

Self-Service IT Support Requests

FootPrints®

Your gateway to the Information Technology Service Desk

The Information Technology Department (IT) uses an on-line support request tracking system called “FootPrints®” to coordinate and prioritize all requests for IT assistance. Footprints enables IT to quickly escalate urgent issues and notify the appropriate staff for response. The system also helps IT staff to track their work requests and to keep customers informed of progress. Footprints provides an online Knowledge Base to enable searching of commonly reported issues and their resolution. Footprints also provides a web-based self-support feature to enable you to enter your own requests, track the progress of requests, be updated on Global issues, and search the Knowledge Base. This document provides a step-by-step guide for using the Footprints self-service feature.

I. Your path to FootPrints

You can access the *FootPrints* self-service webpage from any computer either on or off campus at the following URL:

<https://servicedesk.capital.edu>


This will take you to the *FootPrints* login page as shown below.

Log in with your Capital University common logon information (ex: your e-mail username and password). The system will check to make sure you have a valid account. If you have a valid account and this is your first time using the system, you will receive a “thank you for registering” message. Click the “ok” button to continue. If you have used the system before, you will be directed to the main menu of the system.

If you are unable to log in, please call the Service Desk at (614) 236-6508 for assistance.

CAPITAL UNIVERSITY

USER ID

PASSWORD  Login

Note: USER ID is your **Common Logon ID**
e.g. Jane Doe may have a common logon of JDoe3
which is everything before the @ sign in her e-mail
address.

New Users: [Sign Up Here](#)

II. Welcome to FootPrints!

When you log in to *FootPrints* you will see a welcome screen similar to this one:

FootPrints

https://servicedesk.capital.edu/MRcgi/MRhomepage.plex

Project Service Desk
User

Search [Advanced](#)

Home

Requests

Submit

View Mine

Search

Quick Issue

Global Issues

Knowledge Base

View All

Search

Help

Logout

Powered By
NUMARA
FootPrints
From Numara Software

Welcome to Service Desk! A list of the most popular solutions for Service Desk can be found below. If you don't find the answer to your question there, use the button here to search the knowledge base. If you experience any problems using Service Desk, please send email to footprints@capital.edu.

[Search Knowledge Base](#) [Submit Request](#) [View My Requests](#)

Solutions ranked by Popularity for Service Desk

Solution #	Last Edited On	Title
219*	11/14/2006	IE7: Where did my Menu Bar go?
2404	01/05/2007	In Portal WebAdvisor menus appear out of place.
262	01/22/2007	Mailbox Full Alert - MS Outlook Solution
2268	11/14/2006	IE7 & OWA: Internet Explorer 7 (IE7) hangs or crashes with Outlook Web Access (OWA)
2411	11/14/2006	Microsoft Windows: How to set your default printer
2412	11/15/2006	EMS - Provide Server Parameters dialogue box
2413	11/14/2006	Meeting & Events Services: Student worker initial setup
2525	01/15/2007	IE7: Initial Configuration
2585	11/15/2006	Web Advisor - Registering for Classes
2586	11/15/2006	Web Advisor - Hold on Accounts
2588	11/15/2006	Your Keyboard Won't Work - No Characters Appear on Screen
2716	11/22/2006	MS Outlook: Deleting A Shared Calendar
3885	01/22/2007	Mailbox Full Alert - Outlook WebAccess Solution


This is the *FootPrints* home page. Your name will appear in the upper-right hand corner where it says, "User". The search box allows you to look for service requests back through July 2006.

You can search by title, keyword, or Issue number. The search box at the top of the screen and the quick links on the left-hand side will always stay on your screen as long as you are using *FootPrints*.

The main section of the page initially shows the Knowledge Base. Solutions to the most frequently asked questions can be found in this section.

You can browse through the solutions using the blue arrows at the top of the section, or search for a specific answer using the *Search Knowledge Base* button above the list of solutions. To view any of the solutions, click on the title, the date, or the solution number.



 Home

 Requests


Submit


View Mine

Search

 Quick Issue

 Student Rm
Changes


 Student Leaving
Univ


 Global Issues

 Knowledge Base

View All

Search

 Help

 Logout

Powered By
NUMARA

FootPrints

From Numara Software

The left menu is a series of links divided into categories. These quick links give you immediate access to all of the features of *FootPrints*.

The **Home** button returns you to the *FootPrints* main page with the view of the Knowledge Base.

Requests include options for all the things you can do with your service requests:

- **Submit** a new request;
- **View** all of your requests; or
- **Search** for a particular request

A **Quick Issue** is a common request that has been pre-populated with details. If there are quick issues set up in the system which are available for you use, you will see them under this menu option.

Global Issues are issues which affect a large number of people on campus. For instance, if part of the telephone system goes down, we will post a notice here. If there are any currently active global issues, you will see a notification window pop-up when you log into *FootPrints* with the details of that issue. Once you have read the information, you may click on the X in the upper right corner of the window to close it. If you are experiencing the same issue, you can subscribe to the Global issue and receive updates with it is updated and resolved.

The **Knowledge Base** is a repository of common and/or repetitious problems, questions and solutions that have been documented and approved for use. You can often resolve your own issue by searching through the knowledge base for resolutions. It is a good idea to search the knowledge base before submitting your request to IT for support.

When you have completed your session, please **Logout** of *FootPrints* by clicking on the Logout option at the bottom of the menu.

III. Submitting a new request



To open and submit a new service request, click on the **Submit Request icon**, or select the **“Submit Request”** link in the quick links section in the left menu. (If this is a common request, there may also be an option to open a **Quick Issue**). The Issue Submission screen will display for you to enter the details of your request.

SUBMIT A NEW REQUEST Select Use selected template

To submit a new Request, fill out the form below and click the "Go" button.
** Mandatory fields are highlighted and marked with an asterisk.

Title*

GO

YOUR CONTACT INFORMATION

Last Name*	<input type="text"/>	First Name*	<input type="text"/>	UserName*	<input type="text"/>
Email Address*	<input type="text"/>	Office/Location	<input type="text"/>	Phone*	<input type="text"/>
Position Title	<input type="text"/>	Full Name*	<input type="text"/>	Capital ID*	<input type="text"/>
Fac Staff Student*	<input type="text"/>	Department*	<input type="text"/>		

ISSUE INFORMATION

Problem Type*	<input type="text" value="Make a Selection"/>	Category	<input type="text"/>	Symptom	<input type="text"/>
Issue Location*	<input type="text" value="Make a Selection"/>	Platform	<input type="text" value="No Choice"/>		

DESCRIPTION*

ATTACHMENTS Attach Files

Last Attachment

ADDITIONAL EMAIL NOTIFICATIONS ?

Addresses

GO

Your username and email address will appear in the appropriate fields. Except for your username, you can edit any of the boxes containing contact information. All of the fields marked with an asterisk and highlighted in red text are mandatory; the system will not allow you to submit your request without providing that information. If you've chosen a **Quick Issue**, the title, and some additional information will already be filled in for you.

Tip: If any of your contact information is incorrect, you can change it yourself from any Windows computer on campus. For instructions, refer to Issue #273 in the FootPrints Knowledge Base.

Once you have entered all the information, press the **GO** button at either the top or the bottom of the form. That's all there is to it! Your request will be reviewed by the Service Desk staff and routed to the appropriate technician. You will also receive an automated email response that includes your Issue number for future reference.

Submit Request: Step-by-Step

1. **Enter a Title**—This is the subject or summary of the request. It should be brief, but descriptive. For example, “Computer does not boot up” would be a good title. “Help!!” would not be a good title because it does not give any indication of the problem.

SUBMIT A NEW REQUEST		Select	Use selected template
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To submit a new Request, fill out the form below and click the "Go" button.
**** Mandatory fields are highlighted and marked with an asterisk.**

Subject*	Printer is "Ready" but
-----------------	------------------------

Enter a Title for your Request

2. **Your Contact Information**—This section holds your contact information. If this is the first time you have submitted a Request, these fields may be blank. Fill out the fields with your name, etc. (your email address or other unique key is pre-filled with the data you entered at login time). If you are already in the Address Book, all of the fields are pre-filled.

YOUR CONTACT INFORMATION					
Last Name*	Doe	First Name*	John	UserName*	jdoe
Email Address*	jdoe@capital.edu	Office/Location	Battelle Hall 204	Phone*	614-236-5555
Position Title		Full Name*	John Doe	Capital ID*	1234567
Fac Staff Student*	staff	Department*	Information Technolo		

Fill in your contact information

3. **Issue Information**— Enter details to begin to define your issue. Additional fields may display depending on the type of problem you are reporting. Click on the arrow to display a list of options to choose from.

ISSUE INFORMATION					
Problem Type*	Printer	Category	HP LaserJet 2420	Symptom	Not responding
	Edit Dependent Fields				
Issue Location*	Battelle Hall	Platform	No Choice		
	Edit Dependent Fields				

Fill in Issue information

Dependent Issue Fields may also display as you are completing your issue information. For instance, when you select a Problem Type of “Printer” the following window will pop open and will ask for the Printer ID #.

The screenshot shows a window titled "DEPENDENT ISSUE FIELDS" with a light green background. At the top, it says "From the Data House Sticker" and "Use '000000' only if not a Data House printer." Below this, there is a red label "Printer ID#*" followed by an empty text input field.



Note: You must click this go-button BEFORE clicking the go-button on the main Create Page.

If you need to go back and edit a Dependent Field, click on the “Edit Dependent Fields” link on the Issue Information screen.

When you enter your Issue Location (building), a pop up window will display requesting the specific room number.


The screenshot shows a window titled "DEPENDENT ISSUE FIELDS" with a light green background. At the top, it says "e.g. 260 or The Bridge". Below this, there is a red label "Room Number*" followed by an empty text input field.



Note: You must click this go-button BEFORE clicking the go-button on the main Create Page.

NOTE ON FIELDS

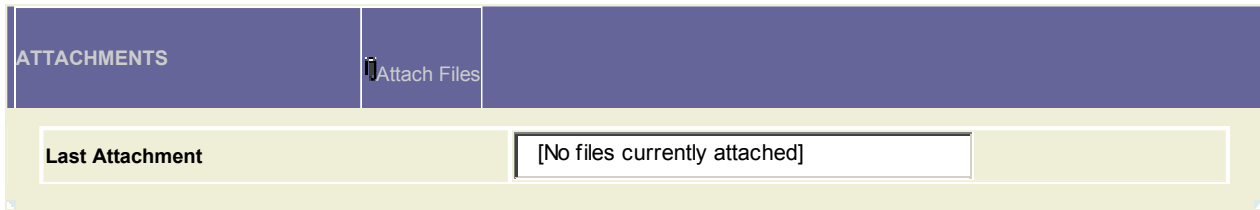
All fields displayed in **red** are mandatory and must be filled out.

- Description**—Enter the complete details of your Request. There is no limit to the amount of text that can be entered in the Description field. Be as specific as possible to ensure a quicker resolution to your Request. The  spell check option is available to check your spelling.

The screenshot shows a window titled "DESCRIPTION*" with a light green background. It contains a large text area with the text: "Every time I try to print to my local printer, I get an error message 'printer not ready', but the printer 'ready' light is on." The text area has a scroll bar on the right and a horizontal scroll bar at the bottom. A small spell check icon is visible in the bottom left corner of the text area.


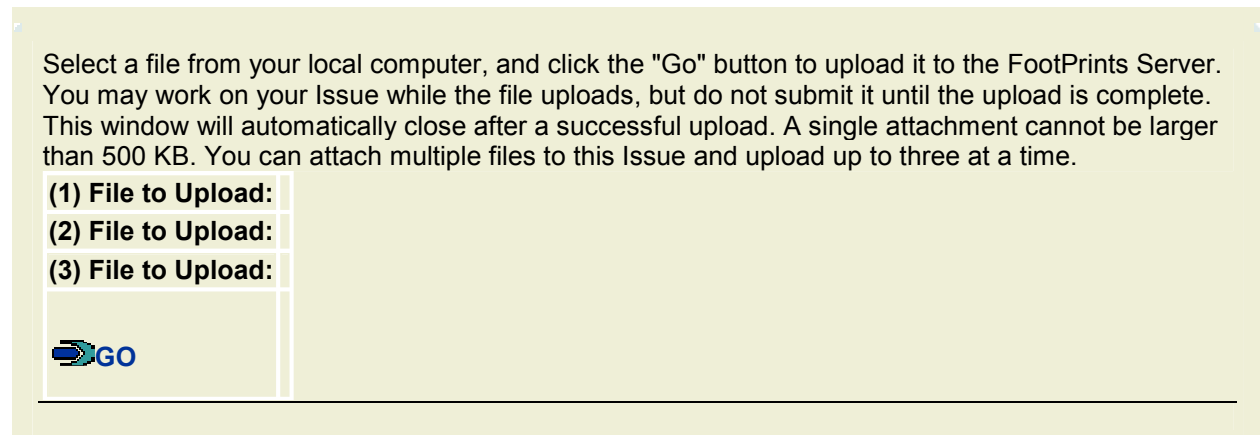
Fill in a full description of your Request

5. **Attachments (optional)**—You can attach one or more files from your local machine to your request. For example, you may want to attach a screenshot of the error you are receiving.




When you click on the Attach Files button, the following form will display:


Upload a File Attachment.




Email notifications may be sent to you when updates are made to this Request. If you would like the notifications automatically sent to additional addresses, enter the addresses here.

6. **Submit Request**—When you are ready to submit the Request, click . The Request is assigned a number and the **FootPrints** Homepage is displayed.

IV: View your requests

You can also view all of the requests you've made by clicking on the "View My Requests"  icon, or by selecting the "View Mine" link from the left menu. A page will display showing all requests in the system that have your name as the Submitter. You will see the Issue #, the date it was last edited, the current status assigned, and the issue title. To see the details of any issue, click on the row for that issue. If you want to sort your issues, click on the column header (Issue #, Last Edited On, Status, Subject) to sort by that column.

My Requests for Service Desk			
REQUESTS	All	Active	Closed
Issue # 	Last Edited On	Status	Subject
17636	05/13/2009	On Hold	Confirm Datatel & Remote Access for Kathy Schroer
16589	03/12/2009	Closed	UC - Advancement CU.FR.XFAR paragraph needs converted
 16534	04/06/2009	Closed	Web Advisor Financial Responsibility Tracking
16407	03/06/2009	Closed	CA, WS, & RN - laptop setup Friday 9:30a
 16392	03/05/2009	Closed	WebAdvisor Changes for Registration
13382	11/04/2008	Closed	Reset EMS account password
12930	10/29/2008	Closed	Create DSC Cappoint Site
12552	09/29/2008	Closed	Computer will not boot

Status Descriptions


- **Triage** Your request has been received and is being reviewed by the service desk staff.
- **Open** Your request has been reviewed by the service desk staff and assigned to the appropriate functional unit within IT for service and resolution.
- **Customer Updated** You have updated your service request based on questions sent to you by the IT technician.
- **In Progress** Your request is being worked on.
- **Need More Info** Your request has been reviewed, or is in progress, but work cannot proceed without more information from you. Please contact IT, or **edit your request online** to provide the additional information.
- **Await Approval** The request deviates from a university policy and/or requires approval to proceed. The issue is on hold until the appropriate approval has been received by IT.
- **On Hold** The request has been placed on hold, typically because of some dependency on another issue or request, such as parts delivery. You may also see this on requests that are substantially complete, but require some final finishing touches or IT is awaiting your response to final testing.

- **Auto Close** Tickets with this status will automatically close after two business days. The ticket is typically complete; however, this status will keep the ticket open if there is the potential for an issue to re-emerge. Periodically, tickets will be assigned this status, if a technician has not received communication back from a customer after several attempts.
- **Closed** Your request is complete.


The status of your request is assigned by Information Technology staff as it goes through the resolution workflow. When you edit one of your requests, the status will change to **Customer Updated** so that your updates will be reviewed by our staff.

When you select an issue to view the detail, you will see a complete, descriptive history of the request, from the time you submitted your request (whether through *FootPrints* or by some other means, such as a phone call, visit, or E-mail to the Service Desk) up to the last action recorded. The most recent update will appear at the top of the detail screen.

V. Edit your request

If the status of your request is not **Closed**, you can add information to it by clicking on the **Edit** button  at the top of the request history screen. You can then add an additional description to the request, or mark your request as **Closed**. Submit your update by pressing the **Go** button, and the status of the request will automatically change to **Customer Updated** so that your changes will be reviewed by our staff, or to **Closed** to indicate that you're satisfied with the resolution, as appropriate.

VI. Logout

When you are finished with the *FootPrints* system, click the **Logout** button . This will end your session, and return you to the *FootPrints* login screen.

Service Desk Contact info:	
e-mail:	ServiceDesk@capital.edu
Main phone:	(614) 236-6508
The Service Desk hours of operations are:	
Monday -Thursday:	8:00 am - 8:00 pm
Friday:	8:00 am - 6:00 pm
Saturday & Sunday:	1:00 pm - 5:00 pm
<i>(Hours of operations will vary during summers, holidays, and term breaks)</i>	