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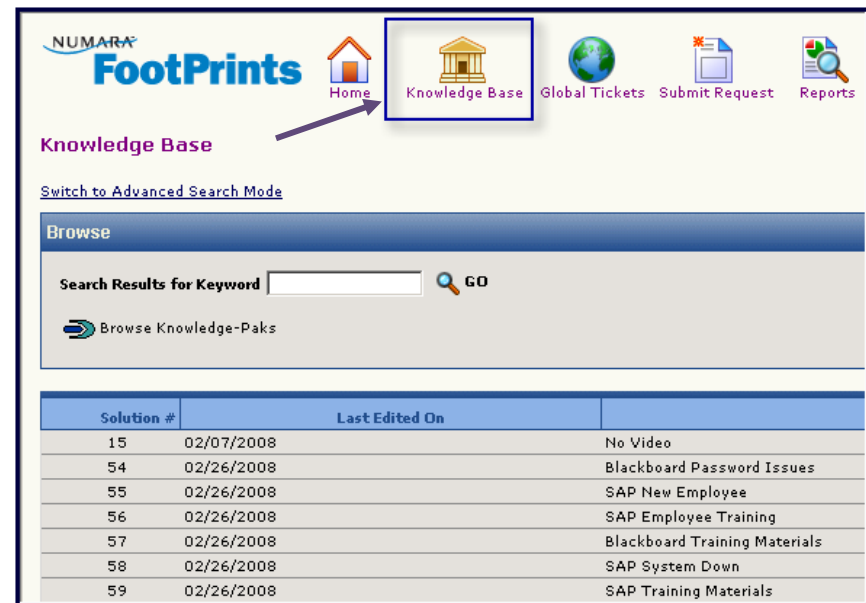
Introduction

Footprints offers a knowledge base. The knowledge base consists of frequently asked questions.

Knowledge Base

Once you have successfully logged in, you will see an icon for the Knowledge Base.

- Once you click on that icon, you will see solutions listed in the screen that appears.
- Click on any item to view detailed information.
- Once an item has been read, click on the browser back button to go back to the main screen.



Narrow your search

Use the "Search Results for Keyword" section to narrow your search to certain terms.

Example:

By entering the word SAP and clicking GO, a search has been narrowed to show all knowledge base articles with the word SAP in them.

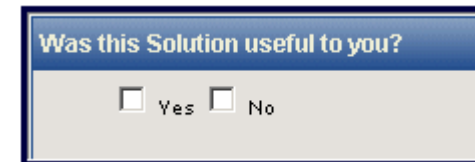


Solution #	Last Edited On	
55	02/26/2008	SAP New Employee
56	02/26/2008	SAP Employee Training
58	02/26/2008	SAP System Down
59	02/26/2008	SAP Training Materials

Was item helpful?

Once you've opened an item, you will see a section asking if it was helpful. Click in one of the checkboxes to specify yes or no.

This information assists in letting system administrators know which articles are most helpful.



Was this Solution useful to you?

Yes No

Note: This section is optional; you are not required to provide an opinion!