

Parents/Students Guide for reporting tech issues

1. Reporting tickets through the website (Parents/Students)

Go to <https://www.monmouthregional.net/>

Highlight either Parents/Community or Students and your first option will be Remote Tech Ticket

The screenshot shows the Monmouth Regional High School District website. The header includes a navigation bar with links: Home, Academics, Athletics, BOARD V.I.P., Departments, Our District, Parents/Community, Staff Only, Students, and Calendar. The 'Parents/Community' link is highlighted, and a dropdown menu is visible. The dropdown menu contains the following items: Remote Tech Ticket Reporting, COVID-19 Resources, E-Learning Resources, Monmouth Regional High School District, MRHS, Parents Info, PTSA, Vaccination/Immunization Information, Contact Us, Dell Employee Program, Hall of Fame, MREA, MRHS Equity Council, Pay Schools Central, and Spirit Wear Store. A blue arrow points to the 'Remote Tech Ticket Reporting' link in the dropdown menu. Another blue arrow points to the 'Parents/Community' link in the navigation bar. The website also features a large banner for 'SAVING TIME AND' with a link to 'PREORDER YOUR MEALS' and a footer with various icons and a 'Show all' button.

monmouthregional.net/Domain/4

High Contrast OFF ON

DISTRICT HOME

Passkeys User Options Translate

Monmouth Regional High School District
Soaring to Achieve Excellence!

Home Academics Athletics BOARD V.I.P. Departments Our District

Parents/Community Staff Only Students Calendar

Remote Tech Ticket Reporting

COVID-19 Resources

E-Learning Resources

Monmouth Regional High School District

MRHS

Parents Info

PTSA

Vaccination/Immunization Information

Contact Us

Dell Employee Program

Hall of Fame

MREA

MRHS Equity Council

Pay Schools Central

Spirit Wear Store

Pre Order Meals

All students can preorder meals

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER

<https://mrhs.incidentiq.com/guest/MBCXEDJA/remote-support-ticket>

Show all

1. Reporting tickets through the website (Parents/Students) con't

Once you click on Remote Tech Ticket Reporting you will see the screen below to fill-out

The screenshot shows a web browser window with the URL <https://mrhs.incidentiq.com/guest/MBCXEDJA/remote-support-ticket#top>. The page header includes the incidentIQ logo and a navigation bar with links like 'Guest User', 'Monmouth Regional High School', and 'Remote Support Ticketing'. A progress bar indicates the current step is 'Select ticket type'. The main form is titled 'Remote Support Ticket' and contains the following fields:

- First name ***: A text input field with the placeholder 'Enter your first / given name'.
- Last name ***: A text input field with the placeholder 'Enter your last / family name'.
- E-mail address ***: A text input field with the placeholder 'E-mail address'.
- School / location ***: A dropdown menu showing 'Monmouth Regional High School' and a toggle switch labeled 'I don't know the location'.

At the bottom of the form is a blue 'CONTINUE' button. The footer of the page includes the incidentIQ logo, 'Powered by IncidentIQ', and a 'Show all' link.

1. Reporting tickets through the website (Parents/Students) con't

Fill out that information required and then you will fill out your issue as shown below and click the blue Submit ticket and it will reach the tech department.

The screenshot shows a web browser window with the URL <https://mrhs.incidentiq.com/guest/MBCXEDJA/remote-support-ticket?step=details#top>. The page header includes the IncidentIQ logo and a link to "Additional Support / FAQ's". The breadcrumb trail shows: "test test (t@1.com) New request" → "Monmouth Regional High School Monmouth Regional Hi" → "Remote Support Ticketing". A "Ticket progress" bar indicates the current step is "Specify ticket details".

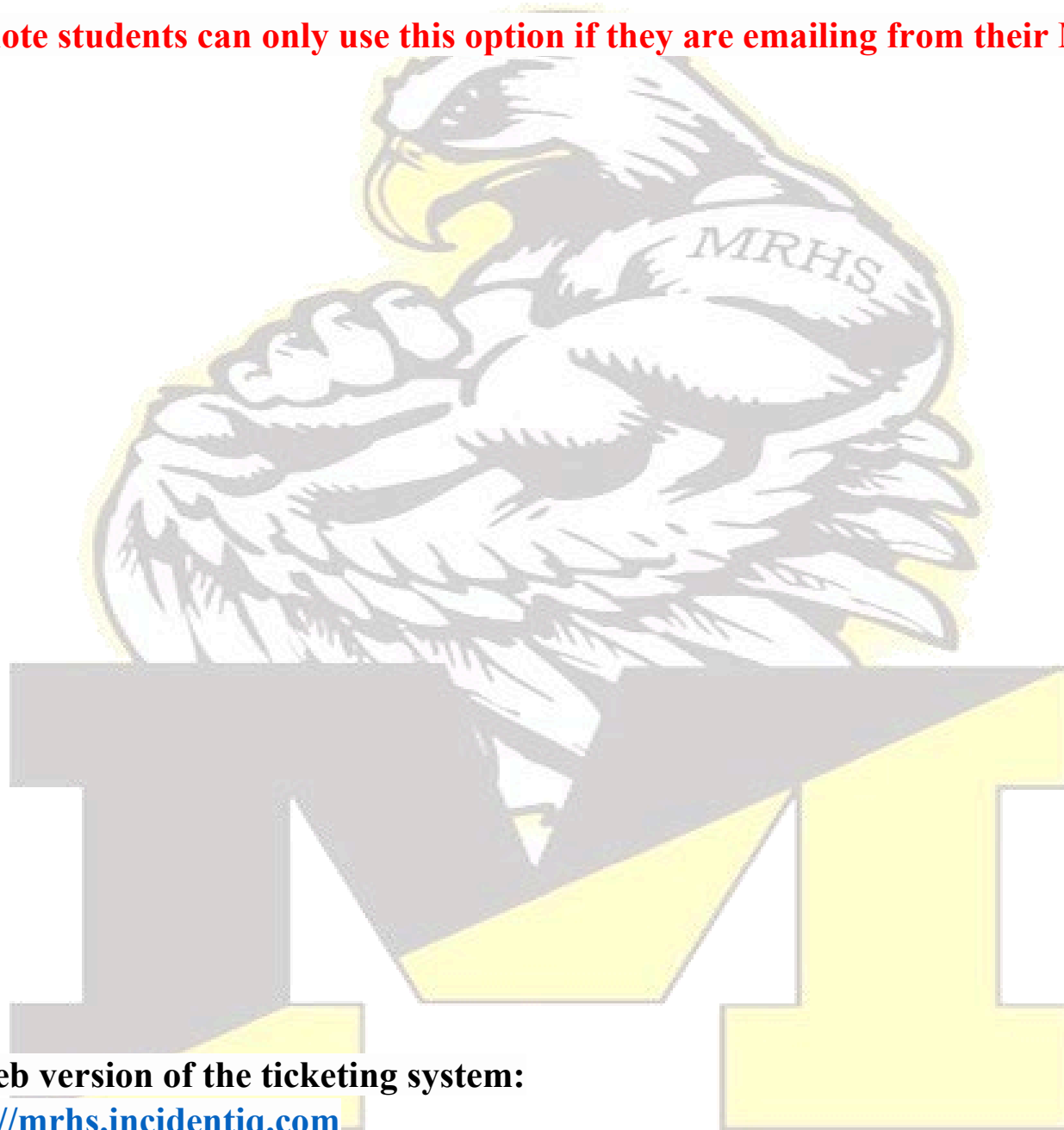
The main form is titled "Remote Support Ticket" and contains a large text area with the placeholder "Please describe your specific issue in more detail...". Below this is a section for "Location/Room Details" with a red asterisk, stating "If you have additional details regarding where this issue is located please enter those details here". There is a text input field for "Additional location details." and radio buttons for "Is this ticket urgent?" with "Yes" and "No" options, where "No" is selected.

At the bottom of the form are two buttons: "GO BACK" and "SUBMIT TICKET". The footer includes the IncidentIQ logo, the text "Powered by Incident IQ® Copyright © 2020", and a "Privacy - Terms" link.

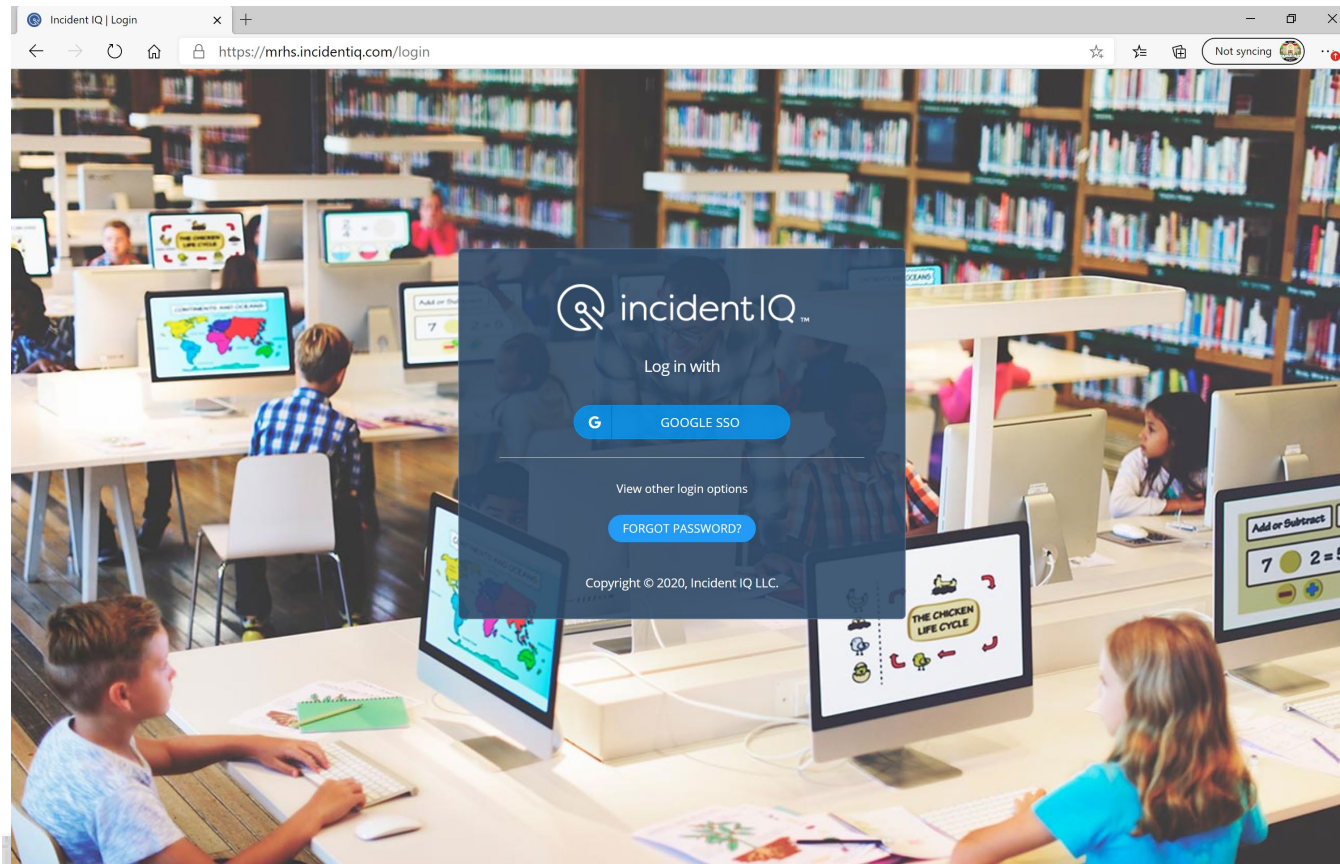
2. Emailing tech support (Currently Students Only!!)

Students can email techhelp@mrhs.incidentiq.com

***** Please note students can only use this option if they are emailing from their MRHS Google Email.**



Using the web version of the ticketing system:
Go to <https://mrhs.incidentiq.com>



- Click on the Google SSO and use your MRHS Google account
- The create a ticket and enter your issue