

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.”

Select an issue category

Other Requests categories:

All Call System	Apple Products	AV - Audio / Visual	Avigilon Cameras
Canvas Support	Centegix / Crisis Alert	Communications Web Applications / Support	Copiers
Data Center	Desktop / Workstation / Monitor	Employee User Accounts	Entrust Student Badges
Fax	Food Services	Google	HALO Vape Sensors
Hardware Request	Keyless Access and Card Readers	Laptop / Windows Mobile Device	Microsoft Team
Move / Remove Equipment	Network Connectivity	Network Security	Office 365 / Microsoft
Oracle	Phones (Desktop phones only, no cell phones)	Printers	Provisioning
Raptor	Software Applications	Software Request	Special events

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.