

## Student Service Desk User Guide

*(Revision Date: 1/6/2014)*

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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.

CONNECTICUT STATE COLLEGES & UNIVERSITIES  
BOARD OF REGENTS FOR HIGHER EDUCATION

Please log in

User Name

Password

Login

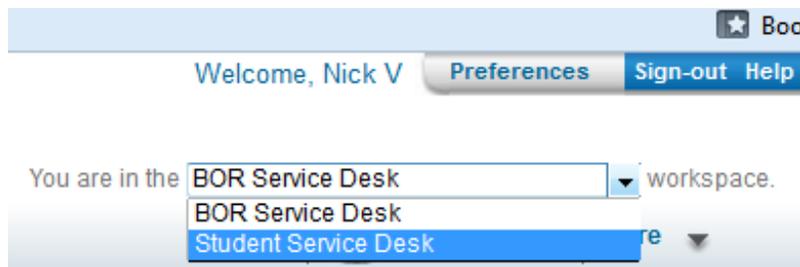
bmcsoftware

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.



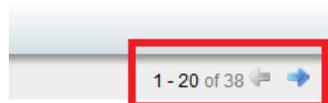
## Viewing Tickets for your Institution

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

| Number | Submitted On | Priority | Status   | Subject   |
|--------|--------------|----------|----------|---|
| 109    | 01/03/2013   | STU      | Resolved | Blackboard Mobile Login Issues I just realized, I dont have a "student.commet.edu" account but rather a staff.commet.edu account. Could this be the reason why I can't login into either the [more...]            |
| 111    | 01/07/2013   | STU      | Resolved | Incormed User name password combo Hello, Thank you for contacting the Student Service Desk. Your ticket information indicates that you are having a myCommet login issue and enrolled at one of [more...]         |
| 220    | 01/22/2013   | STU      | Resolved | Changing Personal Information I called Maryann and she let me know that she was faculty and not student and she was all set now with changing her personal information. [more...]                                 |
| 233    | 01/22/2013   | STU      | Resolved | Student not able to open a presentation into her course The student is not able to open a presentation in Tutorial 1 on her course. When she tries to open it, it requires a code. I suggested her to [more...]   |
| 234    | 01/22/2013   | STU      | Resolved | Student not able to open video contents into her course Hi Marangelle, Did your helpdesk help you resolving this issue? Please let us know if you are all set or if you need more assistance. Thank [more...]     |
| 259    | 01/24/2013   | STU      | Resolved | Blackboard Support - ART 100 Hi Justin, Please contact us at 850-493-0021 for assistance. Araceli [more...]   |
| 284    | 01/27/2013   | STU      | Resolved | Mobile App Login Christina, In the meantime, please go to https://web.support@educ.comnet/ and android-ios-blackberry-and-palm-are-supported for new instructors how to login by using your smartphone. [more...] |
| 292    | 01/28/2013   | STU      | Resolved | Student not able to create original discussions in BB Hello Araceli, All set, thank you for asking. James [more...]   |
| 317    | 01/29/2013   | STU      | Resolved | Student not able to see video file in BB Lori, Do you need more assistance? Please let us know? Aureli Marusha Service Desk Analyst [more...]   |
| 340    | 01/30/2013   | STU      | Resolved | Class not showing William, Since you registered yesterday, I suggest you to wait up to tomorrow and check them again because the system requires 24 hours to update all the information being taken. [more...]    |
| 360    | 01/30/2013   | STU      | Resolved | Class not showing on Blackboard Will is all set. Thanks! Araceli [more...]  |
| 391    | 02/03/2013   | STU      | Resolved | Blackboard Mobile Login Hi, I received your voicemail and called back but you weren't there. The Blackboard Mobile App for Android is currently not working properly with the CCC system. Please be [more...]     |
| 465    | 02/11/2013   | STU      | Resolved | posting assignments if instructor is unable to make content viewable, here is the contact info for the college distant learning director Kabe O'Connell, Director of Educational Technology at [more...]          |
| 540    | 02/24/2013   | STU      | Resolved | Accounting Class **An update was made to this Ticket based on an update made to dynamically linked Ticket #541 in Workspace Student Service Desk** This is a known problem with Blackboard recently [more...]     |
| 541    | 02/24/2013   | STU      | Resolved | Accounting Class This is a known problem with Blackboard recently. You call up Annastuck DL, and have them reset the course on Blackboard for you. Kabe O'Connell, Director of Educational Technology [more...]   |
| 570    | 03/01/2013   | STU      | Resolved | ECE 101 CRN 3013 If you were able to see before and it disappeared, then you need to contact your college distant learning so they can reset the course on blackboard for you. Kabe O'Connell, [more...]          |
| 574    | 03/03/2013   | STU      | Resolved | transcripts I'm setting this ticket status to RESOLVED. There is no need to reply or update this ticket unless you feel this issue is not resolved. The status of this ticket will automatically be [more...]     |
| 584    | 03/05/2013   | STU      | Resolved | Sociology 101 Bitarna, You should check it again tomorrow and in case it does not show up you should contact your instructor to make it visible to you. Aureli Marusha Service Desk Analyst [more...]             |

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.

e Student Service Desk workspace.

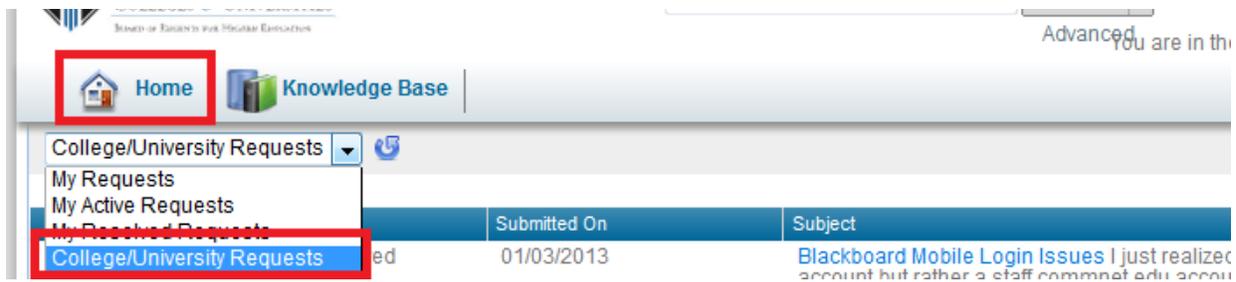


d, I dont have a "student.commet.edu" account but rather a staff.commet.edu account. Could this be the reason why I can't

*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

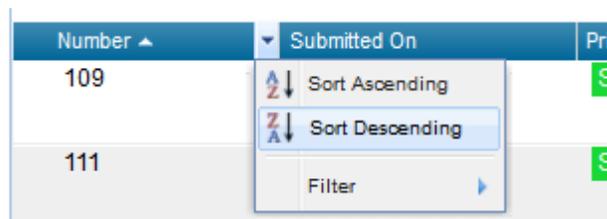
At any time, you can click the Home button and then select 'College/University Requests' from the drop down to return to the 'College/University Requests' page. To view the details (Contact Info, Browser Info, Ticket Categorization and all Descriptions) of any ticket, just click on the Subject.



**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 a 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.



## Creating a Custom Search

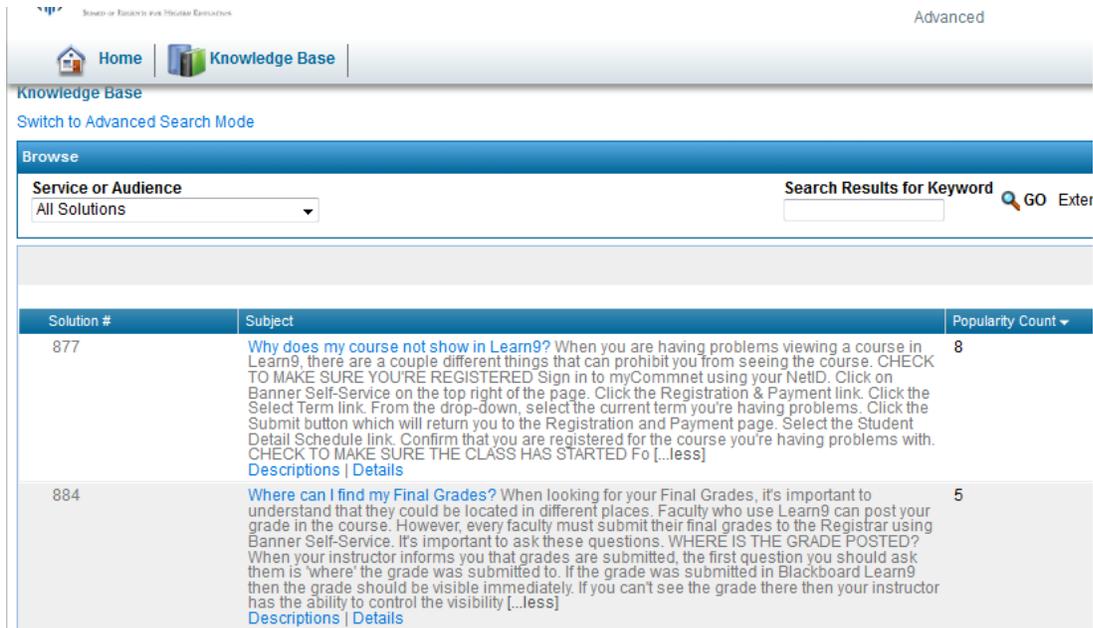
1. Click on the Advanced button under the search box which will take you to a page that will let you build your Advanced Search.
2. Select the criteria you want on the *Ticket Criteria* page.
3. Check the "Include requests made by members of your College/University" box.



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.



The screenshot shows the Knowledge Base interface. At the top, there is a navigation bar with 'Home' and 'Knowledge Base' links. Below this, there is a search bar with the text 'Search Results for Keyword' and a 'GO' button. A dropdown menu for 'Service or Audience' is set to 'All Solutions'. The main content area displays a table of search results with columns for 'Solution #', 'Subject', and 'Popularity Count'.

| Solution # | Subject  | Popularity Count |
|------------|--|------------------|
| 877        | <a href="#">Why does my course not show in Learn9?</a> When you are having problems viewing a course in Learn9, there are a couple different things that can prohibit you from seeing the course. CHECK TO MAKE SURE YOU'RE REGISTERED Sign in to myCommnet using your NetID. Click on Banner Self-Service on the top right of the page. Click the Registration & Payment link. Click the Select Term link. From the drop-down, select the current term you're having problems. Click the Submit button which will return you to the Registration and Payment page. Select the Student Detail Schedule link. Confirm that you are registered for the course you're having problems with. CHECK TO MAKE SURE THE CLASS HAS STARTED Fo [...less]     | 8                |
| 884        | <a href="#">Where can I find my Final Grades?</a> When looking for your Final Grades, it's important to understand that they could be located in different places. Faculty who use Learn9 can post your grade in the course. However, every faculty must submit their final grades to the Registrar using Banner Self-Service. It's important to ask these questions. WHERE IS THE GRADE POSTED? When your instructor informs you that grades are submitted, the first question you should ask them is 'where' the grade was submitted to. If the grade was submitted in Blackboard Learn9 then the grade should be visible immediately. If you can't see the grade there then your instructor has the ability to control the visibility [...less] | 5                |

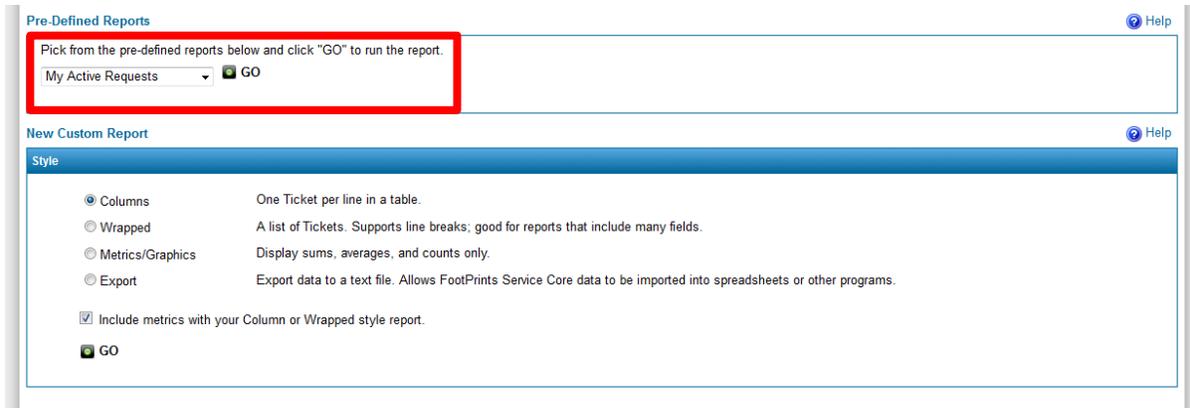
To view the details of KB article, just click on Subject. At any time, you can enter a keyword in to the search box to find KB articles with specific phrases.

## 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).

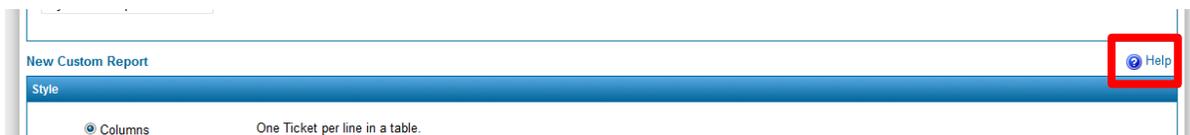
### Pre-Defined Reports

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