



Incident IQ

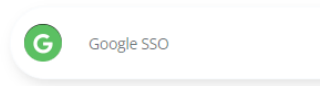
Tech Ticketing System

How do I Log In?	
Navigate to the Incident IQ Homepage one of the ways below and then log in with your BCSD Google .	
1. The Website	https://bethlehemcsd.incidentiq.com/
2. BCSD Bookmarks	
3. Download the app	Search the App store on iOS or Android for Incident IQ District Address is bethlehemcsd.incidentiq.com



SSO (Single Sign On)
With your BCSD Google Account

Sign in with



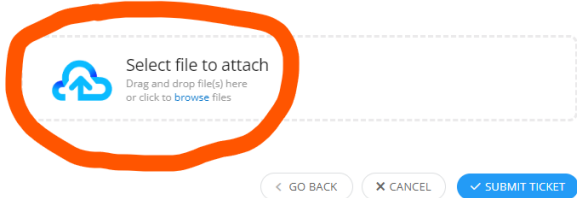
Reveal alternative login options

How do I Put in a Ticket?

Once logged in, click create a new ticket on your dashboard homepage, then choose a category.

Ticket Categories	Ticket Subcategories
<p>Hardware <i>*must be tied to an asset, click show all categories*</i> <i>If you are having difficulty with this, please choose other and we will help.</i></p>	<p>Chromebooks Computers (PCs, macs, laptops) iPads View Sonic Boards Monitors Printers Copiers</p>
<p>Network <i>If your issue is not listed, please choose issue not listed or other and we will help.</i></p>	<p>Network Outage Access to Shared Drives Connection Issues Phones Filter Unblock/Block Requests</p>
<p>Software <i>If your software is not listed, please choose issue not listed or other and we will help.</i></p>	<p>Aspen All Instructional software All other software, apps, extensions used throughout the district</p>

<p>Other <i>If your issue is not listed, please choose issue not listed or other and we will help.</i></p>	<p>Account issues Configuration Requests Special Event setups Equipment move/remove Training request Other</p>
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FAQs	
<p>Can I enter a ticket for my students?</p>	<p>Yes, your rosters from Aspen are linked to you</p>
<p>Can I attach a screenshot?</p>	<p>Yes and please do if you can! Before you submit your ticket click this button to attach a file.</p> 
<p>Will I receive notifications about my ticket?</p>	<p>Yes! You will receive emails when you create a ticket, when there are updates, and when it is resolved.</p> <p>You can also log into the portal at any time to check the status!</p> <p>If you are using the app, you can also get notifications there!</p>
<p>What does a SESS ticket mean?</p>	<p>Is your issue related to Special Education and Student Services, if so we may deploy other resources to assist and this will help us determine that</p>