

## Overview

The Facilities Department implemented a new software system for District issues that require maintenance support. The new software system is **Incident IQ** and replaces the current “SchoolDude” software for “work order” requests. Continue using SchoolDude for scheduling requests of rooms and fields until further notice.

This is the same software that the Technology Department uses for their tickets, and there is a way to toggle back and forth between the different Department screens.

## Login Procedures

You can access the Incident IQ website from your My Kirkwood Account Portal: ([www.mykirkwoodschoools.org](http://www.mykirkwoodschoools.org)). At the home page of the website, you will be prompted to enter information to Log into the software. Your Log in information is the same as your District Google account log in (LDAP). Click on the Google button to log into that screen.



## Navigating the Dashboard

At the top right of your screen, next to your name is a picture of a **Bell**. To the left of that bell, you will see the word, Ticketing. Click on the word “**Ticketing**” and you will see a drop-down box. You will see the word, “**Facilities**”. Click on that word and it takes you into the Maintenance work order screens. This is the way you will toggle back and forth from the Technology tickets to the Facilities tickets. TIP: The color of the sidebar on the left side of your screen, identifies which ticketing area you are in: the Facilities Department has a Green sidebar and the Technology Department has a Blue sidebar.

## **Procedures for Entering a “Ticket”**

There is a green button that says, Create New Ticket. This is where you will enter your needed Work Order requests. Pick your category and follow the prompts. If any questions arise, call Ext: 8503 or Ext: 8501.

## **Emergency Maintenance Issues**

For Emergency Maintenance issues, call the Maintenance Department at Ext: 8501. Follow up the phone call by inputting a Work Order Ticket into Incident IQ; this will allow you to track the progress of the Work Order.

## **Contact Information**

Call the Facilities Department at **Ext: 8501** or **Ext: 8503** with any questions on navigating this new software system.