

H.E.L.P. Program Instructional Technology Support Site

Step by Step: How to Submit a Request using the Online Management System (FootPrints)



SUBMIT a request using the Online Management System

1. Visit the support site at http://www.marshall.edu/help/divisions/it_support.asp and click the computer icon to submit a request. Clicking the computer icon will open a new window.

M MARSHALL UNIVERSITY

USER ID

PASSWORD Login

☐ Remember my ID and password

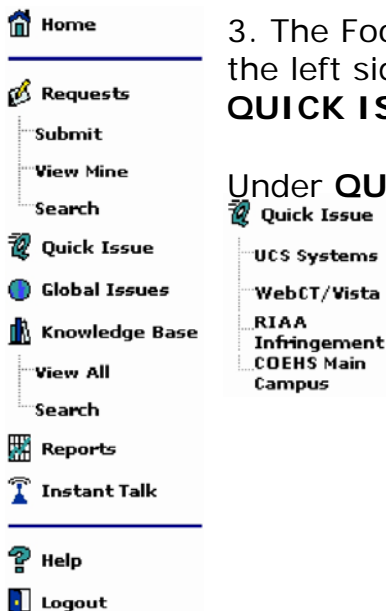
New Users: [Sign Up Here](#)

2. When this new window opens, you will see the box pictured on the left.

In the **USER ID** field, enter your USER ID: Example: If your e-mail address is smith999@marshall.edu, then you would enter **smith999** in the USER ID field. (This is not the 901 number you use with myMU)

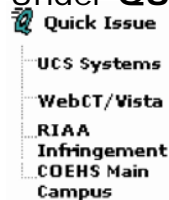
In the **PASSWORD** field, enter the password you use at the Control+Alt+Delete prompt when turning on your computer. (This is not the pin number you use with myMU)

Once you have entered all information, click the LOGIN button.



3. The FootPrints menu will load up. You will see this menu on the left side of your screen. Click the item titled **QUICK ISSUE**. This is the sixth item down on the menu.

Under **QUICK ISSUE** link, click COEHS Main Campus.



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SUBMIT A NEW REQUEST

COEHS Main Campus



Use selected template

To submit a new Request, fill out the form below and click the "Go" button.

** Mandatory fields are highlighted and marked with an asterisk.

Title*

COEHS Main Campus-

YOUR CONTACT INFORMATION

Last Name***First Name*****Email Address
(Full email address)*****User ID*****Phone****Department****Office**

ISSUE INFORMATION

Problem Type*

General (PIN reset, V: drive, etc.)

Category

COEHS Main Camp

Platform

No Choice

Follow-Up Date**Resolution**

This is the final screen you will see.
Please make sure the following fields are filled out under each of the headings.

SUBMIT A NEW REQUEST

Title: What problem are having? If your printer won't print, then enter *My Printer Won't Print* as a title for your work request.

YOUR CONTACT INFORMATION

Last Name**First Name****E-Mail Address:** Enter your full address**User ID:** Enter your User ID.

ISSUE INFORMATION

Do not change any information under this category.

DESCRIPTION

Under **Description**, provide a detailed explanation of your work request in the provided box.

SUBMITTING YOUR TICKET

When you have finished entering the information, click the **GO** button at the bottom of the screen.

DESCRIPTION



Search Knowledge Base



ATTACHMENTS



Attach Files

Last Attachment

[No files currently attached]

ADDITIONAL EMAIL NOTIFICATIONS

**Addresses**