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
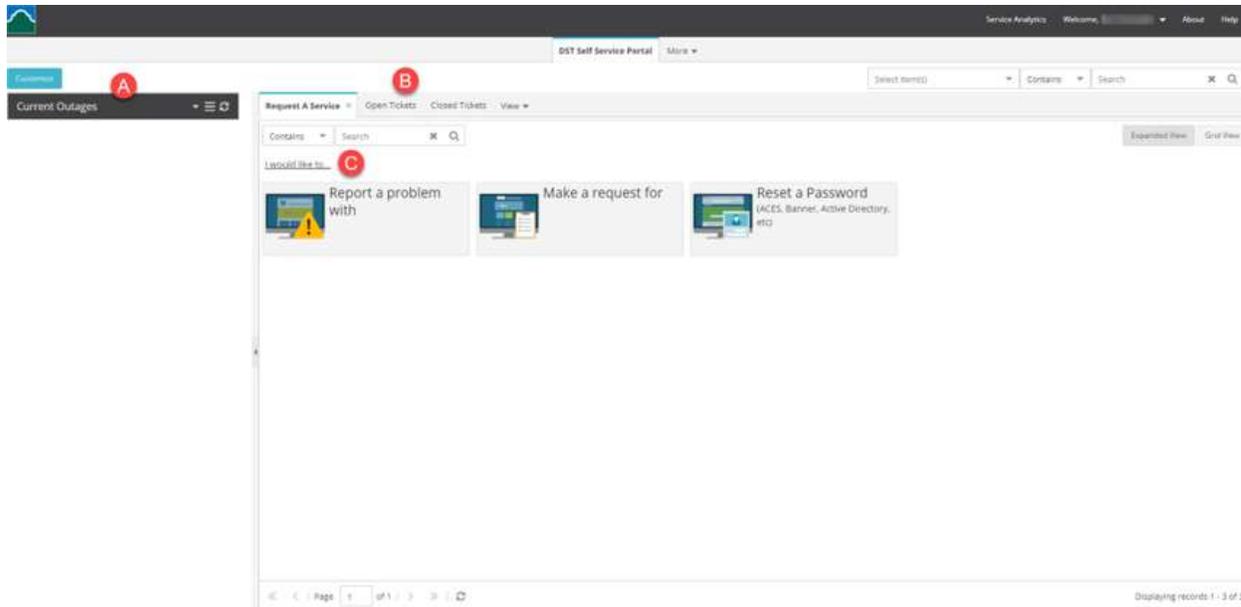
FootPrints is divided in several key areas:

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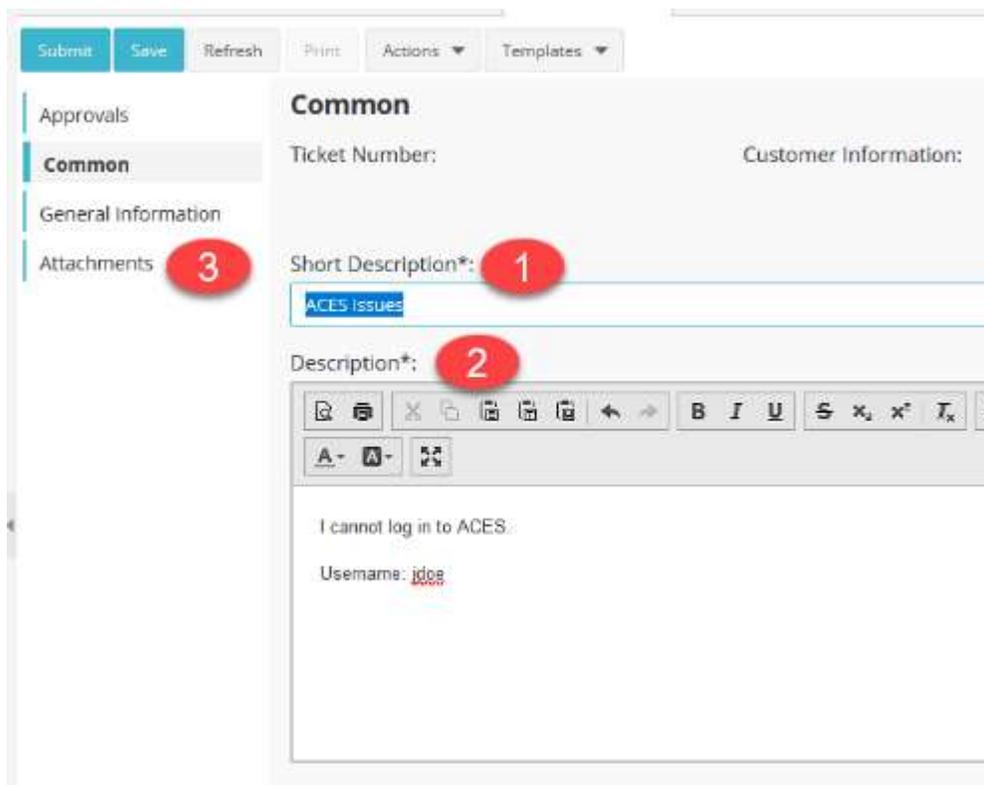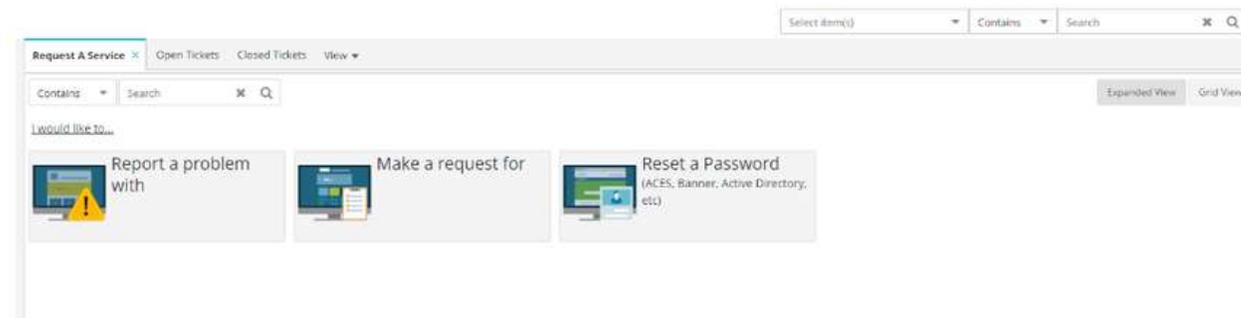
Add a **Short Description** [1], a detailed description of the issue or request within the **Description** field [2], and any relevant **Attachments** [3] such as screenshots or documents.

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 sac-helpdesk@alamo.edu.