Outline
Introduction........................................................................................................................................................................................... 1
Knowledge Base ............................................................................................................................................................................................. 1
   Narrow your search.................................................................................................................................................................................. 1
Was item helpful? ...................................................................................................................................................................................... 2

Introduction
FootPrints offers a searchable knowledge base consisting of frequently asked questions.

Knowledge Base
Once you have successfully logged in, click the Knowledge Base icon.

Welcome to The Office of Technology Help Desk system! Use the buttons to search the comprehensive knowledge base or click on new request to submit a new ticket to Help Desk. If you experience any problems using Help Desk, please call 570-389-HELP (4357).

Narrow your search
Use the “search Results for Keyword” section to narrow your search to certain terms.
Was item helpful?

Once you have opened an item, you will notice a box asking if it was helpful. Click in one of the checkboxes to specify yes or no. This optional feedback section assists in letting system administrators know which articles are most helpful.