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Introduction

When users log into the Footprints software, global issues (issues affecting large number of users) will be listed near the top of the software screen. This may assist others who are experiencing the same issue, one for which they were planning to enter a help desk ticket.

Global Issues

Once you have successfully logged in, you will see an icon for Global Tickets. Click on that to view issues affecting other users. You may view and subscribe to Global Issues to receive email updates automatically when the originating Global Issue is updated and eventually resolved.

View Issue Detail

To view complete details of a global issue, click on the title which will show the entire description.

Subscribe to global issue

If you would like to receive email updates on a global issue, click on the subscribe button.

- Once you subscribe to a global issue, it will be listed with your requests.
- You will receive email updates as the issue is updated and eventually resolved. You may also view the latest status at any time by logging into Footprints and viewing all listings under "View My Requests."

Number	Subject Line (Topic)	
29901	Help Desk Upgrade: January 2008	

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