

Using Incident IQ to Request Tech Assistance

You can access IncidentIQ from many places



MySchool / Moodle

Classlink

CHS On-Line Hub

OR go to <https://carmelunified.incidentiq.com/login>



Use the Google SSO button to login. You MUST sign in with your student credentials (full @cusd.me email address and the password you use to login to your Chromebook.)

For Elementary parents, please use your child's email address and the password should be your child's lunch code twice. Example: my lunch code is 1234 so my password is 12341234

After you are logged in, you can [Submit a New Ticket](#)

From the Incident IQ dashboard, you can create a new ticket by clicking New Ticket icon. This will always be located on the top navigation bar or in the "My Recent Tickets" section of your dashboard. Do not use Quick Tickets for now.

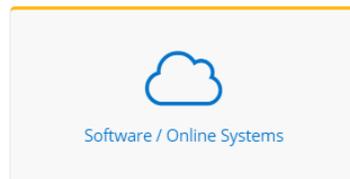


You will now be choose what your ticket is about. This section is broken down into different categories:

- **Devices/Hardware:** Used when something is physically wrong with a piece of technology (i.e. broken screen, cracked case, water damage, etc.) or when you are reporting Theft or Loss of your device.
- **Software/Online Systems:** Used when a problem arises with an application (i.e. Moodle, Aeries, Classlink, Google Drive, Emails, etc.)
- **During distance learning, you will not need to use either the Network/WiFi or the Provisioning categories.**

Select the category that best fits the problem you are experiencing at this time.

What is this ticket about?



Creating an iIQ ticket for a Chromebook Issue

1. Choose Devices/Hardware

a. CHS & CMS Students: Search for your asset. **(Elementary students: Go directly to Step C)**

Type the barcode from the bottom of your Chromebook into the Search assets box. In most cases, you should enter only the numbers.

- **CHS Students:** You may need to type the X and a space between the numbers. Try just the numbers first. If that doesn't work, then try adding the X[space] in front of the numbers.)
- **CMS Students:** You may need to enter the X followed by your barcode number without the space.

Which asset is this related to?

Search: All Assets

Popular Device Categories:

 Desk Phones

 Laptops / Notebooks

 Laser Printers

 Projectors

[SHOW ALL CATEGORIES](#)

Which asset is this related to?

Enter

Search: All Assets

Search Results: (1)

 **Dell Chromebook 11 3100**
Carmel High School
121795

b. Click on your Chromebook in the Search Results.

Elementary families start with this step:

- #### c. If your Chromebook is not found, or if you cannot locate your barcode, you can choose a Model from the list.
- First, you will need to reveal all the Device Categories by clicking the Show All Categories button.

Which asset is this related to?

Search: All Assets

Popular Device Categories:

 Desk Phones

 Laptops / Notebooks

 Laser Printers

 Projectors

[SHOW ALL CATEGORIES](#)

After the categories expand, choose Chromebooks

All Device Categories:

 3D Printers

 **Chromebooks**

 Computer Monitors

 Computer Peripherals

From here, you can choose by Model. If you don't see your model, be sure to click Show All Models.

Popular Chromebooks:

 Dell Chromebook 11 3180	 CTL NL61 Chromebook for Education	 Dell Chromebook 11 3100	 Acer Chromebook 11 C740
 Acer C720 Chromebook	 Toshiba Chromebook	 Dell 14 3400	 Dell Chromebook 13 3380

[SHOW ALL MODELS](#)

All Chromebooks:

 Dell 14 3400	 Acer C720 Chromebook	 Toshiba Chromebook	 Dell Chromebook 11 3100
 Dell Chromebook 11 3180	 Acer Chromebook 11 C740	 Dell Chromebook 13 3380	 Toshiba Chromebook 2
 Lenovo N42	 CTL NL61 Chromebook for Education		

Not sure of the model?

If you can't find the asset tag or not sure of the specific model, the agent can determine while processing the ticket

[I DON'T KNOW THE MODEL](#)

If you're still not sure which model you're using, go ahead and click I Don't Know the Model button.

Now it's time to specify the problem.

Select an issue category

Chromebook 11 3180 categories:

Application / Operating System

Connectivity

Display

Hardware Damage

Keyboard / Trackpad / Mouse

Missing Device / Peripheral

Power

Sound

Startup

Student transfer / withdrawal

Issue not listed

< GO BACK
X CANCEL

You will find that many of the categories have cross-over issues so that you don't have to back track to find the right choice. Here's a quick reference for you:

Application/ Operating System	Connectivity Issues	Display Issues	Hardware Damage Issues	Keyboard / Trackpad / Mouse Issues	Missing Device / Peripheral Issues	Power Issues	Sound Issues
Account is disabled	Account is disabled	Screen / Monitor doesn't turn on	Case or housing cracked / broken	Keyboard missing keys	Case or bag damaged	Battery loses charge quickly	No sound
Application/ Operating System Issue	Can't access website	Screen cracked	Keyboard missing keys	Keyboard not working	Case or Bag Lost / Stolen / Damaged	Won't charge	Sound is distorted
Can't access website	Can't connect to Network/Wifi	Screen cracked / broken	Keyboard not working	Trackpad not working	Device Lost or Stolen	Won't power on	Static / noise
Virus	Can't connect to printer	Touchscreen not working	Liquid spill	Issue not listed	Power adapter damaged	Issue not listed	Issue not listed
Issue not listed	Can't login / Invalid username or password	Issue not listed	Ports are damaged		Power adapter Lost / Stolen	Startup Issues	
	Issue not listed		Screen cracked / broken			Can't login / invalid username or password	
			Sound is distorted			Won't boot up	
			Trackpad not working			Won't power on	
			Issue not listed			Issue not listed	

After you select your general issue, you will need to DESCRIBE your issue. Please be thorough in describing what was happening before, during and after your issue began (especially if you chose "Issue Not Listed" at any point during the ticket creation.) Also, be sure to include the best way to contact you after we receive your support request.

Here is an example of a well-described issue:

Describe your issue

My Chromebook won't turn on.
I charged it all night last night while I was sleeping. When it was plugged in, both the charger and my Chromebook lights were lit. This morning, I disconnected the charger from my Chromebook, then opened the lid. There are no lights on my Chromebook, and the screen is black. I have tried pressing the power button and nothing changes. I tried plugging the Chromebook back into the charger, but it still does not turn on, even when it is plugged in.
Please email me at Student@[cusd.me](mailto:Student@cusd.me) or text me at 831-555-5555

Room: Choose [My room is not listed](#)

Location: [At home](#) or [On campus](#)

Is this ticket urgent?

Does this ticket contain protected student information? Protected information includes any student ID numbers, passwords, your lunch code, etc. For the most part, you should NOT include this type of information in your ticket.

Notify additional users?

Attach files: You can drag or select screen shots, photos of damage, etc. to attach to the ticket for Tech Support.

The screenshot shows a ticket creation form with the following fields and options:

- Room ***: Select a location that best describes where this issue is located. My room is not listed
- Location/Room Details ***: If you have additional details regarding where this issue is located please enter those details here.
- Is this ticket urgent?**: Is it stopping you from completing your tasks? Yes No
- Does this ticket contain protected student information? ***: Such as Student Education Records or Student Personally Identifiable Information. Yes No
- 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.
- Attach file(s)**: Upload any files or screenshots you have that can help resolve the issue.

At the bottom of the form, there are three buttons: , , and . The **SUBMIT TICKET** button is circled in red.

Click **Submit Ticket** and that's it! **You will be contacted by Tech Support personnel within 24 hours**

Creating a ticket for a Software/ Online Systems Issue is very similar, without the need to choose a device. After you choose Software, you will be presented with many options, only a few of which apply to students. It's important to be very specific when describing the problems with software issues.