



## Linn Benton Lincoln Education Service District

905 4th Avenue SE · Albany, Oregon 97321 · Phone: 541-812-2600 · Fax: 541-812-2617 · www.lblesd.k12.or.us

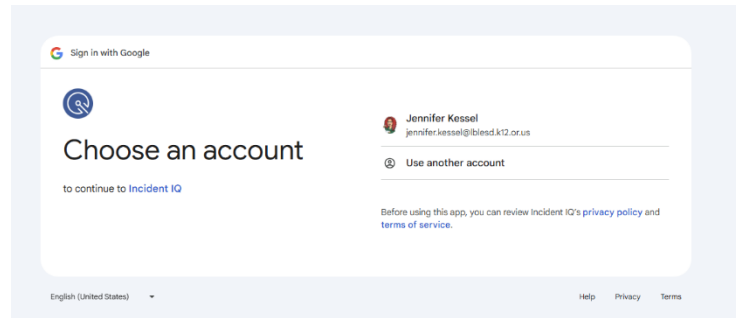
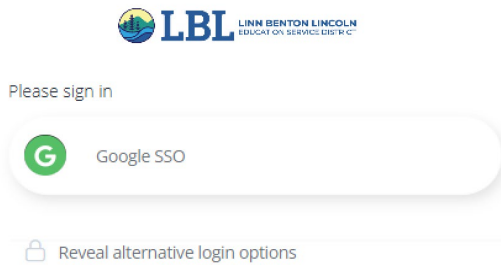


Welcome to our new helpdesk ticketing system, Incident IQ. Below you will find instructions for logging in and submitting in a ticket. All of the people helping you are the same, just the method for putting in a helpdesk ticket has changed.

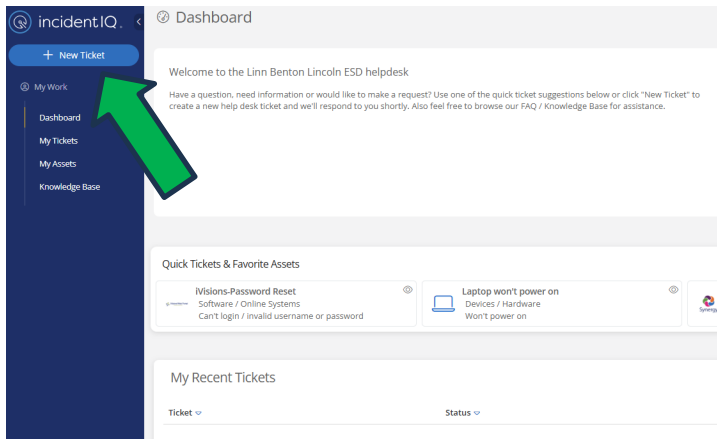
To begin you will need to log in to our [Incident IQ Software](#)



Choose your work email account and you will be signed in.



You will then be taken to your Dashboard where you can submit a ticket, add a comment or check the status of any of your current tickets.



To submit a ticket from your Dashboard: Click the **+ New Ticket Button** OR you can select an option from your Quick Tickets section

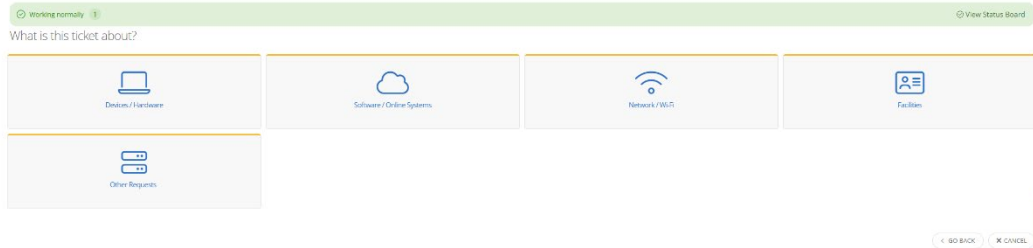
You will then choose what your ticket is about.





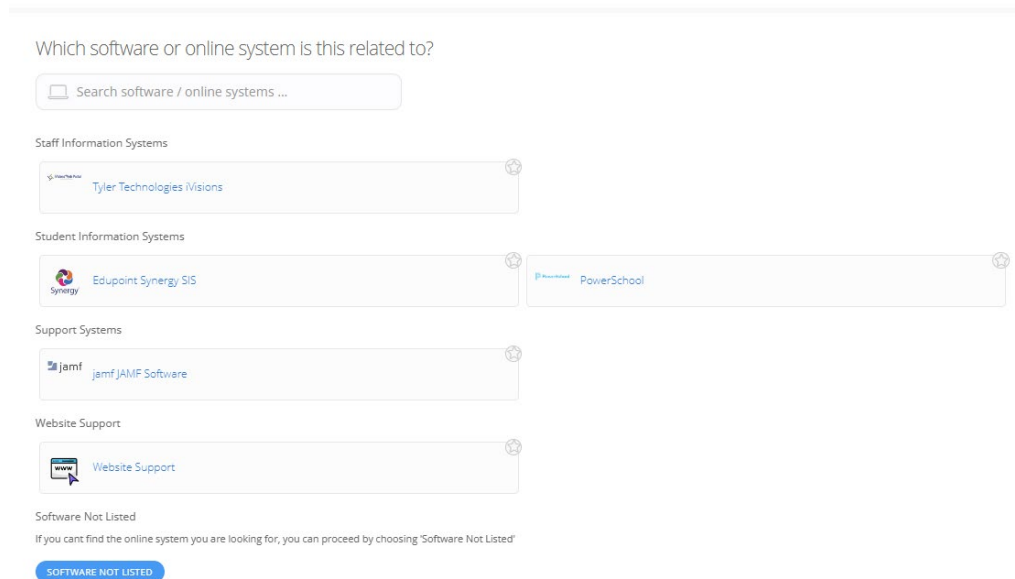
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Your options in a new ticket are as follows:

- Devices/Hardware (i.e. iPad, Chromebook, Monitors, Laptops, Phones, etc)
- Software/Online Systems (i.e. Synergy, Google Apps, Infinite Visions, PSSP, Jamf, Website support, etc)
- Network/Wi-Fi (i.e. Reporting Network Outage, Firewall, DNS, Website Filtering Request, Internet Access, or Issue not Listed)
- Facilities (i.e. Conference Rooms, Courier, Furniture and Equipment, etc)
- Other Request (i.e. Purchasing Requests, Quote Request, other Issue not Listed)





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Once you choose your subject matter, you have options to further select what the ticket is pertaining to.

Select an Issue category

Visions categories:

Accounts Receivables	Can't login	Employee Access/OKTA
General Fixed Assets	General Ledger	Human Resources
Payroll	Purchase and Payables	Quote
Rosters	Security/IV Admin	User account
Warehouse	Issue not listed	

Next you will provide the information needed for the team to assist you with the request. The form you get will depend on the type of request you are choosing. Fill out the form with as much detail as you can. If you need to specify a time you are available to talk about the ticket, please do so. If you need to be in phone contact with a team member, please add your phone number. You can also add screen shots and files to the ticket to help explain your issue or provide details.

Describe your issue

Please describe your specific issue in more detail...

**Screen Record**  
Show what's happening or how to recreate the issue with this handy tool!  
Add recordings or screenshots by clicking "Start Recording" or "Take Screenshot" to the right. You can also capture video frames by clicking "Take Snapshot" when a camera is selected. Any video recordings or images captured will be automatically attached to this ticket.

Video source: Record Screen

Audio source: Microphone #1 ( )

START RECORDING TAKE SCREENSHOT

**Location**  
Which School District are you in?

Does this ticket contain sensitive information?

Select a value ...

Phone Number

When are you available?

**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 ...

**Attach file(s)**  
Upload any files or screenshots you have that can help resolve the issue.

Select file to attach  
Drag and drop file(s) here or click to browse files

GO BACK SUBMIT TICKET



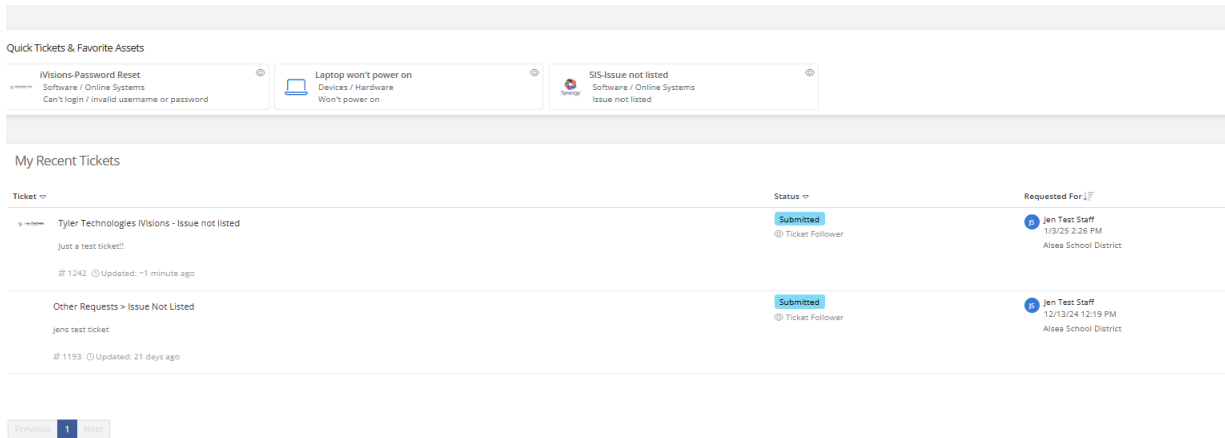
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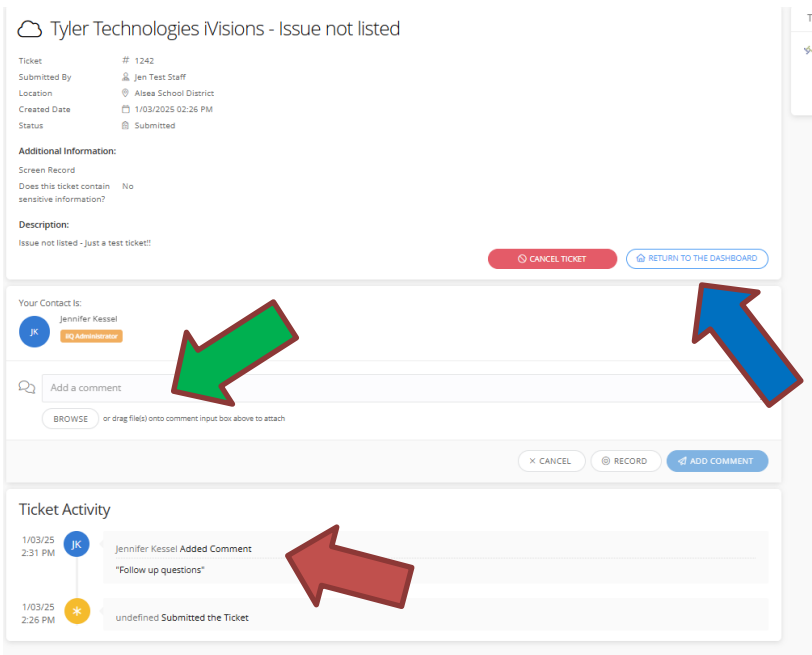


Your last step is to click **Submit Ticket.**

Once you have done that, the ticket will be sent to our team and they will reach out to you for further information and/or resolution. You can view your ticket or return to your Dashboard for more options.



Click on a ticket you wish to review



You can add comments to your tickets from this screen.

As comments or questions are added to your ticket, you will see the communication under the Ticket Activity section.

If you would like to check the status of other tickets, you can click on the **Return to the Dashboard** button. From there you can also submit another ticket.



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As with our other ticketing system, you will receive updates via your email. The sender name will be LBLESD Incident IQ. Once you get your notification that the ticket has been created, you can click on the big blue box in your email to [view ticket details](#) in IIQ. You can also reply to the ticket from your email inbox to add updates and reply to questions.

If you click on the ["View ticket details"](#) you are taken to the IIQ system. You may be prompted for an email verification code when you log in for the first time. Check your email and add the code to the box and click [Confirm](#).



A verification code has been sent to your email address  
ke\*\*\*\*\*@yahoo.com.

✓Please enter the access code. \*

✓ RESEND VERIFICATION CODE✓ CONFIRM