

How To Search And View A Ticket

After logging in to the Core-CT Help Desk at <http://footprints.ct.gov/footprints>, the default Service Catalog displays. There are multiple ways to search and view a ticket.

The screenshot displays the Core-CT Help Desk interface. At the top right, it says "Welcome, John D" with "Sign-out" and "Help" links. A search bar with a "SEARCH" button and a dropdown arrow is present, with "Advanced" text below it. Below the search bar are navigation links: "Home", "Globals", and "Service Catalog". A message 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 with a search bar labeled "Search Services" and a "GO" button. The "Categories" section lists: "Core-CT", "Financials", "HRMS", "EPM", "Security", "Technical Issues", and "Find Services" (highlighted in blue). The "Featured Services" section is titled "Additional Core-CT Resources to Assist Users" and contains two paragraphs of text.

Welcome, John D [Sign-out](#) [Help](#)

SEARCH
Advanced

Home | Globals | Service Catalog

You are in the [Core-CT Help Desk](#) workspace.

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.

Click the 'Home' icon to display all tickets you have entered. The 'Number' column is the number the system assigns to the ticket. Click the 'Number' column header to change whether the tickets display in ascending or descending order.

Welcome, John D [Sign-out](#) [Help](#)

Advanced

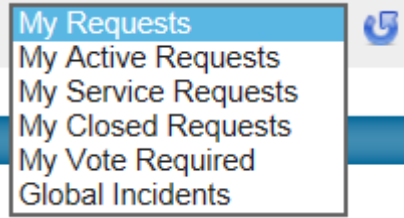
You are in the [Core-CT Help Desk](#) workspace.

[Home](#) | [Globals](#) | [Service Catalog](#)

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.

My Requests 1 - 20 of 240

Number	Title	Status	Submitted On	Closed Date
5	FN E-Procurement - Sourcing Workbench hi [more...]	Active	05/06/2013	-
13	Core-CT HRMS: Human Resources (Job Data) Customer: Hi There [more...]	Closed	05/09/2013	09/19/2013
16	Core-CT HRMS: Human Resources (Job Data) Will work on this issues [more...]	Closed	05/10/2013	09/19/2013
17	Core-CT HRMS: Human Resources (Job Data) Please change the effective date [more...]	Closed	05/13/2013	09/19/2013
18	Core-CT HRMS: Human Resources (Job Data) Testing [more...]	Closed	05/13/2013	09/20/2013
19	Core-CT HRMS: Human Resources (Position Data) Agent: Testing close ticket date [more...]	Closed	05/13/2013	09/20/2013
22	Core-CT HRMS: Human Resources (Position Data) Agent: Testing Closed Date [more...]	Closed	06/03/2013	09/19/2013
23	Core-CT HRMS: Course Requests/Questions Hello, CORE RESPONSE: %%Employee Name%%, Emp #: ID, Rec#: # Hello - is there anyone out there? I am trap in the computer - Please help me. Click on the [more...]	Closed	06/05/2013	09/19/2013
24	Core-CT HRMS: Human Resources (Position Data) bbbbbb [more...]	Closed	06/05/2013	09/20/2013
59	Core-CT HRMS: Human Resources (Job Data) Core-CT Agent enter the ticket [more...]	Closed	07/08/2013	09/19/2013
60	Core-CT HRMS: Human Resources (Job Data) Customer Created ticket [more...]	Closed	07/08/2013	09/19/2013
61	Core-CT HRMS: Human Resources (Job Data) Please insert a row Eff 7/01/13, for Employee 123456, Pay Rate Change/IMC, Salary is now \$3,000.00. Thanks! [more...]	Closed	07/15/2013	09/19/2013
62	Core-CT HRMS: Human Resources (General Requests/Question... I require hee!!!!lllp [more...]	Closed	07/16/2013	09/19/2013
63	Core-CT HRMS: Human Resources (Job Data) Testing!! Lisa Godin [more...]	Closed	07/16/2013	09/19/2013
64	Core-CT HRMS: Time and Labor (Updates/Corrections) Agent creating a ticket for a HR Customer - Please inserted effective 06/20/12 - Data change - WTPC [more...]	Open	07/18/2013	-
65	Core-CT HRMS: Human Resources (Position Data) Customer - Please change the effective date from 07/15/13 [more...]	Closed	07/25/2013	09/19/2013
66	Core-CT HRMS: Human Resources (Job Data) Customer - Requesting to change comp rate [more...]	Closed	07/25/2013	09/19/2013
67	Core-CT HRMS: Human Resources (Personal Data) Customer - Requesting to change the information [more...]	Closed	07/25/2013	09/19/2013
68	Core-CT HRMS: Human Resources (Job Data) Customer - Change something [more...]	Closed	07/25/2013	09/19/2013
69	Core-CT HRMS: Human Resources (Reports) Customer - Requesting a Report [more...]	Closed	07/25/2013	09/19/2013



You can refine the tickets displayed by using the 'My Requests' drop down field in the upper left of the display. Select the appropriate request and click the refresh button to display the related tickets.



Number ▲	Title	Status	Submitted On	Closed Date
5	FN E-Procurement - Sourcing Workbench hi [more...]	Active	05/06/2013	-
64	Core-CT HRMS: Time and Labor (Updates/Corrections) Agent creating a ticket for a HR Customer - Please inserted effective 06/20/12 - Data change - WTPC [more...]	Open	07/18/2013	-
76	Core-CT HRMS: Human Resources (General Requests/Question... rrrrr [more...]	Active	08/01/2013	-
80	Core-CT HRMS: Time and Labor (Configuration Requests) Hello Everyone - Testing [more...]	Open	08/05/2013	-
82	Core-CT HRMS: Time and Labor (Configuration Requests) ttt [more...]	Open	08/09/2013	-
87	FN General Ledger - Commitment Control Encumbrance Issue... THE FORMATTING OF MY TRIAL BALANCE REPORT IS NOT CORRECT. I HAVE TRIED EVERYTHING TO CREATE IT. WHAT DO I DO NOW????? [more...]	Active	08/15/2013	-
108	Core-CT HRMS: Time and Labor (Timesheet) Testing Footprints - [more...]	Open	09/18/2013	-
109	Core-CT HRMS: Scheduling Front End [more...]	Open	09/19/2013	-

Click on the ticket of interest to open and view. Click the 'Home' icon or the back arrow to return to the homepage.

You can also use the 'Search' field at the top of the page to search for a ticket. You can enter the ticket number itself or if not known, you can enter a keyword (i.e. Job Data) or status (i.e. open, closed). Click 'Search'. Entering a keyword will bring up any tickets with that keyword.

The screenshot shows the Core-CT Help Desk interface. At the top, there is a search bar with the number '217' entered and a 'SEARCH' button. Below the search bar is a blue arrow pointing down to the main content area. The main content area has the Core-CT logo on the left and another search bar on the right. Below the search bar is a navigation bar with 'Home', 'Globals', and 'Service Catalog' links. The main content area is divided into sections: 'Incident 217 in Core-CT Help Desk', 'Your Personal Information', and 'Incident Information'. The 'Incident 217 in Core-CT Help Desk' section shows the title 'Core-CT HRMS: Time and Labor (Updates/Corrections)' and the status 'Open'. The 'Your Personal Information' section shows the user's details: FootPrints User ID (JDoe), First Name (John), Last Name (Doe), Job Title (HR), Street Address (101 East River), City (EH), Zip Code (06108), and Work Email Address (John.Doe@ct.gov).

217 | X | SEARCH | Advanced

Core-CT

Home | Globals | Service Catalog

SEARCH | Advanced

Created by

Incident 217 in Core-CT Help Desk

Title
Core-CT HRMS: Time and Labor (Updates/Corrections)

Status
Open

Your Personal Information

FootPrints User ID
JDoe

First Name John	Last Name Doe	Job Title HR
Street Address 101 East River	City EH	Zip Code 06108

Work Email Address
John.Doe@ct.gov

Incident Information

Click the 'Home' icon to return to the homepage.