

# Footprints Customer Interface Guide

## Introduction

Each support group in MIS has its own “Service Desk” within the Footprints System, and each service desk has its own colors and banner. Within each service desk you can submit, update or close a request. You can also browse a knowledge base. These functions only apply to the particular service desk for which you are currently accessing. For instance, if you submit a request while accessing the “MDE Network Support” service desk, the request is only handled by MDE Network Support staff. You are able to switch back and forth between these service desks if you need to.

## Computer Requirements

Since Footprints is web-based, and does not require any specific plug-ins, it can be accessed from nearly any operating system and web browser. However, some very old computers may experience problems.

If you experience problems, please install a newer version your web browser.

## Log into Footprints

1. Go to the support website, <http://www.mde.k12.ms.us/footprints>
2. Click on the appropriate service desk link.

This link takes you directly to the service desk for which you want to access. Notice the login screen has the service desk name of the link you clicked.

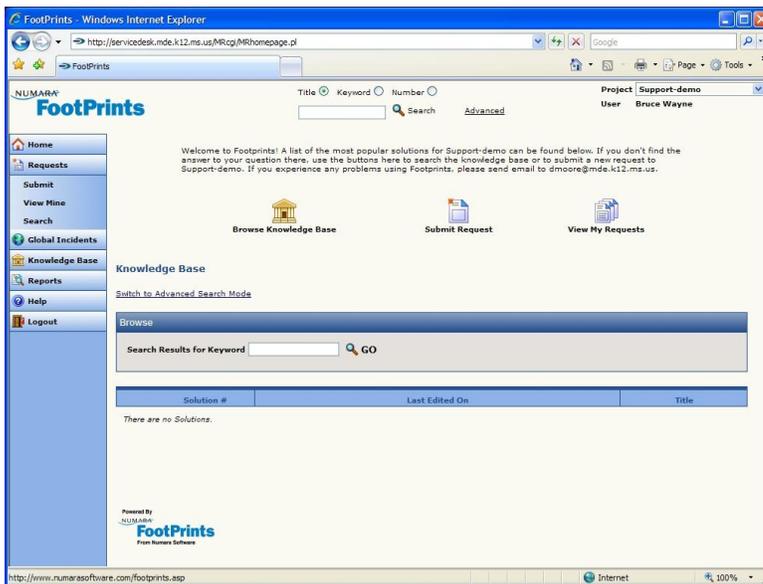
3. Log in with your Footprints ID and password.



The image shows the login screen for the NUMARA Footprints system. It features the NUMARA logo at the top left, followed by the word "Footprints" in a large blue font. Below this, there are two input fields: "USER ID" and "PASSWORD". To the right of the password field is a green "Login" button with a key icon. At the bottom of the login area, there is a link for "New Users: Sign Up Here".

- If you have never used the Footprints system, see the Footprints Sign Up Guide.
- If you can't remember your Footprints ID or password, see the Footprints Password Retrieval Guide.

4. You are taken to the "Home" screen of the service desk.



## Submit a request

1. On the Home screen, click the “Submit Request” button.



2. Fill out the request form fields using the guide below.

### Request form field guide

Field	Information
<b>Summary</b>	Type a brief summary of what the request is for.
<b>Contact Information</b>	This information should already be filled in for you.  <i>Important!</i>  <i>If you need to update your contact information, check the box next to “Update your personal information”. Change any information that needs updating. When the request is submitted, your contact information will be updated, and MIS will know exactly how to reach you.</i>
<b>Description</b>	Type in as much information as you can about what the request is for.
<b>Scope</b>	Select how many people are affected.
<b>Impact</b>	Select how severe the problem is.
<b>Attachments</b>	You can attach files such as screenshots, etc. that may be helpful.
<b>Notifications</b>	You can add additional email addresses of people that you would like to be notified if any changes are made to the request. This could be a supervisor, etc.

3. Click the “Save” button.

### What to expect once a request is submitted

Your request is submitted to the service desk. It is given an “Incident Number”, and you will receive an email notification which includes this number and all information that you have submitted. The request is routed to the appropriate MIS personnel, and they will contact you shortly thereafter in order to provide assistance.

## View your requests

You can view any requests you have ever submitted.

1. Click on the “View My Requests” button.

All requests that you have ever submitted are listed.

2. You can also see just your closed requests by clicking on the drop down beside “Display”, and select “My Closed Requests”.

## Update a request

You can update any current request, or close a request you no longer need assistance with, but you cannot reopen a closed request. If you need further assistance with a closed request, please submit a new request, and reference the issue.

### Edit a current request

1. Click on the “View My Requests” button. Your requests are listed.
2. Click on a request that is not closed. The “Details” page comes up.
3. Click on the “Edit” button.
4. If you have anything further you would like to add, such as new error messages, etc., enter the information in the “Description” field.
5. Click on the “Save” button.

MIS staff will receive notification that the information has been updated.

### Close a current request

1. Click on the “View My Requests” button. Your requests are listed.
2. Click on a request that is not closed. The “Details” page comes up.
3. Click on the “Close” button.
4. In the “Description” field, enter the reason you would like to close the request.

MIS staff will receive notification that the request has been closed.

## Use the Knowledge base

The knowledge base is a useful tool which you can use to see if there are instructions or information that may resolve a problem before needing to submit a request. Each knowledge base article is referred to as a "Solution".

When you log in, solutions are immediately available on the bottom of the screen, but you may not see any that relate to the subject you are looking for. You can either browse for a solution or do a keyword search.

For most solutions, you will see "Environment", "Situation", and "Resolution" headings in the description field.

- **Environment:** Relates to the subject for which the issue may impact.
- **Situation:** Relates to the problem or issue you may be experiencing with the subject.
- **Resolution:** The steps to take or information to resolve the problem or issue.

### Browse for a solution

1. Click on the "Browse Knowledge Base" button.

On the "Browse" toolbar there is a drop down selection field.

2. Click on the drop down button, and select a subject that is close to what you are looking for (i. g. Email, etc.).

Solutions that relate to the subject are listed.

3. Click on one of the solutions, and review it.
4. If the solution solves the problem, or provides the information you need, there is no need to submit a request to the service desk.

### Search for a solution

1. On the "Browse" toolbar, click in the field "Search Results for Keyword".
2. Type in a keyword that relates to the subject you are looking for.

Solutions that relate to the subject are listed.