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Numara Footprints has replaced Remedy as the University Technology Services Service Request and Issue tracking software. This change is part of a multi-phase plan to improve Service Requests and Issue management for all UTech Services. The benefits of this new system are:

- Customers are able to submit tickets in 3 different ways, via email or web portal and phone.
- Customers receive immediate feedback about ticket creation and tracking information.
- Customers will receive notification when their tickets have been resolved.
- Customers will be able to easily challenge a ticket resolution if they feel their issue is not resolved.
- Customers are able to check the status of their ticket via the web portal.
- Customers are able to update information in their ticket via email or web portal.
- UTech Services will report daily on the system resulting in better ticket management and prioritization. This will lead to better response times and greater efficiency within UTech Services.
- Via the web portal, our customers can see if there are any campus wide outages or issues. If there are, our customers can subscribe to the outage and receive information when the issue is resolved.

This is an exciting change that we have implemented based on the feedback we have received through the UTech Customer Satisfaction Surveys. We believe these changes will improve our customers Helpdesk experience as we continue to implement more improvements in the coming months. Any feedback and / or suggestions can be sent to Utechfeedback@calu.edu, we want to hear from you!!
Requesting Assistance from Utech Services using Footprints

3 Ways to Request Support
Numara Footprints allows our customers to submit help and service requests via one of three methods:

1. **Phone Call**
   As you have in the past, you are still able to call the Helpdesk at x5911 and submit a ticket or request. We ask that you use this method when you have an issue or request that is hindering your ability to teach your class, hindering your ability to do your day-to-day work or is time-sensitive in nature. We would like to reserve this method for serious and/or emergency requests as this is the most expensive method to provide service. If ever in doubt about the best method please call the Helpdesk and we will be happy to assist you.

   If you have a request or problem that can be scheduled or that is not severely hindering your ability to complete your job we ask that you use either email or use the Self Service Portal. These two options will assist us in keeping UTech costs lower while providing an increase in service response.

2. **Email**
   Requests and trouble calls can now be sent to UTechrequests@calu.edu. This will allow you to simply send an email to this email address with the details of the request or issue and a ticket will be automatically created and placed into the work queue. An email response will be sent to you with all of the details about your ticket. For examples of how to format the email please see the link below to the Footprints Tutorial.

3. **Self Service Portal**
   The self-service portal is now accessible at http://footprints.calu.edu. This portal will allow you to submit a ticket, check the status of a ticket, close a ticket, update the information in a ticket and send communication to the team that is working on your ticket. For more information on this valuable new tool please see the link below to the Footprints Tutorial.

[Click here to view the Footprints Tutorial]
HOW TO USE THE SELF SERVICE PORTAL

Step 1: Open the web site and log on.

1. Open up a web browser (Internet Explorer, Safari, etc.) and go to the following web address: http://footprints.calu.edu

2. Click the link for UTech Services Helpdesk and you will be taken to a logon screen.
3. At the logon screen you will be prompted to enter your Windows / Email User ID and Password, and then click Login. Username example: johnson_d (you do not need to add @calu.edu or use calup\).
Step 2: Understand the Interface

Footprints Toolbar

- will navigate to a screen that allows you to view your submitted requests.
- allows you to submit a new request to UTech Services.
- allows you to see if there are any known issues affecting campus.
- allows you create a report based on your requests.
- a searchable Frequently Asked Questions area.

Knowledge Base Articles
The default page once logged on will take you to the UTech Services Knowledge Base web page. This page will have answers to frequently asked questions and will have new content added on a regular basis. The intention is to be able to solve a percentage of your problems through this self service capability so please try to search before submitting a request. You can search on issues based on keywords of your problem.

Initially this area may not be very populated. We are working on adding entries and as we can see a trend for issues more knowledge base articles will be added for your use.
If you can't find the answer to your problem here then you can create a request within Footprints for someone to assist you. When requesting assistance via the Footprints Self Service Portal you will click the button on the toolbar.

Submitting a NEW REQUEST via the Self Service Portal

Do not use the Self Service Portal to report classroom issues or issues that you feel are of an Urgent nature. Please call those issues in to the helpdesk at 724-938-5911.

1. Click New Request on the toolbar.
You will then see the screen below.

Footprints will automatically fill in some of your information, such as Name and Email address. Anything that has an * is a mandatory field and must be filled in before you save.

2. Add your **Summary** (a short description of what your issue is).

   **Good Example:** Slow response to commands when in MS Outlook

   **Bad Example:** software is slow
3. Verify your **Contact Information**: Your name, ID and email address should auto populate in this area. You will need to add or modify your phone number and any contact information that does not automatically fill in.

4. **Issue information**: Please provide the computer name for the system that is having an issue. The computer name is **MANDATORY**, if you are unable to get your computer name because the system is not booting please type **UNAVAILABLE** in that field.
   - To access your computer name go to your desktop and locate the icon with your username on it.

   ![Computer Name Icon]

   *In this example MAN36D-01 is the computer name.*

5. Enter a problem **Description**: This area is where you will provide more details about your issue. This area should include all the information you have about your problem. When your issue occurs, what errors you are getting if any etc?

   Below are description examples based on the Summary; **Slow response to commands when in MS Outlook**.

   *Good Examples: When in Outlook if I click on a different folder, for instance, sent items, it can take up to 3 minutes for the contents of that folder to display. This happens no matter which folder I click. I also get a very slow response when clicking new to create a*
new message. This does not happen in any other programs, like Word or Excel. This only happens in Outlook.

Bad Example: Outlook is slow when I do things.

6. **Attachments:** Depending on your issue you may wish to add an attachment, if so you can upload an attachment in the attachment area of a New Issue.
   a. Click on Attach Files

   ![Upload a File Attachment](https://footprints.calu.edu?USER=joh0703&PROJECTID=6&M=0QHEOY&B:CUS...)

   - b. Click on browse
c. Choose the location of the file in the **Look in:** area and double click the file to populate the **File name:** area the click **Open**.

d. Press GO and it will insert your attachment into your new Footprints Ticket.
• Above is the view of the attachment area **AFTER** a file has been attached.
• You can attach up to 3 files at a time.

7. Click **SAVE** to submit your request to UTech Services.

Below is an example of a New Request that is ready to save.

Once you have submitted your Footprints ticket it will quickly display your tracking number, don’t worry if you miss it you will also receive an email notification giving you the tracking number. If you need to call the helpdesk regarding the issue, have the tracking number available to give to the representative.
Submitting a NEW REQUEST via email

Do not use the Self Service Portal to report classroom issues or issues that you feel are of an Urgent nature. Please call those issues in to the helpdesk at 724-938-5911.

Faculty and Staff can also submit a request for assistance via email.

1. To do this simply email utechrequests@calu.edu.
   - For the subject of the email put a brief description of your issue (this will become the ticket Summary),
   - In the body of the email describe your issue in more detail (this will become the ticket Description). Since this is an email there are no required fields but Utech Services will still need certain information. Please include:
     - Your building and room number
     - Phone number
     - Computer name

Once your email has been processed by Footprints, it can take 3 to 5 minutes for it to process, you will receive an email reply with your issue tracking number.

Submitting a NEW REQUEST via phone (Suggested for all classroom issues as well as issues you feel may be urgent)

1. Call in your request to 724-938-5911.
   - The agent you speak to will log your call into the Footprints system.
   - The agent will request the same information as you would need when submitting via the Web Portal or email so please have your computer name available.

You will still receive the email notification from Footprints with your issue tracking number and will still have access to update via the Self Service Portal and email.

2 Ways to Update a Request

2. Via email

Update via the Web Portal

1. Log into the Self Service Portal.

   The Home screen will display all of your requests.

   a. Choose the request you want to view. You can click the outlined box to change the view of what you see. The options are listed below.
2. To open an already submitted Footprints ticket, click the number on the left side of the screen. It will open the Ticket as shown below.

3. You can also click the work MORE in the summary then choose from the options.
   a. Descriptions will just show you the description field.
   b. Details will show you more fields but you won’t be able to add anything.
   c. Update will show all fields and allow you to update.
4. Once you have added your new information or additional details to the Append New Description field you can click SAVE on either the top or bottom of the ticket. Your new information is now viewable the next time someone from Utech Services views the ticket.

**Updating a request via email**

1. Reply to the email you received when you reported your issue.

   Below is an example of updating via replying to the email you received from Footprints. In this example it will update with the text, *I forgot to add that I have an HP Laserjet 1100.*
Global Issues

Global issues are designed to alert the customer when there is an issue affecting the entire campus or a majority of campus. To see if there are any Global Issues click Globals on the toolbar.

This is a list of Global Issues currently affecting other users. If you are experiencing the same issue, you can subscribe to the Global and be notified when the issue is updated and resolved.

To view the details of a Global Issue, click the Summary.
To subscribe to a Global Issue, select “Subscribe”.

Once you subscribe to a Global Issue, it will be listed with your Requests, which you can view at any time by clicking the “Home” button.
If there is a Global issue at the time you will see this box. All Globals will be listed in this one space. If you are having this issue and would like to be notified when it is resolved click subscribe.

If there are no Globals you will see the box below.