

Muscogee County School District Columbus, Georgia

Incident IQ Inventory Manager's Guide

The Role of Inventory Manager

As an Inventory Manager, you will manage the assets at your location via Incident IQ (iiQ). All Inventory Managers have "Agent Rights" to perform their necessary duties. As an agent, you can view all of your location's tickets and asset activity.

The duties and responsibilities of the Inventory Manager are as follow:

- Assigning devices to students, faculty and staff
- Un-Assigning and collecting devices
- Issuing loaner devices
- Submitting tickets for devices needing repairs
- Reporting missing, lost or stolen devices

Assigning Devices

As an Inventory Manager, you are responsible for assigning all issued end user devices in iiQ. Most users and devices have been imported in iiQ. **Please note that you may have to add a zero in front of the asset tag number or remove the zero if one is present to find the assets.** If you find that you have to do one or the other, please submit a ticket indicating how the device found. DIS (Department of Information Services) will correct it to reflect what is actually on the device. **For various reasons some, devices are not accessible in iiQ and are addressed on a case by case bases. New users update in IIQ within 24 to 72 hours of being entered in Active Directory.** It is not possible to assign a device to a user until they are discovered on the network.

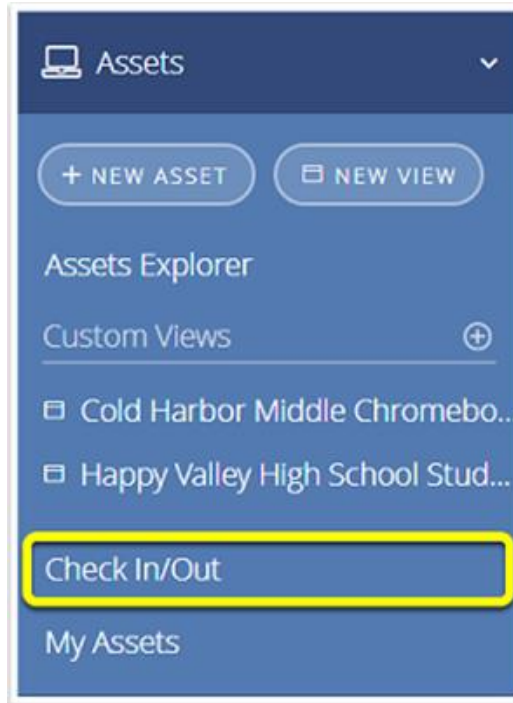
I. Checking Out Assets:

1. Check an asset out to a user you will first need to navigate to the *Assets Check-In/Out* page. From here, scan or enter the Asset Tag Number or Serial Number of the device, which is found on the top or bottom of most asset, in the search field. **Sometime removing the first zero in the asset tag will find the device.**

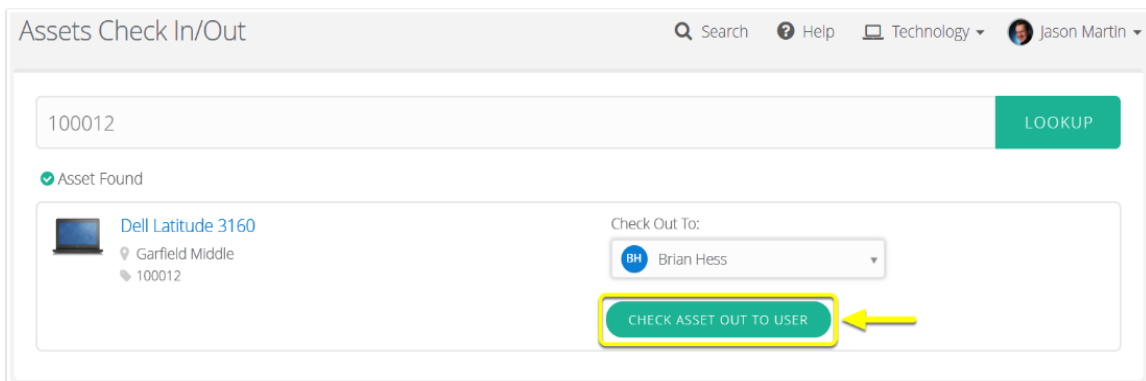


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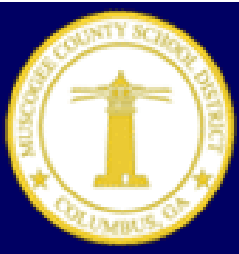
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2. Once the device has been found, find the user by using the search bar under “Check Out To section”. After you have selected a user, click on the Check Asset Out button to finalize the check-out process.

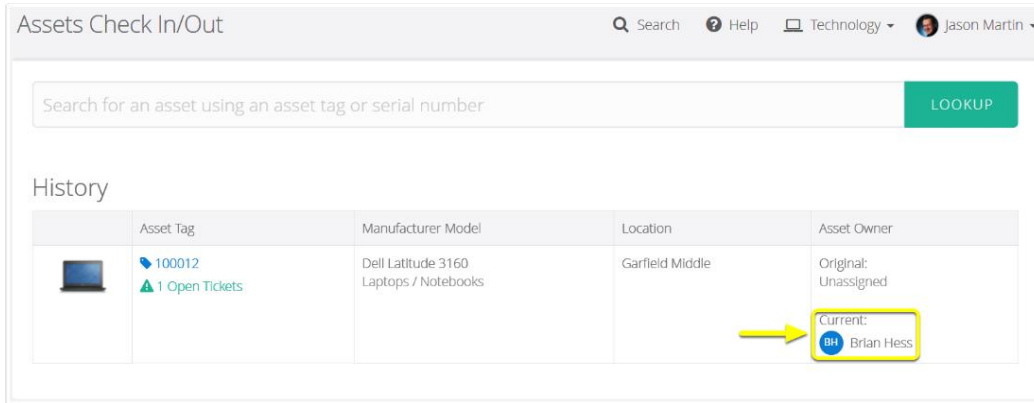


3. When the asset information updates you will now see the selected user as the asset's current owner.



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Student Devices Only: After you have assigned the device, be sure to label the device with the students name and barcoded GTID.

Labels can be generated in IIQ or in MCSD Student Barcode Application.

To print labels in IIQ visit the link below:

<https://help.incidentiq.com/hc/en-us/articles/115003519213-Working-with-Assets#AssetLabels>

To print labels in MCSD Student Barcode Labels Application visit the link below. Please note that In order to print the labels from the MCSD Student Barcode Labels Application you must Avery 8167 labels. They are available at Office Depot. The link to Office Depot is listed below:

<https://apps.muscogee.k12.ga.us/labels>

<https://www.officedepot.com/a/products/683201/Avery-Easy-Peel-White-Inkjet-Address/>

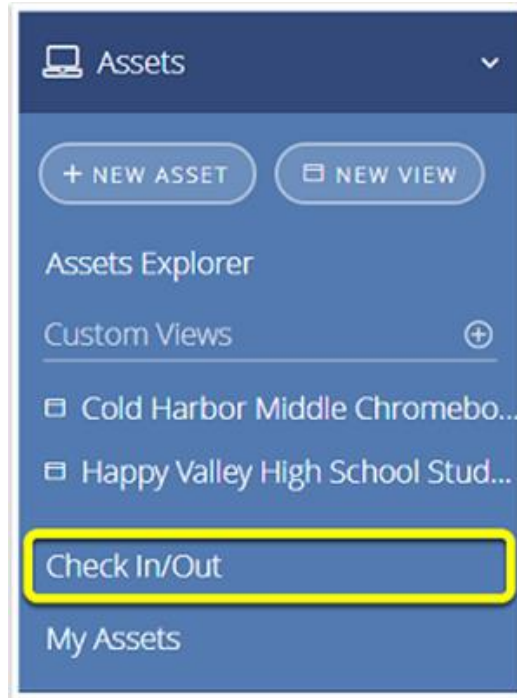
II. Checking in Assets:

1. To un-assign a device, navigate to the *Asset menu*. From the *Asset menu* select *Check-In/Out* as shown below. Enter or scan the asset into the “Lookup” field.

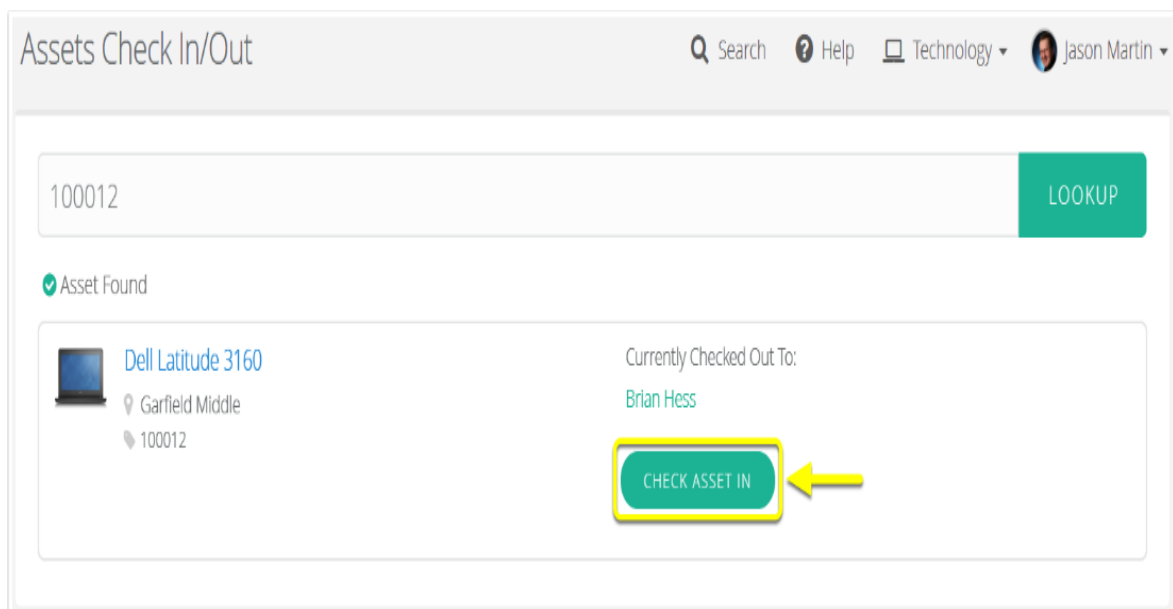


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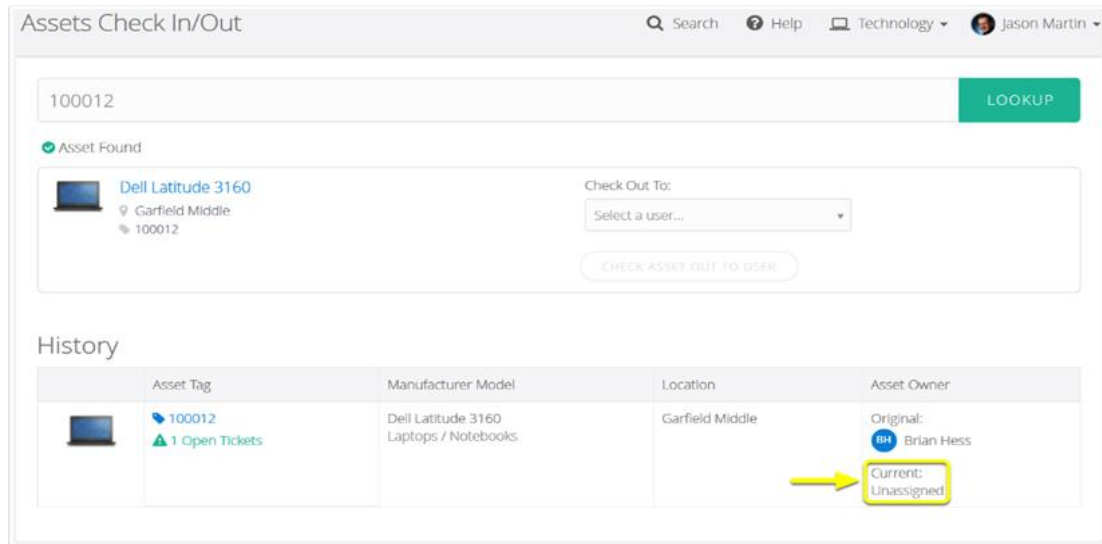
2. Once the asset has been located, select the *Check Asset In* button. The device is now un-assigned and ready to be checked out again.





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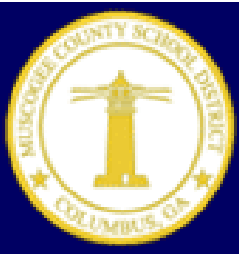


Remove the student label and store device in the reserve cart. Do not remove MCSD asset label.

III. Assigning and un-assigning Wi-Fi Hotspots in iiQ

- Hotspots are assigned in iiQ using the steps as outlined in the “Assigning Devices” section of this guide. However instead of using an asset or serial number, hotspots are located and assigned in iiQ by IMEI number. The IMEI number is found on the inside of the back cover of the hotspot as shown below.





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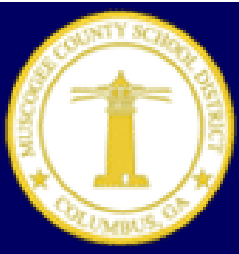
b. Verifying Households with WIFI Needs

Before issuing a hotspot to a student, the student's household information must be verified by following the steps below. However, to do so one must have the correct Infinite Rights. If you find that you do not have the correct rights, **please see your building admin to request rights. If the building admin approves the request, then he/she must submit a ticket in iiQ, to request the rights.** Please follow the steps below in order to flag household hotspots are issued to.

Retrieve Report listing students who reside in a household without Internet Access.

- Select **ADHOC Reporting > Filter Data Export**
- Expand the **Adhoc Reporting Folder** and find the "Students Resides in Household w/o Internet Access" query
- Select the query, select **Delimited values (CVS)** and export the report. This will give you an excel spreadsheet with the names of the students.

The screenshot displays the 'Incident IQ Inventory Manager' interface. On the left, a 'Saved Filter' list includes various queries, with 'student Resides In Household w/o Internet Acces' selected. The main panel shows the configuration for this report. The title is 'Resides In Household w/o Internet Acces'. Under 'Pick an Export Format', 'Delimited values (CSV)' is selected. The 'Delimiter' is set to 'Comma'. 'Include column display header' is checked. 'Double quote data' is set to 'Only when it contains the delimiter'. 'Include subtotals' is unchecked. An 'Export' button is visible at the bottom.



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Search for the Student Household

Search the student household from the list you just retrieved.

- Select Search
- Select Household
- Enter the student name(lastname, firstname)
- Click Go

Index **Search** <

Household

example_student10 Advanced Search **Go**

Search Results: 1 households

Issue Hotspot to Oldest Sibling in the Household.

Each student is listed in the household with their student number and birth date. The siblings are arranged by birthdate. The oldest sibling is listed last.

In this case, Student6 is the oldest sibling and should be issued the hotspot. The school that student6 is enrolled will issue the hotspot for this household.

Example (8 members)
1356 10TH ST, Columbus
Example , Parent Mom (guardian) [10/01/1978]
Example , Student77 #135770 [11/06/2019]
Example , Student10 #120220 [10/01/2008]
Example , Student4 #108366 [10/01/2006]
Granger , Hermione #108405 [07/23/2006]
Example , Student2 #108365 [07/27/2005]
Examples , Student6 T #108618 [08/04/2004]

The school issuing the hotspot for the household, will do the following:

- In the Comments field, enter the student name.
- Check the Wi-Fi hotspot distributed box.
- Click save when completed.

Example Household
Phone: (706)777-7777

Household Info | Addresses | Members | Fees | Payments

Save Delete

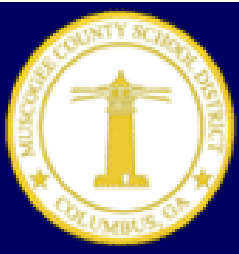
Household Information
Name: Example Phone Number: (706) 777 7777 Private:

Comments
Student6 was issued the hotspot on 7/25/2020.

Residence With Internet
N: No

Wi-Fi hotspot distributed

- Modified by: Wright, Franklin 07/27/2020 12:11



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Non Functional and Damaged Devices

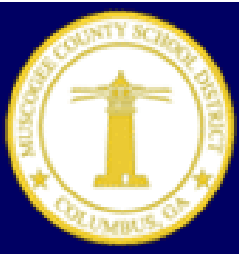
Chromebooks are covered with Accidental Damage Protection (ADP) unless the damage is deemed intentional. If a device is having issues or has been damaged, follow the steps below.

I. Steps for Enrolled Student:

1. Assign a loaner device to the student. Do not un –assign the device that is being repaired. **(The student will have two devices checked out to him/her.)**
2. Place the defective device in the designated location for damaged devices. Using the asset tag or serial number of the device, submit a ticket for the repair. Please include a detailed description of what's wrong with the device. Our vendor will assess and/or repair the device.
3. Once the repaired device is returned, collect and un-assign the loaner from the student. Return the repaired device to the student.

II. Steps for Withdrawn Students

1. It is imperative to have a process in place to collect devices from students who withdraw. Chromebooks of withdrawn students will need to be collected along with the protective sleeve and power adapter. Assess the devices for damages. If there is not notable damage un-assign and store the device. If the device has damage proceed to step 2.
2. Do not check the device in from the student until the device has been repaired. Enter a ticket with a detail description of the issue for the device.
3. If the device is not repaired under ADP (Accidental Damage Protection) a quote for repair will be provide. Flag the students Infinite Campus record and submit a ticket to change the status of the device to “Broken”. (The instructions for flagging the students Infinite Campus can be found in the next section.) Secure the device until repaired or fatted out.
4. If the device is repaired, submit a ticket requesting to change the status of the device to “In Service”.



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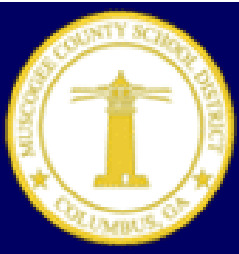
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Missing/Lost/Stolen Devices

According to MCSD's policies and procedures, when devices are reported missing, lost or stolen they must be reported to Property, MCSD's Police Department and DIS. Please follow the steps below to report.

Steps for Chromebooks or Apple Products	Steps for Window Products
1. Submit a ticket to immediately report the status of the device	1. Submit a ticket to immediately report the status of the device
2. Chromebooks and Apple products will be disabled.	2. Window devices cannot be disabled.
3. Allow 3 days to locate Chromebooks or Apple product before the device has to be reported to the Police department and Property.	3. Immediately file a Police Report with an MCSD Police Officer
4. If the device is found update the related ticket. The device will be enabled. If the device is not found within 3 days, proceed with the next steps.	4. Complete a Property Loss Report
5. File a Police Report with an MCSD Police Officer	5. Send a copy of both reports to MCSD's Property Department
6. Complete a Property Loss Report	6. Scan, save and upload both reports to the related ticket in IIQ. (Visit the link in the helpful link section for instructions for attaching documents to the ticket)
7. Send a copy of both reports to MCSD's Property Department	7. Enter All fees associated with the Chromebook in Infinite Campus by follow the steps as outlined below:
8. Scan, save and upload both reports to the related ticket in IIQ. (Visit the link in the helpful link section for instructions for attaching documents to the ticket)	
9. Enter All fees associated with the Chromebook in Infinite Campus by follow the steps as outlined below:	

Note: If the device is found after 3 days, please update the ticket indicating that the device has been found. A device that can be enabled will be. Besides reporting that a Windows device has been found, no other action is needed. You must also notify Property that the device has been found.



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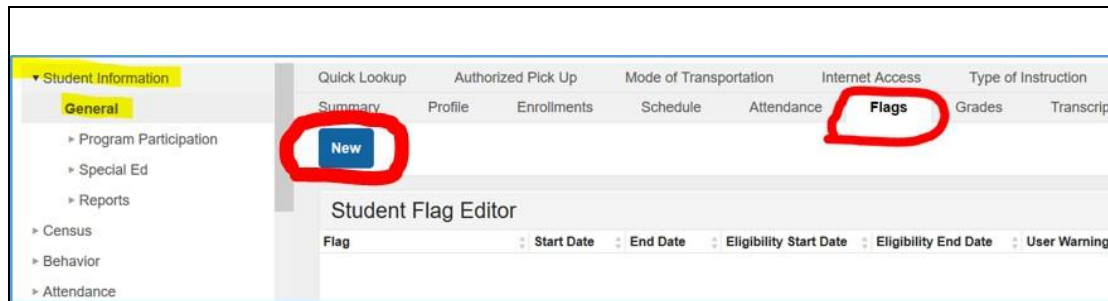
Applying Technology Flags to Infinite Campus Records

As outlined in Chromebook Agreement form, iPad Agreement form and the MCSD Student Handbook & Code of Conduct, students are responsible for lost equipment and intentional damages. Please follow the steps below to flag, remove a flag and assess fees in Infinite Campus when a student owes a fine for missing or damaged equipment:

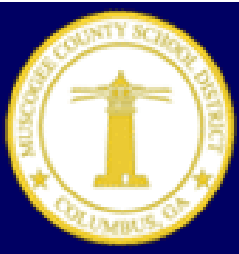
I. Add Technology Flags

To apply a technology flag to the student IC record, select the “Flags” tab found under Student Information → General.

1. Select “New” icon. A Student Flag Detail table will appear below the Student Flag Editor.



2. From the dropdown list under **Flags**, select the **Missing Technology Exist for This Student** flag.
3. Enter the **Start Date** for the flag.
4. Enter a **User Warning** for the flag. Enter Missing Technology exist for this student.
5. Enter a **Description** for the flag. List the items that are missing in this field.
6. Click the **Save** icon when finished. The new flag is listed in the **Student Flag Detail**
 - i. table, and if indicates in Program Admin, an image displays next to the student's name.
 - ii. A refresh of the page may be necessary to see the newly assigned flag and its accompanying image next to the student's name.



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Summary Profile Enrollments Schedule Attendance **Flags** Gra

Save Delete New

Student Flag Detail

*Flags Missing Technology Exists For This Student This image will display next to the student's name

*Start Date 08/04/2020 End Date Eligibility Start Date Eligibility End Date

User Warning
Missing Technology exists for this student

Participation Details

Description
Student has not turned in the following items:
Chromebook tablet
Power Cord
Mouse
Black tablet case

II. End Flag Assignment

1. **End Date** this flag, once the parent/student returns all items missing.
2. Find the **Missing Technology Existing for This Student** flag from the **StudentFlag Editor**.
3. In the **Student Flag Detail** area, enter an **End Date** for the flag.
4. Enter in **Participation Detail** the dates each items were returned.
5. Click the **Save** icon when finished.
6. This flag will no longer display for the student after the date entered in the **End Date** field.

Summary Profile Enrollments Schedule Attendance **Flags** C

Save Delete New

Student Flag Detail

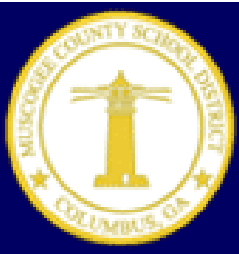
*Flags Missing Technology Exists For This Student This image will display next to the student's name

*Start Date 08/04/2020 **End Date** 08/20/2020 Eligibility Start Date Eligibility End Date

User Warning
Missing Technology exists for this student

Participation Details
Returned Chromebook on 08-10-2020
Returned Power Cord and Mouse on 08-12-2020
Returned tablet case on 08-20-2020

Description
Student has not turned in the following items:
Chromebook tablet
Power Cord
Mouse
Black tablet case



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Fees in Infinite Campus

Effective **00/00/2020** all charges/fees associated with technology will be entered in Infinite Campus. Below are the shorten instructions for Adding, Adjusting and Voiding fees. For detailed instructions or to watch a videos pertaining to fees, visit the links in the helpful link section. Please follow the steps below to enter technology charges/fees:

I. ADDING A FEE IN INFINITE CAMPUS

1. Search for the student you are adding a fee to:
2. Click on Fees on the Right side
3. Select New Fee Assignment

Description	Amount

Debit	Credit	Balance
0.00	0.00	0.00

Due (All Years): \$0.00

4. *Fee - Select the appropriate fee as shown in the drop down menu
5. Due Date defaults to the current date. The date can be edited or removed
6. Exempt - The fee will be assessed but will not be included in total owed. DO NOT USE THIS
7. *Calendar is defaulted to the current year



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8. Comments - Be as descriptive as possible. Include serial numbers and damage
9. Fees are in grey. Payments are in white. Voids are crossed out
10. Save once all entries have been made

New Fee Assignment ✕

***Fee**

***Amount**

Due Date

Exempt

***Calendar**

Comments (255 characters remaining)

Chrome Book Repair 0.00*

Chromebook Charger 41.00*

Chromebook Replacement 388.00

Hotspot MIFI 0.00*

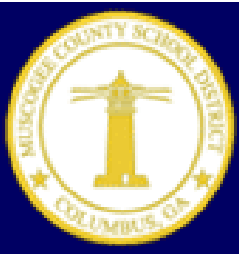
II. PROCESSING A PAYMENT IN INFINITE CAMPUS

1. You can select any Fee and choose Make Payment

New Fee Assignment Make Payment Make Adjustment Make Deposit Void Print Filter By: All Years ▼ Hide Voids

Fees Editor									
<input type="checkbox"/>	Description	Due Date	Person	Type	Date	Exempt	Debit	Credit	Balance
<input type="checkbox"/>	ChromeBooks		Name	Activity			60.00		60.00
<input type="checkbox"/>	ChromeBooks		Name	Activity			215.00		0.00
	↳ Payment		Name	In Office	08/27/2015			215.00	
<input checked="" type="checkbox"/>	Other		Name	Activity			33.00		33.00
<input type="checkbox"/>	Other		Name	Activity			16.75		16.75
<input type="checkbox"/>	Other		Name	Activity			12.00		12.00
<input type="checkbox"/>	Other		Name	Activity			23.00		23.00
<input type="checkbox"/>	Other		Name	Activity			13.79		13.79
<input type="checkbox"/>	Other		Name	Activity			23.00		23.00
<input type="checkbox"/>	Other		Name	Activity			32.00		32.00
						Subtotals	428.54	215.00	213.54

Total Due (All Years): \$367.08



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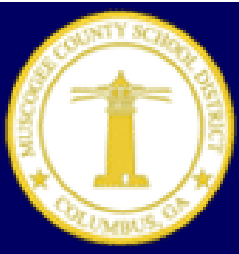
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2. Currently payments cannot be taken directly from Infinite Campus
3. Either type the amount the student paid or select Pay All to pay off the balance of that fee assignment
4. Add comments if necessary

Fee	Due Date	Amount	Balance	Payment Amount
Other		\$33.00	\$33.00	

III. VOIDING A FEE IN INFINITE CAMPUS

5. Voiding a Fee in Infinite Campus
6. Search for your student on the left
7. Select Fees on the Right
8. Select Void



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New Fee Assignment | Make Payment | Make Adjustment | Make Deposit | Void | Print | Filter By: All Years ▼ | Hide Voids

Fees Editor									
<input type="checkbox"/>	Description	Due Date	Person	Type	Date	Exempt	Debit	Credit	Balance
<input type="checkbox"/>	ChromeBooks		Name	Activity			60.00		60.00
<input type="checkbox"/>	ChromeBooks		Name	Activity			215.00		0.00
	↳ Payment		Name	In Office	08/27/2015			215.00	
<input checked="" type="checkbox"/>	Other		Name	Activity			33.00		33.00
<input type="checkbox"/>	Other		Name	Activity			16.75		16.75
<input type="checkbox"/>	Other		Name	Activity			12.00		12.00
<input type="checkbox"/>	Other		Name	Activity			23.00		23.00
<input type="checkbox"/>	Other		Name	Activity			13.79		13.79
<input type="checkbox"/>	Other		Name	Activity			23.00		23.00
<input type="checkbox"/>	Other		Name	Activity			32.00		32.00
						Subtotals	428.54	215.00	213.54

Total Due (All Years): \$367.08

9. Void Reason - Currently not used
10. Cancellation Related - If the fee is waived or Chromebook returned
11. Office Mistake - If the fee shouldn't have been assigned
12. Uncollectible - Shouldn't be used
13. Comments MUST include "Returned" for all fees being waived if the Chromebook was returned

Void Fee Assignment ✕

Fee: ChromeBooks*

Amount: \$60.00

Due Date: N/A

Fee Assignment Comments: ChromeBook charger

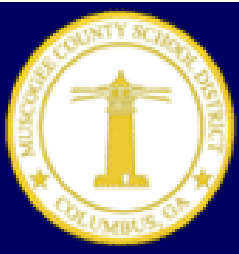
All payments and adjustments to this fee will also be voided

*Void Date:

*Void Reason:

Comments : (255 characters remaining)

Calendar: 15-16 Mojave High



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Helpful Information

Students without GTID Number

Students without a GTID may be issued a device as long as the transaction is recorded manually by the school. It should be understood that without a GTID, the student will be unable to log into the device until the GTID is issued. The issuing of the device manually will alleviate an additional trip to the school by the parent/student. Once the GTID is obtained, the technical contact will need to assign the device in IIQ. If there is a delay in the GTID being obtained, please contact Technical Support 706.748.2271 for additional assistance or status on the GTID.

Requesting Additional Devices

Initial Chromebook numbers were derived from the prior year's student enrollment numbers. Should enrollment increase requiring additional devices for a school, a request may be made via work order in incident IQ (IIQ). IIQ may be accessed by clicking the *Technology Support* tile on the Staff Page. Follow the steps below to request additional devices:

1. Select New Ticket
2. Select Devices/Hardware - Scroll down
3. Select Laptops/Notebooks Scroll down and select "I don't know the model"
4. Select Request for student device

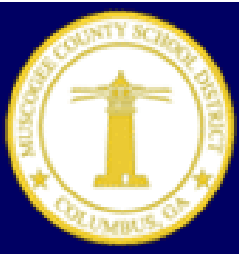
Once a request is made it will be reviewed by DIS team members. The review will include searching other school inventories for available Chromebooks not in use. If the request is approved, DIS team members will coordinate the pick-up of devices at the collection location, complete and submit the corresponding FAT form and deliver the devices to the requesting location.

Purchases

Some end user replacement parts can be order directly from the vendor. Please follow the procedures below to order parts.

I. Obtaining Quotes for Replacement Items

Quotes may be created and printed from the Virtucare site listed below:



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<https://appserver.virtucom.com/care%20center/qqllogin.aspx>

The credentials are:

Username: mcsd

Password: virtucom

Once logged in the user can navigate on the left side of the screen to the item needed. In this case, the *Student Chromebook* would need to be selected.

The screenshot shows the Virtucom QuickQuote interface. The left sidebar has a menu with options: Windows Desktop, Windows Laptop, Student Chromebook, Staff Laptop, and Other Customized PC. A blue arrow points to 'Student Chromebook'. The main content area displays the configuration for an 'MCSD Recommended Windows Laptop: Lenovo ThinkPad Yoga 11e 5G' with a price of \$643.00. Below the configuration is a table of accessories:

MCSD Student Notebook Options	Price	Add to Cart	Email
Lenovo 4XA0E97775 ThinkPad UltraSlim DVD Burner	\$65.00	Add	Email
Bretford Core36M Mobile Cart (shipping/handling/setup Included) (2018 Contract)(Laptops are sold separately)	\$1,456.00	Add	Email
Lenovo 0847030 ThinkPad 45W AC Adapter for 11e, ThinkPad 13	\$45.00	Add	Email

This will bring up the Student Chromebook information and options screen. The user may add items to the shopping cart by selecting the *Add* button to purchase accessories or *Add To Cart* button if the desire is to purchase a Chromebook.



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The screenshot shows the Virtucom QuickQuote interface. At the top, it says "Welcome, MCSD [Logout]". Below that, there are navigation tabs: Home, Batteries & Others, Retrieve Quote, and Help. The main content area displays "MCSO 2018 EUD 19-013 Contract" and "MCSO Recommended Chromebook: Lenovo 300e Chromebook". A list of specifications is shown, including CPU (AMD A4 Dual Core 1.6 GHz), Memory (4GB RAM), Hard Drive (32GB eMMC), Display (11.6" Multi-touch), Video (AMD Radeon R4 Graphics), Network (802.11 AC [2x2]), I/O Ports (USB Ports (USB, C), SD card reader, combo mic/audio jack), and Battery (Up to 10 hours*, 42 Whr). The total price is \$388.00. A "Shopping Cart" icon is in the top right. Below the specifications, there is a table of items added to the cart:

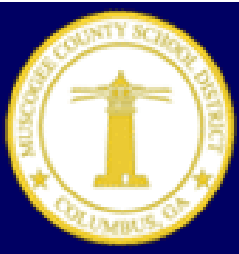
Item	Price	Add to Cart	Email
Bretford Core36M Mobile Cart (shipping/handling/setup included) (2018 Contract)(Laptops are sold separately)	\$1,456.00	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Lenovo 4X20M26252 45W Power Adapter USB-C Style	\$41.00	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Jar Flex CSEM-1615 32 Capacity share bundle (including casters/handle/stack kit) with setup and 5Y Warranty	\$885.00	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Jar Flex CSE-1615 16 Capacity share charging station (desk or wall mount) with setup and 5Y Warranty	\$480.00	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Jar Flex CSE-MOBL-KIT Casters Handle with Installation	\$107.00	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Jar Flex CSE-2STACK-KIT allows additional cart to be stacked with installation	\$70.00	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Jar Flex CSE-PKLOCK-KIT Locking padlock kit with installation	\$70.00	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Cyber Acoustic Headset with microphone AC-6008 (Single 3.5mm combo jack for 300e Chromebook)	\$14.00	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Belkin Cover/Sleeve Black Neoprene for 300e Chromebook	\$13.50	<input type="button" value="Add"/>	<input type="button" value="Email"/>
Cyber Acoustic stereo headphone ACM-6004 (NO MICROPHONE) for single 3.5mm jack 300e Chromebook	\$12.75	<input type="button" value="Add"/>	<input type="button" value="Email"/>

Once the items are added, select the *shopping cart* icon in the top right corner of the QuickQuote screen. This will allow the user to adjust the quantities as needed. If the quantity is changed, the user will need to select *Update Cart* before moving forward. At this point, the user will select *Generate Quote*. Once the *Generate Quote* item is selected, the screen below will appear and assign a quote number. By selecting the *Printable version*, the user may either save the document as a PDF or print the document as normal. If processing in Business Plus, a copy of the quote will need to be attached to the Purchase Request (PR). If using a P-Card to purchase replacement parts, the Virtucom Vendor P-card form will need completing. A link to the form has been provided in the Helpful Information Section.

The screenshot shows the Virtucom QuickQuote interface displaying a quote summary. At the top, it says "Welcome, MCSD [Logout]". Below that, there are navigation tabs: Home, Batteries & Others, Retrieve Quote, and Help. The main content area displays "Quote #: 4vxeuf" and "Printable version". A table shows the items and their prices:

Description	Unit Price	Qty	Total
Belkin Cover/Sleeve Black Neoprene for 300e Chromebook	\$13.50	2	\$27.00
Subtotal			\$27.00

Please print and submit to your appropriate personnel for approval.



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The student may then provide payment to the school for the quote. The school will place the payment into the school's general activity fund. The payment for the replacement will be issued from the school to the vendor.

II. Ordering Chromebook Sleeve Tags & Stickers

Schools have the option to order Chromebook stickers or laminated backpack tags. The backpack tag may be attached to the student's protective sleeve for easier identification. The request for these items using the school's logo may be made to the MCSD Print Shop. Examples are listed below:



The electronic print request may be found at the bottom of the Staff Page listed under the Operations & Facilities section, see below:

Operations and Facilities

[Building Codes for Pony](#)
[Motor Vehicle Accident App](#)
[School Nutrition](#)

[Bus Charter Request](#)
[Schedule Drills \(Fire, Weather, etc...\)](#)

[MCSD Print Shop Requests](#)
[School Dude](#)

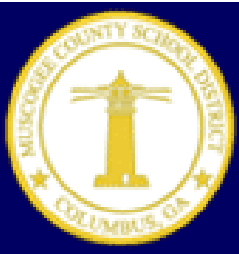
Please contact the MCSD Print Shop with additional questions. 706-748-2377

Manufacturer's Recommended Cleaning Tips

I. Cleaning the Cover of the Computer

Occasionally clean the exterior of your computer as follows:

1. Use only mild cleaning solutions (non-ammonia based and non-abrasive) and a damp lint-free, soft cloth to clean the painted surfaces of the computer.
2. Apply non-ammonia based cleaner onto the cloth.
3. Absorb the cleaner into a sponge or lint-free, soft cloth.
4. Squeeze out the excess liquid from the sponge or cloth.
5. Wipe the cover using a circular motion taking care not to let any excess liquid drip.



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6. Wipe the surface to remove any left-over cleaner.
7. Rinse the sponge or cloth with clean running water and squeeze out any excess liquid.
8. Wipe the cover with the clean sponge or lint-free, soft cloth.
9. Wipe the surface again with a dry, lint-free, soft cloth.
10. Wait for the surface to dry completely and then remove any fibers left from the sponge or cloth.

II. Cleaning the Computer Keyboard

1. Absorb some isopropyl alcohol on a lint-free, soft cloth.
2. Squeeze out excess liquid from the lint-free, soft cloth.
3. Wipe the key top surface with the lint-free, soft cloth, ensuring no liquid drips on or between the keys.
4. Allow to dry.

Notes:

- Never spray or pour any liquid cleaner directly on the LCD display or the keyboard.
- You can use compressed air from a compressed air can to remove any crumbs and dust from beneath the keys. Do NOT use an air compressor.

III. Cleaning the Computer LCD display

1. Gently wipe the display with a dry, lint-free, soft cloth.
2. Wipe or dust the stain gently with a dry, soft cloth.
3. If a stain, smudge, or other blemish remains, moisten a lint-free, soft cloth with water or a 70-30 mixture of isopropyl alcohol and water (distilled or deionized).
4. Wring out as much of the liquid as you can from the lint-free, soft cloth.
5. Wipe the display again; do not let any liquid drip into the computer.
6. Allow the display to dry, then close the lid if the computer has one.

Notes:

- Anti-static LCD cleaning cloths, Kim Wipes, and some types of lens cleaning wipes are also acceptable alternatives for a lint-free, soft cloth.



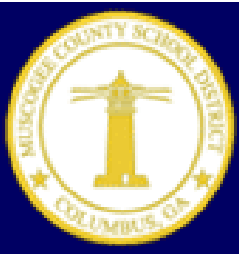
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- Isopropyl Alcohol is a flammable liquid. Do not use this cleaner near an exposed flame or when the system is on.

IV. Disinfecting your computer, keyboard and LCD display

1. Squeeze out excess liquid from wipe or disinfecting cloth before using
2. It is safe to use a disinfecting wipe designed for office/home use. Some disinfecting wipes designed for medical use may cause discoloration, harm surfaces, or even affect functionality of your device. To minimize symptoms, we recommend the following:
 - Gently wipe the system thoroughly, being careful to ensure no liquid drips into the computer. Do not wipe on connector pins.
 - After disinfecting, follow the cleaning procedure from the wipe supplier to minimize chemical buildup of disinfectant residue (i.e. wiping away any residual disinfectant after the prescribed contact time).
 - Always allow the computer to completely dry prior to any use.
3. Medical wipes and their chemical composition vary greatly. Depending on the chemicals, frequency, and duration of use, medical wipes may impact cosmetic appearance¹ and system functionality². To minimize this risk, we recommend:
 - Hydrogen peroxide wipes (such as Virox Accel wipes w/ a maximum of 0.5% hydrogen peroxide)
 - Alcohol based wipes (such as PDI Germicidal or B.Braun Meliseptol Wipes sensitive)
 - Do not use wipes containing sodium hypochlorite (bleach)
 - Wiping away residual solvent as soon as possible after the prescribed contact time and wiping the surface again with a dry, lint-free, soft cloth



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iPad Care and Procedures

In order for an iPad to be managed by the District, it must have a JAMF license. If it does not have a license the device will not appear in IIQ and cannot be managed. Managing allows DIS (Department of Information Services) to deploy software to, filter content, enabled and disabled and unlock iPads. Most of iPads that have been deployed for K-2 students are the property of Title I and should have JAMF.

I. Locked iPad

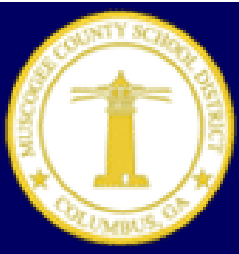
JAMF	No JAMF
Submit a Work Order in IIQ	<ol style="list-style-type: none">1. Secure the original purchase order used to purchase the impacted device(s).2. Call 1-800-275-2273 to speak with an Apple rep.3. Once the PO is verified, the rep will provide instructions for resetting the device

II. Broken iPads

Please do not submit a work order for broken iPads. Follow the steps below:

Damaged iPad Steps:

1. To determine if an Apple device has AppleCare, please visit <https://checkcoverage.apple.com/>
If an iPad has AppleCare. Please call Apple at 1-800-800-2775 for iPad repairs.
2. You will need an LTSA number, which can be obtained by calling 706.748.5555.
3. There is a \$49 deductible for repairs.
4. Apple will provide instructions for returning the damaged device for repair.
5. It is at the school's discretion to charge for damages. If it is decided upon to charge for the damages, please follow the MCSD procedures for charging students.



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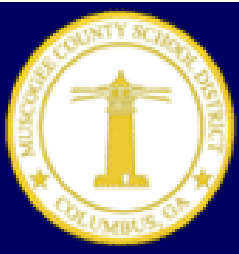
An iPad without AppleCare, can also be repaired by a local vendor who repairs:

- Audio Jacks
- Screens
- Hardware

The contact's name is Nick Dudley. He can be reached at (706) 593-7967. Using him is at the school's discretion. However, his rates are reasonable. He will pick up the broken iPad from the school and return it after it has been repaired. In addition, he generates quotes for repairs and accepts Pcards.

III. iPad Location Updates

1. iPads use GPS (Global Positioning System) to update their location. Please make sure that it is on MCSDB and not the Guest Wifi. You may have to set the iPad to totally forget MCSDBGuest wifi. Then leave it on overnight. It should update by the following day.
2. Therefore, when a device leaves the building in which it is assigned to, it is no longer available to the IIQ agents in that building until the device returns. Therefore, please make sure to assign all iPads in IIQ before they leave the building.
3. When iPads return to their assigned buildings they need to be turned on for 24 hours so that the location can update. Once the location updates, the iPad can be managed by the building IIQ agent.



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Helpful Incident Topics

IIQ Reports/Creating a Views for Assets and Ticket

Custom Views are saved filters that can be created for Tickets, Assets, and/or Users. You can create new views from the left sidebar. Clicking the *New View* button will open the *View Designer* window. Views are handy for automatically keeping track frequently used data such as missing/lost Chromebooks or teacher issued devices. Please visit the link below for more details on creating Views.

<https://help.incidentiq.com/hc/en-us/articles/115004213253-Creating-Custom-Views>

Linking Assets with Ticket

In order to track the history of the devices, it is imperative that tickets are submitted using the asset tag number or serial number when available. Once the asset is located and selected, there is an option to submit a ticket for the device. Please use this option to assure issues are linked to the assets. For additional assistance or questions, please submit a work order via IIQ.

Attaching Documents to Tickets:

<https://help.incidentiq.com/hc/en-us/articles/115003456848-How-do-I-attach-a-file-picture-to-a-ticket->

Chromebook Information/Student Learning Device Program Information:

<http://sites.muscogee.k12.ga.us/sldp/>

Detailed Infinite Campus Fee Information

Assign Fees

<https://kb.infinitecampus.com/help/assign-fees-to-an-individual-student-video>

Adjust Fees

<https://kb.infinitecampus.com/help/adjust-fees-for-individual-student-video>

Void Fees

<https://kb.infinitecampus.com/help/void-a-fee-for-individual-student-video>

Property Loss Form

<https://muscogee.incidentiq.com/agent/kb/articles/ee2f8ea1-740f-47cf-ac84-d3e567f7e579>

Virtucom Pcard Purchase Form

<https://muscogee.incidentiq.com/agent/kb/articles/dc87109f-57f7-4ce6-91ae-b83b79600b81>