Information Technology
Procedure

BMC Footprints Authentication Guide

Scope: BOR, CSCU, CCC, COSC, CSU	Revision Date: 10/17/2014

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1. Introduction

The Connecticut State College and Universities (ConnSCU) Board of Regents (BOR) Office of Information Technology (OIT) is providing the students, faculty and staff of the ConnSCU member institutions with a comprehensive multi-channel Support Center. The Support Center is the single point of contact for assistance (incidents, problems, questions, etc.) with any BOR-provided IT service (e.g. Email, WAN, Internet, Blackboard, Banner, Client Security, websites, etc.). The IT Support Center website can be used to find the status of IT resources, read important notices, find links to FAQs, documentation, tutorials, etc.

The BOR Service Desk and the BOR Student Service Desk are workspaces in the BMC FootPrints system that record and track all service incidents and requests. The BOR Change Management is also a workspace the BMC Footprints system which is used to record all changes made to the configuration of BOR provided services.

This document provides the instructions on how to log into the FootPrints system and access the various workspaces.

2. Where to log in

- Launch a browser and go to http://servicedesk.ct.edu
- At the login screen please put in your normal network logon credentials.

3. How to log-in

You must use your fully qualified network logon credentials in order to gain access to the BMC Footprints workspaces. The table below provides an example of each institution.

Institution	Example User Name
Central	<Username>@ccsu.edu
Eastern	<Username>@my.easternct.edu
Southern	<Username>@scsu.southernct.edu
Western	<Username>@wcsu.local
Charter Oak	<Username>@charteroak.edu
BOR System Office	<BannerID>@commnet.edu
Asnuntuck	<BannerID>@acc.commnet.edu
Capital	<BannerID>@ccc.commnet.edu
Gateway	<BannerID>@gwcc.commnet.edu
Housatonic	<BannerID>@hcc.commnet.edu
Manchester	<BannerID>@mcc.commnet.edu
Middlesex	<BannerID>@mxcc.commnet.edu
Naugutuck	<BannerID>@nvcc.commnet.edu
Northwestern	<BannerID>@nwcc.commnet.edu
Norwalk	<BannerID>@ncc.commnet.edu
Quinnebaug	<BannerID>@qvcc.commnet.edu
Three-Rivers	<BannerID>@trcc.commnet.edu
Tunxis	<BannerID>@txcc.commnet.edu

4. Switching between workspaces

Once authenticated, you will be taken to the Home screen of your default workspace. If you have access to additional workspaces, you'll be able to switch between them by selecting the drop-down in the top right hand corner of the page.
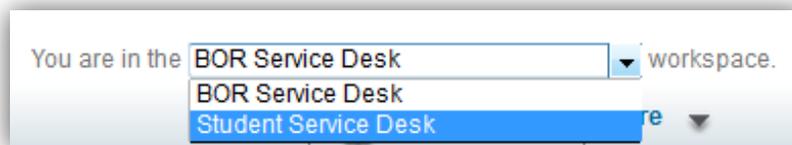
If the drop-down is not available then you only have access to your default workspace.

5. Contacting Support

If you have any questions or need assistance, please contact the BOR IT Support Center:

- Email: ServiceDesk@ct.edu
- Phone: 860.723.0111