

Creating a Work Order

Using Incident IQ:

Option One: Use this direct Link - <https://henry.incidentiq.com> (Skip to step two)

Option Two: Go to Class links - <https://launchpad.classlink.com/henry> (Start with Step One)

Step One: Log into Class Links.

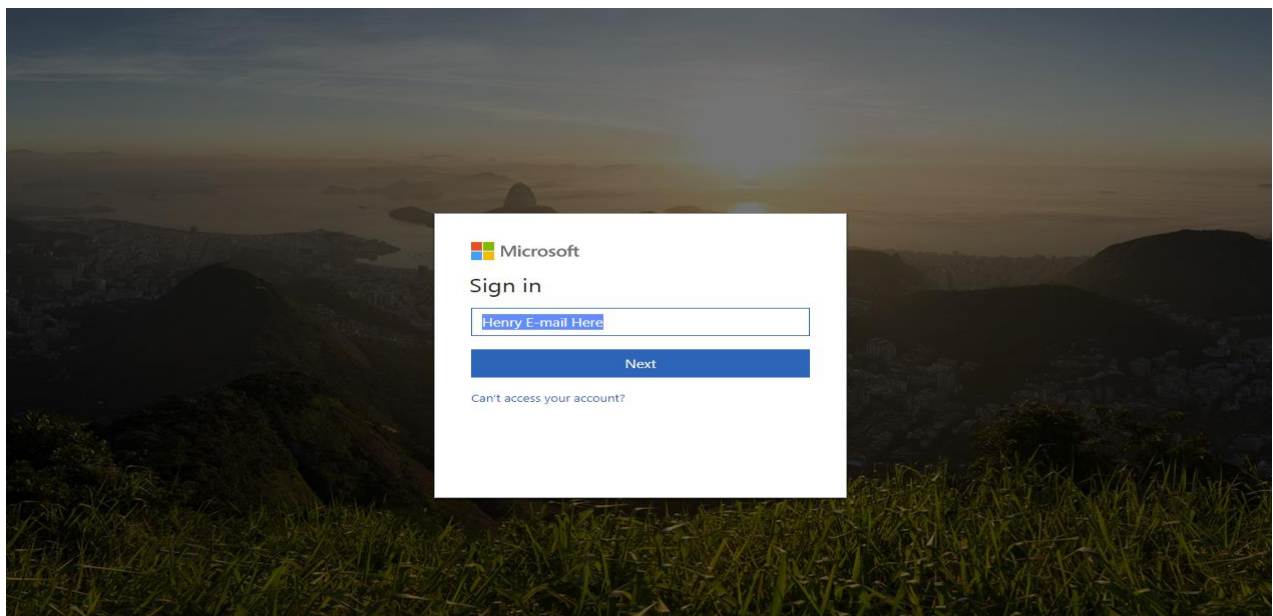


- From here you can see all available resources including Infinite Campus, Incident IQ, as well as others.
- Click on the Incident IQ button, as indicated above.

Step Two: Click the blue Microsoft Azure button.



- This will take you to the Henry County IIQ (Incident IQ) portal.



- Enter your Henry County e-mail address and click the blue "Next" Button.

Step Three: Log into Henry County.



- In the first box insert your Henry County e-mail.
- In the second box insert your Henry County e-mail password. (Same as laptop login password)
- Click the Sign in button.
- If it prompts to save your information go ahead and click ok.

Step Four: You will now be in the IIQ user portal.

The screenshot displays the incidentIQ user portal interface. At the top, a dark blue navigation bar contains the incidentIQ logo and menu items: Tickets, Assets, Knowledge Base, and a prominent green 'NEW TICKET' button. On the right side of the navigation bar are search, help, and user profile icons.

The main content area is divided into two sections:

- My Recent Tickets:** A table with columns for Ticket, Status, and Requested. It lists two resolved tickets. The first ticket is titled 'Issue Not Listed' and the second is 'Lenovo LanSchool - Issue not listed'. Both show a 'Resolved' status with a green checkmark and a 'Date' field. The 'Requested' column shows the user 'DM' and the time of the request.
- Quick Tickets:** A section indicating 'No assets favorited / linked' with an 'ADD FAVORITE' button.

At the bottom of the 'My Recent Tickets' section, there are navigation controls for 'Previous', '1' (current page), 'Next', and a '10 per page' dropdown menu.

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- “Tickets” - From here you can view all Recent Tickets.
 - “Ticket” - This is the list of tickets and issues. You can click here to open the ticket to view the information and leave comments.
 - “Status” - Tells if the ticket is still open, in repair, or resolved.
- “Assets” will list any devices assigned to you.
- “Knowledge Base” is where commonly asked questions will be answered.
- “New Ticket” is where a new ticket can be created.

Step Five: After Clicking “New Ticket”

What is this ticket about?

Devices / Hardware

Software / Online Systems

Network / Wi-Fi

Facilities

Other Requests

GO BACK CANCEL

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- Devices/Hardware – Will list all devices assigned to you.
 - This will be the example we will follow.
 - The green arrow.
- Software / Online Systems - Will list all online programs to request help for.
- Network / WiFi – To ask help for any network / internet issues.
- Facilities – Does not work through this portal.

Step Six: Click on Device/Hardware to insert a ticket on Laptops.

incidentIQ Tickets Assets Knowledge Base NEW TICKET Search Help Name

Name School Devices / Hardware Ticket progress

Which asset is this related to?

Search assets / models ...

Popular Device Categories:

Chromebooks Laptops / Notebooks Laser Printers Tablets

SHOW ALL CATEGORIES

GO BACK CANCEL

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- Under the Search bar will list the devices assigned to you.
- If you do not see a device listed (screen looks like above photo) then choose one of the options available.

Step Seven: After choosing Devices enter the issue.

The screenshot shows the incident.IQ interface. At the top, there is a navigation bar with 'incident.IQ', 'Tickets', 'Assets', 'Knowledge Base', and a 'NEW TICKET' button. On the right, there are 'Search', 'Help', and 'Name' options. Below the navigation bar, there is a breadcrumb trail: 'Name' -> 'School' -> 'Computer'. A 'Ticket progress' indicator is visible on the right. The main content area is titled 'Select an issue category' and features a search bar with the placeholder text 'Search for an issue ...'. Below the search bar, it says 'Chromebook 11 G3 categories:'. There are eight category buttons arranged in a grid: 'Application / Operating System', 'Connectivity', 'Display', 'Hardware Damage', 'Keyboard / Trackpad / Mouse', 'Power', 'Sound', and 'Startup'. A ninth button, 'Issue not listed', is positioned below the first two columns. At the bottom right, there are two buttons: '< GO BACK' and 'X CANCEL'.

- You are given some quick options to choose.
 - For Example: If the laptops sound is out you would click sound.
- If the issue is not listed then you can search for the issue or choose “Issue not listed”

Step eight: Describing the Issue.

The screenshot shows the 'Describe your issue' form in the incidentIQ interface. The form is titled 'Describe your issue' and contains several sections:

- Description:** A large text area with the placeholder text 'Please describe your specific issue in more detail...'. A red arrow points to this area.
- Room:** A dropdown menu labeled 'Select a Room...'. A yellow arrow points to this dropdown.
- Location Details:** A text input field labeled 'Additional location details'.
- Urgency:** Radio buttons for 'Yes' and 'No'. The 'No' option is selected.
- Attachments:** A dashed box with the text 'Click here to browse for a file or drag and drop for upload'. A blue arrow points to this box.
- Protected Information:** Radio buttons for 'Yes' and 'No'. A green arrow points to these buttons.

At the bottom of the form, there are three buttons: '< GO BACK', 'X CANCEL', and 'SUBMIT TICKET'.

- Red Arrow – This is where the description of the issue can be placed.
 - Example: “My sound has stopped working and giving a red X where the volume should be”
- Yellow Arrow – This is where you choose the room number where the issue is located.
 - Below there is an optional box to put more location information.
 - Example – “Trailer 4” or other information that may not be in the drop down.
- Green Arrow – This must be checked “Yes” or “No” if the description has sensitive information.
 - User information and/or password.
- Blue Arrow – Submit the ticket and goes directly to the Techs Que.

NOTES:

- This is more efficient than e-mails or hall way conversations.
- Creates a paper trail to help keep up with consistent issues.
- Allows for speedier Responses and communication.
- Everyone can view and comment on their own issues.

Thank you