

# Introduction to FootPrints: The Technology Request System

## What is FootPrints?

FootPrints is electronic help desk software. With FootPrints you can request technical support, check the status of your request and search for answers to common problems.

## Do I need to use FootPrints?

Yes. FootPrints is the primary method to request technical support. It is intended to replace the paper “Technology Request” form and requests by email. You should still call if it’s an emergency.

## How do I access FootPrints?

From your web browser (Internet Explorer), go to <http://footprints.maine207.org> and log in to the system using your Novell GroupWise ID and password. You must be on the school network to access FootPrints.

## How do I submit a request?

Click on the “submit request” icon (center) or “submit” link (left side). Fill out the form. Make sure all the required (red) fields are completed. Click the “GO” button when done to submit the request. TIPS: Include computer number or user ID and room number in the title with a very brief summary of problem; be descriptive and include as much information as you can.

The screenshot shows the FootPrints web application interface in a browser window. The browser title is "FootPrints - dude, I am done with you!". The address bar shows the URL: <http://footprints.maine207.org/MRcgi/MRhomepage.pl?USER=ECIRC1&MRP=0p1SIHxC&PROJECTID=1&LASTID=8311&DOWHAT=&OPTION=none&WRITECACHE=1&CUSTOM=ECIRC1&NOCAC>. The browser's address bar also shows several links: Atomic Learning, LRC Resources, MAIN FRAME, Microsoft Clip Art and Media, Turnitin, Footprints, Dist Sites, Education, Office, Search, and Support.

The main content area of the application is titled "Project Technology Support" and shows the user "User ECIRC1". There is a search bar with options for "Title", "Keyword", and "Number". Below the search bar, there is a "Title\*" field with the text "Computer 23 in 123 has broken cd-rom".

The form is divided into several sections:

- YOUR CONTACT INFORMATION:** Fields for Last Name (Cannizzo), First Name, Email Address, Department, Room Number, User ID (ECIRC1), Phone, and Site.
- ISSUE INFORMATION:** Fields for Problem Type\* (Hardware), Problem List\* (CD-Rom Drive), Problem List 2\* (Drive Wont Open/Close), Equipment Type\* (Desktop), Brand\* (Dell Desktop), Model\* (GX110), User Type\* (Student), Building\* (East), Room #\* (123), and Date Needed (Mon, Day, Year).
- DESCRIPTION\*:** A text area containing the text "Cd-rom drive door will not close on #23."

The bottom of the browser window shows the Windows taskbar with the start button, several open applications (3 Int..., Novell..., DF5 Co..., Novell..., dasboo..., FileMak..., Docum...), and the system tray showing the time as 2:37 PM.

## How do I change or close my own request?

Login to FootPrints. Click the “View My Requests” link then click on the issue you want to change. This will bring up the issue detail view. Choose “Edit” or “Close” from the top left corner of the page beneath the search bar. Use edit to provide additional details you feel might help solve the problem or to answer questions entered by the tech department. Use “Close” to close an issue you no longer feel is a problem or that you were able to solve yourself. Note: once you close an issue you cannot edit or re-open it. If this occurs, either create a new issue or send an email to your tech representative to re-open the issue. In either case, please include the issue number.

Project Technology Support  
User ECIRC1

Home  
Requests  
Submit  
View Mine  
Search  
Global Issues  
Knowledge Base  
FAQ  
View All  
Search  
Reports  
Instant Talk  
Help  
Logout

Powered by  
**FOOTPRINTS**  
from UniPress Software

DETAIL VIEW - ISSUE 4278

Title	test3
Status	New Request
Submitter	east circ

DESCRIPTION

Entered on 05/16/2005 at 18:10:50 by east circ:  
Test customer edit feature.

CONTACT INFORMATION

Last Name	ECIRC1	User ID	ECIRC1
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ISSUE INFORMATION

Problem Type	Software	Problem List	Update Application	Problem List 2	See Description
Equipment Type	Not Applicable	Brand	Not Applicable	Model	See Description
User Type	Staff	Building	East	Room #	320

Done Internet  
start Gmail - Inbox (4) - Bill... FootPrints - Bill Gates... 6:11 PM

## Other helpful information:

Edit your contact information at <http://whitepages.maine207.org> this will update the GroupWise address book. Use your GroupWise ID and password to log in. Click the “Edit Information” link at the top. Remember to click “save” when done. Changes may take up to 1 day to take effect.