NUMARA™

FootPrints

Introduction

Getting Started With Footprints

DII HelpDesk Contact Information.

DII HelpDesk Phone Number: 802-828-6620 or toll free 1-855-828-6620, opt. 1
DII Website: http://dii.vermont.gov
Footprints WebSite: https://ent-footprints.state.vt.us

NOTE: There is no monitored email account for the help desk. Please do not attempt to send an email to the DII-Footprints email address as your request will not be seen, hence it will not be serviced.

How to log into Footprints

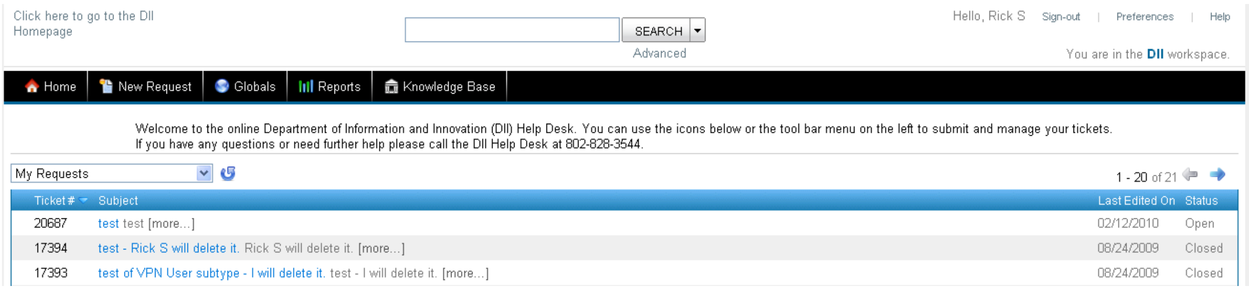
After you enter the link above you will be brought to the following screen:

After you have entered your *USER ID* and *PASSWORD*, click *Login* to enter Footprints.

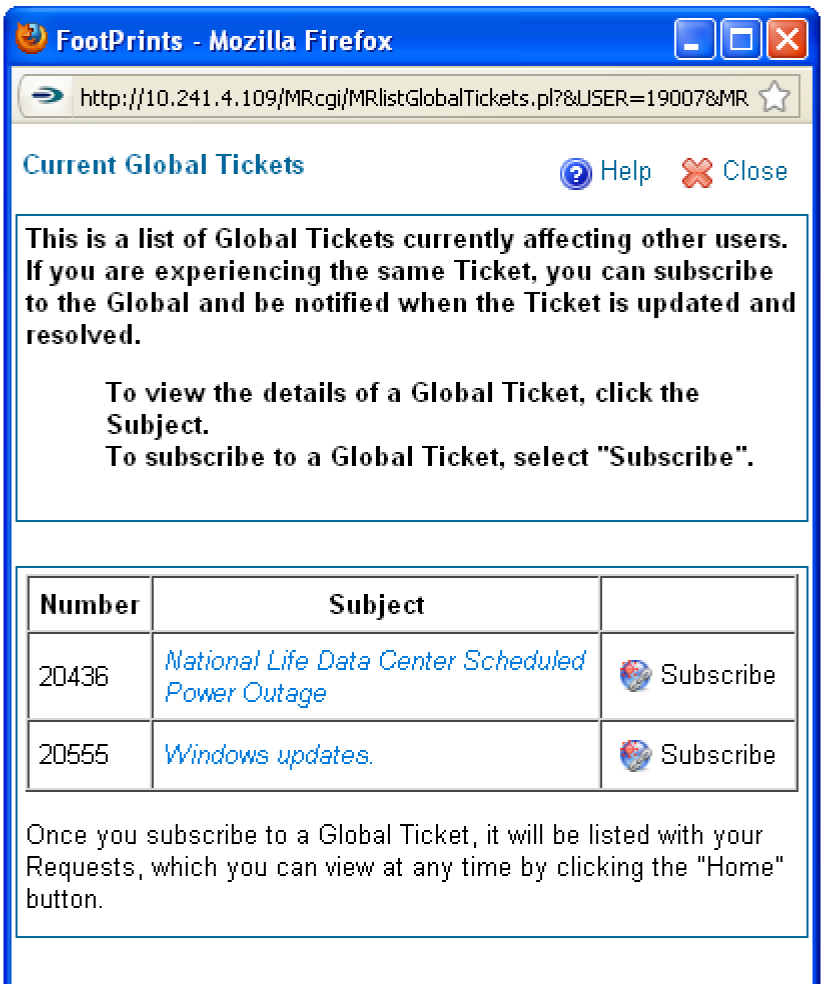
NOTE: Once you have entered Footprints, it is highly recommended that you change your password.

Global Tickets

If there are any "Global Tickets" they will show in a smaller pop-up box upon logon. (See Below)



If you want to check on Global Tickets you can click Globals on Menu Bar and the same screen will appear that you see below.



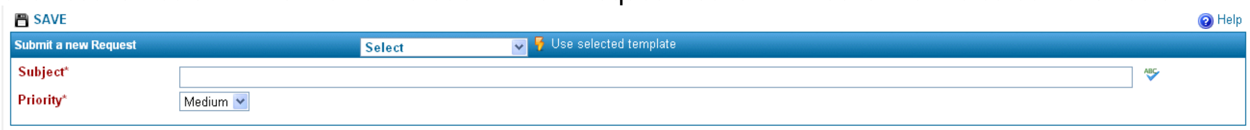
If the issue you are reporting affects multiple users and has previously been reported, it will be listed in the *Current Global Tickets*. It is recommended you subscribe to the ticket to stay updated. To subscribe to a Global Ticket, click on Subscribe. The status will change to Subscribed. From this point forward you will get an email each time an update happens to this ticket. This means that you will not have to call the help desk to get an update. You can also follow this ticket by clicking on the dropdown menu just under the menu bar and selecting Global Tickets.

How to Submit a Request

Click on the New Request button located in the menu bar at the top of the screen.

Submit a New Request section

When you click on New Request you will see a new ticket that is broken out into sections. We will look at each section below. The first is the Submit New Request section. It looks like the screen shot below.



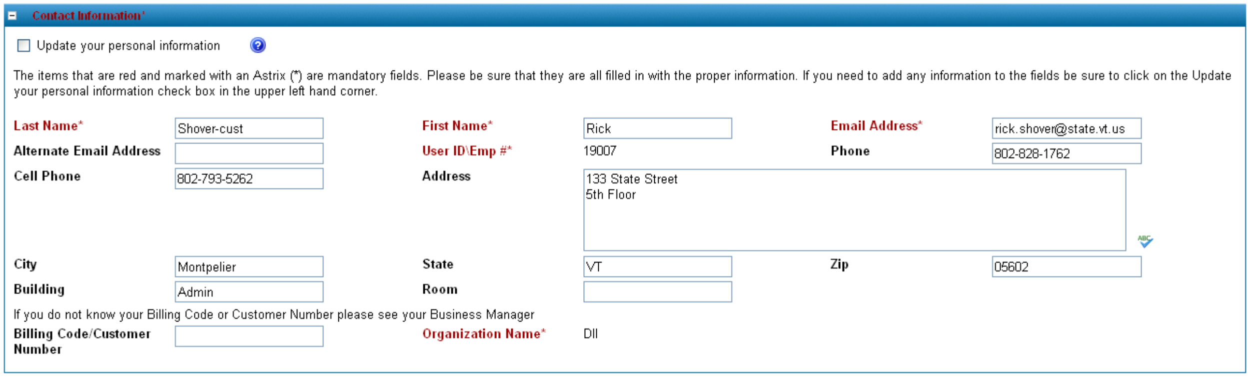
At the top of the section on the title bar you will see a dropdown box with the word “Select” in it. These are quick tickets that you can select at this point and use if that is what you are requesting.

In the Subject field enter a brief description of the issue you are reporting. This is a mandatory field which is noted by the red letters and the asterisk. Then select the Priority Field from the drop-down menu to choose the priority that clarifies your urgency.

The chart below explains how Priority is configured. The Acknowledgement Time is the time that it will take for a technician to acknowledge the ticket in the system. This means that the customer should be getting some type of contact from a technician – either an email or phone call within the acknowledgement time. The Response Time is the time that it will take for a technician to be working on the issue. All times are based on a normal workday – M-F, 7:45 to 4:30. This means that if you put in a High level ticket at 4:25, you are likely to not get a call back on that until the next business day. Critical and Urgent tickets do have a call tree if it is deemed that the problem requires a call from a technician in off hours.

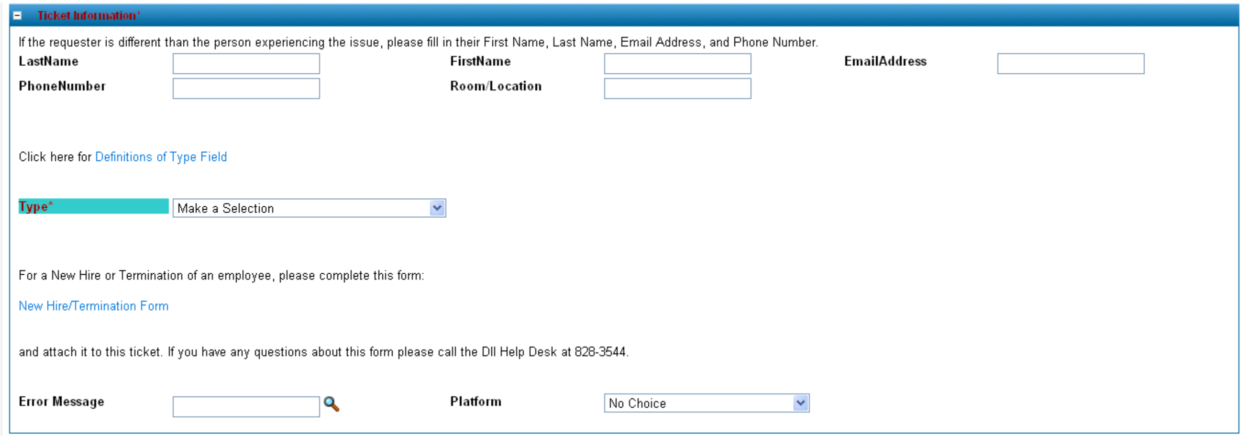
Priority	Acknowledgment Time	Response Time	Description
Critical	15 minutes	30 minutes	Multiple People are effected by the problem. (i.e. - a server is down)
Urgent	15 minutes	1 hour	Any request from the Governor’s Office and Commissioners
High	30 minutes	2 hours	Single person affected by problem (i.e. - PC won't boot.)
Medium	1 hour	4 hours	Standard
Low	2 hours	8 hours	Customer indicated or requested

Your Contact Information section



The information you will see is the information we currently have for you. If this information is not correct please enter the correct information and click the check box in the upper left hand corner that says “Update your personal information.” When you create your next ticket this information should be updated.

Ticket Information section

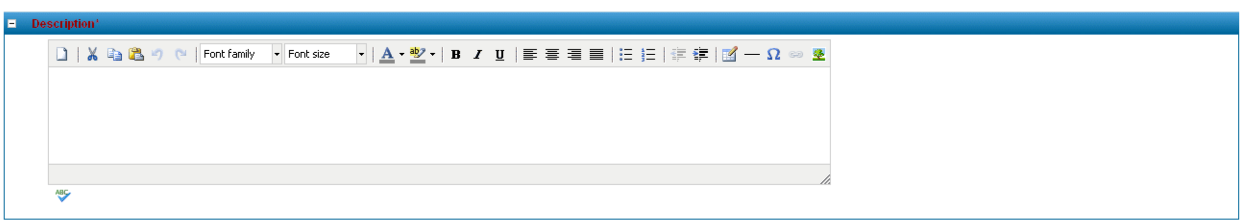


When you create a Footprints ticket for someone else, please fill out the Ticket Information section as thoroughly as you can. Not doing so delays our attempts to contact the user who needs assistance.

Select an option from the <u>Type</u> drop-down menu, this is a mandatory field. If you are not sure of what the Type selections are then you can click on the link Definitions of Type Field. Once you select Type, the next field, Subtype will appear. Select a Sub-Type from the dropdown menu. This is also a mandatory field. Once you have selected Sub-Type the last field will appear. This is the Category field and it is not mandatory. But if it will help you explain your issues please select what fits best for your situation. If the ticket you are submitting is a trouble ticket, it is extremely helpful to have the entire error message. You can cut and paste the error in or type the error message into that field or in to description in the next section. Your selection of which platform the person with the problem is on will help define what steps need to be taken to accomplish the task. If you are not sure, leave <u>No Choice</u> as it may not pertain to your ticket.

If you are going to be requesting a number of things for a new hire or for a termination, you will need to fill out the New Hire/Termination Form. Click on the link and save the form to your desktop. Fill it out and attach it to your Footprints ticket.

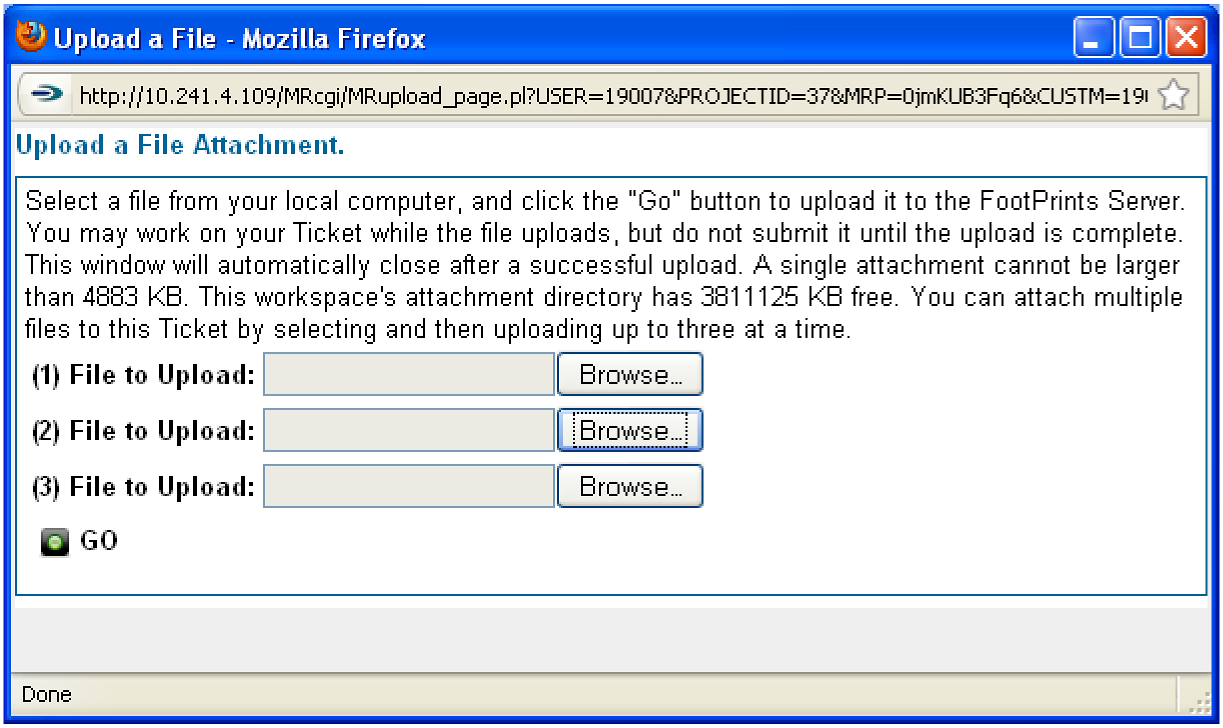
Description Section



Describe in as much detail as possible the issue you are having. If you are entering a ticket for someone else, please include any contact information you may have so that we may effectively contact the affected user.

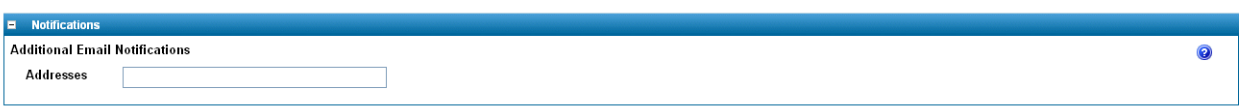
Attachments section

To attach a file to a ticket, click attached files. When you do that you will get the following screen:



You can then click on Browse and navigate to the file that you want to attach. You can attach up to 3 files. If you have more than that to attach then add the first three files, and Click Go. Then click attach files again. Once you are finished with this screen click GO. When you come back to your ticket you will see the file(s) that you attached listed in the ticket.

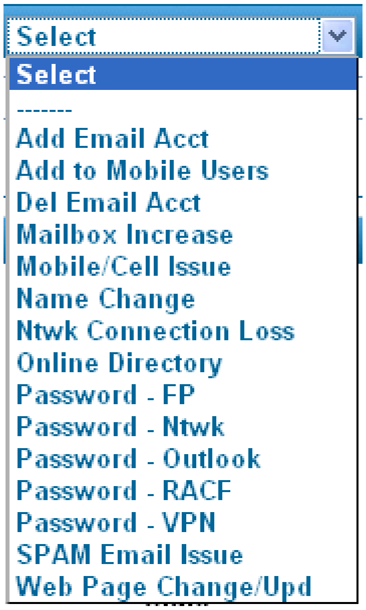
Additional E-Mail Notifications section



You can add additional email addresses to the ticket in the Notifications field in order to keep others informed of the status of this ticket. When you click on the Addresses text box you can enter up to 256 email addresses. They need to be separated by a space and you will need to know what the email address is as there is no list to select from.

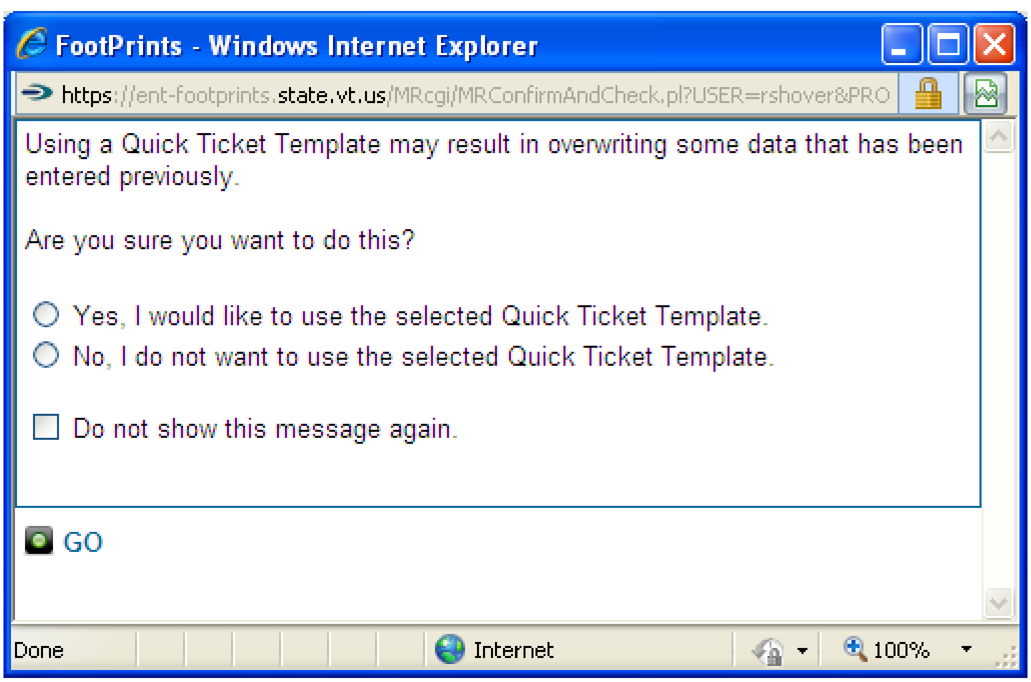
When you are finished entering all the ticket information you ***must*** press the SAVE button to send it. Once and agent gets the ticket and assigns it to their team you will receive an email with an overview of information submitted into the ticket and the ticket number.
You may reply to that emailed ticket with any appending comments and information that may have been forgotten or discovered after the ticket has been created.

Quick Tickets



The only way to create a Quick Ticket in Footprints v 9.5 is to click on New Request and then select the Quick Ticket that you want from the dropdown list.

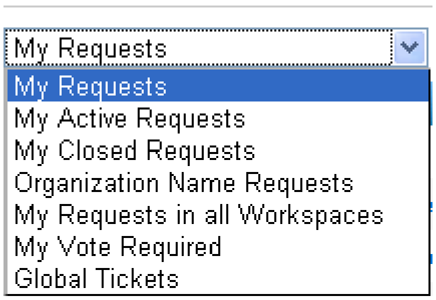
Once you select the Quick Ticket that you want to use you will need to click on **Use Selected Template**. You will then get the following dialog box. You can click **Yes** to go to the quick ticket or if you no longer want to see this message you can click on the check box that says Do Not Show This Message Again.



Once you have done this your Quick Ticket should be filled in with much of the information that is required by DII. Please look in the Description for further information that might be needed. This is especially true for Add and Del Email accounts.

View Mine

To view all your tickets you have submitted choose My Requests from the dropdown list just below the title bar. My Requests will show all the request that you have submitted, whether open or closed. My Active Requests will only show all the requests that are in an active status. My Closed Requests will show you all the closed requests that you have. Organization Name Request will show you all the tickets associated with your Org Name. For the most part this will work like My Requests. My requests in all workspaces, will show you all the requests that you have in all work spaces. I would think that for the most part you will see the same thing here as you see in My Requests. The last one is Global Tickets as My Vote Request is for a piece of software that we are testing out.



Global Tickets

Use the Globals link on the menu bar to view any global issues that could be service effecting to you. If nothing appears when you log in, there are no global issues currently.

Knowledge Base

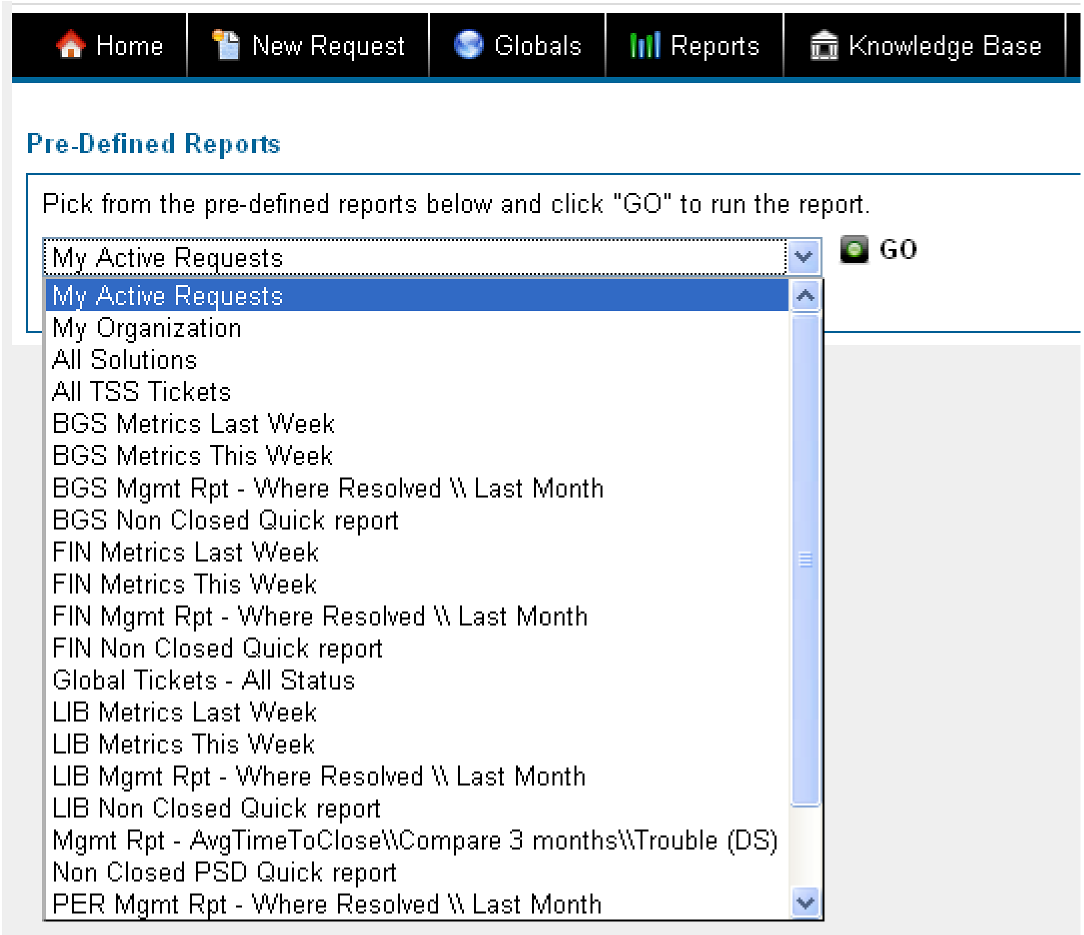
To get to the Knowledge Base, click on the Knowledge Base Icon on the tool bar.

The Knowledge Base is available to you to reference any public knowledge on how to correct a problem. You can view al or search by using the search box at the top of the screen or the Advanced search that is listed below the Search box.
You can define your search by changing the sort to any of the following fields; solution #, subject, or last edited on.

Pre-Defined Reports

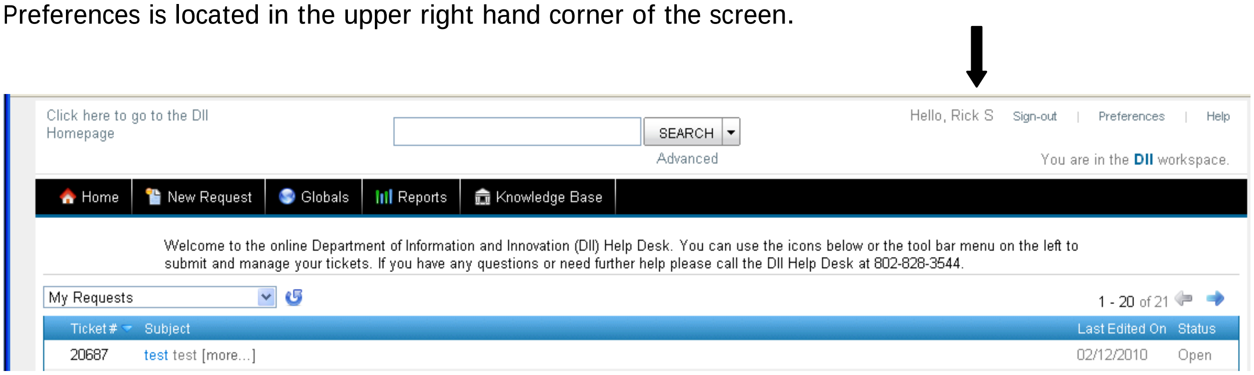
To get to Pre-Defined reports, click on the Reports button on the Menu Bar.

Once you click on Reports you will see a drop down list box. Click the drop down list box for a list of the pre-defined reports that are available to the customers.

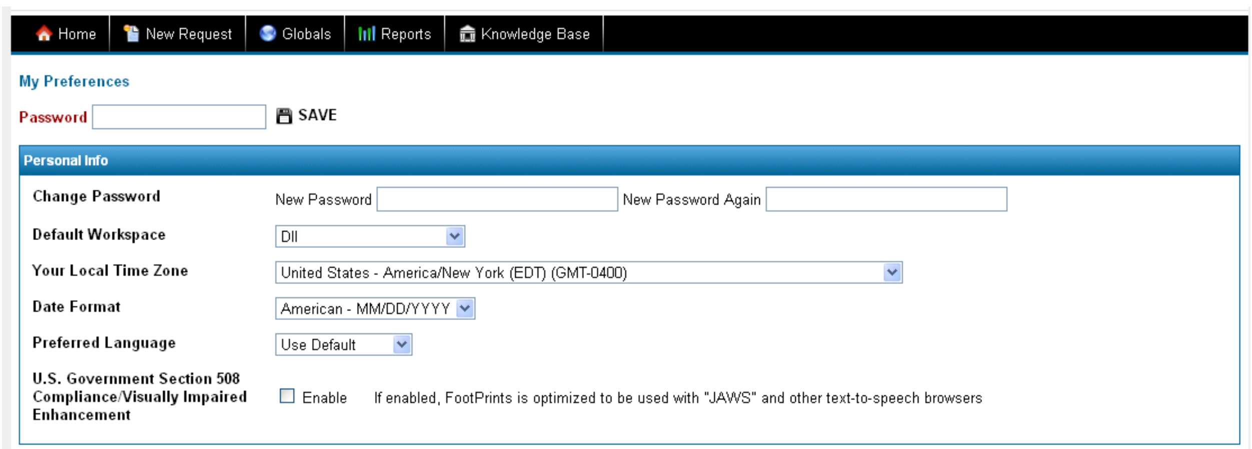

Home
New Request
Globals
Reports
Knowledge Base
Pre-Defined Reports
Pick from the pre-defined reports below and click "GO" to run the report.
My Active Requests
GO
My Active Requests
My Organization
All Solutions
All TSS Tickets
BGS Metrics Last Week
BGS Metrics This Week
BGS Mgmt Rpt - Where Resolved \\ Last Month
BGS Non Closed Quick report
FIN Metrics Last Week
FIN Metrics This Week
FIN Mgmt Rpt - Where Resolved \\ Last Month
FIN Non Closed Quick report
Global Tickets - All Status
LIB Metrics Last Week
LIB Metrics This Week
LIB Mgmt Rpt - Where Resolved \\ Last Month
LIB Non Closed Quick report
Mgmt Rpt - AvgTimeToClose\\Compare 3 months\\Trouble (DS)
Non Closed PSD Quick report
PER Mgmt Rpt - Where Resolved \\ Last Month

Preferences

Preferences is located in the upper right hand corner of the screen.



Click the word Preferences and you will see the following screen.



Here you have some options to customize your view. The first change we suggest you make is your password. This password will never expire but should be something unique. Other customizations that can be made are changing the time, date and font to your personal preference. The language can only be changed from default, which is English or to English, this protects against accidental changes that may be troublesome to reverse.
The last customization that can be made is to enable Footprints to work with previously installed visually impaired software, such as JAWS, which its purpose is to activate a text-to-speech function.
After any changes are made you must go to Apply Changes and in the available field type your password and press **SAVE**. **If you are changing your password you must enter the password you used to log on prior trying to changing your password in the above Change Password fields.**

Some things to know about Footprints.

Once a ticket has been closed you can reply to the email if you feel that your issue is not resolved. AS the “Closed” email says, the reply will not open the ticket, but the agent will see it and reopen the ticket. However, please do not reply to an email to ask us to re-open the ticket for a different issue; that requires a new ticket.

It is not a good idea to create a ticket to check on the status of a previous ticket. You will receive an email each time a ticket is updated either by you or the agent working your issue. If you have not heard in a few days and want to find out you can send an email using the one that came from Footprints or you can call the help desk. You will need to have the ticket number.