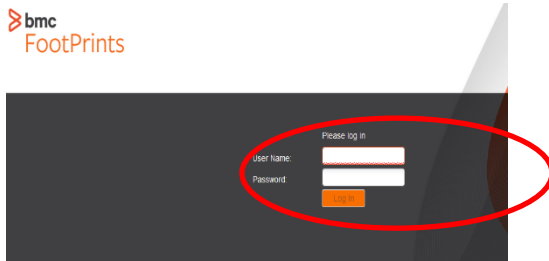
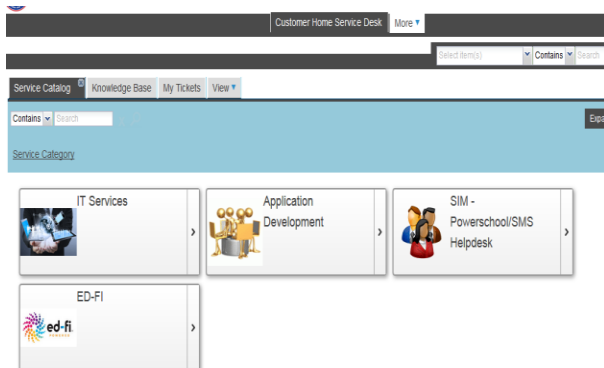


How to submit a ticket in Footprints v12

1. Enter the url: hd.scsk12.net



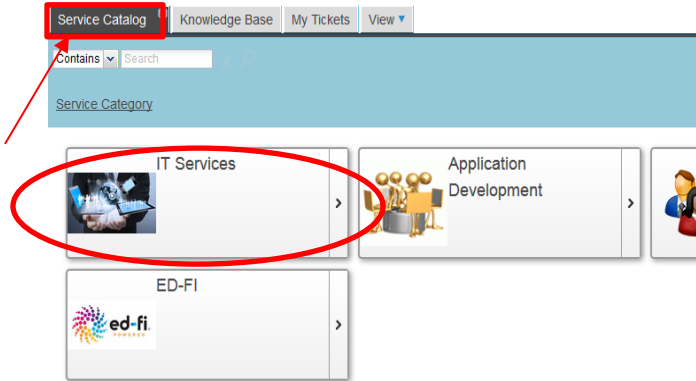
2. Log in with AD/Employee Portal Credentials.



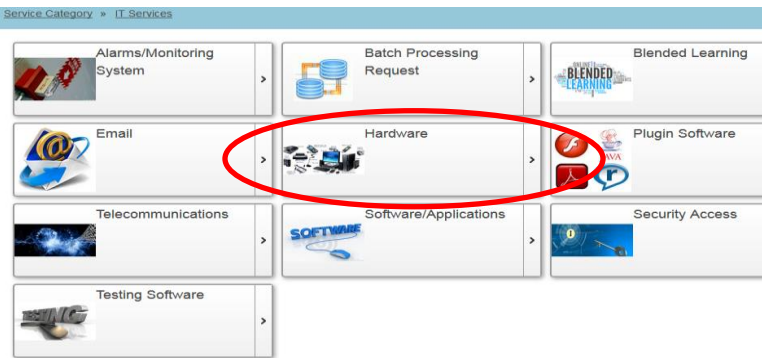
3. This is the Customer Home Page.

4. Make sure the Service Catalog tab is selected and double click according to the issue.

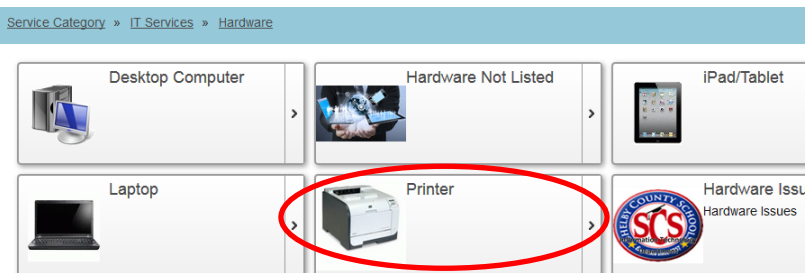
For example: If the issue is a printer install, double click "IT Services"

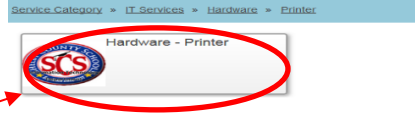


5. When the next page loads, double click "Hardware"



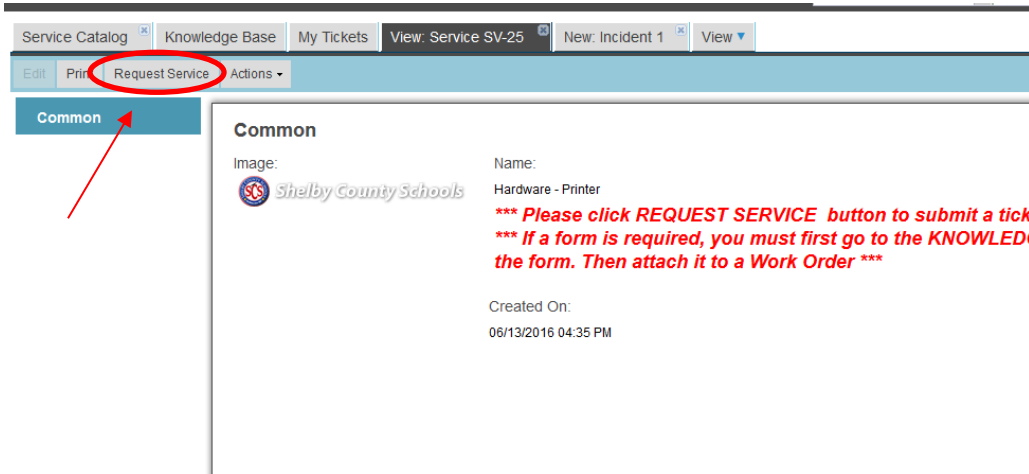
6. When the next page loads, double click "Printer"



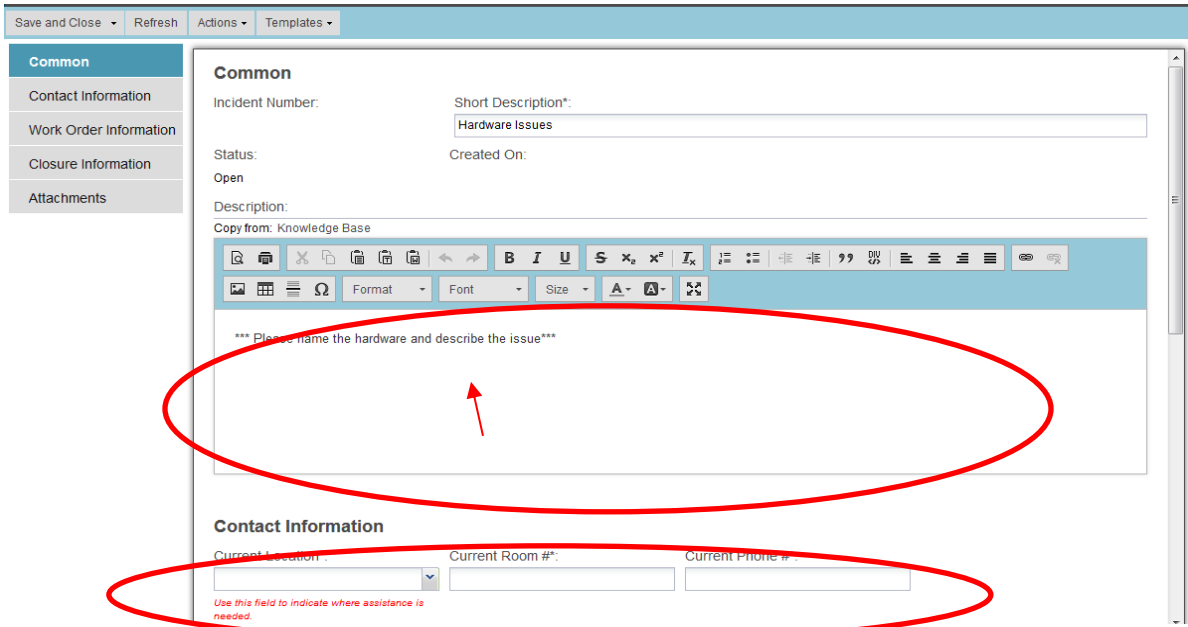


7. When the next page loads, double click the issue picture.

8. When the next page loads, single click the **REQUEST SERVICE** button!



9. The page that loads is the actual ticket that IT receives.



In this form the user needs to fill in a description and contact information. These are required fields and have to be entered in order to submit a ticket.

10. The next step would be to click Work Order Information located on the left. This how you will categorize your issue. These are also required fields and each category has to be selected.

Work Order Information

Category*: Hardware

Sub-category*: Printers

Component*: Network

Asset Tag:

Closure Information

11. Once this is done, the next step would be to single click the “Save and Close” button.

Save and Close

Common

Incident Number:

Short Description*: Hardware Issues

Status: Open

Created On:

Description:

Copy from: Knowledge Base

*** Please name the hardware and describe the issue***

Contact Information

Current Location*: Current Room #: Current Phone #:

Use this field to indicate where assistance is needed.

12. You can check the status and see all of your active tickets on the “My Tickets” tab.

Customer Home Service Desk

Service Catalog Knowledge Base **My Tickets** View

Subscribe	Container	Record Number	Status	Title
	Service Desk	INC-35805	Resolved	user needs assistance with...