How to submit a ticket in Footprints v12

1. Enter the url: <u>hd.scsk12.net</u>

	≥bmc FootPrints		
		Peace top in Over hane: Passand	
2.			Log in with AD/Employee Portal Credentials.

	I		Select item(s) Contains Sea	rch
Service Catalog	e My Tickets View *			_
Contains 👻 Search			1	Eigar
lervice Category				
IT Services	Applic	cation	SIM - Powerschool/SMS	
	>		Helpdesk	
ED-FI			Helpdesk	
ED-FI	> Pevel		Helpdesk	

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!

Service Catalog 🙁 Knowle	dge Base My Tickets View: Service	SV-25 SV-25 View View V		
Edit Print Request Service	Actions -			
Common	Common			
	Image:	Name:		
	🚳 Shelby County Schools	Hardware - Printer		
,		*** Please click REQUEST SERVICE button to submit a tick. *** If a form is required, you must first go to the KNOWLED(the form. Then attach it to a Work Order ***		
		Created On:		
		06/13/2016 04:35 PM		

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

Save and Close 👻 Refresh	Actions - Templates -		
Common			
Contact Information	Incident Number: Short Description*:		
Work Order Information	Hardware Issues		
Closure Information	Status: Created On:		
Attachments Description:			
Copy from: Knowledge Base			
Q □ X □ □ □ □ □ × → B I U S × x ² I _x I = = + + + 19 W = ± = = ∞			
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*** Please name the hardware and describe the issue***			
	Contact Information		
Current Lowing Current Room #: Current Provide #			
Use this field to indicate where assistance is needed.			

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.

Contact Information	Work Order Information				
Work Order Inform	Category*:	Sub-category*:	Component*:		
Closure Information	Hardware 👻	Printers 👻	Network 👻		
Attachments			Asset Tag:		
	Closure Information				

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

common	Common		
Contact Information	Inclosed Number: Short Description*:		
Work Order Information	Hardware Issues		
Closure Information	Status: Created On: Open		
Attachments	Description: Copy from: Knowledge Base		
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riease name the naroware and describe the issue ""			
	Contact Information Current Location*: Current Room #*: Current Phone #*:		

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

		Cust	omer Home Service Des	k More 🔻		
				Select item(s)		
Service Catalog 😤 Knowledge Bate My Tickets 🗳 View 🗸						
View Edit Delete	Print Preview Pane					
Subscribe	Container	Record Number	Status	Title		
	Service Desk	INC-35805	Resolved	user needs assistance wit		