



FootPrints Customer Reference Guide

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Getting Started With FootPrints

How to log into FootPrints

1. To access the system, go to <https://helpdesk.gsu.edu>
2. Use your [CampusID](#) and LDAP password to access the system. (This is the same password used to access EasyView and GoSolar)
3. Click on **Login**

If you are a new user you must sign up first by selecting **Sign Up Here**

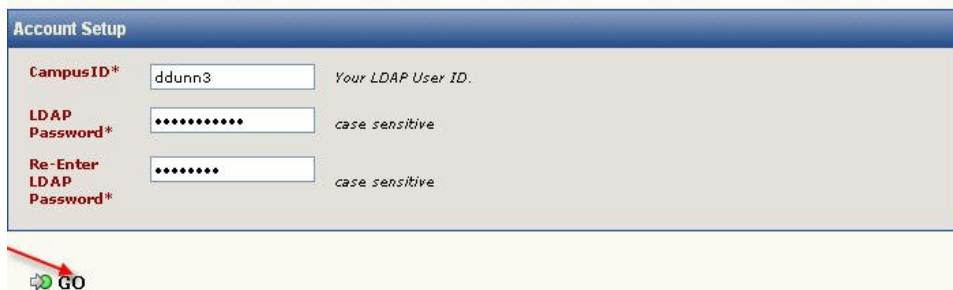


FootPrints Figure 1

New User Registration Page

Input your campus id and password then reenter your password and press **GO**

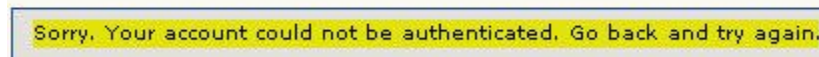
New User Registration



FootPrints Figure 2

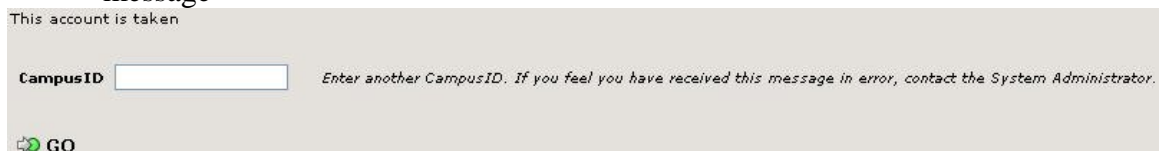
- If you type in the wrong password you will get the following error message

FootPrints Error



FootPrints Figure 3

- If you your account already exists in FootPrints you will get the following error message



FootPrints Figure 4

After you have entered your [CampusID](#) and password, select **Login** to enter FootPrints.

Global Tickets

If there are any “Global Tickets” they will show in a smaller pop-up box, see below:

Current Global Incidents Help Close

This is a list of Global Incidents currently affecting other users. If you are experiencing the same issue, you can subscribe to the Global and receive updates when it is updated and resolved.

- To view the full description of a Global Incident, click the Subject.
- To subscribe to a Global Incident, select “Subscribe”.
- To view this list again after you close the window, select “Global Incidents” from the FootPrints toolbar.

Number	Subject	
4865	Not Able To Access GroupWise WebAccess	Subscribe
5252	Spectrum Access	Subscribe
4316	Not receiving any emails to student account	Subscribe

Once you subscribe to a Global Incident, it will be listed with your Requests. You will receive email updates as the Global Incident is updated and eventually resolved. You can view the latest status at any time by viewing it under “View My Requests”.

FootPrints Figure 5

If the issue you are reporting affects multiple users and has previously been reported, it will be listed in the Current **Global Tickets**. It is recommended you subscribe to the ticket to stay updated.

If you have not received an update recently via email, or email is the problem and you can not be updated, you can track the status by watching the ticket in **View My Requests**.

Note: There is nothing further you need to do than press the subscribe button. Once the agent closes the ticket, you will no longer receive updates.

How to Submit a Request

Select one of the **Submit** buttons located in the left menu bar or in the center of the page.

Welcome to IS&T Help Center! A list of the most popular solutions for the He find the answer to your question there, use the buttons here to search the kr to the Help Desk. If you experience any problems using IS&T Help Center, p 404-413-HELP (4357).

Home
Requests
Submit
View Mine
Search

Browse Knowledge Base
Submit Request

FootPrints Figure 6

Submit a New Request Section

Subject field: Enter a brief description of the issue you are reporting.

Note: Please fill in all **mandatory fields** (the red colored fields)

Submit a new Request -- General Information

Subject*

FootPrints Figure 7

Your Contact Information Section

The information you will see is the information we currently have on file for you. This information in black can be changed but it will only change for the incident you are reporting. The next time you log in you will have to change this information again.

- Students Incorrect Information such as your name must be reported to the One Stop Shop at 3-2600
- Faculty/Staff Incorrect Information such as your name, location or department must be reported to Human Resources at 3-3270. If your phone number is incorrect please notify the Help Center at 3-4357 or email help@gsu.edu

Note: The next time you need to create a new ticket, you will have to change this information again unless proper action has been taken to resolve the problem.

The screenshot shows a form titled "Contact Information" with the following fields and values:

CampusID*	TestAcct	Last Name*	Acct	First Name*	Test
Email Address*	testacct@gsu.edu	Alternate Email		Phone	4045558254
Campus Building	Sparks Hall	Room#	1019	Campus Department	Help Center

FootPrints Figure 8

Description Section

Describe in as much detail as possible the issue you are having.

The screenshot shows a text area titled "Description" containing the following text:

I can not log into GoSOLAR? I have tried several password and neither of the ones I thought it was is working. Please reset the password for me? My campus id is testacct. If any other information is needed please feel free to contact me at the number above.

There is also a spell check feature that can be used when typing in the description.

A red arrow points to a spell check icon (ABC) in the bottom right corner of the text area.

FootPrints Figure 9

Additional E-Mail Notifications Section

You can add additional email addresses to the ticket in the **Additional Email Notifications** field in order to keep others, who may want to be informed. Enter their entire email address and separated by a space only.

Note: You can not remove the email address once the ticket has been created and that email address will be updated as frequently as the ticket is updated.

The screenshot shows a form titled "Notifications" with a sub-section "Additional Email Notifications" containing a text field labeled "Addresses".

FootPrints Figure 10

Attachments Section

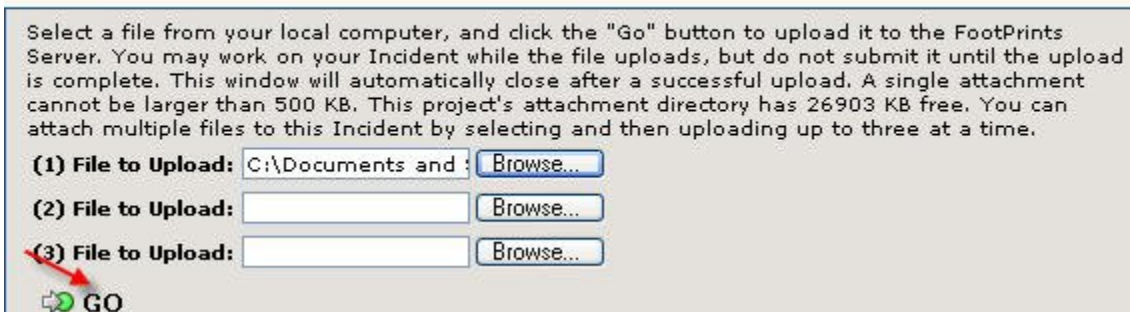
To attach a file to a ticket

1. Select **Attach Files**
2. Select **Browse**
3. Select **GO**



FootPrints Figure 11

Upload a File Attachment.



FootPrints Figure 12

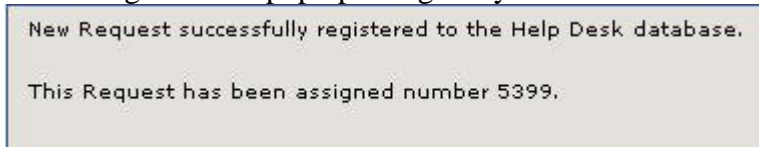
If the file was attached correctly you will get a successfully attached message.



FootPrints Figure 13

When you are finished entering all the ticket information you **must** press the **Save** button to send it.

You will get a short pop up that gives you the ticket number for the incident



FootPrints Figure 14

Shortly after you will receive an email with an overview of information submitted into the ticket and the ticket number.

You may reply to that emailed ticket with any appending comments and information that may have been forgotten or discovered after the ticket has been created.

View Mine

To view all the tickets you have submitted choose from the left menu, under **Requests**, **View Mine** or select **View My Requests** at the top of the page.



FootPrints Figure 15

You then come to a page that lists all your tickets

Incident #	Last Edited On	Status	Subject
5399	07/19/2008	Request	test3
5398	07/19/2008	Request	Test 2
5397	07/19/2008	Request	Test

FootPrints Figure 16

You will see the ticket number, the last time the ticket was edited, and the status of the request.

If you click on any part of the ticket it will open the ticket. You can then view the details for the ticket, as well as edit the ticket.



FootPrints Figure 17

Note: In order to save changes you make to a ticket remember to select **Save** located at the top and the bottom of the page.



FootPrints Figure 18

Note: You can also search for specific tickets by utilizing the Search box at the top of the screen. You can change the default setting of **Subject** to **Keyword** or **Number**, then enter what you can remember is in the ticket you are referring to and press **Search**



FootPrints Figure 19

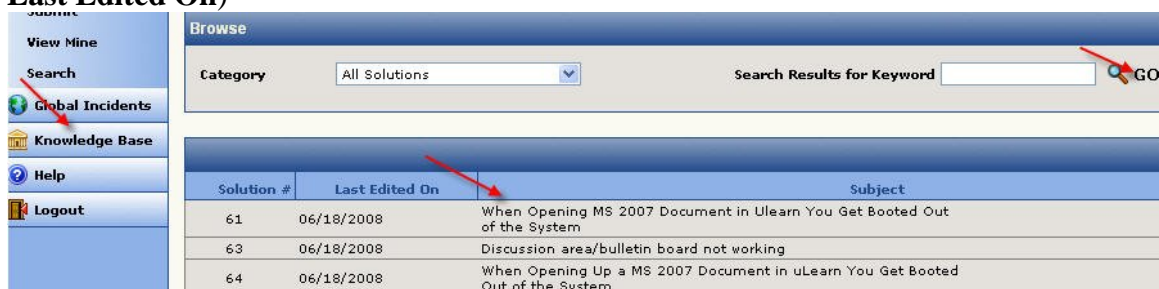
Knowledge Base

The Knowledge Base is available to you to reference any public knowledge on how to correct a problem.

By selecting **Knowledge Base** you can view all or search by using a keyword and selecting **GO**. If you would like to perform a search using more than one keyword you will have to use a connecting word like **and/or**.

- Using two keywords with **and** between them will significantly narrow the search.
- Using two keywords with **or** between them will report knowledge articles with either one of the keywords in them.

To view the contents of the article select any part of the solution (**Subject, Solution #, or Last Edited On**)



The screenshot shows a web interface for a Knowledge Base. On the left is a navigation menu with options: View Mine, Search, Global Incidents, Knowledge Base, Help, and Logout. The main area is titled 'Browse' and contains a search bar with a dropdown menu set to 'All Solutions' and a 'GO' button. Below the search bar is a table with three columns: 'Solution #', 'Last Edited On', and 'Subject'. The table contains three rows of data. Red arrows point to the 'GO' button, the 'Last Edited On' column header, and the first row of the table.

Solution #	Last Edited On	Subject
61	06/18/2008	When Opening MS 2007 Document in Ulearn You Get Booted Out of the System
63	06/18/2008	Discussion area/bulletin board not working
64	06/18/2008	When Opening Up a MS 2007 Document in uLearn You Get Booted Out of the System

FootPrints Figure 20