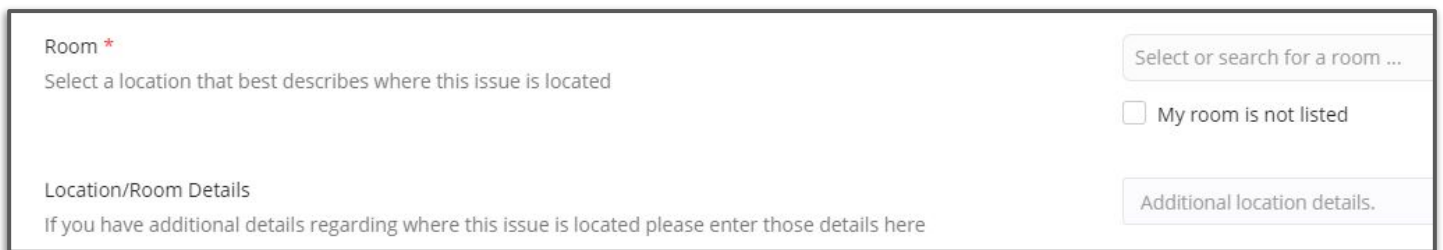
If presented with this notification to use the microphone and camera, click the Allow button.



Enter a detailed description of the issue. The more information will help the technician diagnose the issue.

A form titled "Describe your issue". Below the title is a large text input area with a placeholder text that reads "Please describe your specific issue in more detail...".

Set Room location where the issue is located.

A form section for selecting a room. It has a label "Room *" and a sub-label "Select a location that best describes where this issue is located". To the right is a dropdown menu with the text "Select or search for a room ...". Below the dropdown is a checkbox labeled "My room is not listed". At the bottom, there is a section titled "Location/Room Details" with the instruction "If you have additional details regarding where this issue is located please enter those details here" and a text input field labeled "Additional location details.".

Enter Tickets

New Ticket

If the issue has prevented work from happening, please click Yes.

Is this ticket urgent?

Yes No

Is it stopping you from completing your tasks?

Create a screen recording or a screenshot of the issue or error message. This will attach automatically to the ticket.

Screen Recording

Add recordings or screenshots by clicking "Start Recording" or "Take Screenshot" to the right. You can also capture video frames by clicking "Take Snapshot" when a camera is selected. Any video recordings or images captured will be automatically attached to this ticket.

Recording Name (optional)

Video source: Record Screen

Audio source: Default - Microphone (Live Stre:)

 START RECORDING

 TAKE SCREENSHOT

Mark if the damage is Intentional, Accidental, or Common Wear & Tear

Type of Damage

Select a value ..

Intentional

Accidental

Common Wear & Tear

Mark if the ticket contains student information. A mark of Yes will remove sensitive items from email and note correspondence.

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 files to attach

Drag and drop file(s) here to start or just click to [browse](#) files

< GO BACK

✕ CANCEL

✓ SUBMIT TICKET

Add an additional user to be connected to the ticket or attach other files to the ticket as needed.

Click the Submit Ticket button.

Enter Tickets

New Ticket

Once submitted, the user will see a confirmation screen. The user can cancel the ticket or return to the user's dashboard.

Ticket # 1013
Dell OptiPlex 3080 - Power > Won't power on

For: [User] Issue: Won't power on - My Device will not power on.
Location: [Location] Elementary Room: 101
Created: 3/03/2021
Status: Submitted

Type of Damage: Screen Recording, Common Wear & Tear

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

Timeline

Add a comment

3/03/21 4:20 PM [NF] [User] submitted the ticket

The ticket now shows in the user's dashboard and can easily be followed for any updates to the ticket.

incidentIQ Tickets Assets Kb + NEW TICKET

My Recent Tickets + NEW TICKET

| Ticket | Status | Requested For |
|--|---|--|
| Dell OptiPlex 3080 - Power > Won't power on # 1013 Updated: -1 minute ago | Submitted Ticket Follower | [NF] [User] 3/3/21 4:20 PM Elementary |
| Google - Google Classroom # 1010 Updated: -5 hours ago | Canceled 3/03/2021 11:20 AM Ticket Follower | [NF] [User] 3/3/21 10:59 AM Elementary |