

TROUBLESHOOTING FOOTPRINTS ACCESS

Employees that are having a problem accessing Footprints to contact the Core CT Help Desk should follow these instructions below to assist in obtaining access.

First:

You can access footprints using this link:

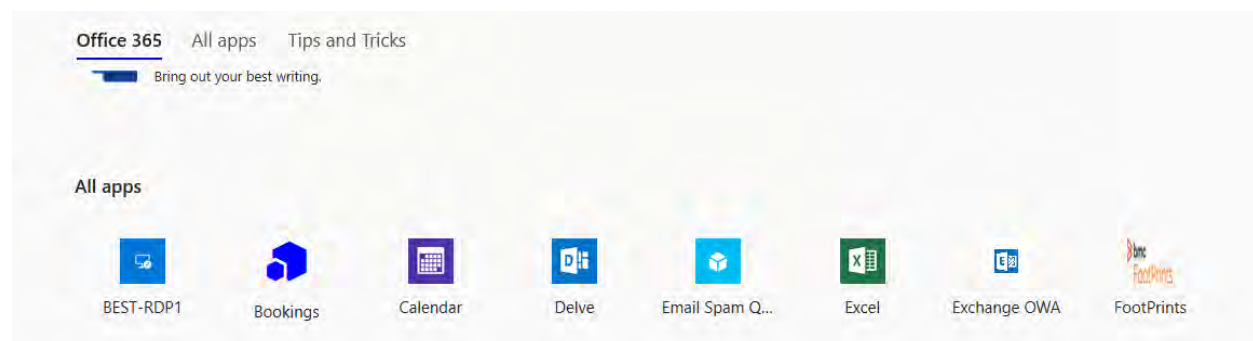
<https://footprints.ct.gov>

If you still experience a problem getting to Footprints using the above link, try the Second option

Second:

If you are using Office 365 you can

Go to www.office.com on your computer, click on All Apps and locate the BMC Footprints Icon under All Apps

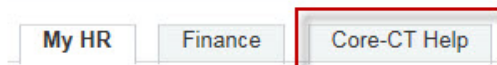


Click on the Footprints Icon and the Footprints sign on page will open



The image shows a login page 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". Below the input fields is a "Login" button. At the bottom right of the page is the "bmcsoftware" logo.

Agencies have different criteria for signing into Footprints. If you refer to the Core website at www.core-ct.state.ct.us under the Core-CT Help tab you will find some general information for logging a ticket. In the How to Log In/Log Out section you will see a link to locate your agency which will give you what criteria your agency uses.



Core-CT Help Desk

- [Log a ticket / Request for Service](#) (if you have problems logging a ticket, please call the Help Desk)
- FootPrints Help Desk Instructions:
 - How to Log in / Log out (click [here](#) to locate your Agency to determine the appropriate log in instructions. This will vary depending on how you log in at your agency.)
 - [Submit a Ticket](#)
 - [How to Search and View a Ticket](#)
 - [How to Update a Ticket](#)
 - [How to Subscribe to a Global Ticket](#)
 - [For IT Staff / How to Switch Workspaces](#)

After clicking on the click [here](#) link you will see how to log a ticket. You should see one of these depending on your agency.

and in both cases the most important part is that it **is not your CORE-CT User ID and password.**

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.

Or

For your User Name and password, enter your Exchange email account and password. Please note this is not your Core-CT User ID and password.

Third:

If you are still not able to access Footprints using one of the above 2 methods please submit an email to Readiness@ct.gov with your issue and we will try to assist. In some cases, the issue will require us to contact DAS BEST Help Desk to refresh your Footprints account.