

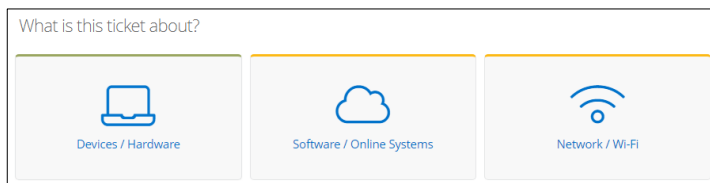


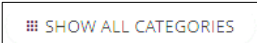
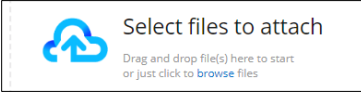
Creating a Trouble Ticket in the Tenafly Public Schools Help Desk

Having trouble accessing the website? Computer not working correctly? The Tenafly Public Schools Help Desk enables you to submit and track an issue quickly and easily.

To enter a new problem ticket:

1. From your school's website homepage, select the **FOR STUDENTS** channel.
2. Click on **HelpDesk**. The **incidentIQ™** sign on screen appears.
3. Enter the student user Google name and password.
4. Click on **+ NEW TICKET** from the top of the screen.
5. Select an issue type from the "What is this ticket about?" options.



6. For Devices / Hardware
 - a. Type the device's serial # into the search field OR select a category.
Note: To view all available categories, click on .
 - b. Select a model or if unsure of the model, click on **I DON'T KNOW THE MODEL**.
 - c. Type an issue into the search box OR select an issue category. Repeat if prompted.
 - d. Skip to step 9.
7. For Software / Online Systems
 - a. Type a search term into the search box OR select a category.
 - b. If prompted, type an issue into the search box OR select an issue category. Repeat if prompted.
 - c. Skip to step 9.
8. For Network / Wi-Fi
 - a. Type a search term into the search box OR select a category.
 - b. For Website Filtering Request only, type a search term into the search box OR select a category from below the search box. For all other selected categories, skip to step 9.
9. In the Describe your issue box, type:
 - a. Your user name and name of the school you attend
 - b. A brief description of the specific error message or issue.
10. Answer/select a response for each question below the issue description box.
Note: required information is identified by a red asterisk ().*
11. If you have a screen print or document that illustrates the problem, click on OR drag and drop the file/image onto the Select files to attach box.

12. Verify that all entered information is correct and click **SUBMIT TICKET**. You will receive a confirmation email and update emails as the ticket is resolved.



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To track an open ticket:

To track your open ticket(s), follow the sign-in steps above and click on the Tickets option to view a list and associated status of your tickets.