

# First Login to Classlink and then click on Incident IQ

Your login credentials for Incident IQ is the same as your email



BookFlix



BrainPOP ELL



Caddo Home Learning Portals



Youtube



Zoom



Follett Destiny LTI



Incident IQ

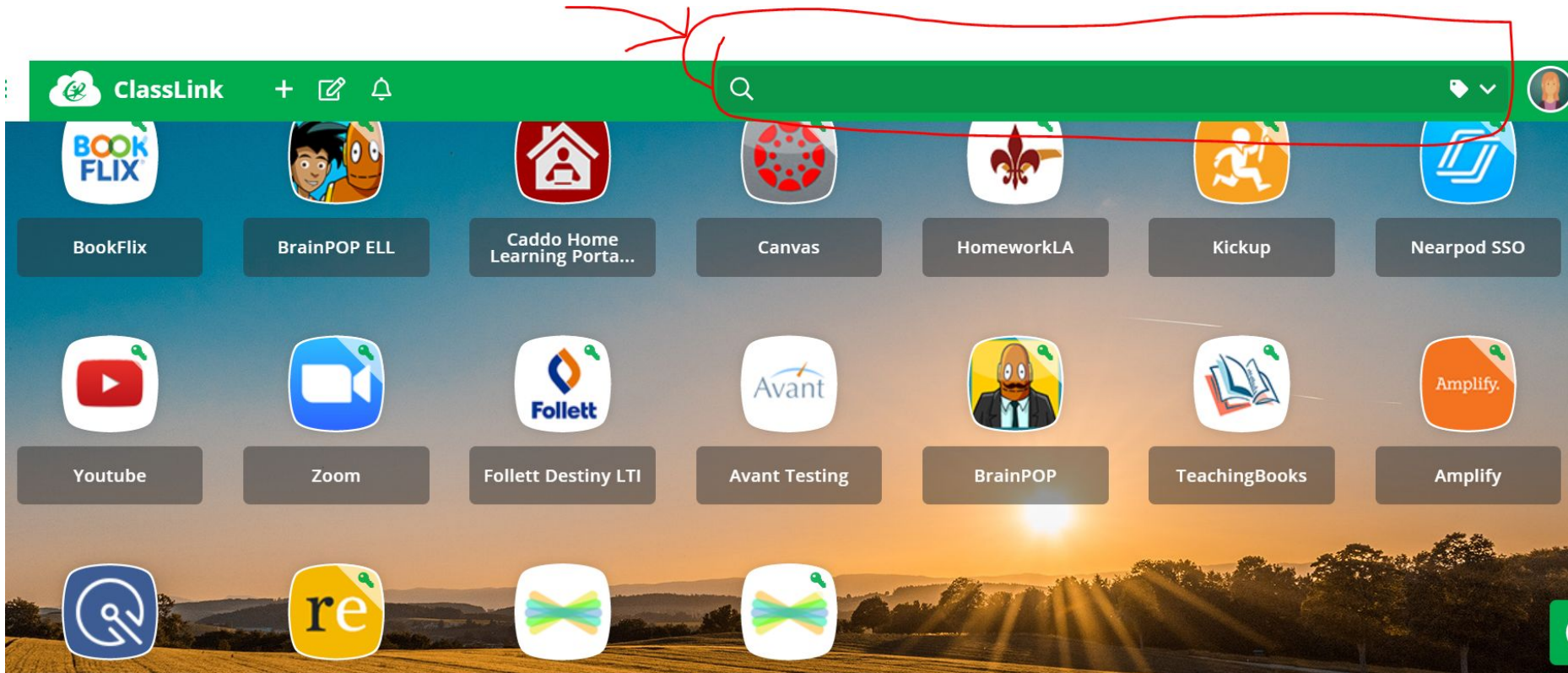


rethinkEd



Seesaw

If you can't find the app you are looking for, just type it into the blank.



# Use your email credentials.



Log in with

Username

Password

LOGIN

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Asset



incidentIQ

Tickets

Assets

Kb

+ NEW TICKET

## My Recent Tickets

Ticket

Status

Requested For



Dell OptiPlex 3050 All-in-One - Printers >  
Can't connect to printer

# 2123 Updated: 3 days ago

In Progress  
Ticket Follower

HB

HOLLY BRYANT  
8/12/21 1:35 PM  
Shreve Island  
Elementary



Lenovo ThinkCentre M700 - Connectivity  
> Can't connect to printer

# 2142 Updated: 3 days ago

Resolved  
8/16/2021 10:00 AM  
Ticket Follower

HB

HOLLY BRYANT  
8/16/21 8:36 AM  
Shreve Island  
Elementary



Asus Chromebook C202SA - Keyboard /  
Trackpad / Mouse > Keyboard missing

Resolved  
6/22/2021 1:06 PM

HB


HOLLY BRYANT  
6/16/21 12:05 PM

Chose one of these options. The one in yellow is probably the one you will be clicking on the most. Possibly the others every now and then.

What is this ticket about?




Devices / Hardware




Software / Online Systems



Instructional Technology



User Accounts



Other Requests

You will have to look on the device for the tag number. Most of the time it is on a blue and silver sticker, but not all of the time. It is usually a 6 digit number. If it you cannot find the tag number, but you can find the serial, you can email me with the serial number and I will cross reference it in my records and give you the tag number. Sometimes the tag number is covered up or ripped off of the device.

Which asset is this related to?



210182|

Enter

Search

Search Results: ( 1 )



Asus Chromebook C202SA

#SIE-LIBR Shreve Island El...

210182



After you've typed in the tag number, it wants you to tell what is wrong with it.

If you aren't sure which one to pick, just pick "issue not listed"

Chromebook C202SA categories:



Application / Operating System



Connectivity



Display



Hardware Damage



Keyboard / Trackpad / Mouse



Missing Device / Peripheral



Power



Salvage Chromebook



Sound



Startup



Student transfer / withdrawal



Issue not listed



Here is an issue that I see quite often. You will choose this option when you have a chromebook that is missing keys.

Chromebook C202SA categories:



Application / Operating System



Connectivity



Display



Keyboard / Trackpad / Mouse



Missing Device / Peripheral



Power



Sound



Startup



Student transfer / withdrawal

Select an issue



Search for an issue ...

Keyboard / Trackpad / Mouse issues:



Keyboard missing keys



Keyboard not working



Trackpad not working



Issue not listed

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## Describe your issue

The R key popped off. I do not have it anymore. Mrs. Bryant might have a spare. |

# On the same screen where you describe the problem, you will make sure your room is selected.

Describe your issue

The R key popped off. I do not have it anymore. Mrs. Bryant might have a spare.

Room \*

Select a location that best describes where this issue is located

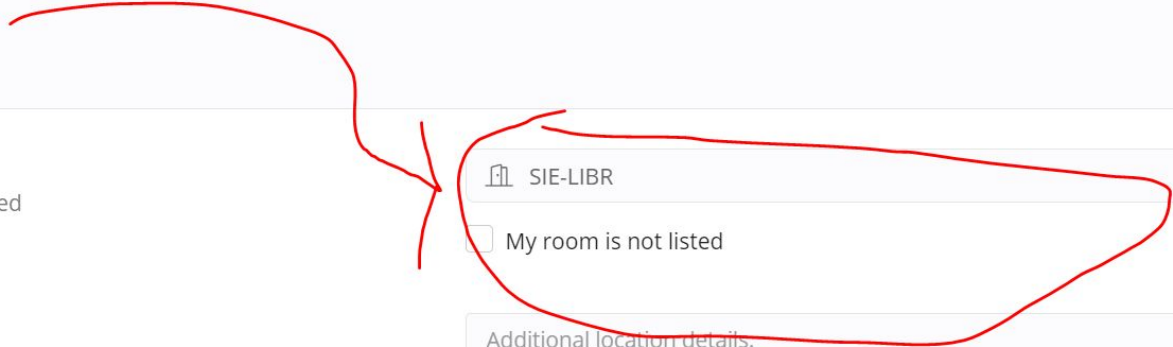
Location/Room Details

If you have additional details regarding where this issue is located please enter those details here

 SIE-LIBR 

My room is not listed

Additional location details.



# Scroll down and click “submit ticket”. On the part that let’s you attach files, that is only optional.

Select a location that best describes where this issue is located

My room is not listed


Location/Room Details

If you have additional details regarding where this issue is located please enter those details here

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

Attach file(s)



### Select files to attach

Drag and drop file(s) here to start or just click to [browse](#) files

Upload any files or screenshots you have that can help resolve the issue.