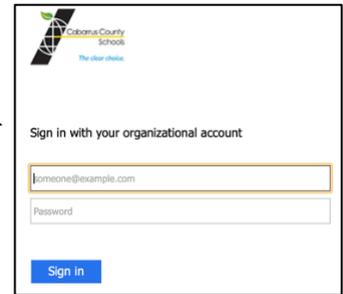


## SUBMIT A TICKET

1. Login to IncidentIQ.

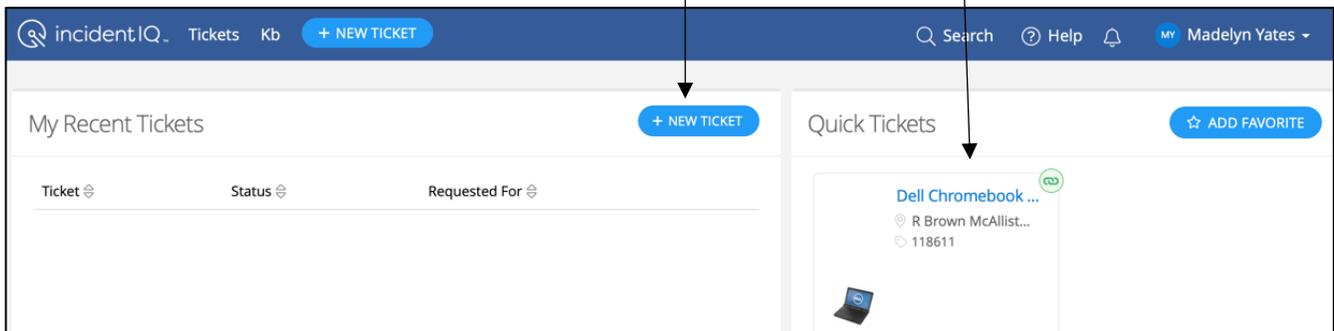
<https://techhelpccs.incidentiq.com>

- If using a CCS Chromebook it will automatically log you in.
- If using a **non ccs device**, click **district login** and it takes them to ccs login page, then below.

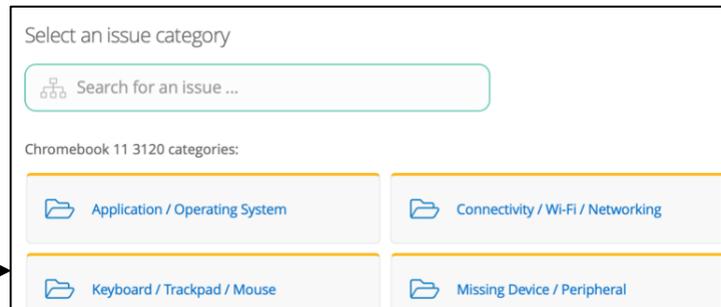


2. Submit a **New Ticket** either by...

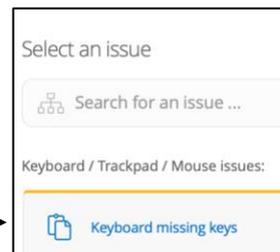
- Click the **Dell Chromebook** text
- OR
- Click the **New Ticket** button



3. Select an issue **CATEGORY**. For example, Keyboard/Trackpad/Mouse.



4. Select an **ISSUE**. For example, Keyboard missing keys.



- 5. Describe your Issue and any question with a red \* is required.



Describe your issue

Please describe your specific issue in more detail...

Room  
Select a location that best describes where this issue is located

Select or search for a room ...

My room is not listed

Location/Room Details  
If you have additional details regarding where this issue is located please enter those details here

Additional location details.

Is this ticket urgent?  
Is it stopping you from completing your tasks?

Yes  No

Is this CTE or STEM?

Select a value ..

- 6. When finished click the blue **SUBMIT TICKET** button.

