

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>



BMC **FootPrints** Service Core

Please log in

User Name

Password

Login

[Create a new account](#)



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For your User Name and password, you will need to **use your FootPrints ID and password**. Should you need to create one, click the 'Create a new account' link located in the lower right of the FootPrints login screen. 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: '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.

Service Catalog

Search Services

Categories

- Core-CT
 - Financials
 - HRMS
 - EPM
 - Security
 - Technical Issues
 - Find Services**

Featured Services

Additional Core-CT Resources to Assist Users

The Core-CT website, 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.

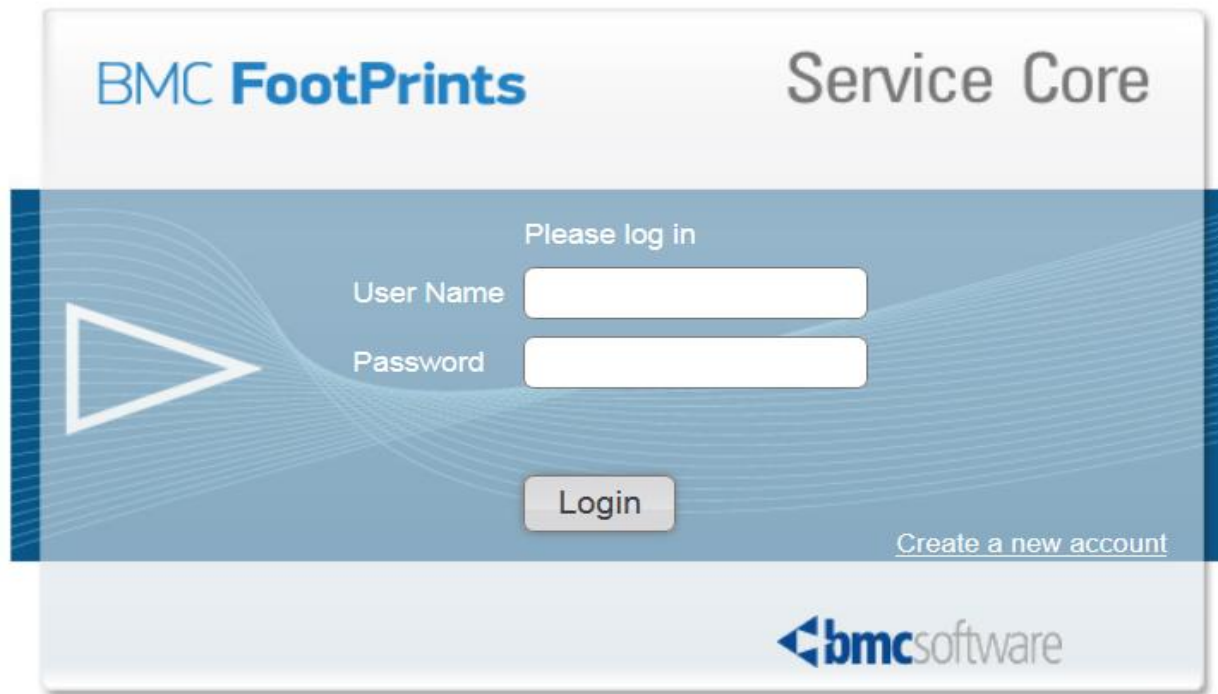
Likewise within the Core-CT application, User Productivity Kit (UPK) exercises have been deployed to acquaint and provide step-by-step instruction to Financials, HRMS and EPM users. To access the UPK exercises, log into Core-CT and select the Core-CT Help tab.

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 two buttons: 'Sign-out' and 'Help'. 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) 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. The page has a light blue header with the BMC FootPrints logo on the left and 'Service Core' on the right. Below the header is a dark blue banner with a white play button icon on the left. The main content area is light blue and contains the text 'Please log in' above two input fields: 'User Name' and 'Password'. Below the input 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, there is the BMC Software logo.

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