USER HANDBOOK

FOR THE

ONLINE SERVICE DESK

NUMARA FOOTPRINTS

Government of Guam
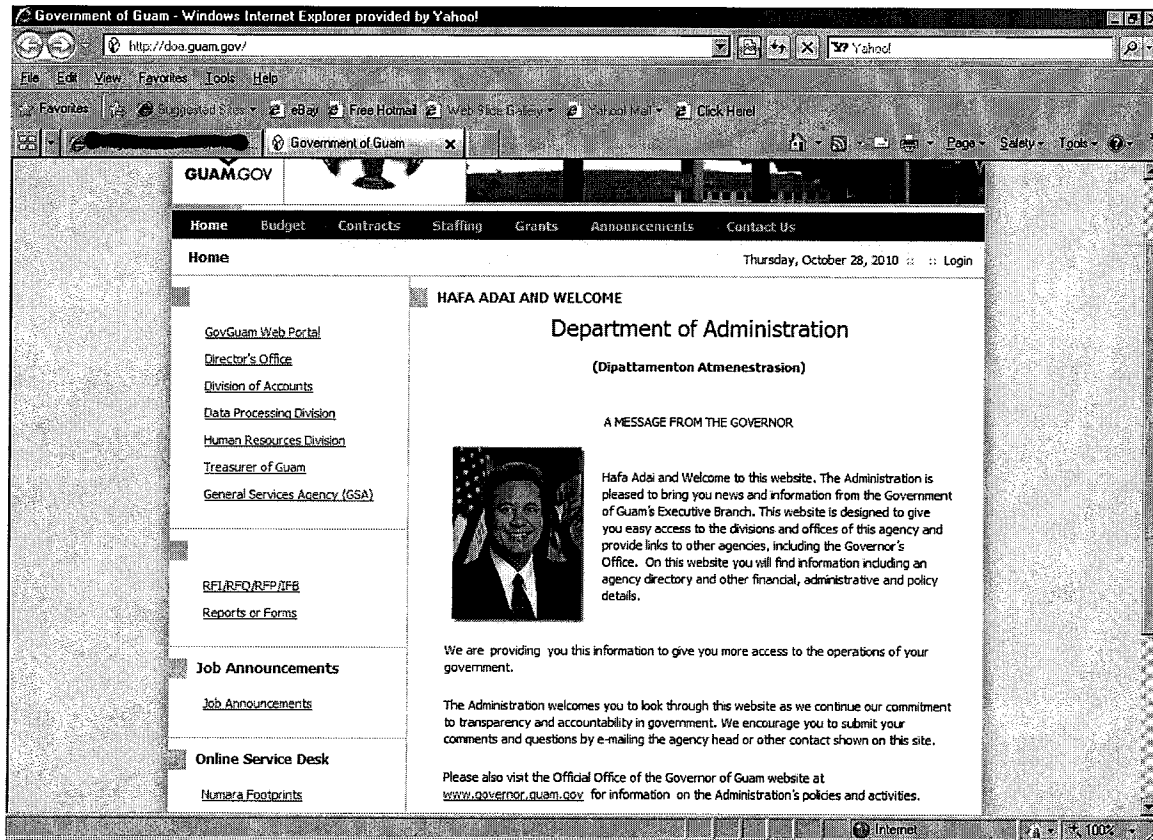
Questions and Answers:

1. About Numara Footprints?
   Website www.numarasoftware.com

2. What is Numara Footprints?
   Numara Footprints is a online service desk application that the Government of Guam – Department of Administration, Data Processing Division is currently managing and maintaining.

3. What is a Service Request?
   A Service Request is a service ticket submitted via the Numara Footprints system to report any Information Technology (IT) related problems and is automatically forwarded via email to the responsible recipient(s).

4. What is a Agent license?
   A agent license is a single user id assigned to an employee that will be responding to a Service Request and thereafter is capable in resolving or closing the request with a brief description on accomplishing the task.

5. What is a user license?
   A user license is a single user id assigned to an employee that can submit a Service Request for their department.

6. What is the goal of the Government of Guam – Information Technology Group?
   The goal and expectation for the Government of Guam is to provide capability to all employees to submit IT-related support requests, and to track and manage these requests and their respective resolutions.

   We intend to generate statistical and other report requirements.

   We expect Footprint to provide a reliable, uncomplicated, flexible, and cost-effective IT service management solution that is 100% web-based.

Department of Administration Website
www.doa.guam.gov

The Online Service Desk - Numara Footprints link is located on the bottom left.

Hafa Adai and Welcome
To the
Online Service Desk – Numara Footprints

USER ID: Enter the user id that has been assigned to you
PASSWORD: Enter the password

Domain Users or: Your USERID is the domain account name and your PASSWORD is the password of your email account.

Example:
Employee Name:	Jane R. Doe
Domain Account/User id:	jrdoe
Email Address:	Jane.doe@doa.guam.gov

New Users: Sign Up Here
   This section is for users of a department that are not in a domain environment.

In order to receive a USER ID, you must submit via email the following to
The DOA Online Service Desk footprints@doa.guam.gov
Please indicate on the subject line of your email: NUMARA FOOTPRINTS NEW USER
Please indicate in the body of your email.
Your department name, your full name, a contact telephone number and your
Email address.
You will be contacted by the Numara Footprints Administrator for your USER ID.
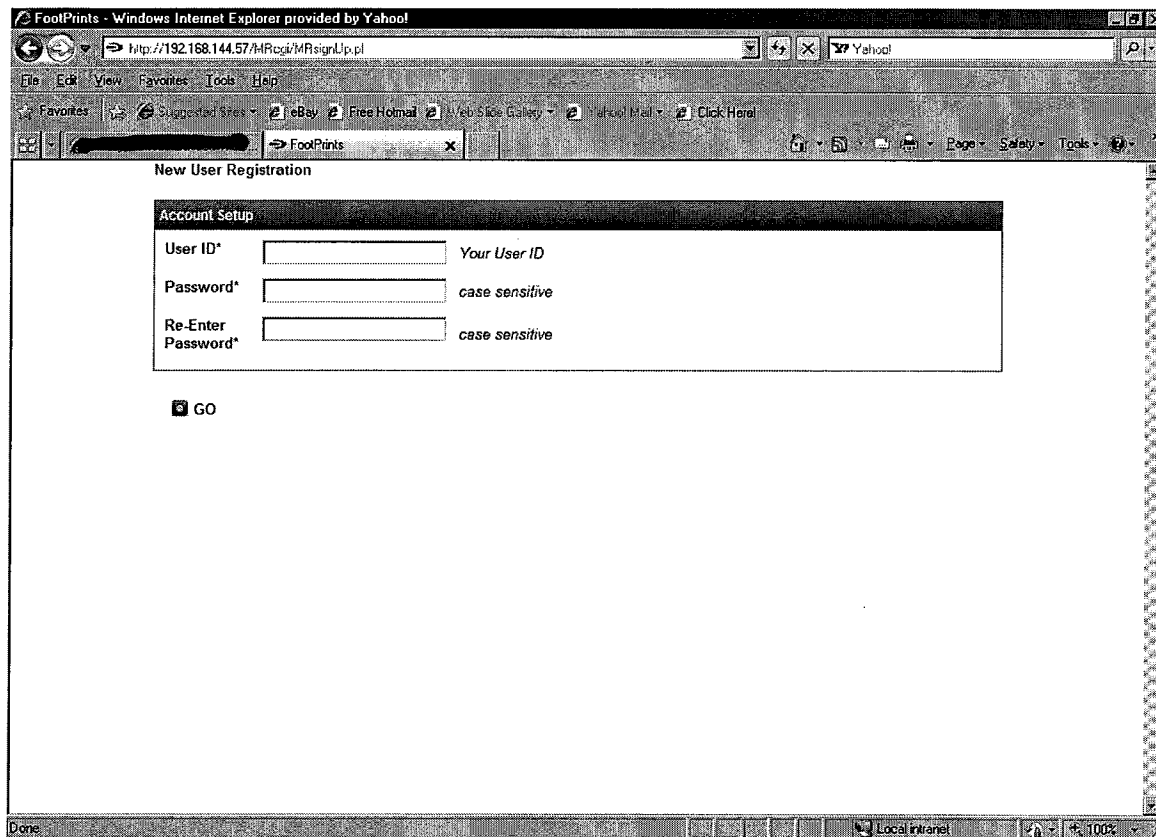
When you are given your USER ID, please click on the *New User: Sign up here link*
The New User Registration page appears, you will be required to enter your User ID and
a password. Please note that the letters are case sensitive as indicated on the screen.
Click on the GO button

Step 1a: Click on the New Request Tab on the Top Bar (Domain users)

Goto Step 2:

Step 1b: Click on the New Request Tab on the Top Bar (Non-Domain users)
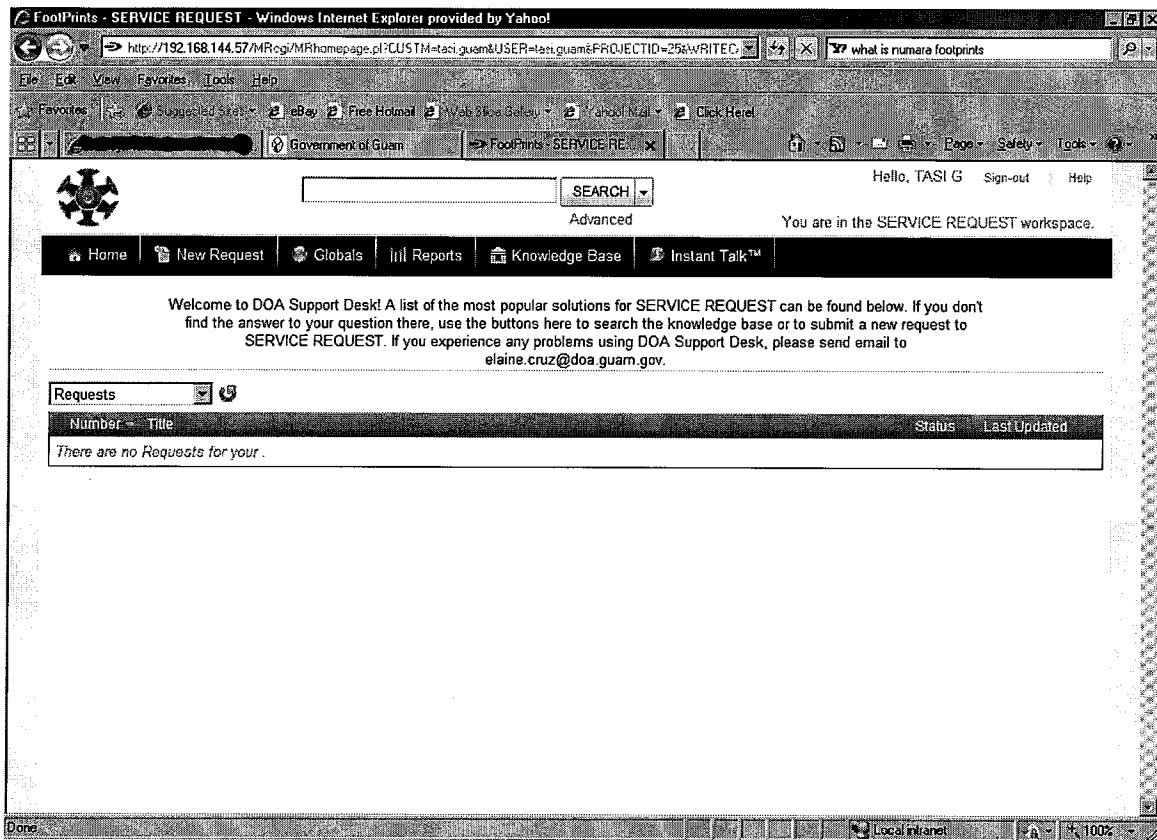
Goto Step 2:

Step 2:

Submit a new Request Bar:

Title* = Enter a SHORT summary:

The Department, the employee name, telephone number, email address and
A Brief problem description.

Example:Payroll – Jane Doe 475-1272, AS400 is getting a socket error.

Priority* = Select CRITICAL, URGENT, HIGH or NORMAL

Issue Information Bar:

Type*: Select

Incident is a problem

New Request is a request for something NEW, i.e. New user account,New/setup
computer

Subtype*: Select

New Access Request is a request for New As400 access or Email or Strategi

New Hardware Request is a request to setup new printer/computer.

New Software Request is a request for a new user account, i.e. New AS400/New
Internet/New PMIS/New Procurement

Error Message is a BRIEF 2 OR 3 WORDS i.e. Cannot Display Page or AS400 Socket
Error

Scroll DOWN for more....

Step 3:
Description*
Describe in detail your problem, give as much information to assist the
Technician in troubleshooting your problem.
Attachments*
When reporting a problem, it would help if a screen shot of the error message can be
Attached to this Footprints request.
Notifications*
You can include an email address of an individual whom you would like this request to
be sent i.e. Your supervisor

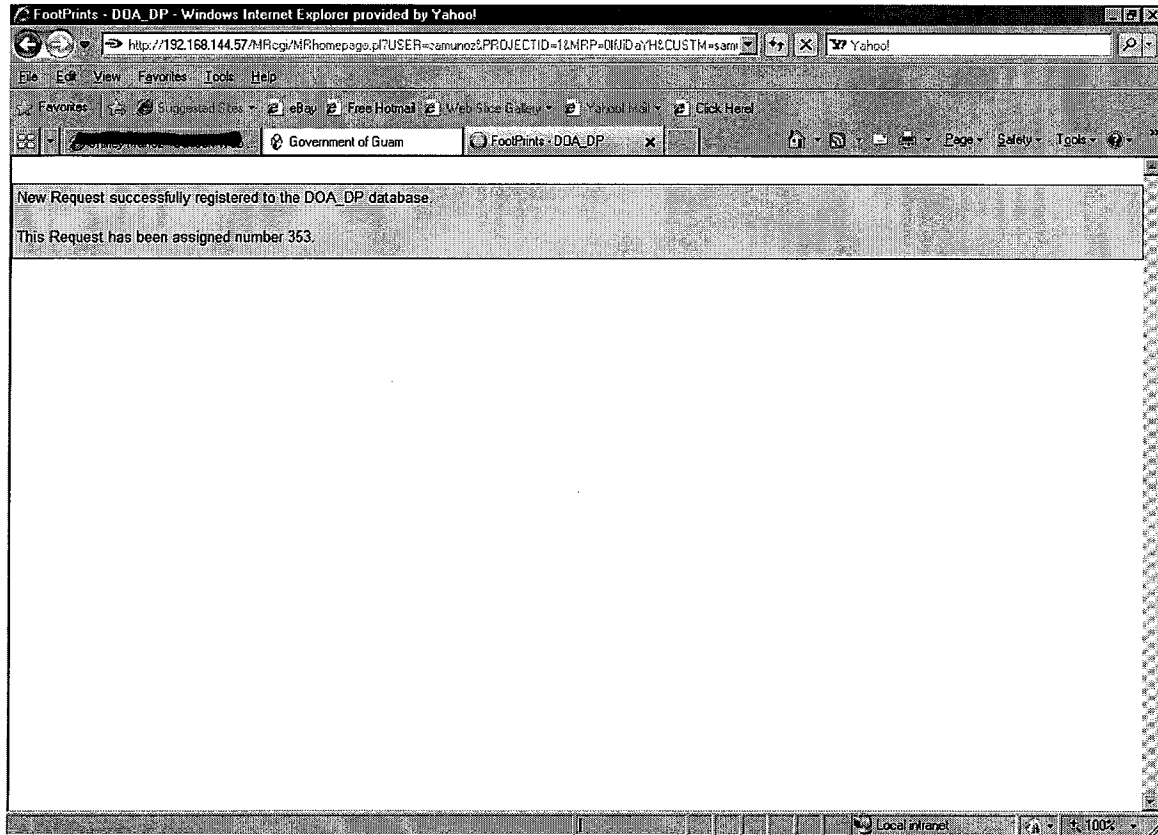## AFTER ALL INFORMATION HAS BEEN INPUTTED

CLICK THE SAVE button.

The next screen indicates that your request has been submitted to the Database
And a number has been assigned to your issue

- Please notate this issue number for future references or followups.

A copy of the Service Request will be forwarded to your email account.

When you have completed submitting your Numara Footprints request
PLEASE LOG OUT.

Your screen will automatically return you back to the Numara Footprints Login Page

Logging out of FootPrints

You have logged out of the FootPrints system. This page will automatically load the FootPrints login screen.
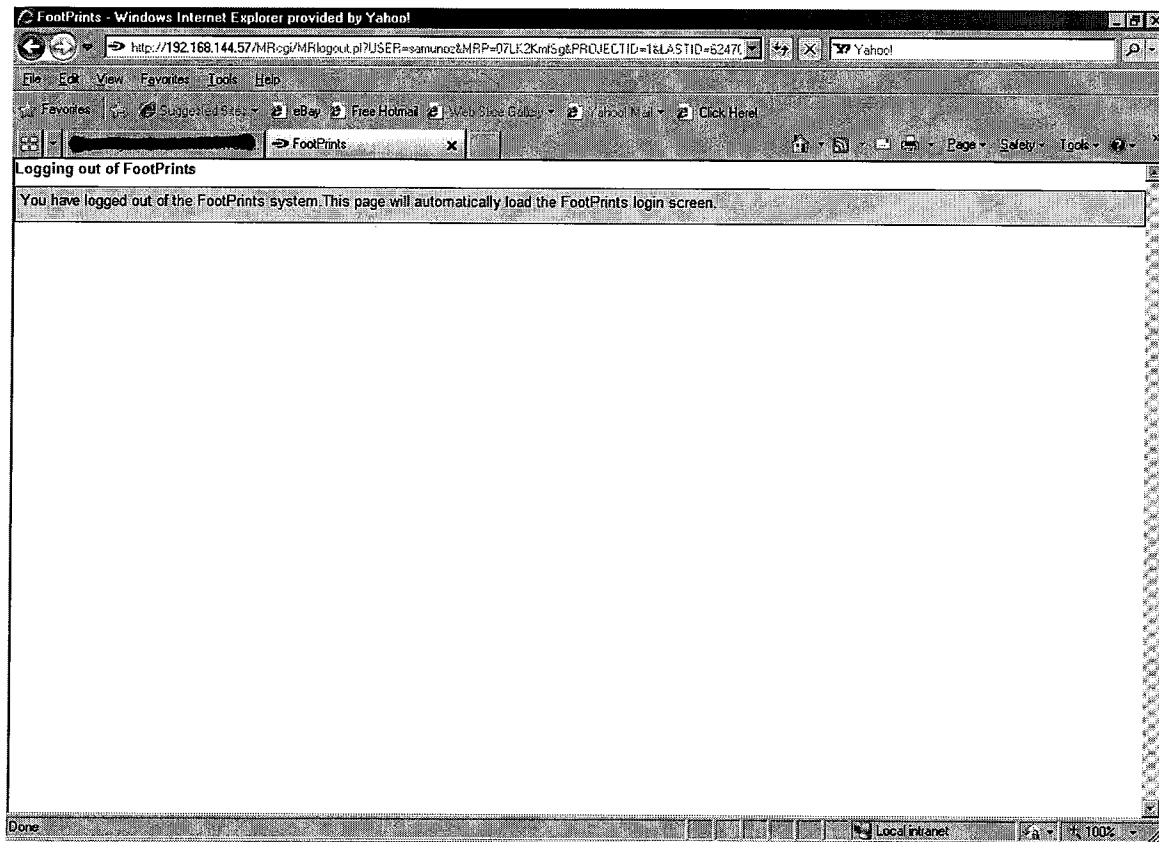
THANK YOU
for using
Numara Footprints

USER ID

PASSWORD

New Users: Sign Up Here

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