

## How To Submit A Ticket

After logging in to the FootPrints Help Desk applications for Core-CT at <http://footprints.ct.gov/footprints>, the default Service Catalog displays. The Service Catalog is the gateway to the Core-CT Help Desk.

The screenshot shows the Core-CT Help Desk Service Catalog interface. At the top, there is a navigation bar with the Core-CT logo, a search box with a 'SEARCH' button and a dropdown menu set to 'Advanced', and user information: 'Welcome, John D' with 'Sign-out' and 'Help' links. Below the navigation bar, there are three tabs: 'Home', 'Globals', and 'Service Catalog'. A welcome 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.' The 'Service Catalog' section features a search box labeled 'Search Services' and a 'GO' button. Under the 'Categories' heading, there is a box for 'Core-CT' containing links for 'Financials', 'HRMS', 'EPM', 'Security', 'Technical Issues', and a highlighted 'Find Services' link. To the right, a 'Featured Services' box contains text: 'Additional Core-CT Resources to Assist Users' and '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. 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.'

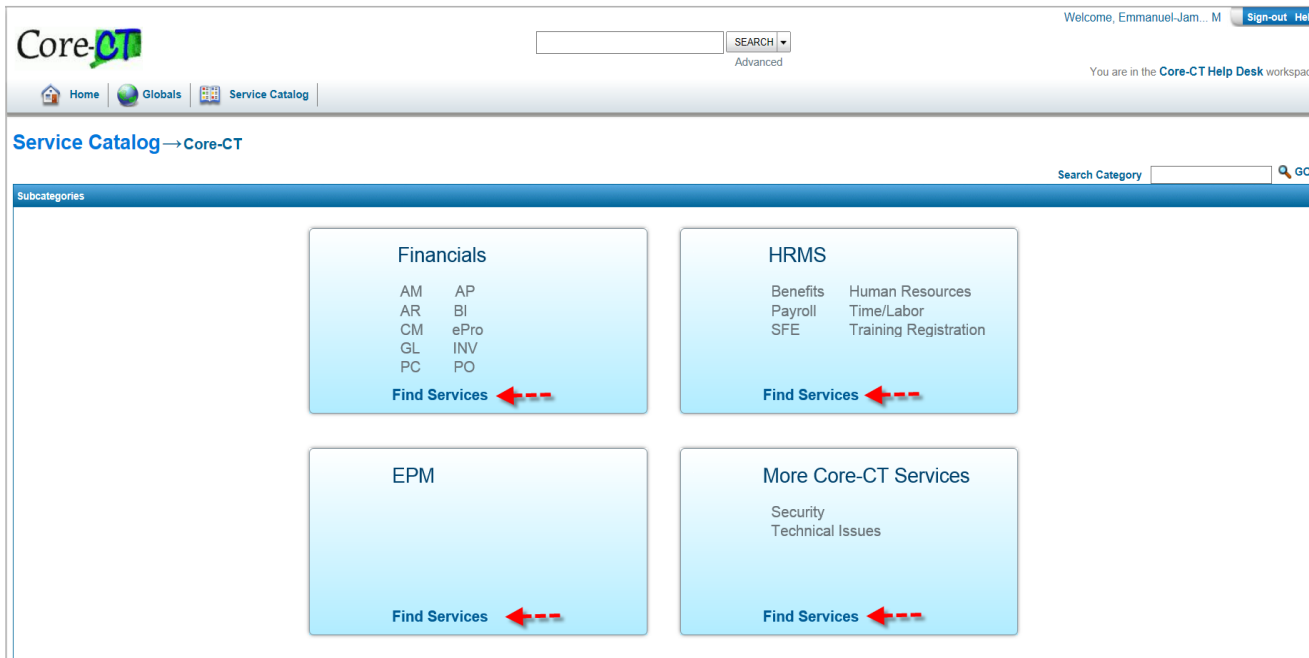
Across the top are (3) tabs:

- “ Home – Allows the viewing of all open or previously closed tickets
- “ Globals – Allows the viewing or registering of global tickets
- “ Service Catalog – Displays the default homepage (as shown)

Click **'Find Services'** in the 'Core-CT' box to drill down to more service selections.



Click **'Find Services'** again to choose the high level functional service area for your request.



Continue to click *'Find Services'* until the list of individual services for the module displays. Click on the desired selection to select the appropriate Service Request.

Services in this Category
<a href="#">FN Asset Management - Adding Manufacturers</a>
<a href="#">FN Asset Management - Miscellaneous</a>
<a href="#">FN Asset Management - Modification to Existing Asset Location</a>
<a href="#">FN Asset Management - New Asset Locations</a>
<a href="#">FN Asset Management - Physical Inventory</a>
<a href="#">FN Asset Management - Reporting Issues</a>
<a href="#">FN Asset Management - Transaction Loader</a>
<a href="#">FN Asset Management - Update Asset Location in Basic Add</a>

Each service request has a pre-ticket page.

Each page contains valuable information and links, including steps to be taken prior to ticket creation, ticket instructions and job aids. Please take a moment to read the information provided as it may help to answer your question or issue.

[Service Catalog](#) → [Core-CT](#) → [HRMS](#) → [Human Resources](#) → [Job Data Updates/Revisions](#)

✓ [Request this Service](#)

**Details of Job Data Updates/Revisions**

**Status**  
Active


**Service Category**  
Human Resources

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**Attributes** **Attachments**

**SERVICE REQUEST**  
Job Data Updates/Revisions

**BEFORE YOU SUBMIT**



Before submitting a ticket, please be aware of the following:

Core-CT staff can assist you by inserting new rows and correcting existing rows in Job Data. However, as a general rule existing rows are not deleted in Job Data in order to ensure the integrity of the data and to preserve the history of the transactions. Rows are only deleted when *absolutely necessary* to correct the situation at hand. Please contact us if you have any questions about your specific request.

**TICKET INSTRUCTIONS**

To submit a ticket, click on the 'Request this Service' link above.

Please be prepared to provide the following information:

1. Employee Name
2. Employee Identification Number
3. Employee record number
4. Provide the appropriate action/reason code
5. For leave updates/revisions, provide the expected returned dates
6. Please provide all of the required additional information in the Description field or as an attachment.
7. If receiving an error message, please attach any screen shots to assist us in understanding your request

**JOB AID**

After reading the pre-ticket page and if you are still interested in logging a ticket, please click the 'Request This Service' button at the top which opens a new ticket window.



Service Catalog → Core-CT → Financials → AM - Asset Management → FN Asset Management - Adding Manufacturers

✓ Request this Service ←

**Details of FN Asset Management - Adding Manufacturers**

**Status**  
Active

**Service Category**  
AM - Asset Management

There are (6) sections for a ticket: Title Information, Your Personal Information, Incident Information, Description, Attachments and Notifications. 'SAVE' icons are located at the top and bottom of the ticket.

The screenshot shows a web form for creating a new incident. At the top left is a 'SAVE' button with a floppy disk icon, and at the top right is a 'Help' link with a question mark icon. Below this is a blue header bar with the text 'New Incident for Core-CT Help Desk'. The main content area has a 'Title\*' label in red above a text input field containing 'FN Asset Management - Adding Manufacturers'. To the right of the input field is a small green 'ABC' icon with a downward arrow. Below the input field is a red 'Please Note' message: 'Please Note: Required fields are displayed in red and optional fields are displayed in black.' followed by a black instruction: 'When complete be sure to click the 'SAVE' link located either at the top or the bottom of the page to submit the ticket for processing.' To the left of the main content area is a vertical sidebar with five blue buttons, each with a plus sign and a label: 'Your Personal Information\*', 'Incident Information', 'Description\*', 'Attachments', and 'Notifications'. At the bottom left of the sidebar area is another 'SAVE' button with a floppy disk icon.

## Title Information

All tickets have a 'Title' field indicating the nature of the request. This field is filled automatically by the system based on your previous service request choices. Please do not modify.

This screenshot is identical to the one above, but it only shows the top portion of the form. It includes the 'SAVE' button at the top left, the 'Help' link at the top right, the blue header bar 'New Incident for Core-CT Help Desk', the 'Title\*' label and input field with 'FN Asset Management - Adding Manufacturers', the 'Please Note' message, and the instruction to click the 'SAVE' link. The sidebar with expandable sections is not visible in this view.

## Your Personal Information

If logging a ticket for the first time, you will be prompted to fill out your contact information. Once you have completed and saved this information, your contact information will be pre-populated when logging tickets. If the pre-populated contact information is incorrect, please enter the correct information and check *'Update your Personal Information'* to update your Contact information. The contact information will always be populated after initial entry or updates. Fields in red are mandatory.

**Your Personal Information\***

*If your contact information needs to be updated, please enter your updated contact information and check the box 'Update Contact Information'. This is only required once. Your contact information will then be pre-populated for any future tickets logged.*

<b>FootPrints User ID</b> JDoe	<b>Agency*</b> Make a Selection	
<b>First Name*</b>	<b>Last Name*</b>	<b>Job Title</b>
<b>Street Address</b>	<b>City</b>	<b>Zip Code</b>
<b>Phone Number*</b>	<b>Work Email Address*</b>	<b>Core-CT User ID*</b>


## Incident Information

Fill out the remainder of the ticket.

Incident Information		
<b>Core-CT Application</b> Financials	<b>Core-CT Module</b> Asset Management	<b>Core-CT Ticket Type</b> Adding Manufacturer's
<b>Business Unit</b> <input type="text"/>		

## Description Field

Enter the request.

Description*
<p>Please provide a brief detailed description of the issue you are experiencing or the service you require. Please remember to provide all relevant information such as the navigational path in Core-CT, steps taken, expected outcomes, error messages received.</p>
<p><b>Description*</b></p> <div> <input type="text"/></div> <p>ABC</p>



## Attachments

Should you need to attach a file or multiple files to a ticket, please complete the 'Attachments' section.

Attachments

Attach Files

Last Attachment

If attaching more than three document, attach the three document then click 'GO'. Click 'Attach Files' again

### Upload a File Attachment.

Select a file from your local computer, and click the "Go" button to upload it to the FootPrints Service Core Server. You may work on your Incident while the file uploads, but do not submit it until the upload is complete. This window will automatically close after a successful upload. A single attachment cannot be larger than 4883 KB. This workspace's attachment directory has 10485706 KB free. You can attach multiple files to this Incident by selecting and then uploading up to three at a time.

(1) File to Upload:  Browse...

(2) File to Upload:  Browse...

(3) File to Upload:  Browse...

 GO

## Notification



Should you want any other(s) to receive email notification of this ticket as a 'CC', please complete the 'Notifications' section. Please enter the person's full email address, separating multiple email address with a space, i.e. *Jane.Doe@ct.gov John.Doe@ct.gov*. Once completed, click the 'SAVE' icon at the top or bottom to submit a ticket.

**Please note:** Click the 'SAVE' icon only once. Multiple clicks will produce multiple tickets for the same issue.

☰ Notifications

Additional Email Notifications ?

Addresses

 SAVE 

Once saved, a ticket number will be generated:

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New Incident successfully registered to the Core-CT Help Desk database.

This Incident has been assigned number 403.

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Once a ticket is created, an email notification will be sent to the contact and any others included in the 'Notifications' section . Please check your email for the notification regarding the ticket. Verify the ticket number and title.

**Incident Escalation**

This message was sent with High importance.

Core-CT Help Desk [Core.HelpDesk@po.state.ct.us]

Sent: Monday, February 24, 2014 8:48 AM

To: John.Doe

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When replying, type your text above this line.

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**Email Notification from the Core-CT Help Desk**

**Ticket Number:** 403

**Brief Description:** FN Asset Management - Adding Manufacturers

**Important Note:** If this issue or request is related to a system-wide outage, please call the DAS/BEST Help Desk at (860) 622-2300, option 9 and provide the ticket number referenced in this e-mail.

To: John Doe

CC:

Thank you for contacting the Core-CT Help Desk. Ticket number 403 has been created to track your request.

**Most Recent Ticket Information**

Testing

To provide additional information, please reply to this email. Type the information above the line that states "When replying, type your text above this line". Your ticket will be updated, and the assigned technician(s) will be notified.

If you are on the State of Connecticut network, you may check the status of this ticket at any time by clicking on the link: [Click here to view Incident in Browser](#)

If you are not on the State of Connecticut network or you have any questions, you may contact the Core-CT Help Desk at any time.

Thank you.

Core-CT Help Desk

## Alternate Approach To Searching For Services

Rather than drill down to an individual service using the **'Find Services'** link(s) to enter your ticket, you may go directly to a service by searching in the **'Search Services'** box found at the upper right of the page.

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 menu labeled 'Advanced'. A yellow banner below the search bar contains the text: 'You must enable pop-up windows in your browser. Click here for instructions.' On the right side of the banner, it says 'You are in the Core-CT Help Desk workspace'. Below the banner is a navigation bar with 'Home', 'Globals', and 'Service Catalog' links. The main content area features 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.' Below this is a 'Service Catalog' section. On the right side of the catalog, there is a 'Search Services' box with a magnifying glass icon and a 'GO' button, with a red dashed arrow pointing to it. The 'Service Catalog' is divided into two columns. The left column, titled 'Categories', lists 'Core-CT', 'Financials', 'HRMS', 'EPM', 'Security', 'Technical Issues', and 'Find Services'. The right column, titled 'Featured Services', contains the text: 'Additional Core-CT Resources to Assist Users', followed by a paragraph about the Core-CT website and another paragraph about the User Productivity Kit (UPK) exercises.

Enter a keyword and click 'GO'.

Search Services





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## Service Catalog → Search Results

Search Results
<a href="#">Core-CT - HRMS - Human Resources - Job Data Updates/Revisions</a>
<a href="#">Core-CT - HRMS - Human Resources - Personal Data Updates/Revisions</a>
<a href="#">Core-CT - HRMS - Human Resources - General Requests/Questions</a>
<a href="#">Core-CT - HRMS - Human Resources - Human Resources Report Issues</a>
<a href="#">Core-CT - HRMS - Human Resources - Workers' Compensation Updates/Revisions</a>
<a href="#">Core-CT - HRMS - Human Resources - Transfer/Rehire Request</a>

OR

Search Services    GO



## Service Catalog → Search Results

Search Results
<a href="#">Core-CT - HRMS - Time and Labor - Timesheet</a>
<a href="#">Core-CT - HRMS - Time and Labor - Compensatory Time</a>
<a href="#">Core-CT - HRMS - Time and Labor - Updates/Corrections</a>
<a href="#">Core-CT - HRMS - Time and Labor - Time Administration</a>
<a href="#">Core-CT - HRMS - Time and Labor - Leave Accrual</a>
<a href="#">Core-CT - More Core-CT Services - Security - Password Resets</a>
<a href="#">Core-CT - HRMS - Human Resources - Job Data Updates/Revisions</a>
<a href="#">Core-CT - HRMS - Human Resources - Personal Data Updates/Revisions</a>
<a href="#">Core-CT - HRMS - Human Resources - Workers' Compensation Updates/Revisions</a>
<a href="#">Core-CT - HRMS - Human Resources - List of Human Resources Job Aids</a>
<a href="#">Core-CT - HRMS - Human Resources - Transfer/Rehire Request</a>
<a href="#">Core-CT - HRMS - Training Registration - Course Enrollment/General Questions</a>
<a href="#">Core-CT - EPM - Access to EPM Data</a>
<a href="#">Core-CT - HRMS - Payroll - Payroll Services</a>