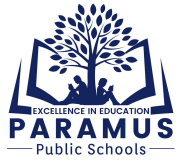


# Incident IQ Access for Parents



To enter a ticket via Incident IQ, go to <https://paramus.incidentiq.com>.

You can also find this link on the Paramus Public Schools website (<https://www.paramus.k12.nj.us>).

In the **Parents** menu, click on **Technology Assistance Request**.

If you are logging in for the first time, click **Reset your password**.

Enter the email address that you use to log in to your Genesis account. Click **Reset Password**.

You will receive an email with a temporary password that you will be prompted to change when signing in.

The next time you return to Incident IQ, you will select **Reveal alternative login options**.

Enter your email address and password. Click **Sign In**.

A screenshot of a button labeled "Reset your password" with a blue icon of a person and a lock.

A screenshot of a form for resetting a password. It features an input field for "Email Address" with a red asterisk, a blue "RESET PASSWORD" button, and a grey "CANCEL" button.

A screenshot of the "Please sign in" screen. It shows three options: "Google SSO" with a green 'G' icon, "Reveal alternative login options" with a lock icon, and "Reset your password" with a blue person icon. A red arrow points to the "Reveal alternative login options" button.

A screenshot of the sign-in form. It has two input fields: "Email Address" and "Password", both with red asterisks. A blue "SIGN IN" button is at the bottom right.

If you are still unable to log in after following the steps above, please e-mail [techhelp@paramus.incidentiq.com](mailto:techhelp@paramus.incidentiq.com) or use this link to submit a ticket:

<https://paramus.incidentiq.com/guest/MAMB2388/technology-support>