

OCMBOCES

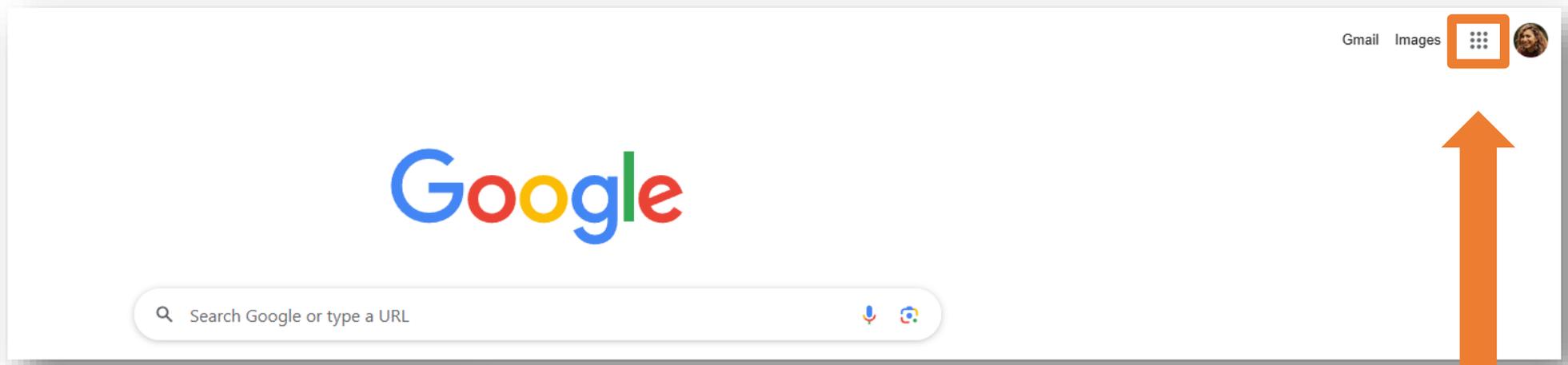
Committed to Your Success



Facilities – Incident IQ

How to Place a Maintenance Request

Each department has authorized users with the ability to place Facilities requests. All requestors, and requests, require supervisor approval.



Gmail Images

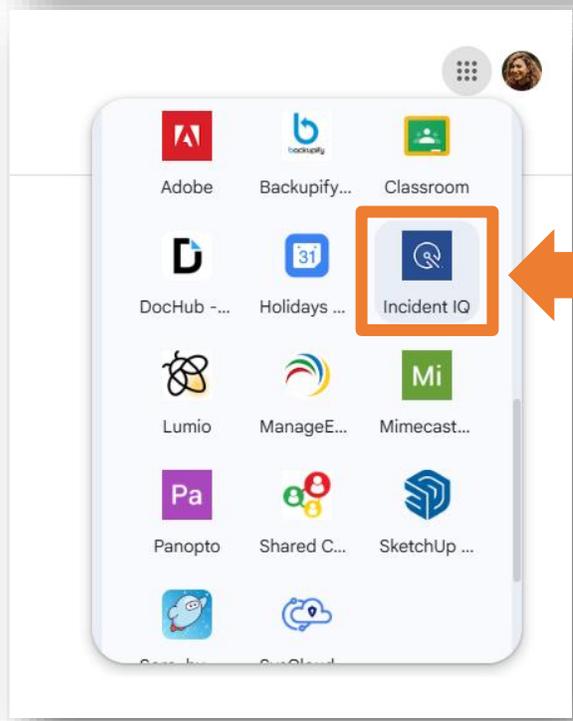
Google

Search Google or type a URL



To access Incident IQ, visit the Google Apps waffle menu in the corner of the Google homepage.

*** (You must be logged into your Google Account in order to gain access to this app) ***



Scroll until you find the Incident IQ icon

OCM BOCES

Please sign in

 Google SSO

 Reveal alternative login options

↑
Sign in using your OCM
BOCES credentials

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+ New Ticket

My Work

Dashboard

My Tickets

My Assets

My Classes

Knowledge Base

Welcome to the OCM BOCES helpdesk

Have a question, need information or would like to make a request? Use one of the quick ticket suggestions below or click "New Ticket" to create a new help desk ticket and we'll respond to you shortly. Also feel free to browse our FAQ / Knowledge Base for assistance.

Create a Facilities ticket by selecting the Facilities Quick Ticket option

Quick Tickets & Favorite Assets



Facilities Requests
Facilities



My Recent Tickets



***Note:** If the Facilities ticket option is not visible from your dashboard, you may not have account permissions to place requests. If you have been made a designated user for your department, and do not have this ability, your supervisor will need to place a request to have this feature added.

NEW TICKET

+ New Ticket

- My Work
- Dashboard
- My Tickets
- My Assets
- My Classes
- Knowledge Base

Welcome to the OCM
Have a question, need info
click "New Ticket" to create
Knowledge Base for assista

Quick Tickets & Favorite
Facilities Requests
Facilities

My Recent Tickets

Ticket	Status	Requested For
Facilities > Maintenance > Maintenance Work Order Request # 1004 Updated: ~1 hour ago	Complete 4/09/2025 7:23 AM Ticket Follower	Training Account 4/8/25 10:16 AM Main Campus

Training Account Main Campus Facilities

Quick ticket progress
Current Step: Select an issue category / issue

Type / Issue Selection

Select an issue category

Select the desired issue category

- Badge Request
- Maintenance**
- Keys
- Asset Transfer
- Custodial
- Other Topic

X CANCEL

Main Campus



Facilities



Maintenance

EDIT ISSUE CATEGORY



Quick ticket progress



Current Step: Select Issue

+ New Ticket

My Work

Dashboard

My Tickets

My Assets

My Classes

Knowledge Base

Type / Issue Selection

Select the desired issue category

Select an issue category



Search for an issue ...



Maintenance Work Order Request

***Note:** Additional issue options may be available depending on your individual account permissions.

< BACK

× CANCEL

My Recent Tickets

Ticket

Status

Requested For

Help & Tips

NEW TICKET

Maintenance Maintenance Work Order Request Quick ticket progress
EDIT ISSUE CATEGORY EDIT ISSUE Current Step: Select Details

Type / Issue Selection

Door knob is broken.

Is this ticket urgent? Yes No

Is it stopping you from completing your tasks?

Did a supervisor approve this request? yes

Supervisor Name (Last Name, First Name)

Location/Room
Please include the room or area of issue.

Notify additional users?
Add users in addition to yourself and who the ticket is for that you would like to be notified about this ticket

Gregory Haberlau

Attach file(s)
Upload any files or screenshots you have that can help resolve the issue.

Select file to attach
Drag and drop file(s) here or click to browse files

< BACK

Include as many details as possible on the issue

Required fields

Request will not allow submission unless these areas are filled out

Select "SUBMIT TICKET" once all fields have been completed

Facilities > Maintenance > Maintenance Work Order Request

Ticket # 1004
Submitted By Training Account
Location Main Campus
Created Date 4/08/2025 10:16 AM
Status Approved

Additional Information:

Did a supervisor approve this request? yes
Supervisor Name (Last Name, First Name) Haberlau, Greg
Location/Room Seneca Conference Room

Description:

Maintenance Work Order Request - Door knob is broken.

CANCEL TICKET

RETURN TO THE DASHBOARD

Your Contact Is:

Leo Falter
LF iiQ Administrator #09519

B I U S Link Image List Bulleted List Numbered List Indent

Once brought to this page,
you should receive a
confirmation email

You still have the ability to
cancel this ticket

You are able to add
information, request status, or
ask additional questions after
submission

incidentIQ Dashboard

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Quick Tickets & Favorite Assets

- Facilities Requests

My Recent Tickets

Ticket	Status	Requested For
Facilities > Maintenance > Maintenance Work Order Request # 1004 Updated: 7 minutes ago	Approved Ticket Follower	Training Account 4/8/25 10:16 AM Main Campus

Powered by Incident IQ

Help & Tips

The ticket will now be visible on your personalized dashboard

CONTACT

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