Student Service Desk User Guide

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Introduction

The Connecticut State College and Universities (ConnSCU) Board of Regents (BOR) Office of Information Technology (OIT) is providing the students of the ConnSCU member institutions with a comprehensive multi-channel support center in the use of Blackboard Learn and related applications.

The BOR OIT utilizes the FootPrints Ticketing system to process all incidents and requests from students. There is a monthly report that is emailed to each of the ConnSCU institution contacts, which provides information on the Student Support tickets for the institution. It is a monthly report that runs on the first day of the month and provides both ticket summary information and a listing of the tickets from the previous month.

There is a lot more information that is contained within a ticket, such as Contact Info, Browser Info, Ticket Categorization and all Descriptions that relate to the ticket. To view all of this information, you need to go into the ticket by logging into the FootPrints Service Desk system.

This document provides the instructions on how to log into the FootPrints Student Service Desk to access your institution's tickets and other information on how to use the FootPrints system.

Log-in to the Student Service Desk

1. Launch a browser and go to http://servicedesk.ct.edu

2. At the login screen please put in your normal network logon credentials.

Here is a list of example User Names for each institution:

Institution	Example User Name
Central	<Name>@ccsu.edu
Eastern	<Name>@my.easternct.edu
Southern	<Name>@scsu.southernct.edu
Western	<Name>@wcsu.local
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

3. You will be taken to the Home screen. If you already use the ServiceDesk website then you will be taken to your primary workspace (see 3a). Otherwise, you will be taken directly to the Student Service Desk workspace.

   a. If you already use FootPrints (http://servicedesk.ct.edu) at your institution, then you'll need to use the drop down in the top right hand corner to switch to the Student Service Desk workspace.

Viewing Tickets for your Institution

Once logging into the Student Service Desk, you will be taken directly to ALL tickets for your institution.

To view the details (Contact Info, Browser Info, Ticket Categorization and all Descriptions) of any ticket, just click on the Subject. To change pages, simply select the directional arrow located on the top right of the list of tickets.
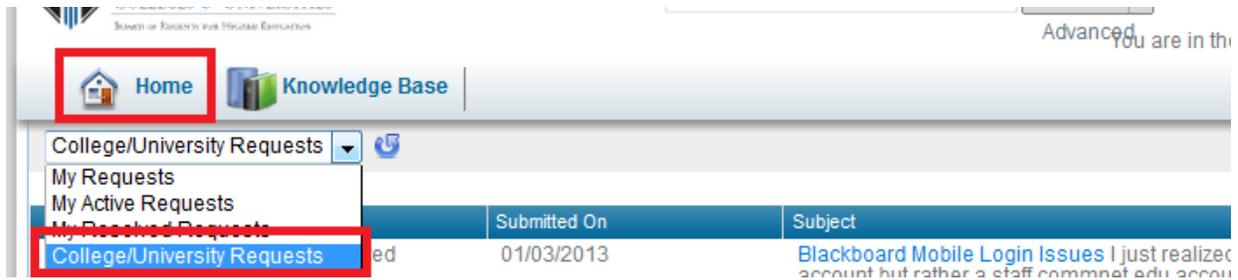

Note: If you're accessing the Student Service Desk from an emailed report, then you'll be taken directly to the Ticket Details page which should provide you with Contact Info, Browser Info, Ticket Categorization and all Descriptions that relate to that ticket.
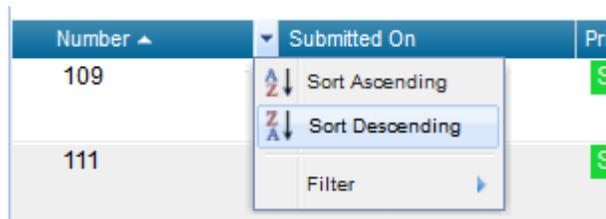
Returning to the Homepage

At any time, you can click the Home button and then select 'College/University Requests' from the drop down to return to the 'College/University Requests' page. To view the details (Contact Info, Browser Info, Ticket Categorization and all Descriptions) of any ticket, just click on the Subject.

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

Changing the Ticket Order

The tickets appear in the list in ascending order. This means that the oldest ticket is the first ticket 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.

Searching for a Ticket

To search for a ticket, you can simply enter in akeyword 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.
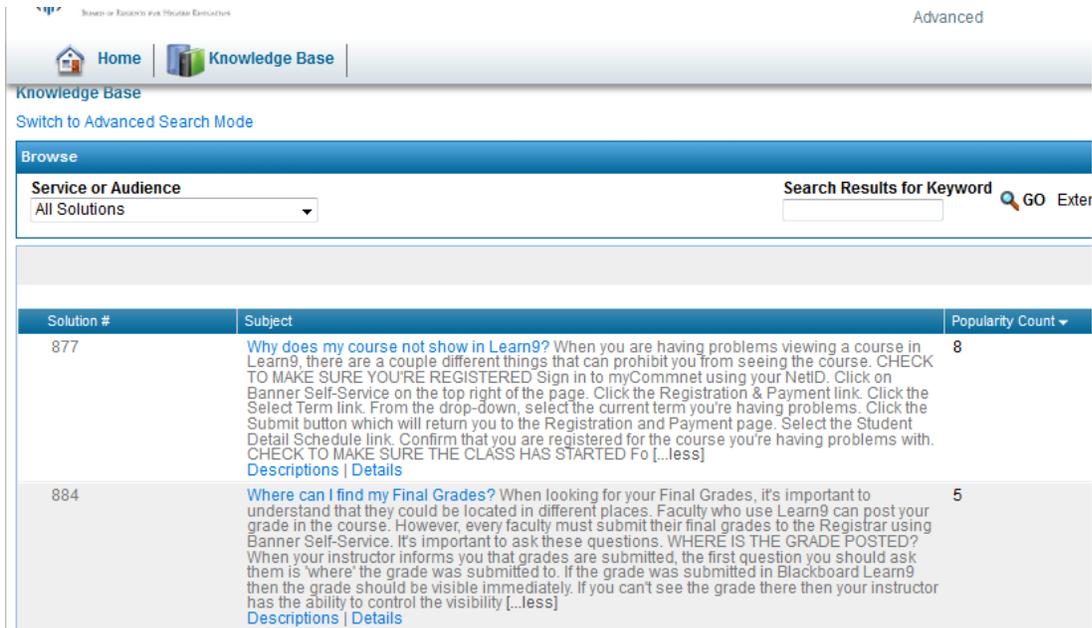

Creating a Custom Search

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*.
3. Check the "**Include requests made by members of your College/University**" box.

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

Knowledge Base

You can access the Knowledge Base (KB) for the Student Service Desk after you have signed in to the Student Service Desk workspace.
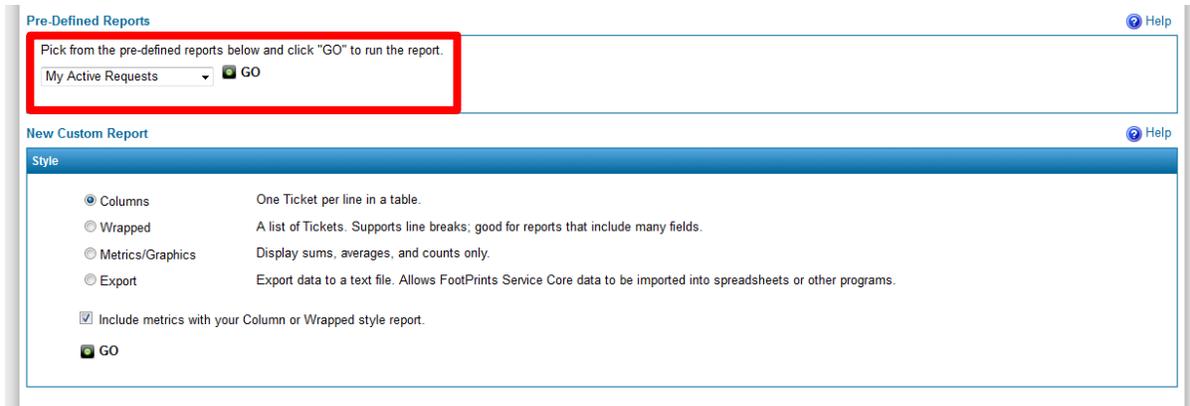

To view the details of KB article, just click on Subject. At any time, you can enter a keyword in to the search box to find KB articles with specific phrases.

Reports

There are two types of reports, which can be run at any time. There are Pre-Defined Reports and Custom Reports. It should be known that each time a report is run it returns the latest data that the customer is allowed to access (either his or her own tickets or those of the College / University).
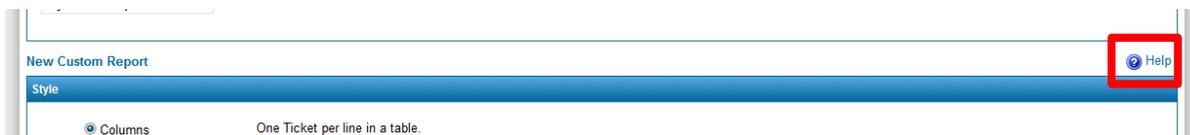
Pre-Defined Reports

A Pre-Defined Report is a report that has been developed by an administrator and put in place for multiple customers to utilize. To access these reports, select the reports button from the top toolbar then choose your Pre-Defined report from the drop down. Once you've selected the Pre-Defined Report you want to run, click "GO" to run the report.

Custom Reports

The Custom Reports feature allows you to create custom reports based on any combination of criteria, with many formatting options. Formatting options include headings, columns, sorting, and color graphs. Single and two-level metrics based on any fields can be included. Report output can be exported to another application (such as Excel). It is important to note; regardless of which custom report you chose to create, make sure to select the '**Include Requests made by members of your College / University**' seen on the Ticket Criteria tab. For help on Custom Reports, use the Help button seen on the right of the report page. Once you select the style of the report, click the Go button to configure the criteria for your report.

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