

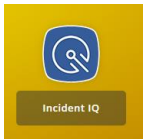
Welcome to IncidentIQ

This is Caddo Parish Public Schools New Ticketing, Helpdesk and Inventory program

All teachers and staff need to complete the training below, and will now be responsible for entering in their own Technology help tickets.

Let's Get Started:

Log into Classlink, [Login \(classlink.com\)](https://classlink.com) or [Caddo Schools Staff - Caddo Parish Public schools](#) look for this icon



and click on it.

The login is the same as your Classlink login, first part of your Caddo email and email password.

Once you are logged into IncidentIQ, follow these steps to start your training...

- Step 1. Click on Help in the upper right corner, then find the button marked Incident IQ Academy.
- Step 2. On the next window select Requester Training, select the Requestor Dashboard, select "Login to Enroll". Click "Take This course" and once you finish it, then select Submitting and Tracking Courses and complete this course as well.
- Step 3. When you finish the training simulation you can begin to explore your dashboard.
 - It will show all equipment assigned to you as well as any equipment you set as a favorite.
 - It also shows all the help tickets you have created and their status.
- Step 4. Complete the required training, sign into Kickup via Classlink, browse events, choose self-pace course and search for IncidentIQ for Teacher, this is a short training to reinforce the video and guided introduction provided by IncidentIQ. At the end you will have a 5-question quiz and once completed you get credit for 1 hour of training.

IncidentIQ has a robust help center, below are some helpful links:

Link to the main help page: [Requestor Help – Incident IQ | Help Center](#)

Your Dashboard: [Dashboard Overview – Incident IQ | Help Center](#)

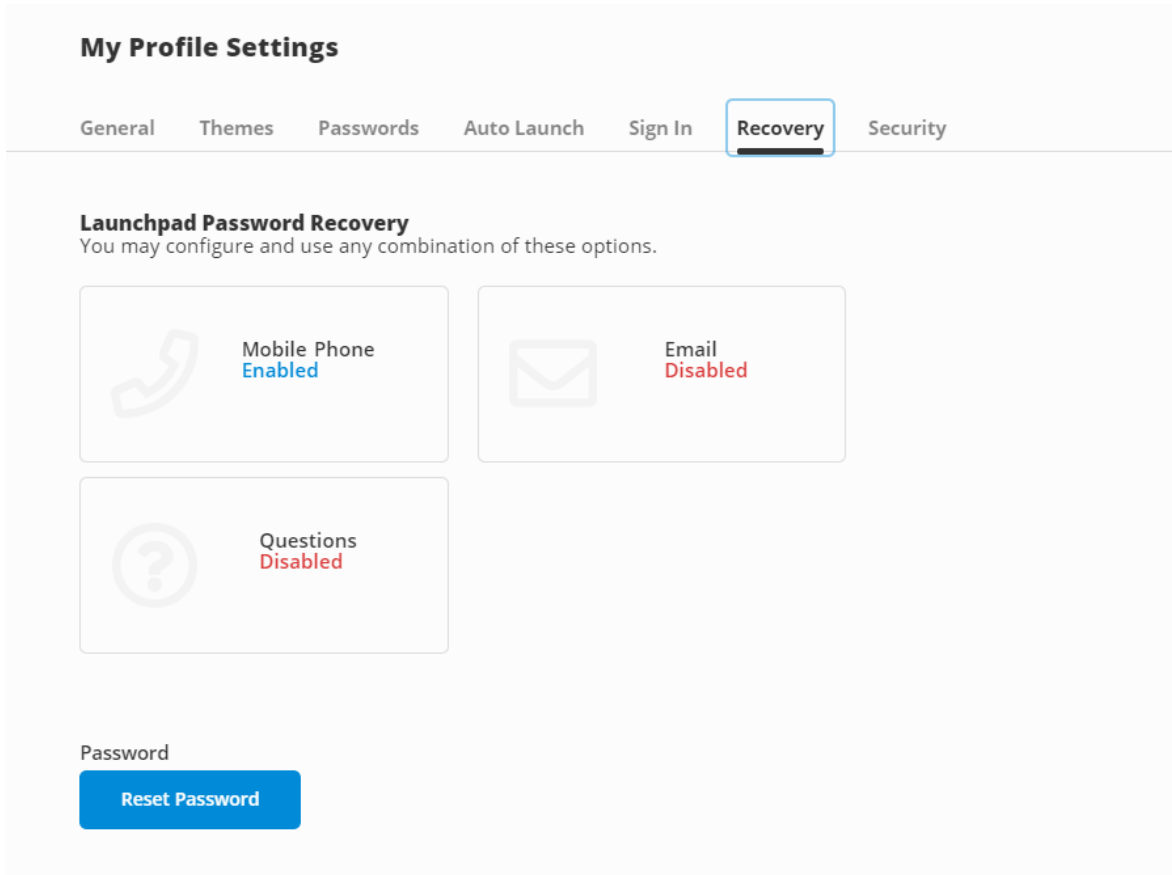
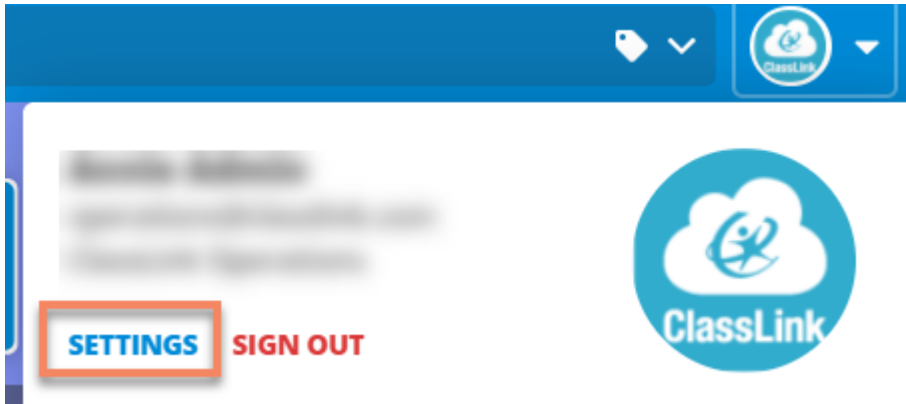
Submitting a New Ticket Help: [Submitting a New Ticket – Incident IQ | Help Center](#)

Favoriting an Asset: [How do I favorite an asset? – Incident IQ | Help Center](#)

When your tickets are resolved you will get a short (2 question) survey. **Please take the time to rate the service you received and provide additional comments about your service.**

Faculty & Staff Password Recovery Setup

1. Click on the profile avatar in the top right corner and click **Settings** -> **Recovery**.



2. Depending on which option was selected by your organization (**Phone**, **Email** or **Security Questions**), click one to fill out the required fields to help you verify and access your account.

Note: For the options of **Phone Number** or **Email**, the account will need to be verified. For the option of **Security Questions**, make the question selections, record the answers, and be sure to click **Save Questions** at the bottom right section of the window.