

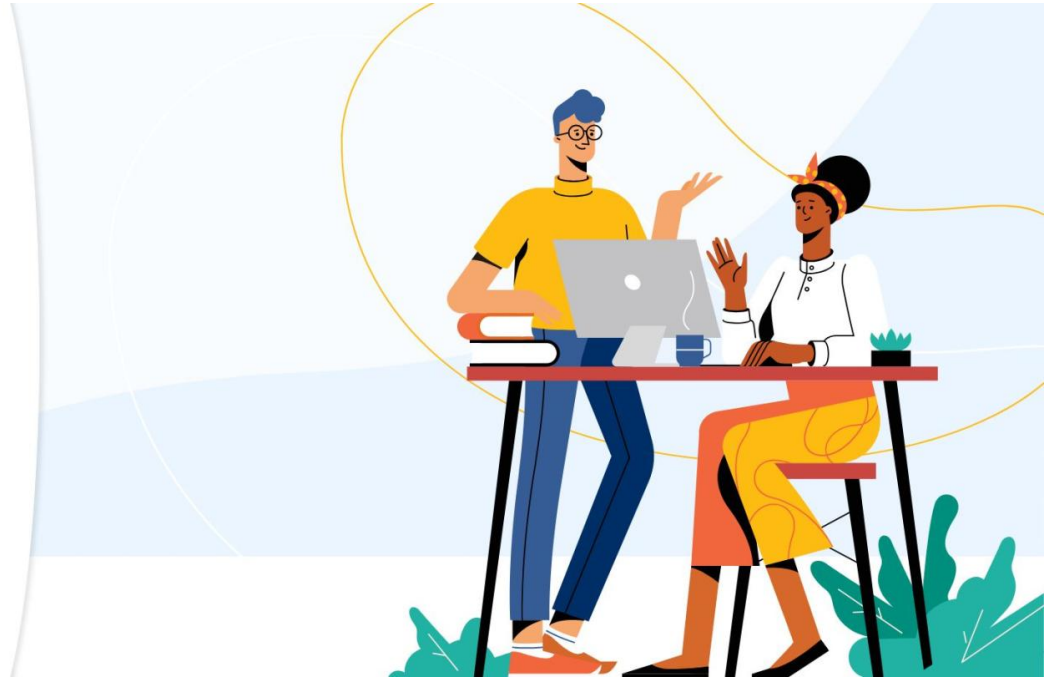
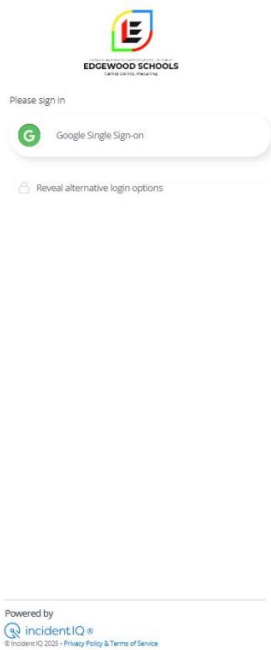
IncidentIQ

Our help desk ticket system for all technology, maintenance, and custodial requests.

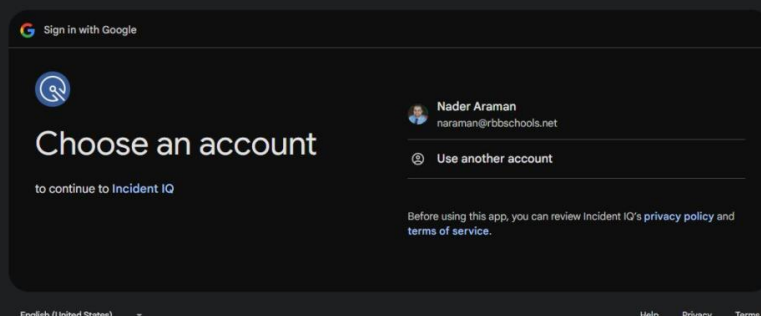
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Logging into IncidentIQ

Logging into IncidentIQ is made easy by clicking the Google Single Sign-on button on the login screen.



If you are logged into Google Chrome Browser, account/s you have access to will appear. Select your school Google account. If not, you will be asked to sign in with your Google credentials.



IncidentIQ Community - Help Guides

Once signed into <https://rbbschools.incidentiq.com> , you'll have access to the IncidentIQ Community, Knowledge Base, and Idea exchange. There you can browse articles on the various functions of our ticket system. By clicking on the Help button on the top row of your dashboard. There you can browse articles on the various functions of our ticket system.

Here is a great place to start learning about our ticket system.

<https://community.incidentiq.com/requestor-guides-43>

The screenshot shows the IncidentIQ Community interface. At the top, there's a navigation bar with links for Community, Knowledge Base, Idea Exchange, Events, Academy, and Product Updates. A prominent orange banner reads "New to the community? Introduce Yourself". Below this, the breadcrumb trail shows "Home > Knowledge Base > Requestor Guides". The main heading is "Requestor Guides" with a subtext: "This section is for teachers, students, and other Requestors using Incident IQ." A search bar is provided with the placeholder text "Search for discussions, ideas, help guides, and best practices". To the right of the search bar is a large icon of a document with a question mark. The content area is divided into two columns. The left column, titled "Submitting & Tracking Tickets", lists five articles, all by Hannah Bailey: "Submitting a Ticket", "Submitting a Ticket With Quick Tickets", "Submitting a Ticket for Another User or Location", "Accessing My Tickets", and "Responding to Tickets in Comments and Email". The right column, titled "Requestor Guides", contains a list of links: "Submitting & Tracking Tickets", "Login & Dashboard Navigation", "My Classes", "FAQs", "Managing", "Configuring & Customizing", "Integrations", "Apps", "iiQ Facilities", "iiQ Events", "iiQ HRSD", and "iiQ Mobile App".

Creating a Ticket

iiQ Guide - <https://community.incidentiq.com/submitting-tracking-tickets-46/submitting-a-ticket-158>

Submitting a ticket is the most effective way to inform your support staff of your issues.