
How to submit a Helpdesk request to Footprints

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1 Introduction

This document provides details on how to submit support requests to the OMII-UK Helpdesk system (Footprints).

The preferred entry route into the helpdesk system is via the Support Options page on the OMII-UK website (<http://www.omii.ac.uk/support/>). This page contains links to support in two areas 1) the OMII-UK Release and 2) the OMII-UK Website and wiki. Under the OMII-UK Release support section, the user is directed to the appropriate support material and a link is provided to the OMII-UK helpdesk page (<http://www.omii.ac.uk/support/HelpDesk.jsp>). This page enables information relating to the query to be captured in a structured form:

2 Helpdesk Request Form

Fields marked with an asterisk() are mandatory. They are also marked in red on the web page.*

2.1 Request Details

*Title A descriptive title for the support request
 *Activity A drop-down list to describe what you were doing when the problem occurred
 Package A drop-down list to select the software that you were using
 Version The version number of the OMII release
 Platform The operating system used

Service Provider Installation The OMII-UK services used
 Service Provider Administrator The services provider email, if used

Website URL If the problem is with the website identifies the URL that contains the problem

2.2 Contact Information

The following mandatory fields are completed automatically if you are logged in

*Contact Name User name
 *Email address User email address
 *Organisation Organisation/Institution
 Secondary email address Alternative email address
 Department Department name
 Phone Number Contact phone number

2.3 Request Description

Description of the request, problem or error. Please provide as much detail as possible to help us resolve the issue as quickly as possible.

3 Support Process

Once a request is submitted a ticket number is generated within our Footprints system and the status of the issue is set to **Request**. It will be assigned to the relevant agent and the status will change to **Open**. Further interaction between the user and the helpdesk, relating to this issue, must be through the Footprints system email. When an agent replies to your issue please reply to this email rather than sending a new email to support@omii.ac.uk. If you do this a new ticket number will be raised as Footprints will assume this is a new

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request. During the communication between a support agent and a user the status will change from **Agent Replied** to **User Replied**. Once a request has been resolved its status will be set to **Resolved**. As long as no further issues are raised for this request its status will be set to **Closed**.

4 Direct email request

The preferred method of raising a request is to use the OMII-UK helpdesk page (<http://www.omii.ac.uk/support/HelpDesk.jsp>) as this collects the information we require in a structured way. However, emails sent to support@omii.ac.uk also generate a ticket in Footprints and this is an alternative way of raising a request.