

SUBMITTING TECHNOLOGY SUPPORT WORK ORDERS VIA INCIDENT IQ

THIS MESSAGE IS FROM THE RCSS INFORMATION TECHNOLOGY (IT) DEPARTMENT:

PLEASE REMIND YOUR SCHOOL'S FACULTY AND STAFF THAT THEY SHOULD INPUT TECHNOLOGY WORK ORDERS INTO INCIDENT IQ FOR THEMSELVES AND THEIR STUDENTS.

SUBMITTING TECHNOLOGY SUPPORT WORK ORDERS VIA INCIDENT IQ

When experiencing issues with your technology, please submit your work orders via Incident IQ on your LaunchPad. This work order will be assigned to our Information Technology Support Specialist or someone at the IT Department at Central Office.

1. Go to Incident IQ on LaunchPad
2. Click on Microsoft Azure (may not ask you to do this every time)
3. Click on NEW TICKET
4. What is this ticket about? Click on OTHER REQUESTS.
5. Search an issue category. Click on ISSUE NOT LISTED.
6. Select an issue. Click on ISSUE NOT LISTED.
7. Describe your issue. In the box, type the following information; Teacher, Grade, Student's name, serial number of device, describe the issue in detail. Then, complete the remainder of the information that they ask you to complete.
8. Click on SUBMIT TICKET.
9. If your issue is a programming issue (for example, Canvas, Business Plus, LaunchPad, student or faculty/staff passwords, etc.), you will receive an email about what to do next from a technician with Incident IQ.
10. If your issue is a hardware issue (for example, cracked screen, damaged keyboard, device won't hold a charge, etc.), once you submit your ticket, you will receive a ticket #. Write your ticket # on the bottom of a Post It Note. Place the Post It Note on bottom of the inside of the computer, so that the ticket # sticks out like in the picture below. The student who is in possession of the device may then bring it to the library media specialist.



If you have any questions, concerns, or need further assistance, please do not hesitate to contact your school's IT Support Specialist or your school's Library Media Specialist.