

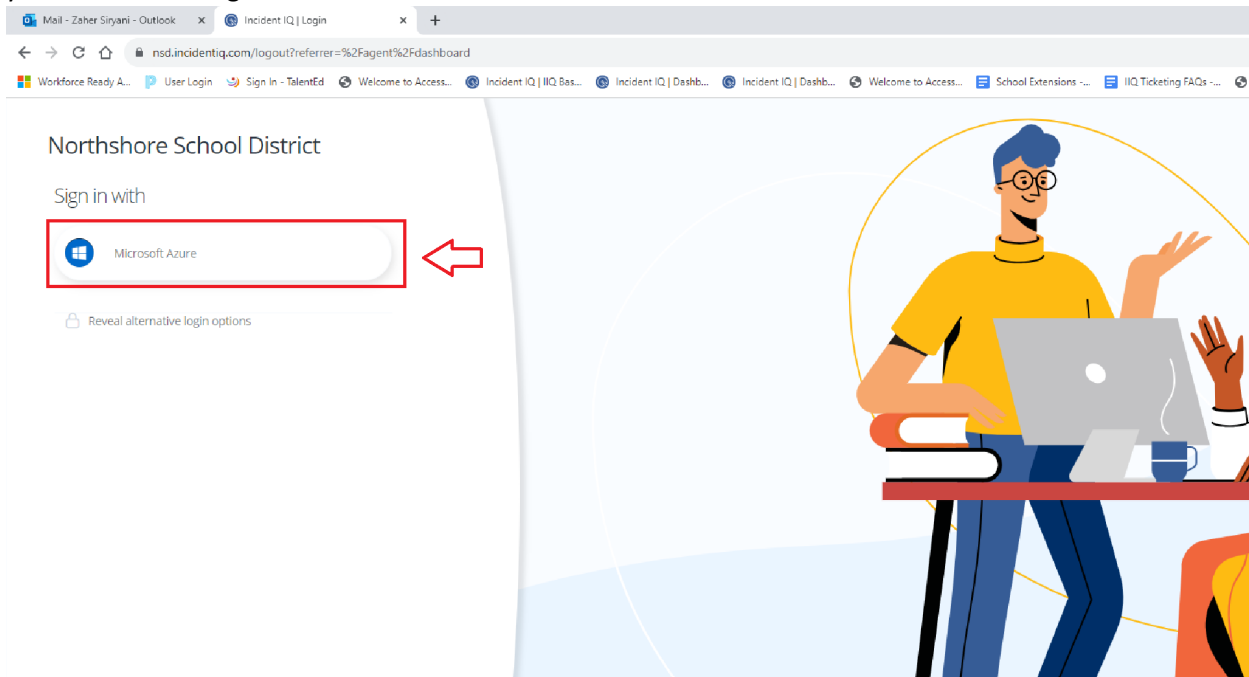
Incident IQ ticket Creation

Introduction: Incident IQ is the new ticketing system; our district staff will be using it to create work order tickets and resolve them.

How to use:

In your web browser, type the URL <https://nsd.incidentiq.com/> and hit Enter.

Click on Microsoft Azure to log into the system using **your** Northshore School District email, Example youremail@nsd.org



Creating a New Ticket

Click on new ticket to start a **+New Ticket**, then select the category where you will find a selection related to your issue.

The screenshot shows the 'Create Ticket' page. On the left sidebar, the 'New Ticket' button is highlighted with a red box and a red arrow. The main content area is titled 'What is this ticket about?' and features a grid of issue categories. A red arrow points to the 'Facilities' category, which is also highlighted with a red box. The categories include: Devices / Hardware, Software / Online Systems, Network / Filtering / Phones, User Accounts, Facilities, and Other Requests. At the bottom right, there are 'GO BACK' and 'CANCEL' buttons.

After selecting the Category and issue type, you will be directed to the last step to complete information regarding your ticket.

Note: Select Facilities icon for anything building related.

The screenshot shows the 'Describe your issue' form. It includes a text area for describing the issue, a 'Room' dropdown, a 'Location/Room Details' text field, a 'Phone #' text field, a 'Priority level' dropdown, and a 'Time frame' dropdown. The 'Time frame' dropdown is highlighted with a red box, showing options like '5am - 1:30pm' and '1:30pm - 11:30pm'. A red arrow points to the '5am - 1:30pm' option. At the bottom right, there are 'GO BACK', 'CANCEL', and 'SUBMIT TICKET' buttons.

When you get to the final page, make sure to describe the issue to ensure efficiency. Select the exact room. If your room is not in the drop-down menu, select the option below My room is not listed, and you can add that information in the description and room details.

Providing the phone number will provide an extra means of communication. Then set the priority of the issue. After that, select the time you are entering the ticket, so it gets to the available crew in that timeline. Finally, click the blue Submit ticket button.