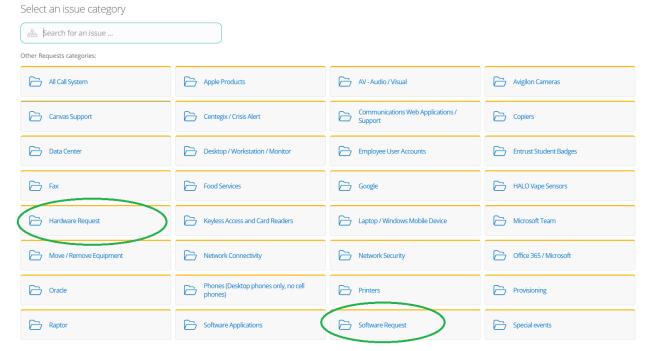
## Directions for Submitting a Hardware or Software Request

1. Login to our Technology Help Desk Ticketing system, Incident IQ, by double clicking your desktop icon:

Or by clicking this link: https://olathe.incidentiq.com/

- 2. Once logged in, create a New Ticket, and then select "Other Requests."
- 3. Here, you can select either "Hardware Request" or "Software Request."



- 4. After selecting "Hardware Request" or "Software Request," a corresponding form is opened and ready to fill out. Please provide as many details as possible, and ensure that information is entered into fields where a red dot is visible (required).
- 5. Once the form is complete, click the "SUBMIT TICKET" button. The request will then automatically assign to the building administrator that is associated with the ticket creator's home building. The building admin will receive an email notification with a direct link to the request, and they may then deny it or approve it for next steps.