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](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.
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.

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

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.

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

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

**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.

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.