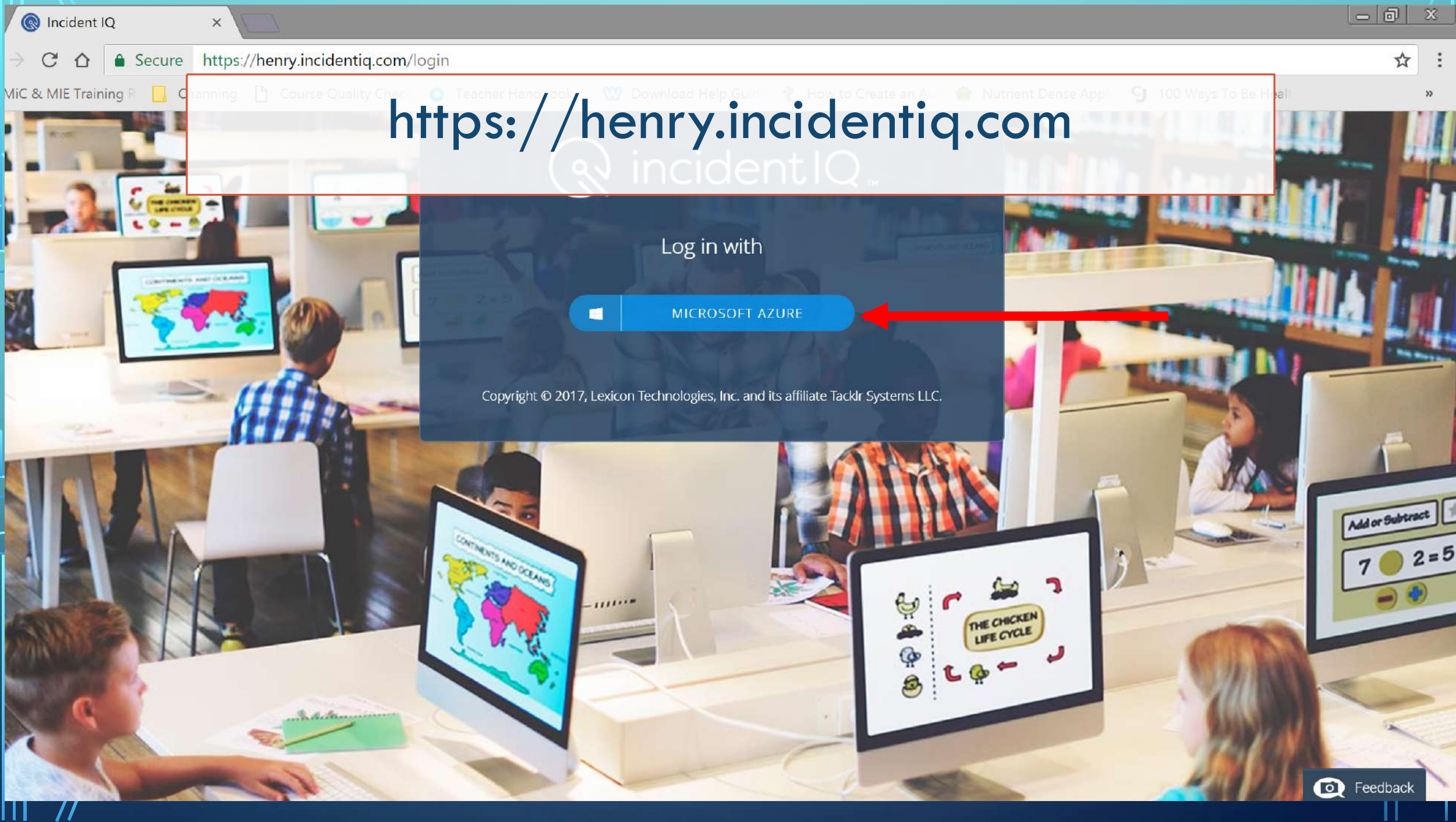


A decorative graphic on the left side of the slide, consisting of a network of light blue lines and small circles, resembling a circuit board or a stylized tree structure, extending from the top left towards the bottom left.

# INCIDENT IQ

TECHNOLOGY WORK ORDER TICKETING SYSTEM



<https://henry.incidentiq.com/login>



Log in with



MICROSOFT AZURE

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Feedback

The image shows a login page for 'Incident IQ'. On the left is a blue vertical banner with a white cloud icon at the top and a stylized green and blue forest at the bottom. The main content area is white. It features the title 'Incident IQ' at the top. Below it is the text 'Work or school, or personal Microsoft account'. There are two input fields: 'Email or phone' and 'Password'. Below these is a checkbox labeled 'Keep me signed in'. A blue 'Sign in' button is positioned below the checkbox. At the bottom of the main area is a link that says 'Can't access your account?'. The footer contains the copyright notice '© 2017 Microsoft', links for 'Terms of use' and 'Privacy & cookies', and the Microsoft logo.

## Incident IQ

Work or school, or personal Microsoft account

☐ Keep me signed in

Sign in

[Can't access your account?](#)

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- Use your email credentials to sign in
- *(You will only have to do this once)*

The background is a teal-to-blue gradient. In the corners, there are decorative circuit-like patterns consisting of thin blue lines and small circles, resembling a printed circuit board (PCB) layout.

# THE REQUESTOR DASHBOARD



Training progress



5%

Welcome to Incident IQ - Watch intro video

CONTINUE

CONTINUE



incidentIQ

Tickets

Devices

Knowledge Base

NEW TICKET

1

4



Search



Help



wceteacher

6

## Your Recent Tickets

2

NEW TICKET

Ticket	Status	Requested
HP ProBook 430 - Sound > Sound is distorted 194	Canceled 8/11/2017 1:43 PM	wceteacher 8/11/2017 12:49 PM Walnut Creek Elementary School

Previous 1 Next

10 per page

## Your Devices

3

You have no devices setup for your account, add a device now!





ENTERING A NEW TICKET



Teacher Guides

# Submitting a Hardware Ticket



1:24



# REQUEST FOR ANOTHER USER

incidentIQ™ Tickets Devices Knowledge Base **NEW TICKET** help w wceteacher ▾

Type **Technology Ticket** For **wceteacher** Location **Walnut Creek Elementary School**

Technology Ticket For: **wceteacher** **CHANGE**

Where: **Walnut Creek Elementary School** **CHANGE**

Location Details  
Provide additional location details.

What is this ticket about?

Click Change; Filter for Location; Enter name in the search field



# HELPFUL HINTS

- Who should you list to notify about tickets?
  - Anyone who can fix your issue will be automatically notified; do not list the technician
- What is Protected Student Information?
  - Birthdate AND Student ID number
  - Birthdate
  - Grades

Is this ticket urgent? ☐ Yes ☒ No

Is it stopping you from completing your tasks?

Attach file(s)

Upload any files or screenshots you have that can help resolve the issue.

Click here to browse for a file or drag and drop for upload

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

Add a user as a follower...

Does this ticket contain protected student information? \*

Such as Student Education Records or Student Personally Identifiable Information

☐ Yes ☐ No

< GO BACK SUBMIT TICKET

# THERE'S AN APP FOR THAT!




- Use the **Incident IQ** App on any iOS or Android device.
- Enter **henry** in the district address



## Technology Support

# It's This Easy!

- 
- 1 Visit the Knowledge Base  
[www.henry.k12.ga.us/kb](http://www.henry.k12.ga.us/kb)
  - 2 Ask a Peer
  - 3 Call the Help Desk 770-898-4043
  - 4 Submit A Technology Work Order