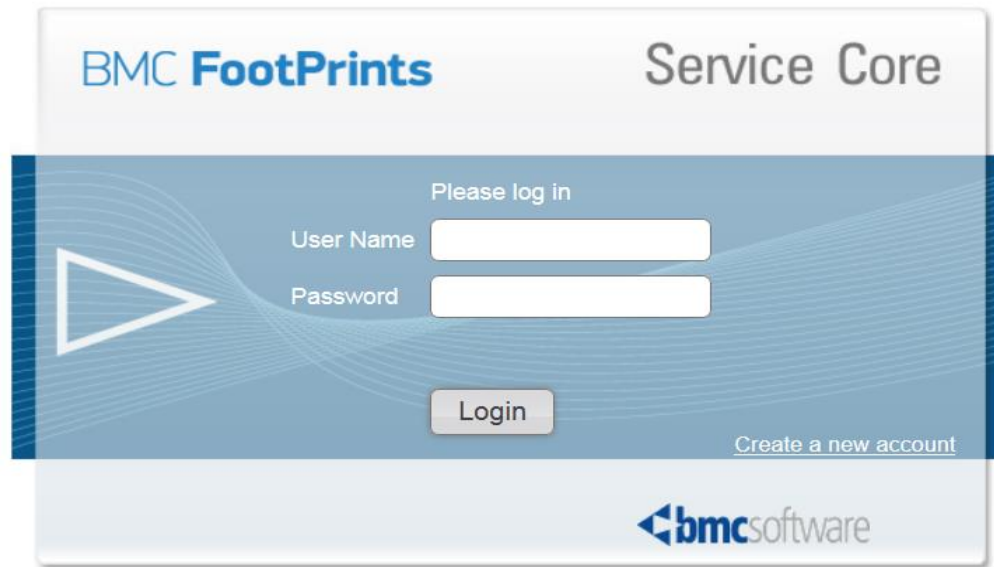


## How To Log In To The Core-CT Help Desk

The following URL will bring you to the log in page for the FootPrints Help Desk application for Core-CT:  
<http://footprints.ct.gov/footprints>



The screenshot shows the login interface for BMC FootPrints Service Core. At the top left is the BMC FootPrints logo, and at the top right is the text "Service Core". Below this is a blue banner with a white play button icon on the left. The text "Please log in" is centered above two input fields: "User Name" and "Password". A "Login" button is positioned below the password field. In the bottom right corner of the banner, there is a link that says "Create a new account". At the bottom of the page, the BMC software logo is displayed.

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**For your User Name and password, enter the network login ID and password you use daily to log onto your computer. Please note this is not your Core-CT User ID and password.**  
If you are not sure what to use for your login ID, please contact the Core-CT Help Desk at (860) 622-2300, option 1 or 2 for guidance.

Please verify you are logged into the Core-CT Help Desk workspace as indicated on the top right. If not, please call the Help Desk at (860)622-2300, option 1 or 2 for assistance.

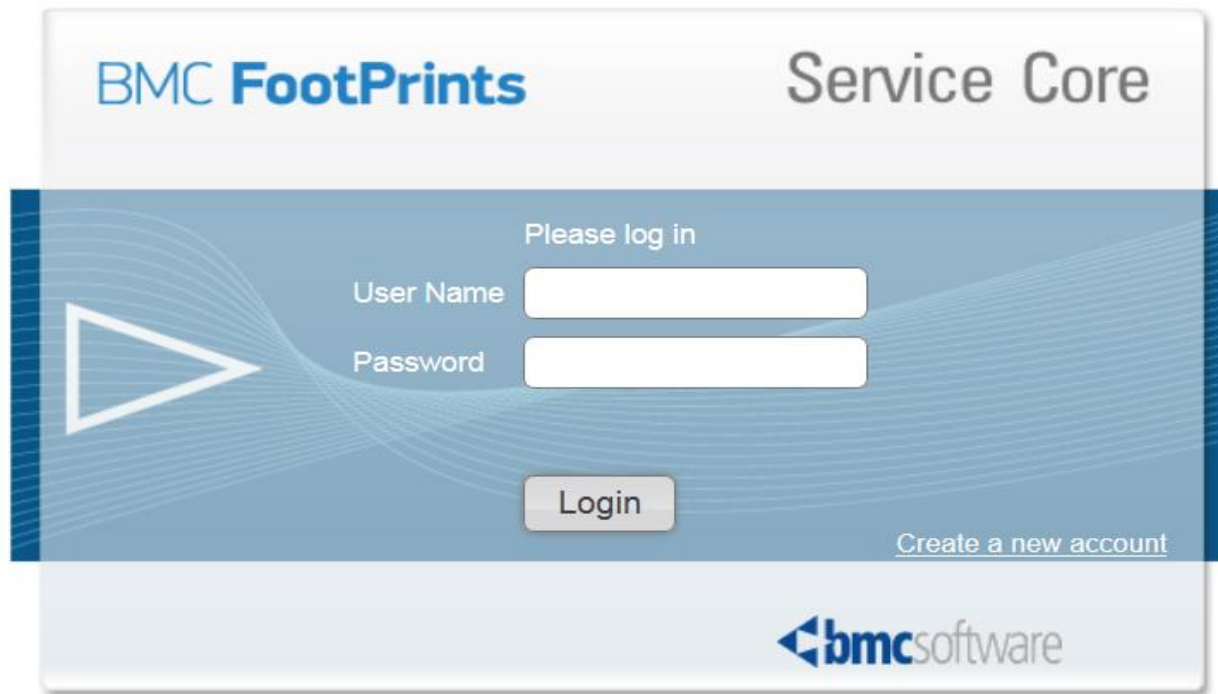
The screenshot shows the Core-CT Help Desk workspace. At the top left is the Core-CT logo. To its right is a search bar with a 'SEARCH' button and a dropdown menu set to 'Advanced'. Further right, the user is logged in as 'John D' with 'Sign-out' and 'Help' links. Below the search bar is a navigation menu with 'Home', 'Globals', and 'Service Catalog' links. A red arrow points to the 'Service Catalog' link. A message states: 'You are in the Core-CT Help Desk workspace.' Below this is a welcome message: 'Welcome to the Core-CT Help Desk! Please select the **'Find Services'** link in the Service Catalog box to access helpful information, job aids and if needed, submit a ticket for further assistance.' The 'Service Catalog' section has a search bar and a 'GO' button. Under 'Categories', there is a box for 'Core-CT' containing links for 'Financials', 'HRMS', 'EPM', 'Security', 'Technical Issues', and 'Find Services'. To the right is a 'Featured Services' section with the title 'Additional Core-CT Resources to Assist Users'. It contains two paragraphs of text: 'The Core-CT website, [www.core-ct.state.ct.gov](http://www.core-ct.state.ct.gov), contains a wealth of information designed to assist users in not only how to process transactions in Core-CT but also state policies and procedures, navigating the Core-CT application as well as other technical information.' and 'Likewise within the Core-CT application, User Productivity Kit (UPK) exercises have been deployed to acquaint and provide step-by-step instruction to Financials, HRMS and EPM users. To access the UPK exercises, log into Core-CT and select the Core-CT Help tab.'

## How To Log Out Of The Core-CT Help Desk

Once you have entered your ticket information, click the 'Sign-out' tab in the upper right of the page to sign-out of the Core-CT Help Desk.

The screenshot displays the Core-CT Help Desk interface. At the top left is the Core-CT logo. To its right is a search bar with a 'SEARCH' button and a dropdown arrow, with the word 'Advanced' below it. In the top right corner, there is a user greeting 'Welcome, John D' and a 'Sign-out Help' button. A red dashed arrow points to the 'Sign-out' button. Below the search bar is a navigation menu with 'Home', 'Globals', and 'Service Catalog' links. A message below the navigation bar reads: 'Welcome to the Core-CT Help Desk! Please select the **'Find Services'** link in the Service Catalog box to access helpful information, job aids and if needed, submit a ticket for further assistance.' Below this is the 'Service Catalog' section, which includes a search bar labeled 'Search Services' and a 'GO' button. Underneath is a 'Categories' section with a box containing 'Core-CT' and a list of sub-categories: 'Financials', 'HRMS', 'EPM', 'Security', and 'Technical Issues'. At the bottom of this box is a 'Find Services' link. To the right is a 'Featured Services' section with the heading 'Additional Core-CT Resources to Assist Users'. It contains two paragraphs of text: the first describes the Core-CT website ([www.core-ct.state.ct.gov](http://www.core-ct.state.ct.gov)) as a resource for users, and the second describes the User Productivity Kit (UPK) exercises available within the application.

The sign-out screen brings you back to the FootPrints log in page. You can either log back in if needed or close out of the browser.



The image shows a login page for BMC FootPrints Service Core. At the top left is the logo "BMC FootPrints" and at the top right is "Service Core". The main content area has a blue background with a white play button icon on the left. The text "Please log in" is centered above two input fields: "User Name" and "Password". Below these fields is a "Login" button. In the bottom right corner of the main area, there is a link that says "Create a new account". At the bottom of the page is the "bmcsoftware" logo.

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