

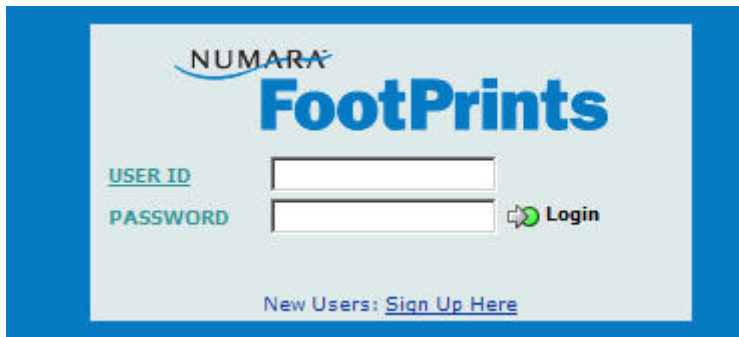
UWP FootPrints

UWP is using FootPrints from Numara Software, a web based program, to track all computer related support requests submitted by students, staff and faculty. This product was implemented in January of 2007 initially for the sole use of IT support staff on campus. The first phase of the implementation allowed support staff to familiarize themselves with the product and allowed for the product to be customized slightly.

Phase two of this project allows students, staff and faculty to view computer related requests they have submitted through the Help Desk, ResNet or distributed support staff.

How Do I Use FootPrints?

1. Login to FootPrints. Go to www.uwplatt.edu/go/footprints.



2. Enter your **NetID** in the USER ID field. Enter your NetID password in the PASSWORD field. Press Enter or click on the Login icon.
3. You should now see a “Welcome” message with information and below that you will see a list of all requests that have been entered under your NetID.

Issue #	Last Edited On	Status	Title
8231	10/29/2007	Closed	Test - New Interface
7997	10/28/2007	Open	Test - Computer Reboots Itself after 5 Minutes
7981	10/19/2007	Closed	Test - Keyboard Works Half the Time
7575	10/19/2007	Open	Test - Toner Needs Replaced

Note: You can only see requests entered under your NetID. Example: If a supervisor (NetID: SmithT) submits an access request for John Doe (NetID: DoeJ), unless the request was entered with DoeJ as the contact, DoeJ will not be able to view this request. Only SmithT would be able to log in to FootPrints and check the status of the access request.

4. When you initially log in to FootPrints you have two options:



5. Knowledge Base:

You can search through knowledge base (KB) articles that have been submitted by IT support staff for a variety of issues. Remember to check the KB as you may find the answer you need to your issue there. The KB will grow as we continue to add articles to it. By default you will see All Solutions when you enter the KB. You can select from various categories to narrow your search; such as Network Resources; Email, Messaging and Calendaring; Software, etc.

6. View My Requests:

You can click on the View My Requests icon to display all your submitted requests. You can also limit the requests displayed by using the Display drop down menu.



The screenshot shows a web interface with a 'Display' dropdown menu set to 'My Requests' and a 'Refresh' button. Below is a table of requests:

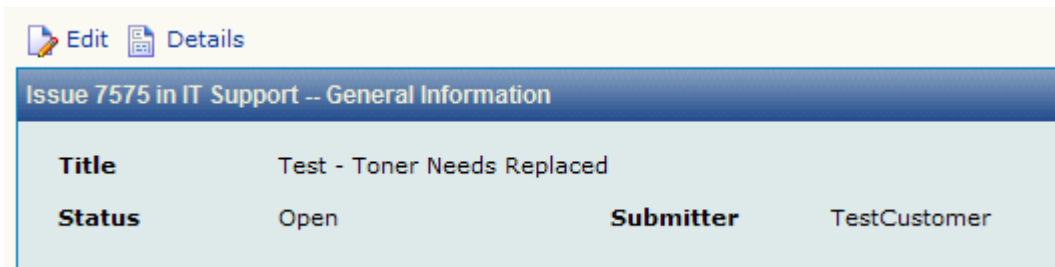
Request ID	Created On	Status	Title
7981	10/19/2007	Closed	Test - Keyboard Works Half the Time
7575	10/19/2007	Open	Test - Toner Needs Replaced

My Active Requests – Will show all requests that you submitted through the Help Desk, ResNet or distributed support that have not been resolved or are currently being worked on.

My Closed Requests – Will show you all requests that were previously submitted and were resolved or closed. You may wish to check a “closed” request for solutions to a re-occurring problem/request.

7. Editing Open Requests

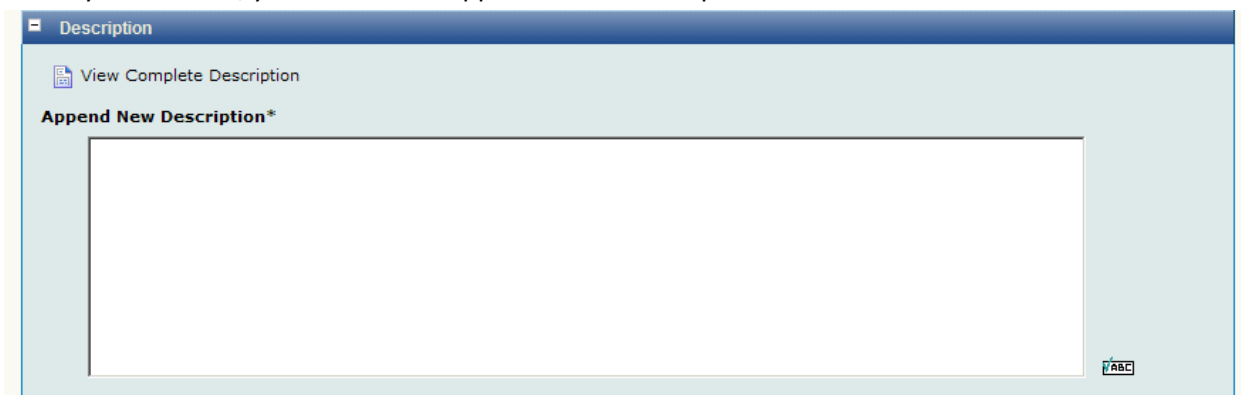
If you need to add additional information or correct information to a request that is open, you can do so by clicking on the request in the list and choosing the Edit option at the top.




The screenshot shows the 'Edit' form for request 7575. It includes a title bar 'Issue 7575 in IT Support -- General Information' and a table with the following details:

Title	Test - Toner Needs Replaced		
Status	Open	Submitter	TestCustomer

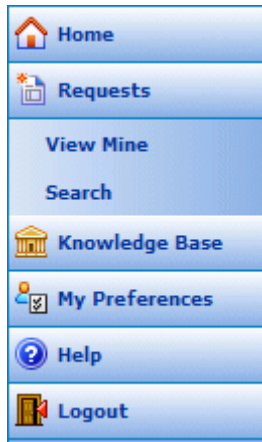
When you click Edit, you will be able Append a New Description.



The screenshot shows the 'Append New Description' form. It includes a 'View Complete Description' button and a large text area for entering the description. A small 'ABC' logo is visible in the bottom right corner.

If you need to attach a file, such as a screen shot of an error message or a spreadsheet for an access request you can do this also in Edit mode. Remember to click on  when you're done editing your request.

8. FootPrints Menu



Home – Always brings you back to the Welcome screen.

Requests – Allows you to View or Search for your requests.

Knowledge Base – Allows you to search the Knowledge Base (KB).

My Preferences – Allows you to customize the some components when viewing your requests. Primarily the font size of text displayed. You do need to enter your password to save any preferences that you change.

Help – Gives you access to FootPrints help documents.

Logout – Logs you out of FootPrints.

Frequently Asked Questions:

1. Why should I view my requests?

Answer: By viewing your requests you can keep track of the work being done on your request. You can also check previous requests if you have a re-occurring issue and can find out how it was resolved earlier.

2. What if I see inaccurate information in my request?

Answer: Contact your distributed support person, the Help Desk or ResNet and let them know that there is inaccurate information in your request. Remember to give them the Issue number assigned to your request for reference. You can also edit your request and append information to the request.

3. Will I be able to submit requests to FootPrints via the web?

Answer: There are plans to provide this feature in the near future.

If you have questions or need assistance with using FootPrints to view your requests contact the Help Desk, ResNet or your distributed support staff.