

# Available Programs

Catalog of online and software offered at RBB Schools

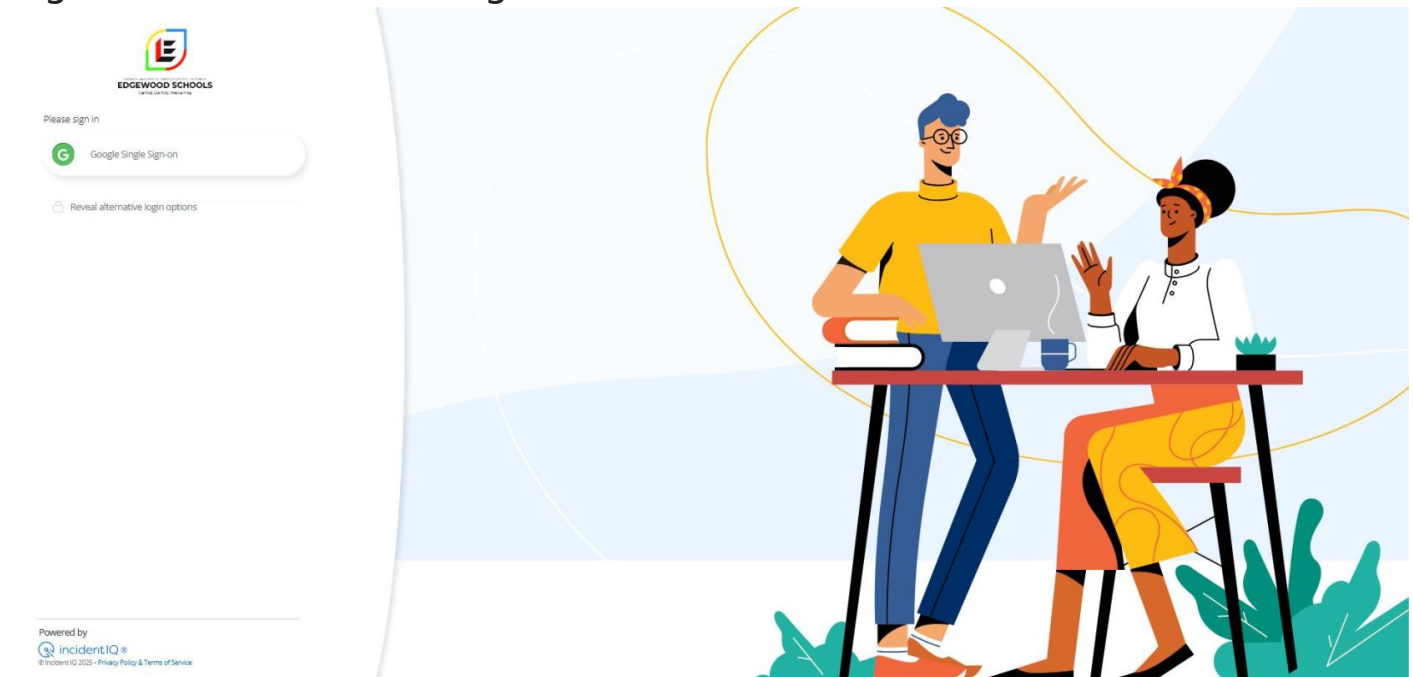
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# IncidentIQ

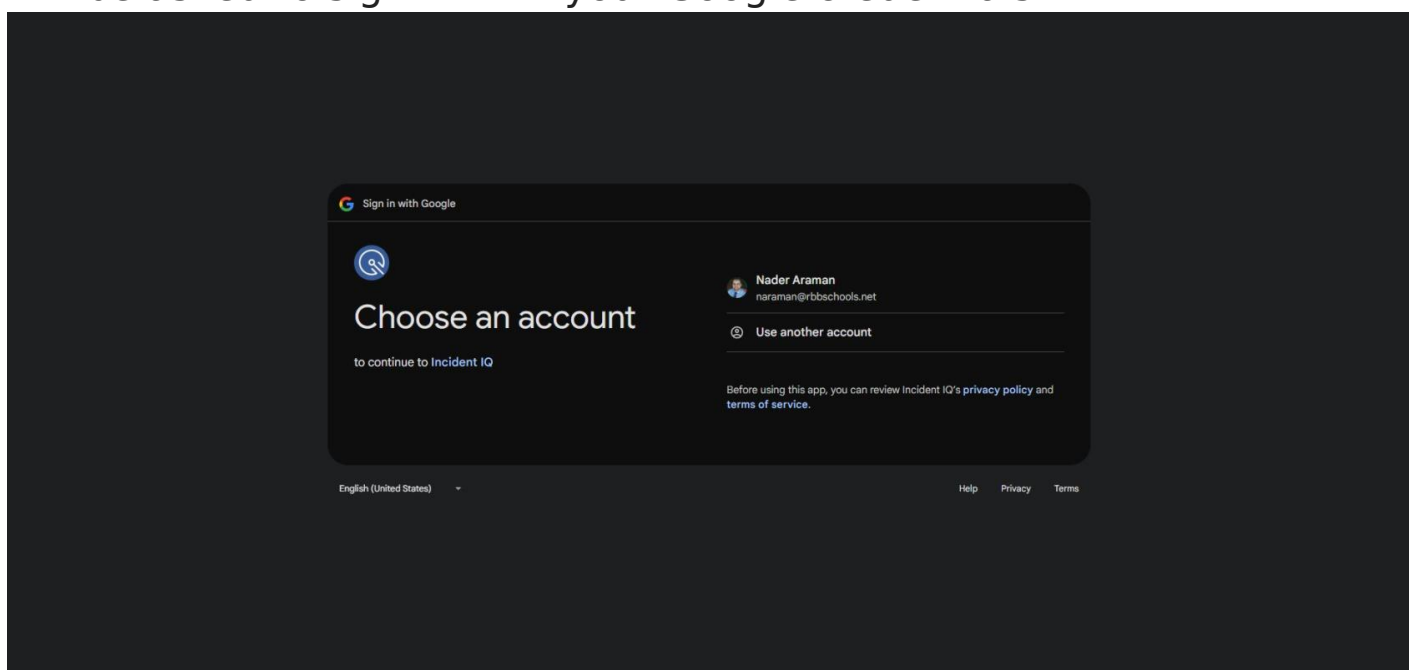
Our help desk ticket system for all technology, maintenance, and custodial requests.

# 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 website. The top navigation bar includes 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 for finding discussions, ideas, help guides, and best practices. A large icon of a document with a question mark is also visible. The content is organized into two columns. The left column, titled "Submitting & Tracking Tickets", lists five articles 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", lists several categories: "Submitting & Tracking Tickets", "Login & Dashboard Navigation", "My Classes", "FAQs", "Managing", "Configuring & Customizing", "Integrations", "Apps", "iiQ Facilities", "iiQ Events", "iiQ HRSD", and "iiQ Mobile App".

incidentIQ Community

Community Knowledge Base Idea Exchange Events Academy Product Updates

+ CREATE A TOPIC

New to the community? Introduce Yourself

Home > Knowledge Base > Requestor Guides

## Requestor Guides

This section is for teachers, students, and other Requestors using Incident IQ.

Search for discussions, ideas, help guides, and best practices

### Submitting & Tracking Tickets

- Submitting a Ticket  
Article by Hannah Bailey
- Submitting a Ticket With Quick Tickets  
Article by Hannah Bailey
- Submitting a Ticket for Another User or Location  
Article by Hannah Bailey
- Accessing My Tickets  
Article by Hannah Bailey
- Responding to Tickets in Comments and Email  
Article by Hannah Bailey

### Requestor Guides

- Submitting & Tracking Tickets
- Login & Dashboard Navigation
- My Classes
- FAQs
- Managing
- Configuring & Customizing
- Integrations
- Apps
- iiQ Facilities
- iiQ Events
- iiQ HRSD
- 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.

# Google Workspace

Formerly G-Suite. Tools for email, storage, file sharing, and creativity.

# Adobe Creative Cloud

Adobe Creative Cloud

# Apps Included in Our Subscription

# Zenworks Catalog

Windows programs administered by Zenworks Mobile Device Management System

# What is Zenworks?