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Entering a ticket from an on campus computer

Using Internet Explorer, type **helpdesk** in the browser address bar and press Enter. You will be logged into Footprints and ready to enter a ticket or check status of previously entered tickets.

- You may use Firefox or other browsers, but may be prompted for a username/password.
 - o Precede user name with buad\ - example: buad\johl
 - o Password is your network password.

Entering a ticket from an off campus computer

If off campus, the web address <http://helpdesk.bloomu.edu/> must be used.

You may receive a Security Warning, it is okay to click Yes to proceed.

- You will be prompted for a username and password.
- Precede username with buad\ - example: buad\johl
- Password is your network password.

Numara Footprints ~ Entering or Checking Status of Help Desk Tickets

Submitting a Request

General Information Section

Enter a Subject line for your request.

Contact Information

Immediately under the Subject line is the Contact Information section, prefilled with your pertinent office information. This information is pulled from the Active Directory Address Book and is based on your network logon and password.

NUMARA
FootPrints

Home Knowledge Base Global Tickets Submit Request Reports View Mine Instant Talk™ Log Out Help My Preferences

SAVE

Submit a new Request -- General Information

Subject*

Contact Information*

Last Name* First Name* Email Address*
User ID* Phone Building/Room
Department

Ticket Information

Use the drop down next to Problem Type to make a selection.

- This will automatically bring up a Category heading – make selection.
- This will automatically bring up a Symptom heading – make selection.

Ticket Information*

Problem Type* Category Symptom
Platform Is this a Lab Computer?

Specify Platform (Windows XP, Mac, etc).

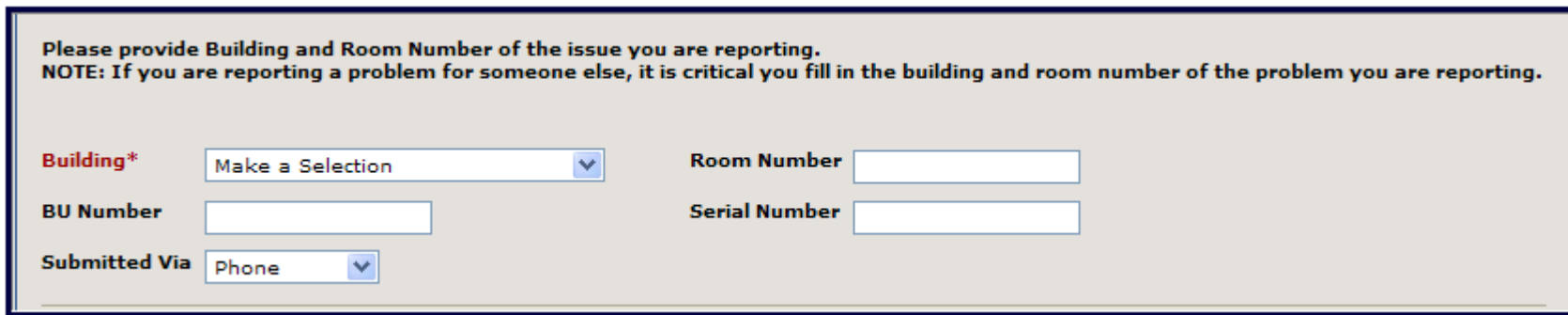
If issue is in regard to a Lab Computer be sure to put a checkmark in checkbox! That will ensure the ticket is automatically routed to the lab support technicians.

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Near the bottom of Ticket Information section

You must enter the building location of the issue you are reporting as this is a required field.

Room number is also helpful. This information is especially important if you are reporting an issue for someone else. Example: Secretaries often report issues for faculty/staff in their department.



Please provide Building and Room Number of the issue you are reporting.
NOTE: If you are reporting a problem for someone else, it is critical you fill in the building and room number of the problem you are reporting.

Building* **Room Number**

BU Number **Serial Number**

Submitted Via

BU Number and Serial Number may be added if you are reporting a hardware issue and something needs to be replaced (i.e., monitor).

Description

Type in the white field, adding a description of issue you are reporting.



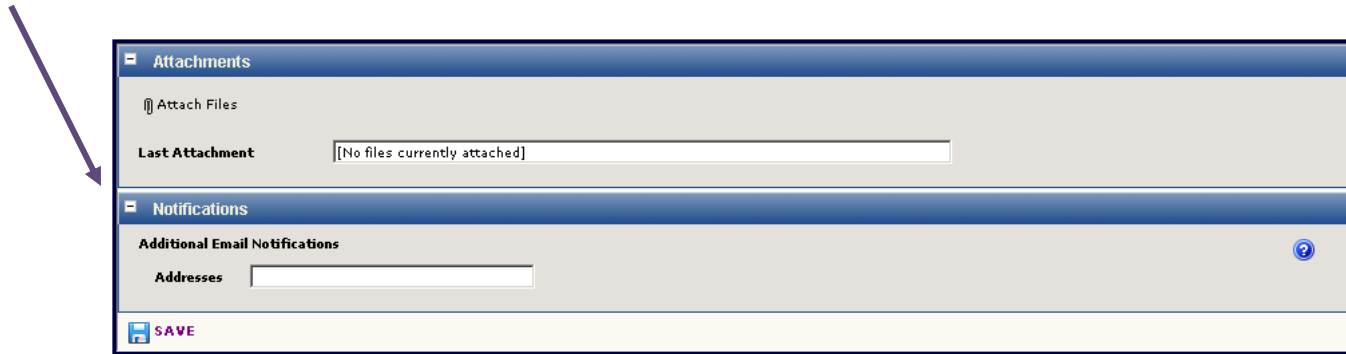
Description*

Spell check icon!

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Attachments and Notifications Sections

- Click "Attach Files" if you have a supporting attachment you must send with your request.
- You will automatically be sent email updates regarding this ticket. If you wish someone else to receive email notifications, add their email address under the Notifications section.



The screenshot shows two sections: "Attachments" and "Notifications".

- Attachments:** Contains an "Attach Files" button, a "Last Attachment" field with the text "[No files currently attached]", and a "SAVE" button at the bottom left.
- Notifications:** Contains an "Additional Email Notifications" section with an "Addresses" input field and a help icon (question mark) to its right.

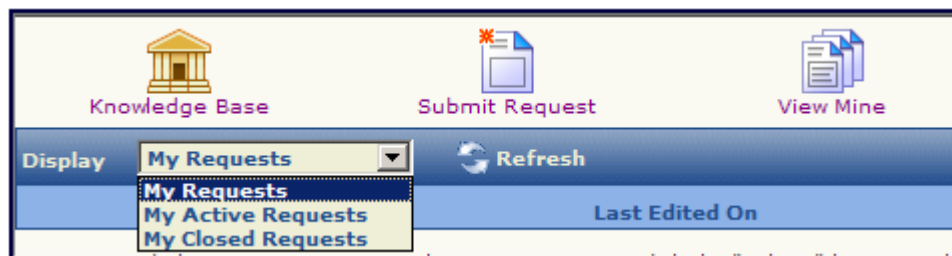
Click SAVE when done – this will submit your ticket.

Check Status of Ticket

You may log into Footprints to check on the status of your ticket(s).

Click the "View Mine" icon.

Under the Display area you may choose "My Requests," "My Active Requests," or "My Closed Requests."



The screenshot shows a navigation bar with three icons: "Knowledge Base" (a building icon), "Submit Request" (a document icon with a red asterisk), and "View Mine" (a document icon with a blue asterisk). Below the navigation bar is a "Display" dropdown menu currently set to "My Requests". The dropdown menu is open, showing three options: "My Requests", "My Active Requests", and "My Closed Requests". To the right of the dropdown is a "Refresh" button (a circular arrow icon) and a "Last Edited On" label.