Available Programs

Catalog of online and software offered at RBB Schools

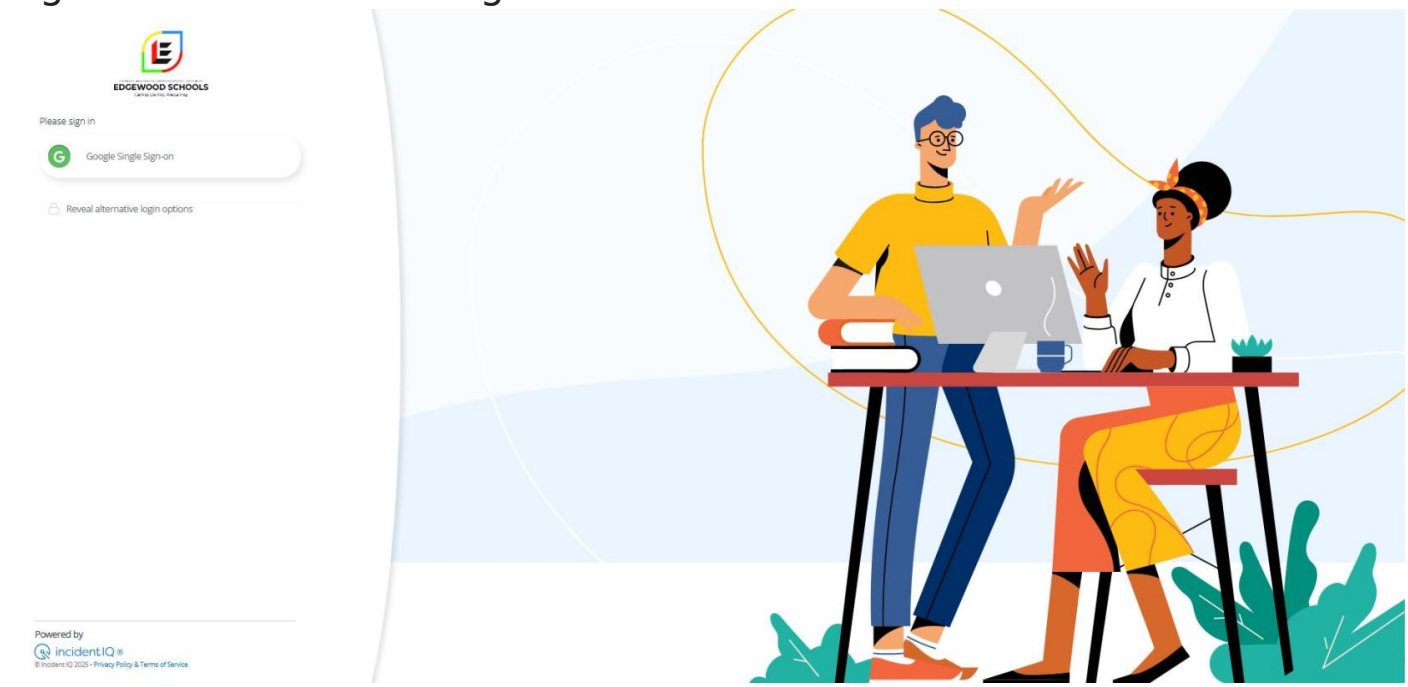
- IncidentIQ
  - Logging into IncidentIQ
  - IncidentIQ Community - Help Guides
  - Creating a Ticket
- Google Workspace
- Adobe Creative Cloud
  - Apps Included in Our Subscription
- Zenworks Catalog
  - What is Zenworks?

IncidentIQ

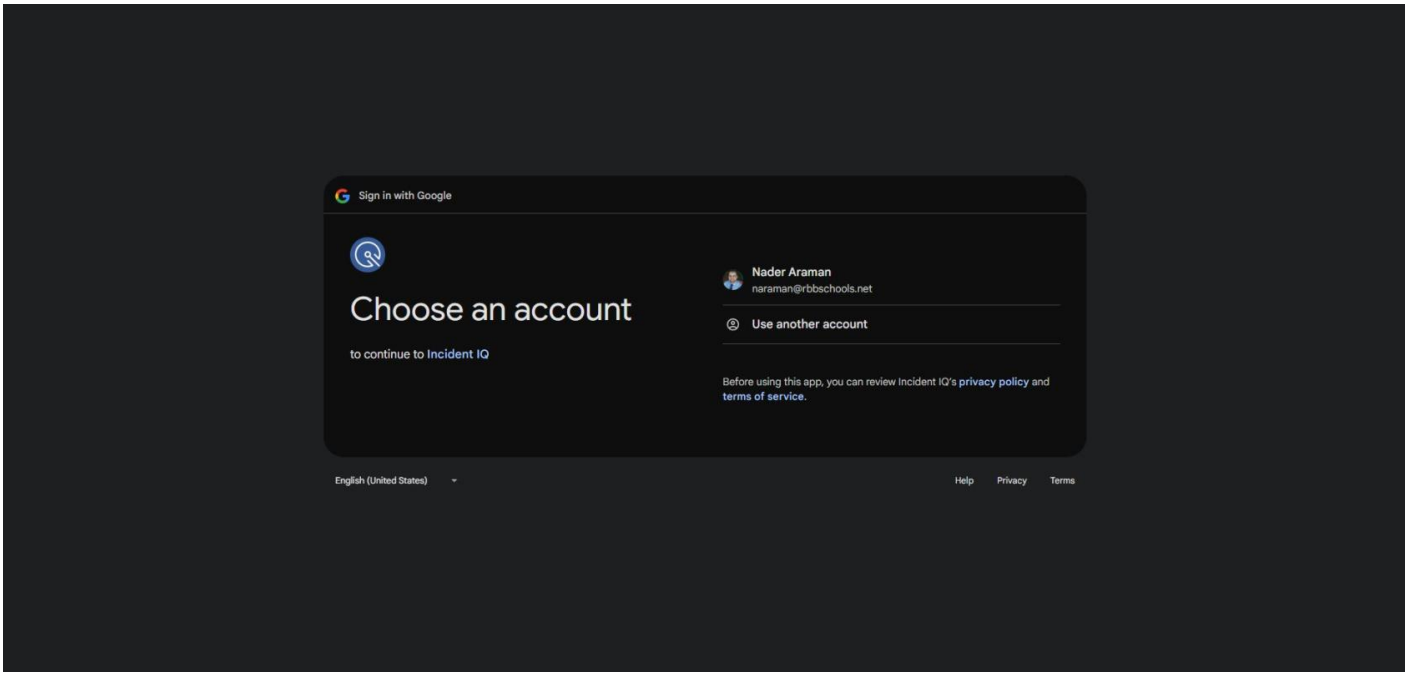
Our help desk ticket system for all technology, maintenance, and custodial requests.

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.

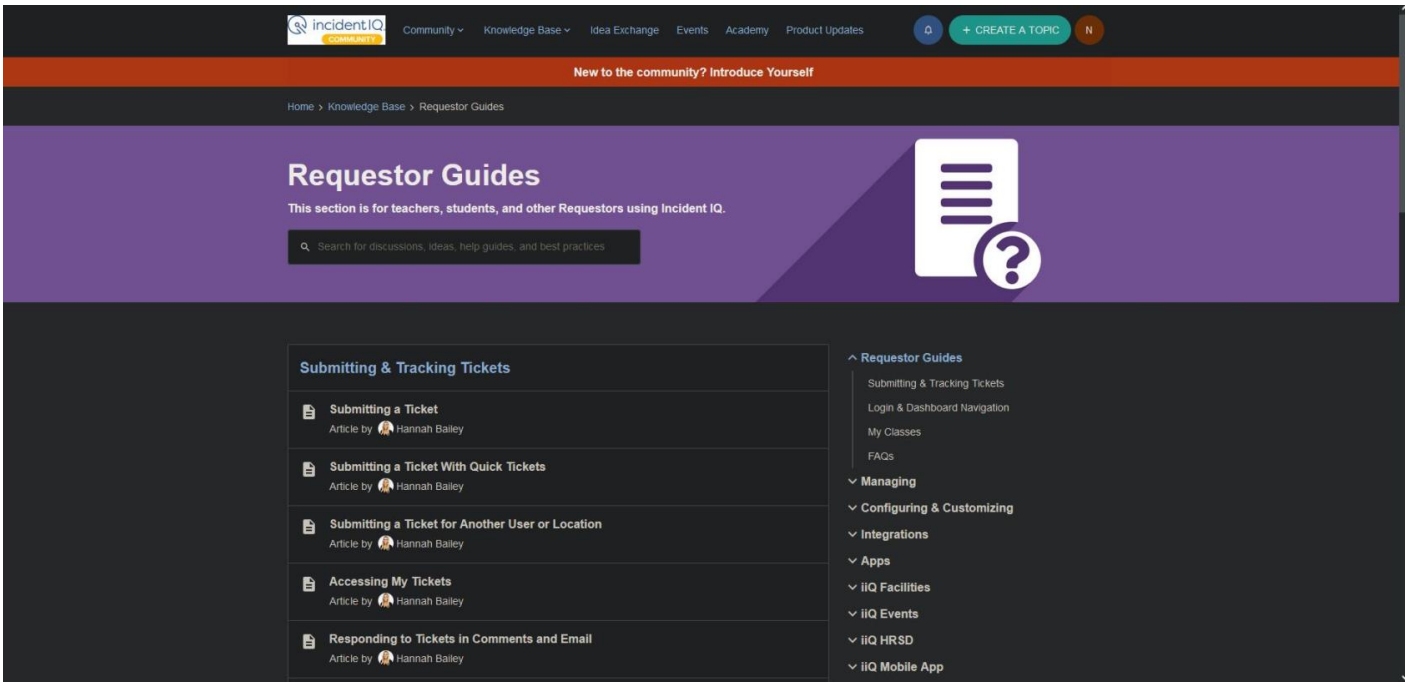


IncidentIQ Community - Help Guides

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



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?