

# BOR Service Desk: Customer User Guide

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## 1. Introduction

The Connecticut State College and Universities (CSCU) Board of Regents (BOR) Information Technology (IT) 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.

Whenever the BOR IT Support Center is contacted via email or phone ([Contact Us](#)), a ticket will be created in the BOR Service Desk. The BOR Service Desk is a workspace in the BMC FootPrints system that will record and track all service incidents and requests. Upon the creation of a ticket, an email will be sent out to the individual requesting support with the details of the opened ticket.

To access the full details of a particular incident/request, you need to go into the ticket by logging into the FootPrints system. This document provides the instructions on how to log into the FootPrints system and access the BOR Service Desk workspace to view and update tickets.

***Note: In the FootPrints system a ticket is also referred to as a Request or a Request Ticket.***

## 2. Log-in to the BOR Service Desk

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



- You will be taken to the Home screen. More details on [FootPrints Authentication](#).

### 3. Viewing Tickets

Once logging into the BOR Service Desk, you will be presented with ALL of your tickets. To view the details of any request, just click on the Subject.

Number	Subject	Status
13689	testing testing1 [more...]	New
13666	Requesting a mobileconfig file	Customer Responded

*Note: If you're accessing a BOR Service Desk ticket from an email, then you'll be taken directly to the ticket Details page which should provide you with all Descriptions that relate to that request.*

#### 3.1. Changing the Ticket List Order

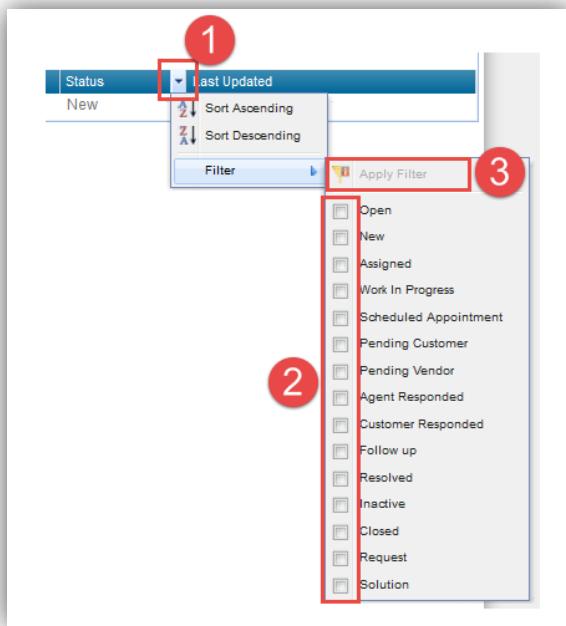
The tickets appear in the list in ascending order. This means that the oldest ticket is first in the list. To see the last ticket, scroll through the pages of tickets or select the arrow next to the column header and chose the 'Sort Descending' option. This will change the order, so the newest tickets will appear at the top of the list.

Number ▲	Submitted On	Pri
109	Sort Ascending	S
111	Sort Descending	S

To change pages, simply select the directional arrow located on the top right of the list of tickets.



Also, you can filter the list of tickets to only show certain statuses (i.e., only open tickets, no closed tickets, etc.). To do so, click on the arrow next to filter, select the statuses you wish to list and click the apply Filter button.



## 4. Searching for a Ticket

To search for a ticket, you can simply enter the ticket number in the keyword in the search box at the top of the screen and click the search button. When searching for a number or userID, it's best to include it in quotes. For instance, I would use "860" to search for any ticket that has an 860.



### 4.1. Creating a Custom Search

1. Click on the Advanced button under the search box which will take you to a page that will let you build your Advanced Search.
2. Select the criteria you want on the *Ticket Criteria page*.

Advanced Search	
Ticket Criteria	Advanced Criteria
<input type="checkbox"/> Include Requests made by members of your College/University	

3. Switch to the *Run tab* and select the **GO** button.

## 5. Create, Update or Close a Ticket

### 5.1.Create a Ticket

To create a ticket, select the New Request button from the top of the page.



In the “Submit a Request” window, you will be required to enter a subject and description for your request. Also, you will have the option to update your email and phone number, attach a file or add additional email addresses (CCs).

A screenshot of a web-based "Submit a new Request" form. The form is divided into several sections: "Subject\*" (with a text input field), "Your Person Information" (with fields for Last Name, First Name, Email Address, and Phone\*), "Detail Information" (with a rich text editor for the "Description" field), "Attachments" (with a section for "Attach Files" and a note that "No files currently attached"), and "Notifications" (with a section for "Additional Email Notifications" and an "Addresses" input field). The entire form has a light blue header bar.

When you have entered all the appropriate information, use the Save button to submit your ticket



### 5.2.Edit a Ticket

From the BOR Service Desk homepage, you can click on the ticket number to jump directly to the edit screen.

A screenshot of the BOR Service Desk homepage. At the top, there is a navigation bar with links for "Home", "New Request", and "Reports". Below this is a search bar and a dropdown menu for "College/University Requests". A table below shows a single row of data: "Number" (13689), "Subject" (testing testing1 [more...]), and "Status" (New). The background features the Connecticut State Colleges &amp; Universities logo.

Alternatively, you can select the edit button from the ticket details page.

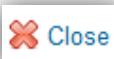


Once in the edit page, you'll be able to update the Description of your request and add any new attachments. Once finished, you can use the save button to submit your update.



### 5.3.Close a Ticket

From the details view of a ticket, you can use the Close button to start the process of closing a ticket.



You'll have the option to add a final description to the ticket before saving. To finalize the closing of the ticket, you can use the save button.



**Note:** Once a request ticket is closed, it cannot be reopened. Instead, create a new request ticket and reference the original request ticket number.

## 6. Returning to the Homepage

At any time, you can click the Home button and return to the main homepage page. To view the details of any ticket, just click on the Subject.



This view provides you 20 request tickets per page with the oldest request ticket first.

## **7. Contacting Support**

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

- Email: [ServiceDesk@ct.edu](mailto:ServiceDesk@ct.edu)
- Phone: 860.723.0111