



STUDENT TECHNOLOGY HELP DESK

REPORT DEVICE ISSUES

DEVICE ISSUES

Students or their Parents/Guardians may now report technology issues to the online help desk. Parents must use their enrolled student's username and password to begin a new ticket. Be sure to provide as much detail as possible concerning your issue so that our technology personnel may better serve you.



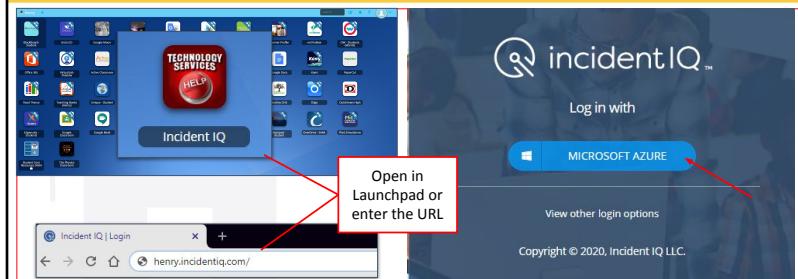
DEVICE ISSUES

You may report issues with a Henry County assigned Chromebook and/or iPad...

- My child lost his/her Chromebook or iPad
- My child's Chromebook or iPad power adapter doesn't work
- My child cannot log onto his/her Chromebook or iPad
- My child cannot log onto a district supported application
- And any other technology-related issue

* *We are not able to troubleshoot home internet or wifi issue*

LOGGING IN



LOGGING IN

Microsoft

Sign in

001010@henry.k12.ga.us

Can't access your account?

Sign-in options

Next

- Enter the student's HCS email address
- Click Next

HENRY COUNTY SCHOOLS
Better together.

LOGGING IN

HENRY COUNTY SCHOOLS
"Ensuring Success for Each Student"

Sign in with your organizational account

001010@henry.k12.ga.us

.....

Sign in

I forgot my password...

- Enter the student's HCS password
- Click Sign In

HENRY COUNTY SCHOOLS
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SUBMITTING A TICKET

incidentIQ Tickets Kb + NEW TICKET Search Help

My Recent Tickets + NEW TICKET Quick Tickets ADD FAVORITE

Ticket	Status	Requested For
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There are no items that match these conditions.

HENRY COUNTY SCHOOLS
Better together.

Click New Ticket to start the process

SUBMITTING A TICKET

Describe your issue

Please describe your specific issue in more detail...

Location/Room Details

If you have additional details regarding where this issue is located please enter those details here

Updates to this ticket will come via student email. You can also log back into iQ to view updates.

Phone Contact - Provide the best phone contact number of the requestor. *

Attach Files

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

Select files to attach

Drag and drop files here to start or go back to gallery view.

GO BACK CANCEL SUBMIT TICKET

Fill in the required ticketing information. Provide as much detail as possible to identify the issue and help technology personnel troubleshoot.

SUBMITTING A TICKET

Describe your issue

My Chromebook will not turn on even when connected to the power adapter

Describe your issue: Issue details of the issue

Location/Room Details: May be left blank during remote learning

Phone Contact: List the best way to contact parent/guardian about the issue

Updates will be sent to the student email or you can log back into Incident IQ to track progress.

Location/Room Details

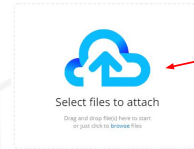
If you have additional details regarding where this issue is located please enter those details here

Updates to this ticket will come via student email. You can also log back into IQ to view updates.

Phone Contact - Provide the best phone contact number of the requestor. *



SUBMITTING A TICKET



Optional: Add any files or attachments related to the issue being reported

< GO BACK X CANCEL ✓ SUBMIT TICKET

Click Submit Ticket

✓ Ticket #104135 has been successfully submitted!
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

REMINDERS

Technology Personnel assigned to your student's school will contact you, if necessary, to schedule an appointment for repair or replacement.

Follow the progress of the ticket by checking the student's Henry County email or logging back into Incident IQ to view the student account.

INFORMATION SERVICES DIVISION | TECHNOLOGY HELP DESK