

Outline

Entering a ticket from an on campus computer	1
Entering a ticket from an off campus computer	1
Submitting a Request	2
Contact Information	2
Ticket Information	2
Description.....	3
Attachments and Notifications Sections	3
Submit Ticket	3
Check Status of Ticket	3

Entering a ticket from an on campus computer

On your Windows 7 computer, click on start, all programs, BU services. Scroll down and click on Help Desk. Additionally, if you have Internet Explorer open, you can 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. Precede user name with buad\ - example: buad\johl 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.

Submitting a Request

Contact Information

Your Personal Information*

Last Name* Krum	First Name* Wendy	Email Address* wkrum@bloomu.edu
User ID* wkrum	Phone 570-389-4500	Building/Room BFH-0212
Department College of Science & Tech		

Ticket Information

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

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

Ticket Information*

Problem Type*
Make a Selection

To ensure proper routing of ticket, building is a required field. Use drop down menu to pick location of issue you are reporting. It is helpful to also include Room Number.

Building* Make a Selection **Room Number** **Platform** No Choice

Is this an IMPS issue? Is this a 'Computer Lab' Issue?

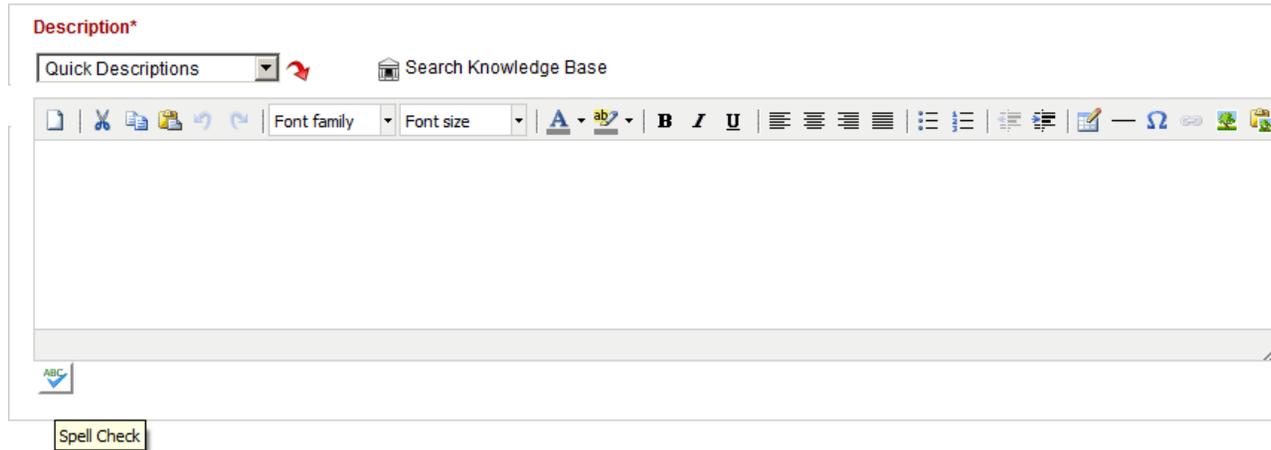
You must enter the building location of the issue you are reporting as this is a required field.

***If issue is in regard to an IMPS station or Lab Computer be sure to put a checkmark in the appropriate checkbox! This will ensure the ticket is automatically routed to the correct support technicians.**

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



The screenshot shows a text input area for a ticket description. At the top left, there is a dropdown menu labeled 'Quick Descriptions' with a red refresh icon. To its right is a 'Search Knowledge Base' button. Below these is a rich text editor toolbar containing icons for undo, redo, font family, font size, text color, background color, bold, italic, underline, bulleted list, numbered list, link, and unlink. The main text area is a large white box with a scroll bar on the right. At the bottom left of the text area, there is a 'Spell Check' button.

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.

Submit Ticket

Remember to click on "Save" to submit ticket.

Check Status of Ticket

You may log into Footprints to check on the status of your ticket(s). Click the "Reports" icon and select "My Requests," "My Active Requests," or "My Closed Requests."