

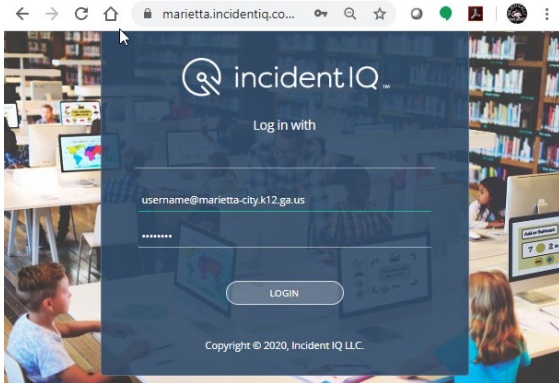


# Incident IQ Instructions

## Technology Help Desk Platform

Incident IQ, iiQ, is the system used to enter tickets for technology assistance in the Marietta City School district. All employees at MCS will use iiQ. *Students WILL NOT use at this time.*

Go to [marietta.incidentiq.com](http://marietta.incidentiq.com)

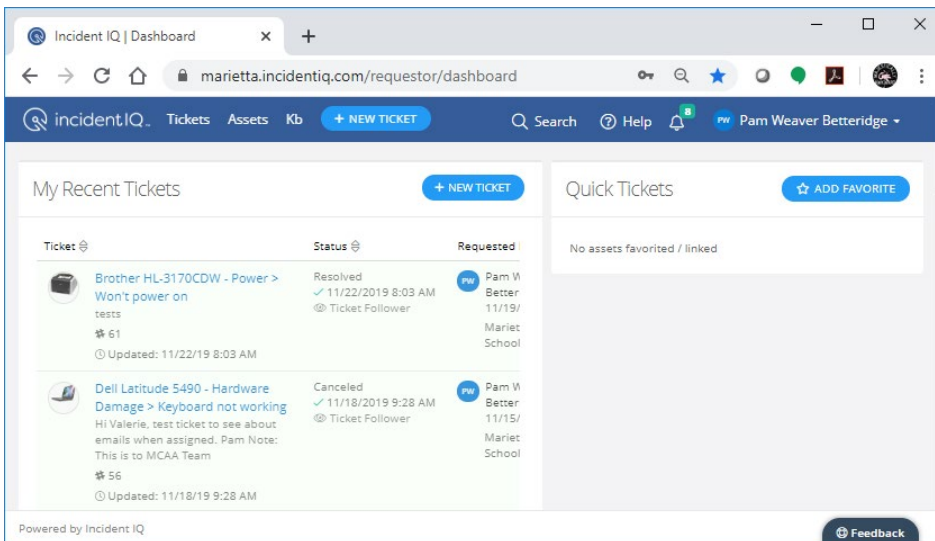


### Login to iiQ

At the login screen, you will need to enter username and password then click LOGIN.

Username: **username@marietta-city.k12.ga.us**

Password: **email/computer login password**



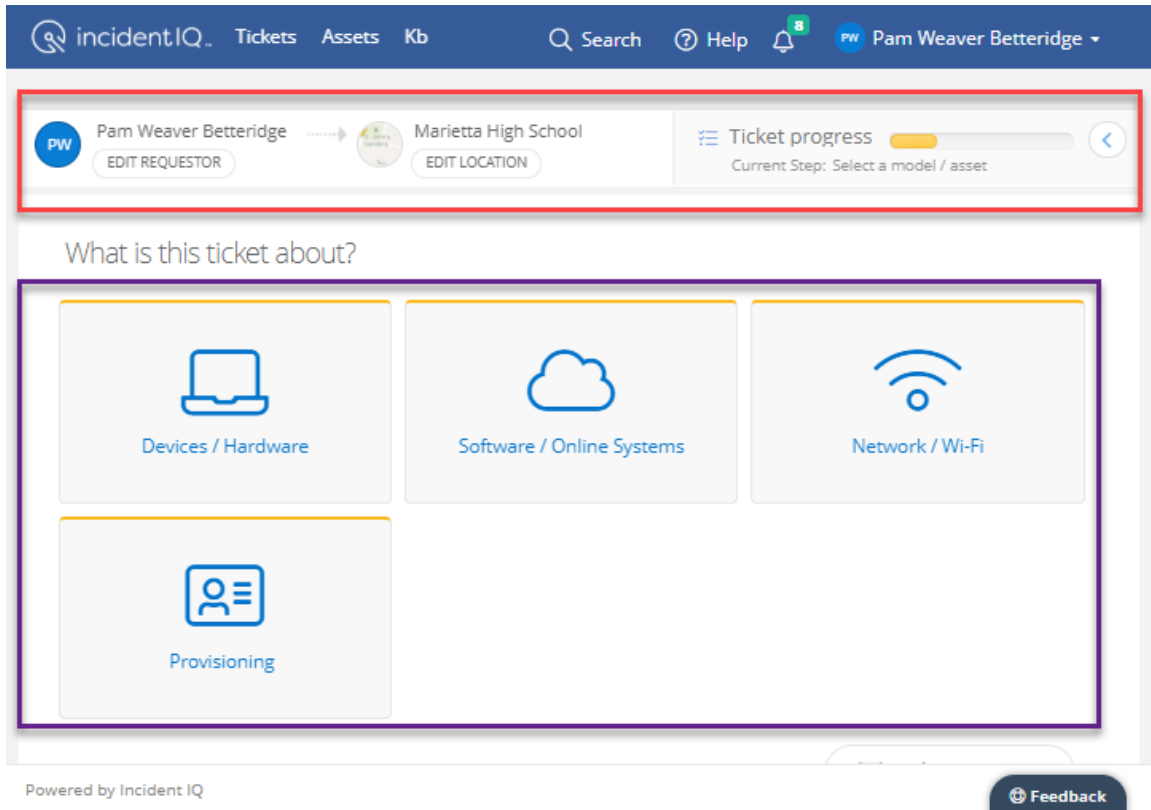
Your iiQ Dashboard opens.

This is where you enter tickets, view current/past tickets, view information in the Kb, Knowledge base and at a future date, view the technology assets assigned to you/classroom.

Click on [+ NEW TICKET](#) to enter your issue.

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### New Ticket Screen information

#### Red Box

- Requestor defaults to you. Notice you are able to Edit Requestor. Use this option if you need to enter a ticket for someone else. Find that user in the list.
- Your account is already located at your designated work location. The location can be changed if you are at another site needing assistance. Central Staff, please be aware of your location and update it as needed.
- Ticket progress shows you what point you are in the ticket process. You can click the < arrow to go back to the previous screen/

#### Purple Box

- Categories on for the issue you are experiencing. Click on each button and you will see the additional break

### Example of entering a chromebook issue

Click on Devices/Hardware (shown on the New Ticket picture above)

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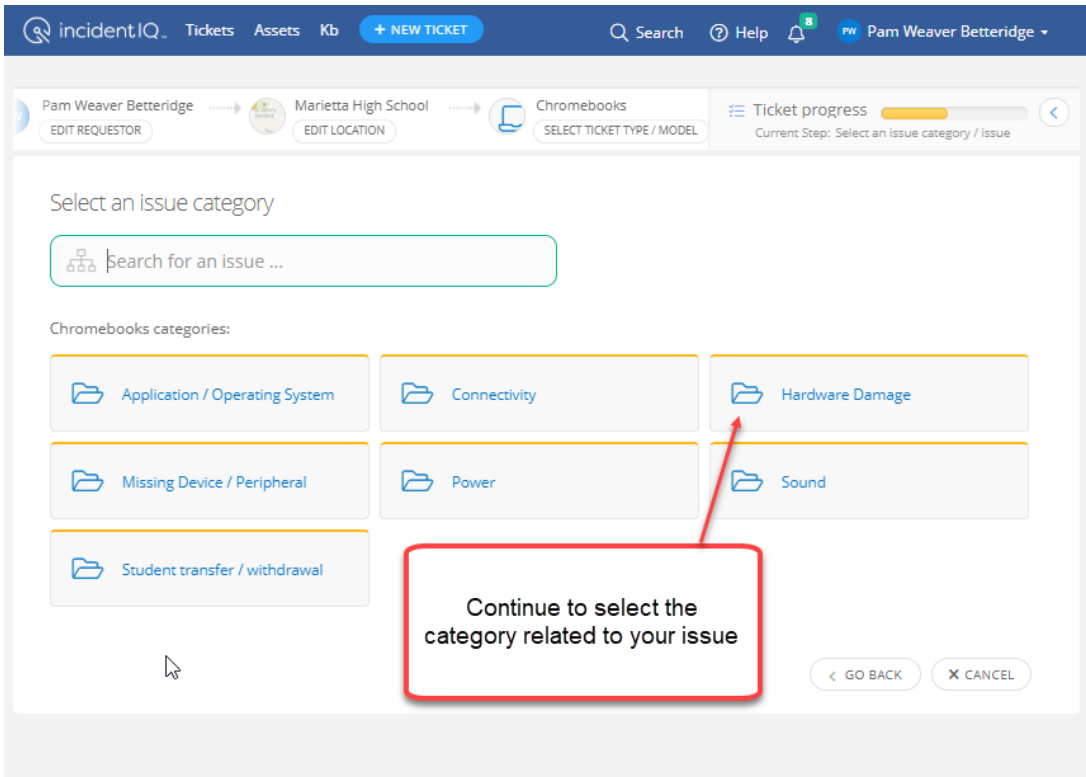
The screenshot shows the Incident IQ interface. At the top, there is a navigation bar with 'incident.IQ.', 'Tickets', 'Assets', 'Kb', and a '+ NEW TICKET' button. Below this, there is a breadcrumb trail: 'Pam Weaver Betteridge' (EDIT REQUESTOR) -> 'Marietta High School' (EDIT LOCATION) -> 'Devices / Hardware' (SELECT TICKET TYPE). A 'Ticket progress' indicator shows the current step as 'Select a model / asset'. The main content area asks 'Which asset is this related to?' and provides a search box for assets. Below the search box, there is a grid of 'All Device Categories' including 3D Printers, Chromebooks, Computer Peripherals, Desktops, Document Cameras, Document Scanners, Inkjet Printers, Interactive Boards / Smart Boards, Laptops / Notebooks, Laser Printers, Multi-Function Printers, Other, Phones, Projectors, Tablets, and Thermal Printers. A red box highlights the 'Chromebooks' category with the text 'Select the category of your issue.' Another red box at the top right contains the text 'Assets are currently being updated and may not show correct information. Until further notice, do not look up assets to assign in a ticket. 6/10/2020'. A third red box at the bottom right points to the 'GO BACK' and 'CANCEL' buttons with the text 'Use to go back to previous screen or cancel the ticket'.

## Select Chromebooks

The screenshot shows the Incident IQ interface at the 'Select your model' step. The breadcrumb trail is 'Pam Weaver Betteridge' (EDIT REQUESTOR) -> 'Marietta High School' (EDIT LOCATION) -> 'Devices / Hardware' (SELECT TICKET TYPE). The 'Ticket progress' indicator shows the current step as 'Select a device category'. The main content area displays a grid of Chromebook models: Dell Chromebook 11, Dell Chromebook 11 3120, Dell Chromebook 11 3180, Dell Chromebook 11 3189, Dell Chromebook 3100, Lenovo N21, Samsung Chromebook 2 11, Samsung Chromebook 2 13", Samsung ChromeBook 2 XE503C12, and Samsung Chromebook Series 5 550. A red box highlights this grid with the text 'Options are the different models of chromebooks currently in our inventory. Please select if you know the model.' Below the grid, there is a section titled 'Not sure of the model?' with a subtext: 'If you cant find the asset tag or not sure of the specific model, the agent can determine while processing the ticket'. A blue button labeled 'I DON'T KNOW THE MODEL' is highlighted with a red box and the text 'If you do not know the exact model of your chromebook, select this option to continue.' At the bottom, there are 'GO BACK' and 'CANCEL' buttons.

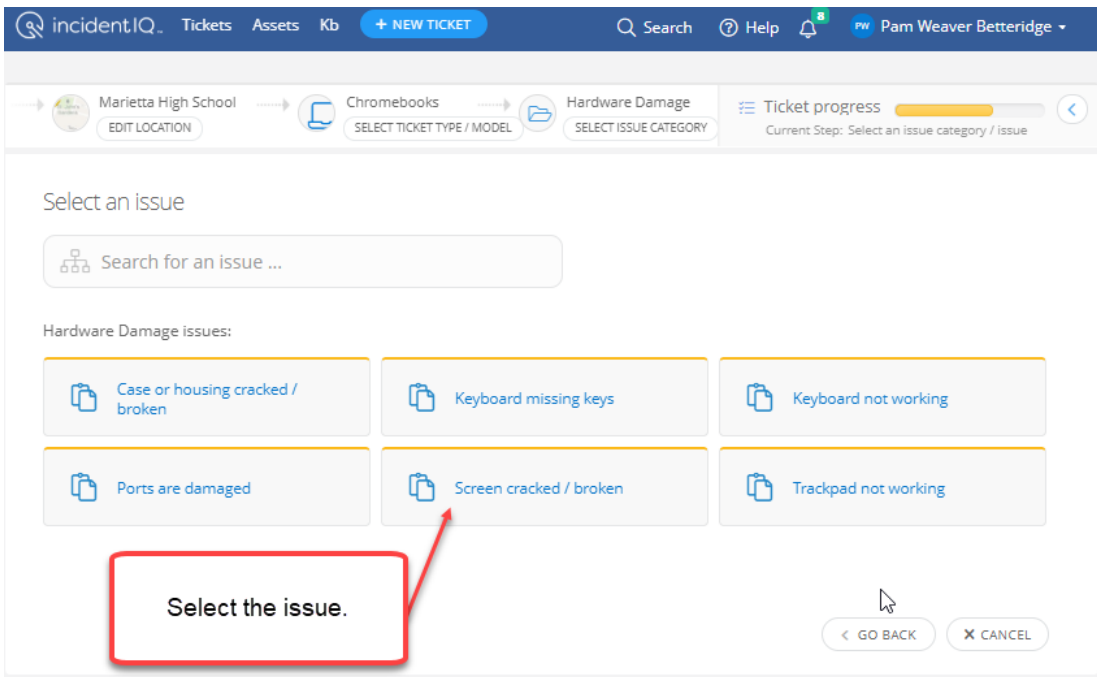
# Incident IQ Instructions

## Technology Help Desk Platform



Powered by Incident IQ

Feedback



The full ticket screen is shown below.

# Incident IQ Instructions

## Technology Help Desk Platform

**Incident IQ | Create Ticket**

[marietta.incidentiq.com/requestor/tickets/new?step=details#top](#)

incidentIQ Tickets Assets Kb **+ NEW TICKET** Search Help PW Pam Weaver Betteridge

School Chromebooks Hardware Damage > Screen cracked / broken Ticket progress: Specify ticket details

**Describe your issue**

Please describe your specific issue in more detail...

**Click here to type what your specific issue is, why are you needing technology support. Please enter all information to help save time resolving the ticket.**

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

Select or search for a room ...

**Find your room or enter information**

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 work?

**Please use only when needed**

Yes  No

**Damage reason? \***

Select a value ..

**\* items are required**

**Does this ticket contain protected student information? \***  
Such as Student Education Records or Student Personally Identifiable Information

Yes  No

**Attach file(s)**  
Upload any files or screenshots you have that can help resolve the issue.

**If you have a screen shot or document that will assist with resolving the ticket, please make sure to add it here.**

Drag and drop files here to upload

**SELECT FILES TO UPLOAD**

**Submit Ticket**

Powered by Incident IQ [Feedback](#)

# Incident IQ Instructions

## Technology Help Desk Platform

After submitting ticket, you return to your dashboard with the ticket # and summary of your ticket.

The screenshot shows the Incident IQ dashboard interface. At the top, there is a navigation bar with 'incidentIQ', 'Tickets', 'Assets', 'Kb', and a '+ NEW TICKET' button. A search bar and a user profile for 'Pam Weaver Betteridge' are also visible. A green notification banner at the top states: '✓ Ticket #1016 has been successfully submitted! You can view your ticket details below. Additionally, a confirmation email has been sent to you.' Below this, the ticket details for 'Ticket # 1016' are displayed, including the title 'Chromebooks - Hardware Damage > Screen cracked / broken'. The ticket is assigned to 'Pam Weaver Betteridge' at 'Marietta High School', created on '6/10/2020', and has a status of 'Submitted'. The issue is 'Screen cracked / broken - test entry for documentation' with a 'Damage reason?' of 'Other'. At the bottom of the ticket details, there are two buttons: 'CANCEL TICKET' and 'RETURN TO THE DASHBOARD'. Below the ticket details, there are two panels: 'Chromebooks' and 'Timeline'. The 'Timeline' panel shows a comment input field and a log entry from 'Pam Weaver Betteridge' on '6/10/20 4:00 PM' stating 'Pam Weaver Betteridge submitted the ticket'.

You will also receive an email with the ticket information.

The screenshot shows an email notification from 'Incident IQ Notifications'. The subject is 'Ticket #1016 was submitted' and it was received on 'Wed 4:02 PM'. The email content includes the text: 'External sender. Use caution with links and attachments. Log in...'.

Once your ticket is assigned to a Technology Support Staff member, you will receive another email.

The screenshot shows an email notification from 'Incident IQ Notifications'. The subject is 'Ticket #1016 has been updated' and it was received on 'Wed 7:12 PM'. The email content includes the text: 'External sender. Use caution with links and attachments. Log in...'.

You are able to open the ticket to see progress as well as add additional information/comments as needed.