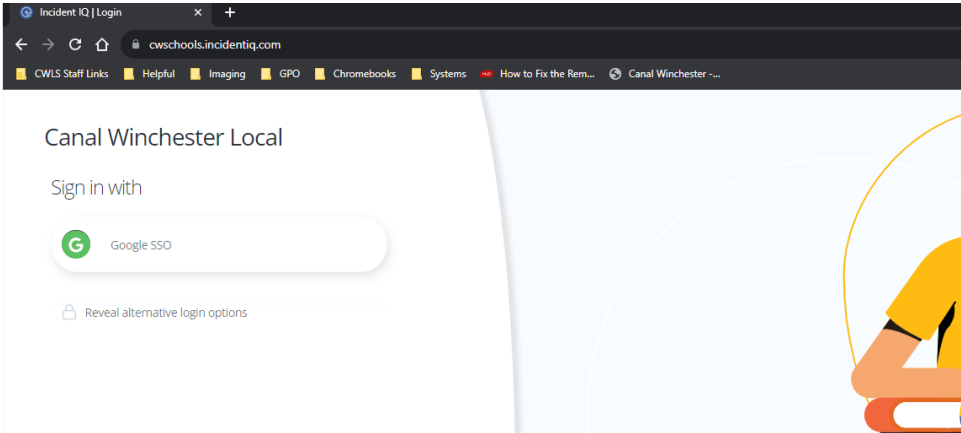
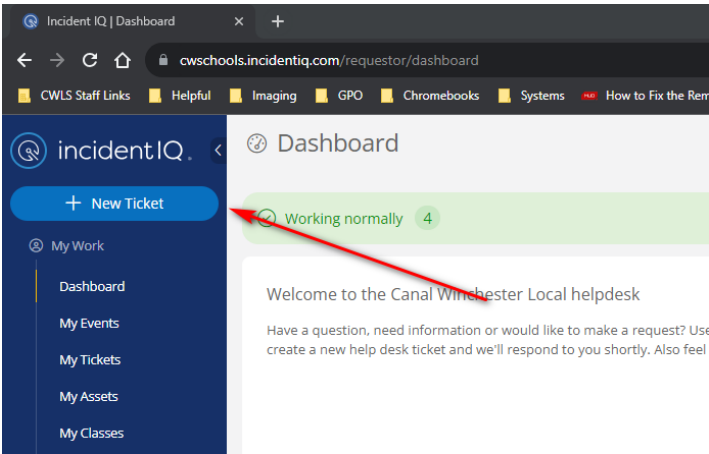
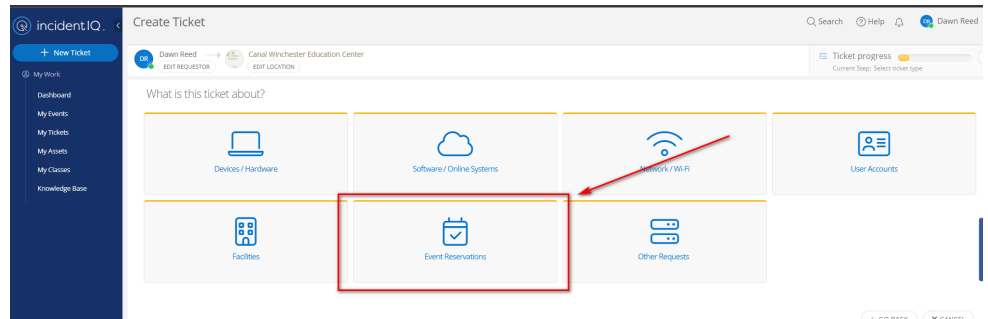




Canal Winchester Local Schools Standard Operating Procedure (SOP)

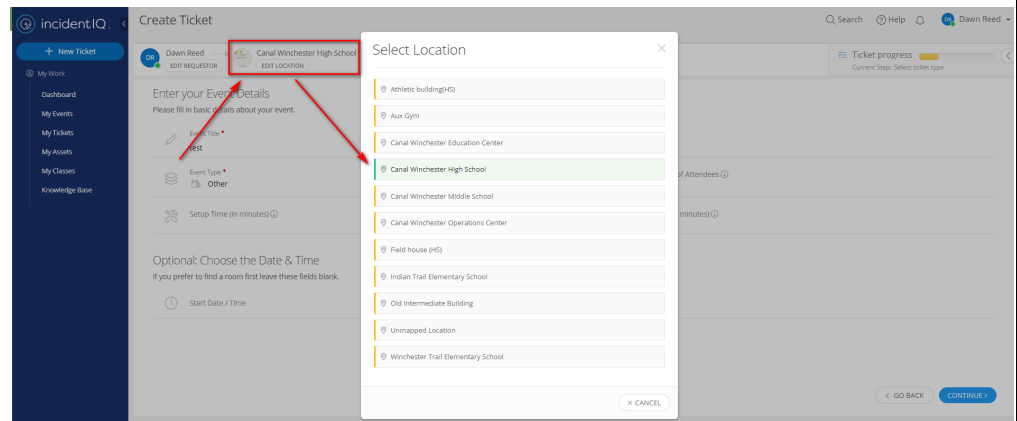
Task	Scheduling Events in IncidentIQ for Staff		
Sub-Task			
Revision Date	8/7/2023	Reference #	
Description	This is a quick guide on how to schedule Events in IncidentIQ for staff. Note: IncidentIQ is working on recurring events, but as of right now, it is not possible. You will need to add one at a time.		
Responsibility	Staff Event Requestor		
Frequency	As Needed	Timing	
Process (Steps towards Completion)	1. Login to IncidentIQ (https://cwschools.incidentiq.com/) with your CWLS Google Account.  2. Click on New Ticket. 		

3. Select Event Reservations.



4. Enter the information for the event. Event Title and Event Type are required.

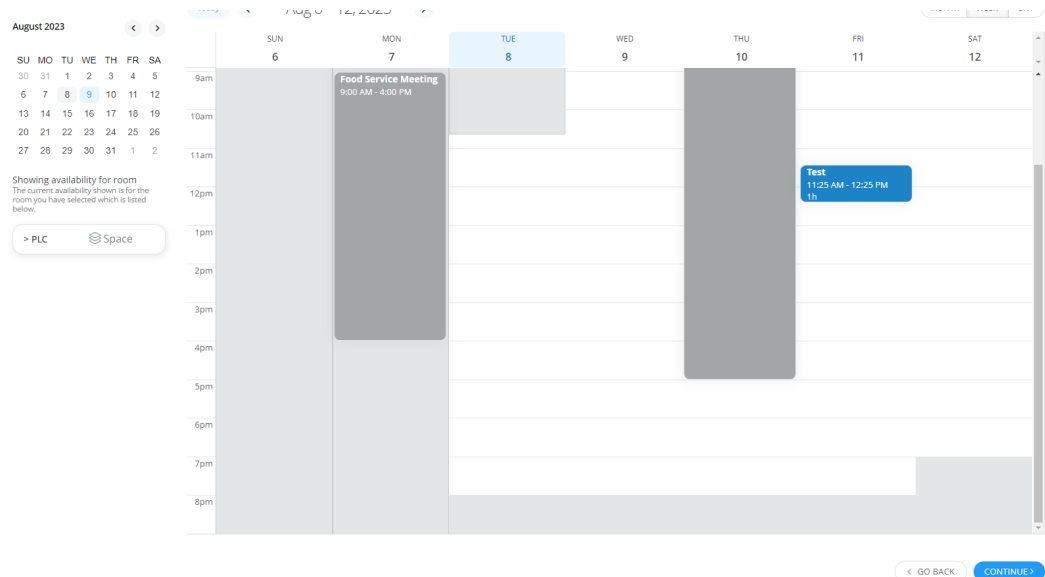
- You will notice the location is set to your default building location; if you want to schedule in another location (for example: you work at the EC but want the PLC in the old Intermediate Building), you will need to change your location. Click Edit Location and select your location.
- To make scheduling your Event easier, I recommend filling out the optional Date and Time section.
- Click Continue when ready.



5. Select your room(s) and click Continue.

6. For the Select a Date/Time for your Room(s) (Your event's time block will be in blue, and other events will be in grey):

- If you already put in the date and time on the first screen, you will see it on the calendar. Confirm it is correct.
- If you did not fill it on, find your date and click on the timeframe you want. By default, it is only an hour, but you may make the box bigger or smaller by putting your mouse on the bottom or top of the timeframe box.
- When you are done, click Continue.



7. Confirm all details on the Events Details Summary page. Enter anything details for setup in the room and other requests. Add any attachments, if needed. If a copy of liability Insurance is required, click the toggle and upload the file. Click Submit.
8. The ticket will follow the approval process below:

Building	1st Approver	2nd Approver
HS	Steve Cvetanovich	Pam Davis
MS	Brent Palsgrove	Pam Davis
WT	Max Lallathin	Pam Davis
IT	Lea Cobb	Pam Davis
OC	Jodi Good	Pam Davis
EC	Pam Davis	N/A

9. You will receive email notifications throughout the process.
10. For a technology request for the Event, you will need to submit a help desk request. Create a new ticket then select Other Requests - Special Events. Select the category.

DR Dawn Reed EDIT REQUESTOR → Canal Winchester Education Center EDIT LOCATION → Other Requests SELECT TICKET TYPE → Special events SELECT ISSUE CATEGORY

Select an issue

Search for an issue ...

Special events issues:

Borrow Equipment Setup for Presenter/Training Issue not listed

11. Submit your helpdesk ticket for your event, if needed.

Video:

<https://drive.google.com/file/d/1axmWQQftmYkU3rZf4jvycUKrEOeYTMw9/view?usp=sharing>