

# Submitting a Student Support Ticket in Incident IQ

## Starting a student ticket from the dashboard

The screenshot shows the Incident IQ dashboard interface. At the top, there is a navigation bar with the Incident IQ logo, 'Tickets', 'Devices', and a green 'NEW TICKET' button. Below this, the dashboard is divided into two main sections: 'Your Recent Tickets' and 'Your Devices'. The 'Your Recent Tickets' section contains a table with columns for 'Ticket', 'Status', and 'Requested'. The 'Your Devices' section displays two device cards: 'Acer R11 C738T-C8Q2' and 'ZTE ZTE MF920 FS1'. Three orange arrows indicate the path to create a new ticket: one from the top navigation bar to the 'NEW TICKET' button, one from the 'NEW TICKET' button in the 'Your Recent Tickets' section, and one from the 'NEW TICKET' button in the 'Your Devices' section.

Ticket	Status	Requested
ZTE ZTE MF920 FS1 - Connectivity > Can't connect to Network / Wifi 332502	Submitted	Ben Fowler 9/26/2017 8:48 PM Bondurant High
Acer R11 C738T-C8Q2 - Sound > No sound 332501	Submitted	Ben Fowler 9/26/2017 8:38 PM Bondurant High
Dell Latitude 3160 - Hardware Damage > Screen cracked / broken 332412	Submitted	Ben Fowler 8/13/2017 3:11 PM Online Academy (103)
Lenovo Thinkpad Carbon X1 - Connectivity > Can't login 332399	Submitted	Ben Fowler 7/12/2017 3:13 PM Online Academy (103)
Lenovo Thinkpad Carbon X1 - Connectivity > Can't connect to Network / Wifi 332398	Submitted	Ben Fowler 7/12/2017 11:16 AM Online Academy (105)
Lenovo Thinkpad Carbon X1 - Connectivity > Can't connect to Network / Wifi 332396	Submitted	Ben Fowler 7/01/2017 4:56 AM Online Academy (105)

From the Incident IQ dashboard, a student can create a new ticket by clicking **Start a Ticket**, located on the top navigation bar, in the **Your Recent Tickets** section of the dashboard, or on the relevant device icon in the **Your Devices** section.

For DCSD student users the **Your Devices** section will consist only of the student's assigned Chromebook and wireless hotspot devices.

## Specify the problem

### Choose the issue category

Type: Technology Ticket For: Ben Fowler Location: Bondurant High Device: Acer R11 C738T-C8Q2 Tag: 62T18080

Please select an issue category. Search GO!

Application / Operating System	Connectivity	Power
Startup	Hardware Damage	Sound
Keyboard / Trackpad / Mouse	Display	Issue not listed

Incident IQ presents the user with a list of the most common hardware issues, based on the device you've selected. Choose an Issue Category from the list that's displayed, or choose **Issue not listed** if your problem is not presented.

### Choose the terminal issue

incidentIQ Tickets Devices Knowledge Base NEW TICKET Search Help Ben Fowler

Type: Technology Ticket For: Ben Fowler Location: Bondurant High Device: Acer R11 C738T-C8Q2 Issue: Sound Tag: 62T18080

What is the issue?

Sound [Back to all Issue Categories](#)

No sound	Sound is distorted	Static / noise	Issue not listed
----------	--------------------	----------------	------------------

GO BACK

Next, the student selects the specific issue they are encountering.

## Adding additional information

Finally, please tell us a little more.

### Issue Details

My speakers are not working. Still no sounds when I try headphones, also.

Is this ticket urgent?

Is it stopping you from completing your tasks?

Yes  No

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



SUBMIT TICKET

If the user has any additional information to share, they can use the dialog box to describe the issue further. Once they have completed describing the problem, the student clicks **Submit Ticket** to complete the support request.

**Note:** Users answer the questions about whether the ticket contains protected student information (e.g., student personally identifiable information or PII) and ticket urgency to the best of their knowledge. These answers allow Incident IQ prioritize your tickets, and safeguard sensitive student data.

## Confirmation

✔ Ticket #332433 has been successfully submitted!  
You can view your ticket details below.

Ticket #332433  
Acer Chromebook ZHN - Sound > No sound

For	Ben Fowler	Issue
Location	Autumn Elementary School	No sound - My speakers are not working. Still no sounds when I try headphones, also.
Created	9/26/2017	
Assigned	Brian Hess	
Status	Submitted	

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

When the ticket has been successfully submitted, the student will automatically be taken to the new ticket's details page. The student will also receive a confirmation email that the ticket has been submitted if notifications are enabled. The ticket will also be reviewable from the **Your Recent Tickets** area from the Dashboard.