Footprints Sign Up Guide for Customers
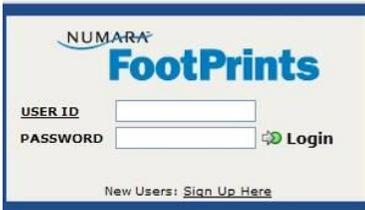
Introduction

If you have never logged into the Footprints system before, you will need to go through the sign up process

Important

Only go through the sign up process once. If you attempt to go through it again at some point, and you try to use your Footprints ID, the system will tell you that your account is taken. It will also prompt you to enter another Footprints ID. **DO NOT enter a new ID!** If you do, you will have a duplicate Footprints account and contact information. You no longer will be able to view your past requests, and it will take longer for MIS to assist you. Instead, use the password retrieval process, or contact MIS to have your Footprints customer account password reset.

Steps to Sign Up

1. Open a web browser, and go to http://www.mde.k12.ms.us/footprints/.

2. Click on any of the service desk links to take you to a login screen.

3. Click on the link, "Sign Up Here".

4. The "New User Registration" page appears. The New User Registration page is used to create your Footprints account and enter your contact information.

5. Please use the guide below to fill in your information.

Account Setup Section

Field	Instructions
Footprints ID	The proper format for the ID is lowercase firstname.lastname (*john.smith*).
Password	Enter a password that you can remember. There are no special requirements.*
Re-Enter Password	Re-enter the password that you just entered. This makes sure you entered it correctly.
Password Retrieval Question	This question will allow you to retrieve/reset your Footprints password if you ever forget it (*See the password retrieval guide.*).
Your Answer	Type in the answer to your Password Retrieval Question.

*Your contact information may already be in Footprints. If so, the password you enter will not be used. Instead, the system will email you a password and a link to change it to something of your choice.

Personal Data Section

Enter all your contact information. It's important for this information to be accurate in order to assist you as soon as possible. Below are some important field considerations.

Field	Instructions
Primary Phone	Use the 10-digit standard for your primary phone (601-359-3487).
Email Address	Take special care to enter your email address correctly. It is critical for Footprints notifications and the Footprints password retrieval process.

6. Once you have entered all the information, click "Go"

   If you get an error message stating that the Footprints ID is taken, you have previously signed up before. Please see the important information at the beginning of this guide.
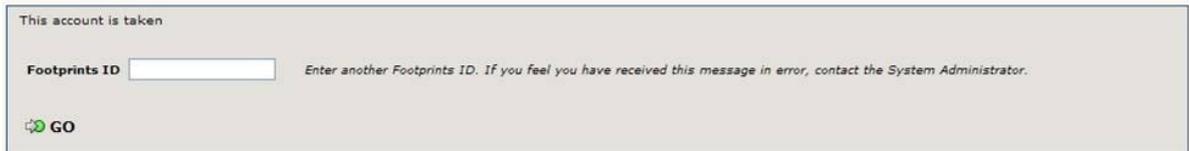

7. You are now signed up to the Footprints system and are automatically sent to the Footprints Welcome area.

Footprints Welcome

The Footprints Welcome area contains training materials and information about the Footprints system, but it is not used for submitting and tracking requests for technical assistance. You are automatically sent to this area the first time you sign up, but it will be bypassed the next time you log in.

On the top right corner of the screen, you can select the service desk for which you would like to access.
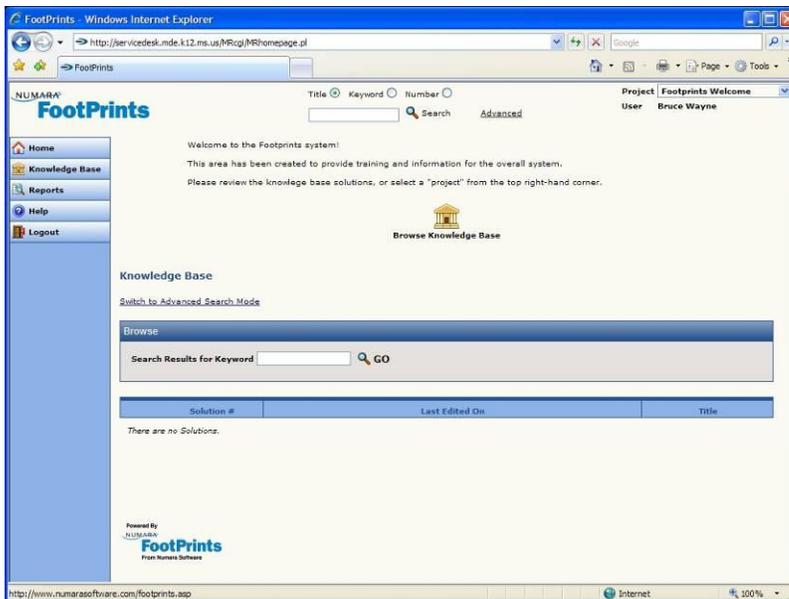
The next time you need to access Footprints, go to http://www.mde.k12.ms.us/footprints/, and click the appropriate service desk link. Select the service desk you would like to access. It will take you directly to its login screen, which will bypass the Footprints Welcome area.