



Linn Benton Lincoln Education Service District

905 4th Avenue SE · Albany, Oregon 97321 · Phone: 541-812-2600 · Fax: 541-812-2617 · www.lblesd.k12.or.us



First Time Log-in Instructions

To submit your first ticket:

- Click this link to open IIQ in your browser - [Submit a Ticket](#)
- Enter your information as requested: First and last name, email address and District location and click **Continue as Guest**

LBL LINN BENTON LINCOLN EDUCATION SERVICE DISTRICT

Ticketing Request Login

Continue as a Guest

First Name •
Jen

Last Name •
Kes

Email Address •
[redacted]@gmail.com

Location •
Colton School District Clear

As a security measure, we will send a one-time verification code to your email when continuing as a guest.

CONTINUE AS GUEST

- You will receive a verification code at the email you entered. Enter the code and click **Confirm**.

LBL LINN BENTON LINCOLN EDUCATION SERVICE DISTRICT

Ticketing Request Login

Continue as a Guest

A one-time verification code has been sent to the email address provided.

Enter Verification Code •

RESEND VERIFICATION CODE CONFIRM



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What is this ticket about?

Three selectable options for ticket categories:

- Software / Online Systems (represented by a cloud icon)
- Network / Wi-Fi (represented by a Wi-Fi signal icon)
- Other Requests (represented by a list icon)

Your options in a new ticket are as follows:

- Software/Online Systems (i.e. Synergy, Infinite Visions, PSSP, Jamf, Website support, or Software not Listed)
- Network/Wi-Fi (i.e. Reporting Network Outage, Firewall, DNS, Website Filtering Request, Internet Access, or Issue not Listed)
- Other Request (i.e. Quote Request, other Issue not Listed)

Which software or online system is this related to?

Staff Information Systems

Student Information Systems

Support Systems

Website Support

Software Not Listed

If you cant find the online system you are looking for, you can proceed by choosing 'Software Not Listed'



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Once you choose your subject matter, you have options to further select what the ticket is pertaining to.

Select an Issue category

Visions categories:

Accounts Receivables	Can't login	Employee Access/OKTA
General Fixed Assets	General Ledger	Human Resources
Payroll	Purchase and Payables	Quote
Rosters	Security/IV Admin	User account
Warehouse	Issue not listed	

Next you will provide the information needed for the team to assist you with the request. The form you get will depend on the type of request you are choosing. Fill out the form with as much detail as you can. If you need to specify a time you are available to talk about the ticket, please do so. If you need to be in phone contact with a team member, please add your phone number. You can also add screen shots and files to the ticket to help explain your issue or provide details.

Describe your issue

Please describe your specific issue in more detail...

Screen Record

Show what's happening or how to recreate the issue with this handy tool! Add recordings or screenshots by clicking "Start Recording" or "Take Screenshot" to the right. You can also capture video frames by clicking "Take Snapshot" when a camera is selected. Any video recordings or images captured will be automatically attached to this ticket.

Video source: Record Screen

Audio source: Microphone #1 ()

START RECORDING TAKE SCREENSHOT

Location

Which School District are you in?

Does this ticket contain sensitive information?

Phone Number

When are you available?

Notify additional users?

Add users in addition to yourself and who the ticket is for that you would like to be notified about this ticket

Attach file(s)

Upload any files or screenshots you have that can help resolve the issue.

Select file to attach
Drag and drop file(s) here or click to browse files

GO BACK SUBMIT TICKET



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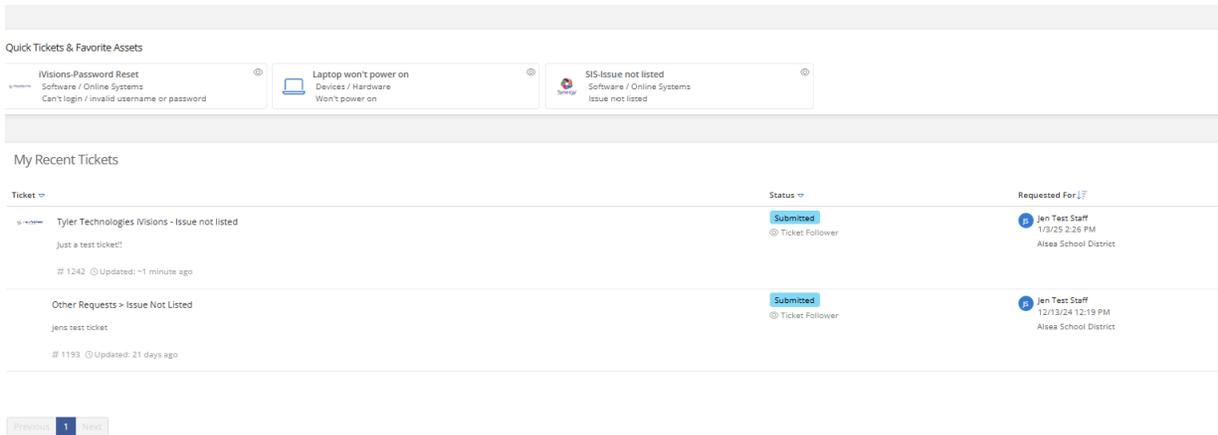
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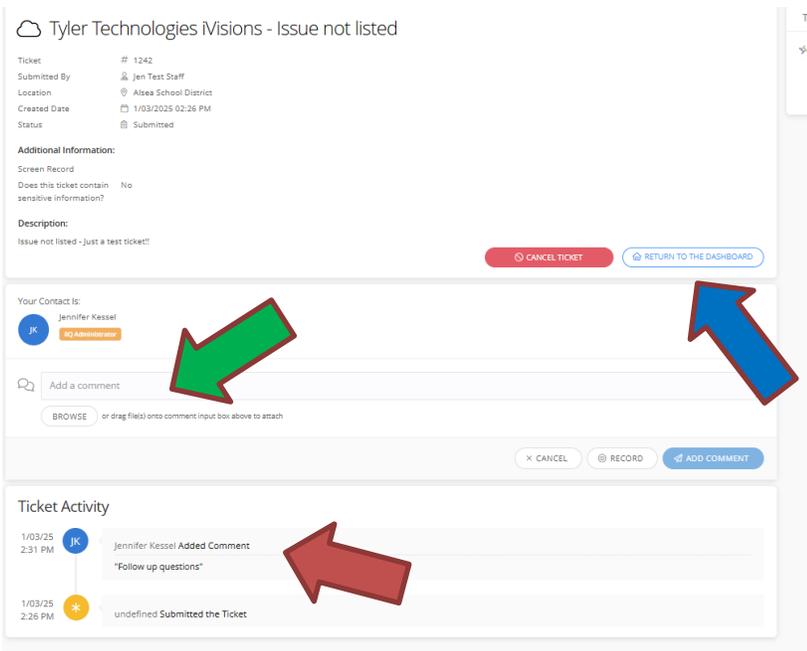
Your last step is to click **Submit Ticket.**

Once you have done that, the ticket will be sent to our team and they will reach out to you for further information and/or resolution.

You can view your ticket or return to your Dashboard for more options.



Click on a ticket you wish to review



You can add comments to your tickets from this screen.

As comments or questions are added to your ticket, you will see the communication under the Ticket Activity section.

If you would like to check the status of other tickets, you can click on the **Return to the Dashboard** button. From there you can also submit another ticket.



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As with our other ticketing system, you will receive updates via your email. The sender name will be LBLESD Incident IQ. Once you get your notification that the ticket has been created, you can click on the big blue box in your email to [view ticket details](#) in IIQ. You can also reply to the ticket from your email inbox to add updates and reply to questions.

If you click on the ["View ticket details"](#) you are taken to the IIQ system. You may be prompted for an email verification code when you log in for the first time. Check your email and add the code to the box and click [Confirm](#).



A verification code has been sent to your email address
ke*****@yahoo.com.

✓Please enter the access code. *

✓ RESEND VERIFICATION CODE✓ CONFIRM



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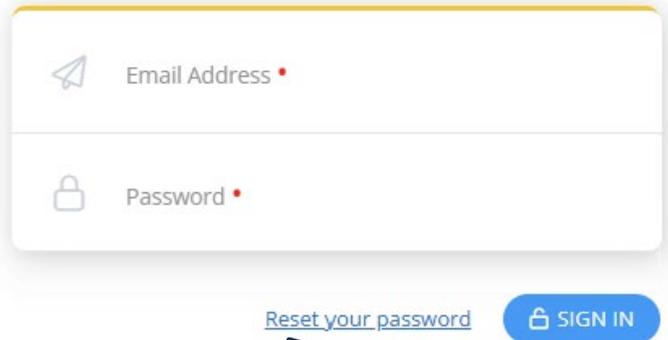
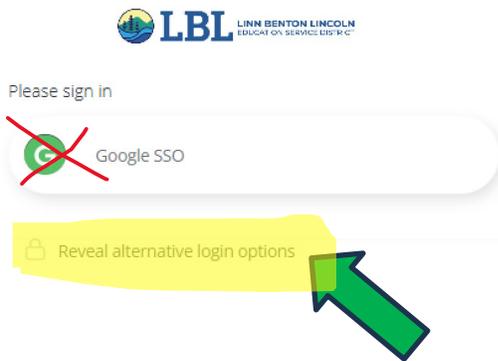
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incidentIQ®
Returning Users

After you have submitted a ticket for the first time, you can set up an account and log in to IIQ or just continue as a guest.

If you would like to set up a log in, please follow the directions below.

Follow this link to the log in page Incident IQ Software



For External District staff, click Reveal Alternative Login Options

Then click Reset your password.

On the next window, enter your email address and click Reset Password and an email will be sent to you with your new password.

Enter your email address and we will email you a link to reset your password.

