

**Learning Objectives:** Learn how to check our knowledge base for resolutions to your issue, to submit an incident to DoTS, view updates via DoTS Help, update an incident with pertinent information, and close an incident.

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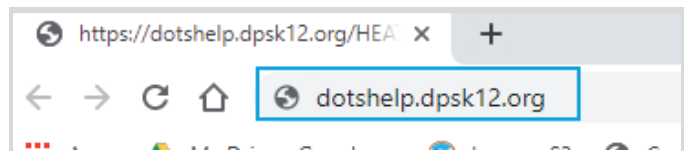
- [Creating an Incident](#)
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## Knowledge Center

### Creating an Incident

#### 1. Visit DoTS Help

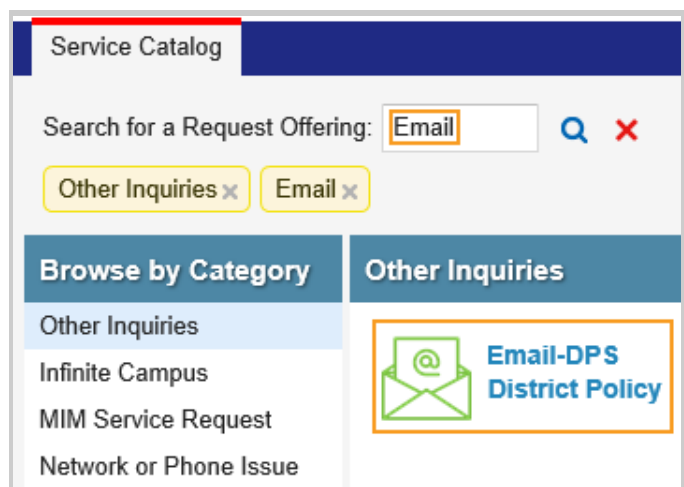
Navigate to [dotshelp.dpsk12.org](https://dotshelp.dpsk12.org) .



#### 2. Search or Browse for Issue

Search the Service Catalog for your issue.

- You can use the **Browse by Category** section to locate your issue.
- You can also search for your issue by using the **Search for a Request Offering** field. Enter a keyword and press enter.



If there is an inquiry that matches your issue, select it and proceed to step 4.

### 3. Create New Incident

If your search did not yield results:

- a. Search the term **"new incident"**.
- b. Select **New Incident** from the list of inquiries.

The screenshot shows the 'Service Catalog' interface. At the top, there's a search bar with the text 'Search for a Request Offering: New Incident'. Below the search bar, there are two buttons: 'Other Inquiries' and 'New Incident'. The 'New Incident' button is highlighted with an orange box. Below the search bar, there are two columns. The left column is titled 'Browse by Category' and lists 'Other Inquiries', 'Infinite Campus', and 'MIM Service Request'. The right column is titled 'Other Inquiries' and shows a 'New Incident' button with a gear icon, highlighted with an orange box.

### 4. Complete the Form

- a. If a **Service** has not been pre-selected, select the service required to resolve your issue.
- b. Type a brief **Summary** of your issue.
- c. If you cannot resolve your own issue, provide the requested information in the **Description**.
- d. Click the **Save Incident** button to submit the incident.

By providing all the requested information you will give the Service Desk the information they need to process your request faster.

The screenshot shows the incident creation form. At the top, there's a 'Service' dropdown menu with 'E-mail service' selected. Below it is a 'Summary' section with a text input field containing 'Emails are not sending' and a search icon. Below the summary is a checkbox labeled 'Requested for another user?'. Below that is a 'Description' section with a rich text editor. The rich text editor has a toolbar with options like 'None', 'B', 'I', 'U', 'A', and 'A'. The text area contains 'Emails are not being sent to email addresses outside of DPS.' Below the description is a 'Save Incident' button with a red arrow icon, highlighted with an orange box.

## Viewing and Updating Incidents

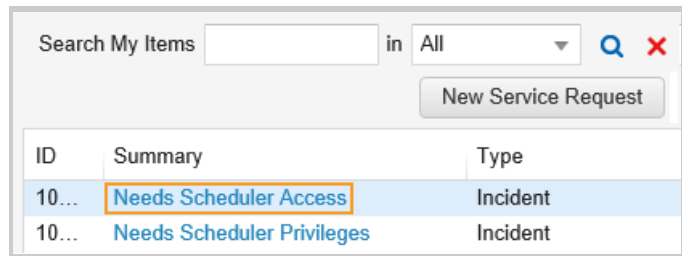
### 1. Check the Status of your Requests

Select **My Items** from the menu bar to add an attachment, add additional information, check status, or resolve your incident.

The screenshot shows the top navigation bar of the Service Catalog. It includes the Denver Public Schools logo, a plus sign, and the text 'Service Catalog'. To the right of 'Service Catalog' is a button labeled 'My Items', which is highlighted with an orange box.

## 2. Select Incident

Click the **Summary** link for the desired incident.

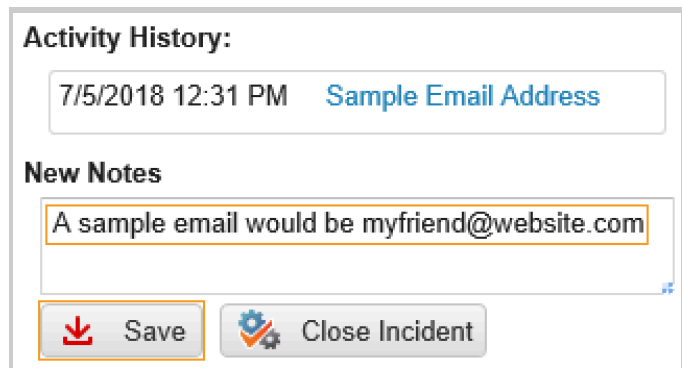


ID	Summary	Type
10...	<a href="#">Needs Scheduler Access</a>	Incident
10...	<a href="#">Needs Scheduler Privileges</a>	Incident

## 3. Add Additional Information (optional)

If additional information was requested, or you have additional information:

- Add notes in the **New Notes** section.
- Click the **Save** button.





**Activity History:**

7/5/2018 12:31 PM [Sample Email Address](#)

**New Notes**

A sample email would be myfriend@website.com

 Save  Close Incident

## Resolving an Incident

### 1. View Open Incidents

Select **My Items** from the menu bar To view your record of Incidents reported.

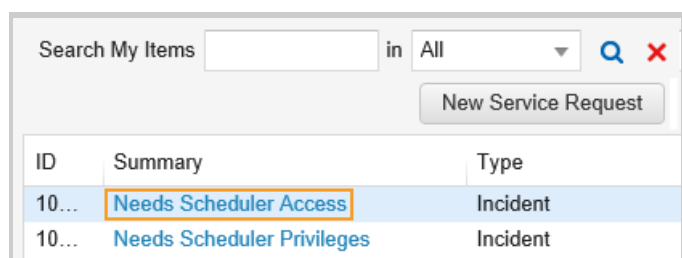


 + Service Catalog · [My Items](#)

Service Catalog

### 2. Select Incident

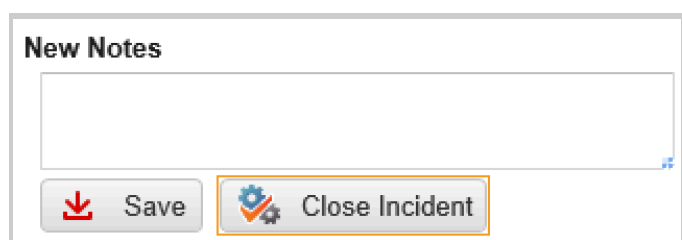
Click the **Summary** link for the desired incident. This will open





ID	Summary	Type
10...	<a href="#">Needs Scheduler Access</a>	Incident
10...	<a href="#">Needs Scheduler Privileges</a>	Incident

### 3. Close Incident

Click the **Close Incident** button.



**New Notes**

 Save  Close Incident

#### 4. Complete Pop-up

- a. Enter the requested information in the pop up window to close the incident.
- b. Click the **OK** button.

