

SUBMITTING TECHNOLOGY SUPPORT WORK ORDERS VIA INCIDENT IQ

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

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,