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Entering a ticket from an on campus computer
On your Windows 7 computer, click on start, all programs, BU services. Scroll down and click on Help Desk. Additionally, if you have Internet Explorer open, you can type helpdesk in the browser address bar and press Enter. You will be logged into Footprints and ready to enter a ticket or check status of previously entered tickets. You may use Firefox or other browsers, but may be prompted for a username/password. Precede user name with buad\ - example: buad\johl Password is your network password.

Entering a ticket from an off campus computer
If off campus, the web address http://helpdesk.bloomu.edu/ must be used. You may receive a Security Warning, it is okay to click Yes to proceed.
- You will be prompted for a username and password.
- Precede username with buad\ - example: buad\johl
- Password is your network password.
Submitting a Request

Contact Information

- **Your Personal Information**
  - **Last Name**: Krum
  - **First Name**: Wendy
  - **User ID**: vkrum
  - **Department**: College of Science & Tech
  - **Email Address**: wkrum@bloomu.edu
  - **Phone**: 570-389-4500
  - **Building/Room**: BFH-0212

Ticket Information

Use the drop down next to Problem Type to make a selection.

- This will automatically bring up a Category heading – make selection if applicable.
- This will automatically bring up a Symptom heading – make selection if applicable.

You must enter the building location of the issue you are reporting as this is a required field.

*If issue is in regard to an IMPS station or Lab Computer be sure to put a checkmark in the appropriate checkbox! This will ensure the ticket is automatically routed to the correct support technicians.

Room number is also helpful. This information is especially important if you are reporting an issue for someone else. Example: Students/Assistants often report issues for faculty/staff in their department. BU Number and Serial Number may be added if you are reporting a hardware issue and something needs to be replaced (i.e., monitor).
Description
Type in the white field, adding a description of issue you are reporting.

Attachments and Notifications Sections
- Click "Attach Files" if you have a supporting attachment you must send with your request.
- You will automatically be sent email updates regarding this ticket. If you wish someone else to receive email notifications, add their email address under the Notifications section.

Submit Ticket
Remember to click on “Save” to submit ticket.

Check Status of Ticket
You may log into Footprints to check on the status of your ticket(s). Click the "Reports" icon and select "My Requests," "My Active Requests," or "My Closed Requests."