Submitting a Student Support Ticket in Incident IQ

Starting a student ticket from the dashboard

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

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

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?

Attach file(s)
Upload any files or screenshots you have that can help resolve the issue.

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.

Does this ticket contain protected student information? *
Such as Student Education Records or Student Personally Identifiable Information

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 to prioritize your tickets, and safeguard sensitive student data.
When the ticket has been successfully submitted, the student will automatically be taken 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.