

Accessing FootPrints and Creating a Work Order Request

Logon to FootPrints

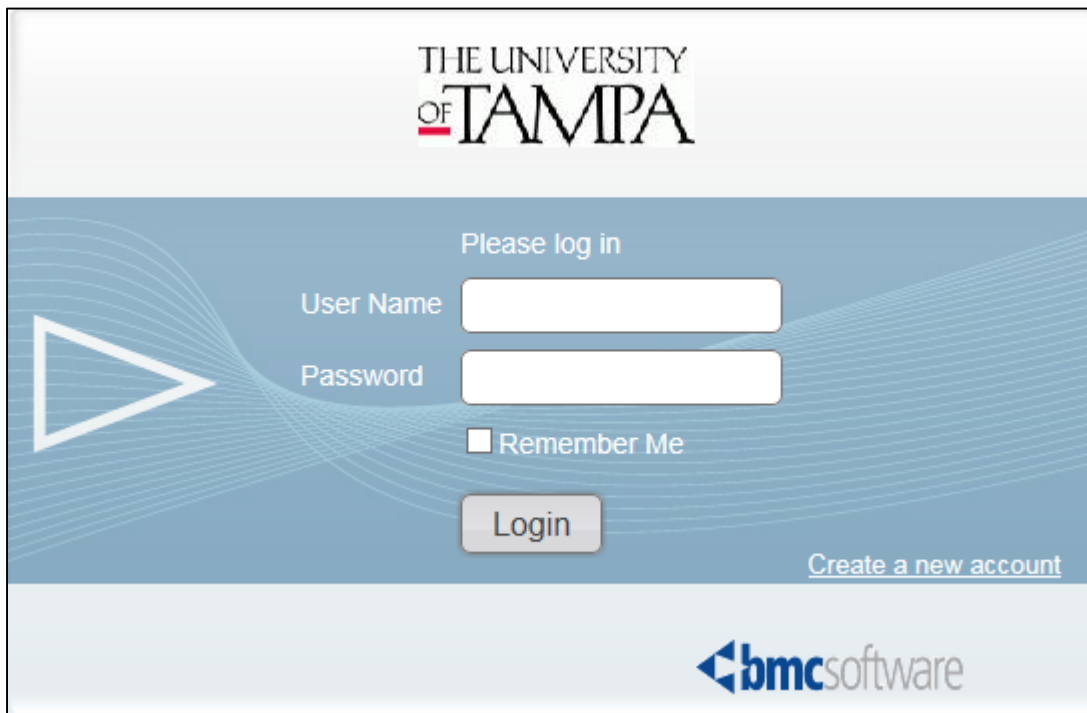
Open your web browser (Safari, Internet Explorer, Chrome, etc.) and enter helpdesk.ut.edu in the address bar.



Web Browser Address Bar

The FootPrints logon screen will pop-up.

- User Name – Enter your Spartans domain user name.
- Password – Enter your Spartans domain password.

A screenshot of the FootPrints logon screen. At the top, it says 'THE UNIVERSITY OF TAMPA' with a logo. Below that, it says 'Please log in'. There are two input fields: 'User Name' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember Me'. A 'Login' button is centered below the input fields. In the bottom right corner, there is a link that says 'Create a new account'. At the bottom of the screen, there is a logo for 'bmcsoftware'.

FootPrints Logon Screen

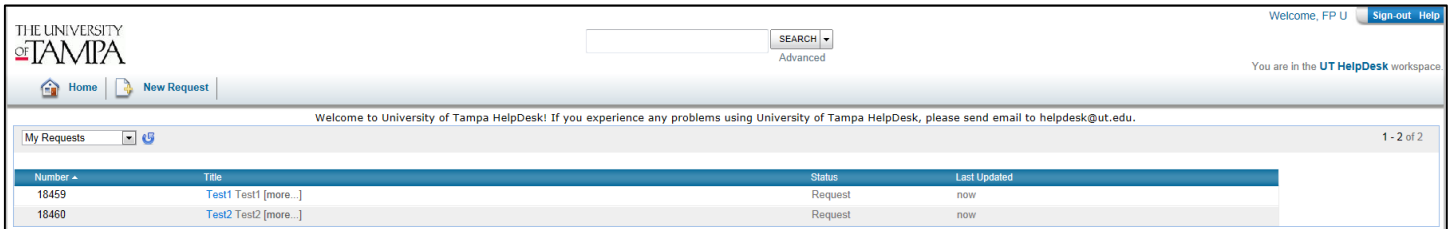
On your initial access you will see the registration screen. You do not need to enter any information or complete any registration process, FootPrints completes the registration process for you

Thank you for registering.

Your information has been successfully entered. You are now entering the FootPrints Service Core system.

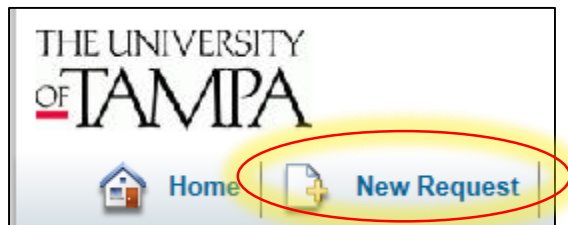
Registration Screen

After logon, you will be taken to your FootPrints home screen. By default you will see a complete list, most recent work order listed first, of all your work orders. All of the columns can be sorted and filtered by clicking on the column header.



FootPrints Home Page

Create a new Work Order by clicking on New Request.



FootPrints Home Page Toolbar - New Request

A blank work order request will open.

A Title, Description/Resolution, and Phone Number are required; your name will automatically be populated. Without these fields being completed the work order cannot be saved.

- **Title** – A brief description of the problem or request. For example, if you are moving to a new office and need your phone moved you could enter, *Phone Move* as the title. Or if you do not have a wireless connection in your resident hall room you might enter, *Wireless not working in Austin XXX*.
- **Description/Resolution** – Provide some detail about the nature of the problem or request. Using the office move again as an example you might enter something like; On April 12, I am moving from Plant Hall room number XXX to Sykes room number XXX. Please move my phone extension to my new office on April 12. The Description/Resolution details entered for the problem with wireless not working in Austin might be something like; I live in Austin room number XXX and my Mac laptop and iPad will not stay connected to the wireless. My roommate is experiencing the same problem.
- **Phone** – Provide us a phone number so that we can contact you if we need additional information to resolve your issue or fill your request.

THE UNIVERSITY OF TAMPA

Welcome, FP U [Sign-out](#) [Help](#)

SEARCH Advanced

You are in the **UT HelpDesk** workspace.

Home | [New Request](#)

SAVE

Submit a new Request Use selected template

Title*

Your Personal Information*

Last Name* User1 First Name* FP User ID* FPUser1 Phone*

Description/Resolution*

Attachments

Attach Files

Last Attachment [No files currently attached]

Notifications

Additional Email Notifications

Addresses

SAVE

New Work Order Request

You can attach files to your work order request by clicking *Attach Files* and following the steps to add a file. Also, if you need to notify other people, such as your co-workers or your manager, do so by adding their email address in the *Address* field.

THE UNIVERSITY OF TAMPA

Welcome, FP U Sign-out Help

SEARCH Advanced

You are in the UT HelpDesk workspace.

Home New Request

SAVE Help

Submit a new Request Select Use selected template

Title*

Your Personal Information*

Last Name* First Name* User ID* Phone*

User1 FP FPUser1

Description/Resolution*

Description/Resolution*

Attachments

Attach Files Last Attachment [No files currently attached]

Notifications

Additional Email Notifications

Addresses

SAVE

New Work Order Request

When you're done entering information, click the *Save* icon to submit the work order request. After saving your work order request it is sent to User Services and a technician will begin to work on your request.

You can view any of your work orders by clicking on the title of work order.

THE UNIVERSITY OF TAMPA

Welcome, FP U Sign-out Help

SEARCH Advanced

You are in the UT HelpDesk workspace.

Welcome to University of Tampa HelpDesk! If you experience any problems using University of Tampa HelpDesk, please send email to helpdesk@ut.edu.

My Requests 1 - 2 of 2

Number	Title	Status	Last Updated
18459	Test1 Test1 [more...]	Request	now
18460	Test1 Test1 [more...]	Request	now

FootPrints Home Page

In the Work Order view you can see the current status of your request as well as notes that have been added to your request

The screenshot displays the UT HelpDesk interface. At the top left is the University of Tampa logo. A search bar with a 'SEARCH' button and 'Advanced' text is located at the top center. The top right shows 'Welcome, FP U' and 'Sign-out Help' links. Below the header, there are 'Home' and 'New Request' navigation links. The main content area shows 'Request 18459 in UT HelpDesk' with a 'Back' link and a timestamp 'Created by fpuser3 1 min ago. Updated by fpuser3 1 min ago'. The request details are organized into sections: 'Title' (Test1), 'Status' (Request), 'Your Personal Information' (Last Name: User3, First Name: FP, User ID: FPUser3, Phone: 123 456-7890), and 'Description/Resolution' (Entered on 02/23/2015 at 1:14 PM by FP User3: Test1). Red circles highlight the 'Status' and 'Description/Resolution' sections.

THE UNIVERSITY OF TAMPA

Welcome, FP U Sign-out Help

SEARCH Advanced

Home New Request

Back

Request 18459 in UT HelpDesk

Created by fpuser3 1 min ago. Updated by fpuser3 1 min ago

Title
Test1

Status
Request

Your Personal Information

Last Name	First Name	User ID	Phone
User3	FP	FPUser3	123 456-7890

Description/Resolution

Entered on 02/23/2015 at 1:14 PM by FP User3:
Test1