

HOW TO SUBMIT A HELP DESK TICKET FOR A STUDENT IN YOUR CLASSROOM

STEP 1: Go to opusd.org

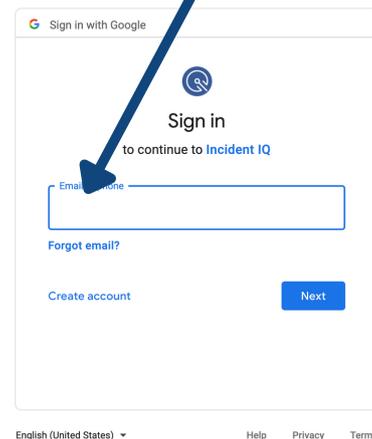


ParentSquare

Summer Enrichment Resources and Free Online Tutoring

In the top right hand corner, click on: "Tech HelpDesk"

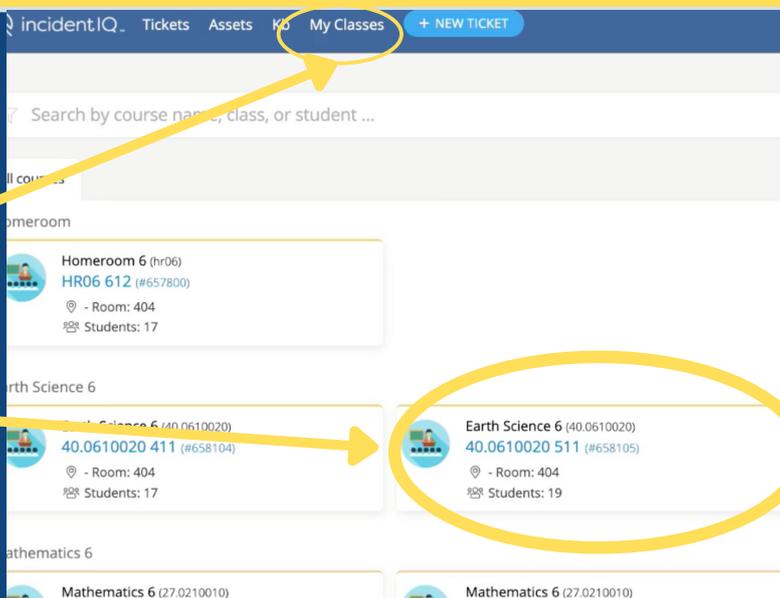
Step 2: Log in with Google SSO - use @opusd.org email address



Step 3: Go to "My Classes"

On the top blue toolbar, click on "My Classes"

Click on your class to see all of the students in your class.



Step 4: Select the device that needs a ticket

VERIFY ASSETS | CHECK-IN ASSETS | CHECK-OUT ASSETS

Students 17

Name	Assets	Tickets
AD Andre Dominguez	Dell Latitude 3160 476460 40Z9K52 Armstrong Elementary	Dell Latitude 3160 - Display > Screen cracked / broken 336860 Updated: 4 days ago + SUBMIT TICKET
BF Brycen Finch	Dell Latitude 3160 472858 GNHBK52 Magnet School for Technology	Dell Latitude 3160 - Display > Screen cracked / broken 336786 Updated: 17 days ago + SUBMIT TICKET
CW Caleb Wayman	Dell Latitude 3160 476866 159LK52 Appletree Middle	+ SUBMIT TICKET
CG Caleb Gordon	Dell Latitude 3160 473749 4NDJK52 Garfield Middle	+ SUBMIT TICKET
CW Christopher Willis		Acer R13 CB5-312T - Hardware Damage > Keyboard missing keys 336861 Updated: 4 days ago + SUBMIT TICKET

Find the student's name that needs help with their device. (Arrow points to Caleb Wayman)

Click on "submit ticket" next to the asset for that student (Arrow points to the + SUBMIT TICKET button for Caleb Wayman)

Step 5: Create a ticket, describe the issue, and submit

incidentIQ Tickets Assets Kb + NEW TICKET

Choose an issue from the choices given or select "issue not listed" **OR** Type your issue in the "search" box and select a choice from the search results

Select an issue category

Search for an issue...

MacBook Pro (13-inch Early 2015) categories:

- Accessories
- Application / Operating System
- Connectivity
- Display
- Hardware Damage
- Keyboard / Trackpad / Mouse
- Missing Device / Peripheral
- Power
- Printers
- Sound
- Startup
- Issue not listed**

Issue Search Results:

- Battery loses charge quickly
- Damaged charger
- Won't charge

Location/Room Details *

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

District Office/Room 104

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

Is it a security issue? Is this issue stopping instruction?

Yes No

Does this ticket contain protected student information? *

Such as Student Education Records or Student Personally Identifiable Information

Yes No

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

Select or search for users...

You do not need to add yourself here - add others who want to know about this ticket

Attach file(s)

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

Take a screenshot and upload if it will help explain the issue Shift + Command + 3

All information with a * must be completed before clicking on submit ticket on the bottom right hand corner of the screen

< GO BACK | X CANCEL | **+ SUBMIT TICKET**

Step 6: Check the status of tickets

incidentIQ Tickets Assets Kb My Classes + NEW TICKET

My Recent Tickets

Ticket	Status	Requested For
Dell Latitude 3350 - Power > Damaged charger 336929 Updated: ~1 hour ago	In Progress Ticket Follower	Ben Fowler 3/1/21 1:55 PM Appletree Middle
Dell Latitude 3350 - Power > Won't power on 336920 Updated: ~3 hours ago	In Progress Ticket Follower	Ben Fowler 3/1/21 9:18 AM Appletree Middle
Dell Latitude 3350 - Display > Screen / monitor doesn't turn on 336918 Updated: ~6 hours ago	In Progress Ticket Follower	Ben Fowler 2/27/21 1:48 PM Appletree Middle
Dell Latitude 3350 - Power Adapter Lost / Stolen 336917 Updated: 2 days ago	Submitted Ticket Follower	Ben Fowler 2/27/21 1:47 PM Appletree Middle
AAON V3 MODEL A - Needs Service > General HVAC 336913 Updated: 3 days ago	In Progress Ticket Follower	Ben Fowler 2/26/21 1:57 PM Appletree Middle
Dell Latitude 3350 - Display > Screen cracked / broken 336897 Updated: 3 days ago	In Progress Ticket Follower	Ben Fowler 2/26/21 11:27 AM Appletree Middle

When you log in to Incident IQ, you will see the status of all recent tickets (Arrow points to the Status column)

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