

Outline

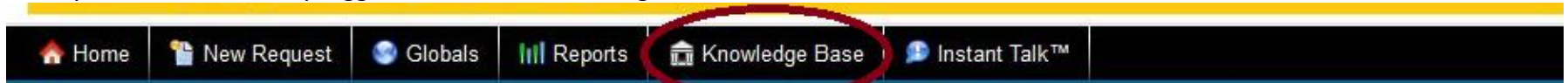
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Introduction

FootPrints offers a searchable knowledge base consisting of frequently asked questions.

Knowledge Base

Once you have successfully logged in, click the Knowledge Base icon.



Welcome to The Office of Technology Help Desk system! Use the buttons to search the comprehensive knowledge base or click on new request to submit a new ticket to Help Desk. If you experience any problems using Help Desk, please call 570-389-HELP (4357).

Narrow your search

Use the “search Results for Keyword” section to narrow your search to certain terms.

The screenshot shows the user interface of the Footprints ServiceCore Knowledge Base. At the top, there is a navigation bar with the 'FootPrints ServiceCore' logo on the left and user information 'HELLO, MICHELE' with 'Sign-out' and 'Help' links on the right. A search bar is located in the top center, with a 'SEARCH' button and a dropdown arrow. Below the search bar, the text 'Advanced' is visible. A secondary navigation bar contains icons and labels for 'Home', 'New Request', 'Globals', 'Reports', 'Knowledge Base', and 'Instant Talk™'. The main content area is titled 'Knowledge Base' and includes a link to 'Switch to Advanced Search Mode'. Below this is a 'Browse' section with a search input field labeled 'Search Results for Keyword', a 'GO' button with a magnifying glass icon, and a 'Browse Knowledge-Paks' link. At the bottom right of the search area, it shows '1 - 20 of 71' with left and right arrow navigation icons. Below the search area is a table header with columns: 'Solution #', 'Subject', 'Popularity Count', and 'Last Updated'.

Was item helpful?

Once you have opened an item, you will notice a box asking if it was helpful. Click in one of the checkboxes to specify yes or no. This optional feedback section assists in letting system administrators know which articles are most helpful.