## **bmc** FootPrints

You can create technology service requests—sometimes referred to as tickets—for the issues that you might be experiencing that are causing a disruption of operations or to request access to services. The ticket will be routed to the appropriate team(s) or follow the approval process.

## Log in to FootPrints

At the FootPrints site, enter your computer username and password.



## **Navigating FootPrints**

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FootPrints is divided in several key areas:

- A. **Current Outages**: Displays a list of current outages. Link a ticket to the outage so you will receive a notification when it is resolved.
- B. Request A Service, Open Tickets, and Closed Tickets tabs: Action areas for ticket/service requests or viewing ticket statuses.
- C. I would like to... : Click on the relevant card to create a ticket or service request.

## To Submit a Ticket Service Request

From the **Request A Service** tab, click on the card that best fits your service request or issue. Then click on **"Request Service" link** to create the ticket.

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Add a **Short Description** [1], a detailed description of the issue or request within the **Description** field [2], and any relevant **Attachments** [3] such as screenshots or documents.

If you are submitting a service request on the behalf of someone else, list the customer's contact information in the Description field.

When you've finished providing the necessary information, click **Submit** in the upper left to submit the service request.



For assistance or issues please contact the San Antonio College IT Helpdesk at 210-486-0777 or sachelpdesk@alamo.edu.