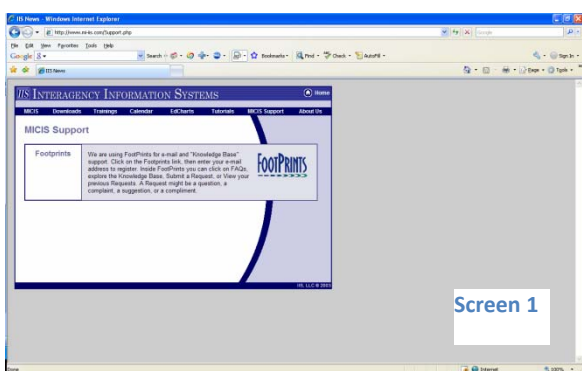




is Interagency Information Systems (IIS) communication software between the Help Desk and you, the MICIS User. The preferred method for logging your issue is to enter an incident online in the Footprints online support system. This allows us to more easily track your incidents, respond to you, and helps us build up the Knowledge Base of incidents and resolutions you can search on for solutions. When a ticket is created, updated or closed you will get an email from Footprints@mi-iis.com. Please be sure that messages from Footprints do not go to your junk or spam holding tank!

You may create a ticket by going to Footprints in one of two ways:

- 1) www.mi-iis.com website, click on **MICIS Support**, will bring you to the following page: [Screen 1](#)

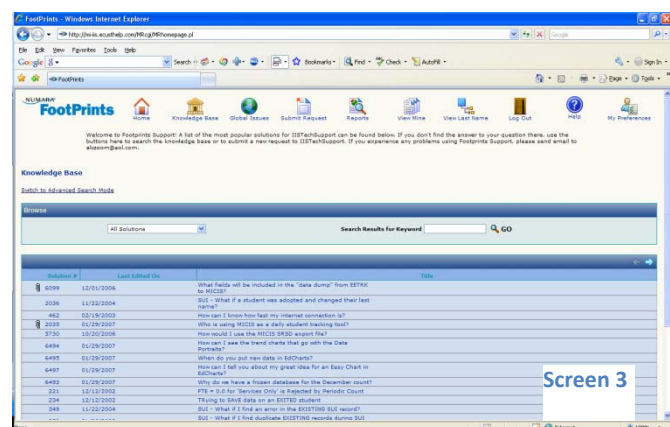
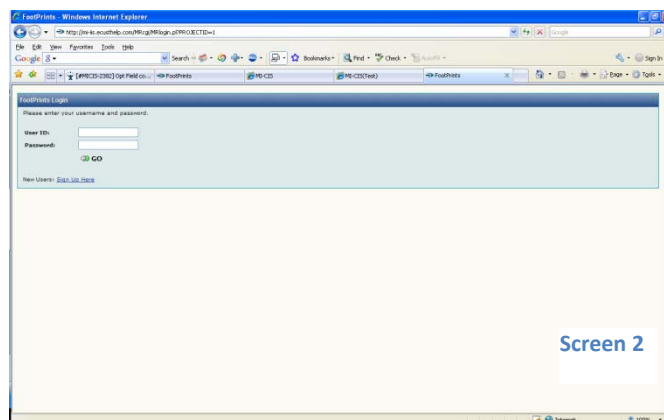


By clicking on 'Footprints' link, it will take you to the following path:

<http://mi-iis.ecusthelp.com/footprints/proj1.html>

(You can make this a favorite if you would like)

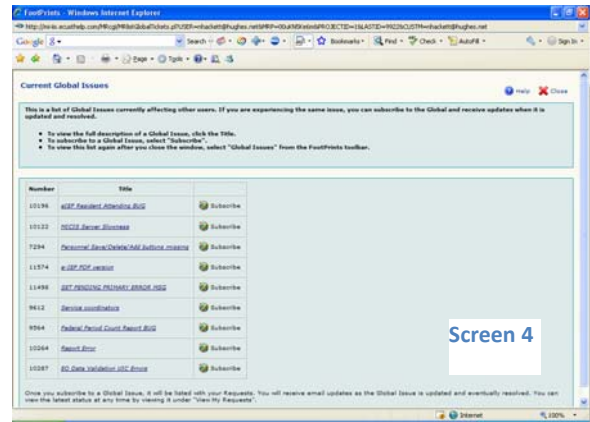
Use your email address for the userid and add a password that you will remember. [Screen 2](#)



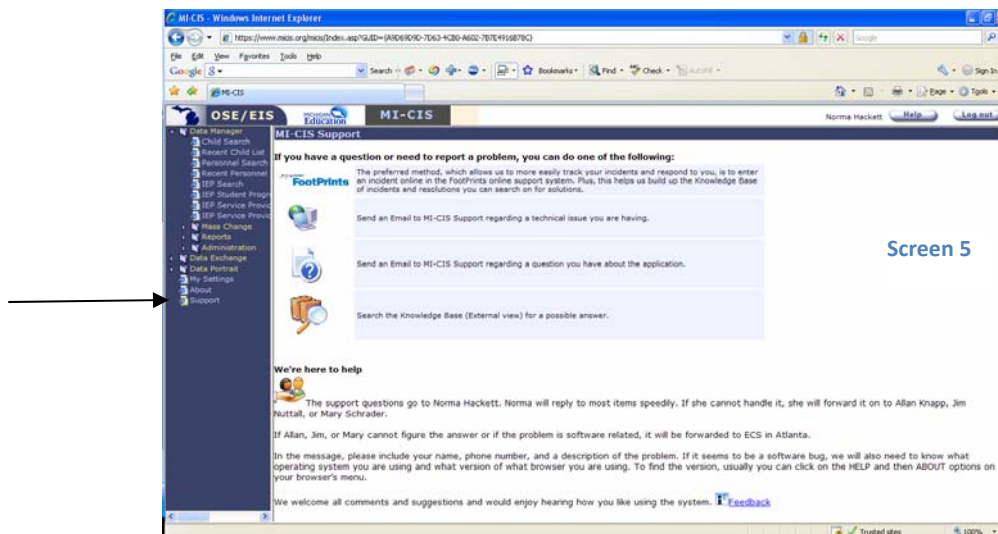
If your email address is not in the system, click on 'NEW USERS: Sign Up Here' link. If your email address is already in the system, Footprints will open two screens. [Knowledge Base](#) [Screen 3](#) & [Global Issues](#) [Screen 4](#)



This is a list of Global Issues currently affecting other users. If you are experiencing the same issue, you can subscribe to the Global and receive updates when it is updated and resolved.



2) www.micis.com website, after logging in, click on the Support page link on the vertical menu on the left, click on the Footprints link: Screen 5



After logging into Footprints, the pages that first display are the Knowledge Base [Screen 3](#) and Global Tickets [Screen 4](#). You will find informational items/solutions on the Knowledge Base page. On the Global Tickets page, you will see common issues that users have reported and if you subscribe to one of the issues, you will receive notification when there has been an update or issue has been resolved.

- 1) If you want to send an issue to the help desk, ie data fix, or questions with student names, click on the button 'Submit Request'. You will need to enter a title, briefly describe your issue, add in depth what you would like to have done or your question in the description box. Click on SAVE, located at the top and bottom of the page. Once this happens an email will be delivered to nhackett@mi-iis.com.
- 2) You may 'view' all your requests by clicking on 'View Mine'. Any request entered under the email address you logged in with, will appear.

- 3) Once the help desk has reviewed and updated your ticket, you will receive an email. The email will say the ticket either has been opened/closed or Appended the description; see example below: [Screen 6](#)

- Be sure your email will accept the 'Footprints Support' email address (check your Anti-Virus software to allow this email address)

- Notice Issue #; good to have when calling to inquire about issue

- Notification of Issue Change will tell you what the Help Desk has done with the ticket

- Status notifies you what stage this ticket is currently in.

- To view the ticket you will need to 'Click here to view Issue in Browser'

- The Current Assignee is the 'Help Desk' person who is working on your ticket.

- Contact Information will be your information.

Screen 6

From: Footprints Support [mailto:footprints@mi-iis.com]
Sent: Wednesday, March 25, 2009 2:27 PM
To: nhackett@hughes.net
Subject: Testing Footprints ISSUE=11572 PROJ=1

When replying, type your text above this line.

Notification of Issue Change
The following changes have been made to this Issue: *Changed Status to Open from Request, Set ISSUE to Information, Appended a Description, Added Assignee: Norma Hackett.*

Your request has been reviewed. If any changes have been made, please see the 'Description' area for any appended notes regarding the issue.

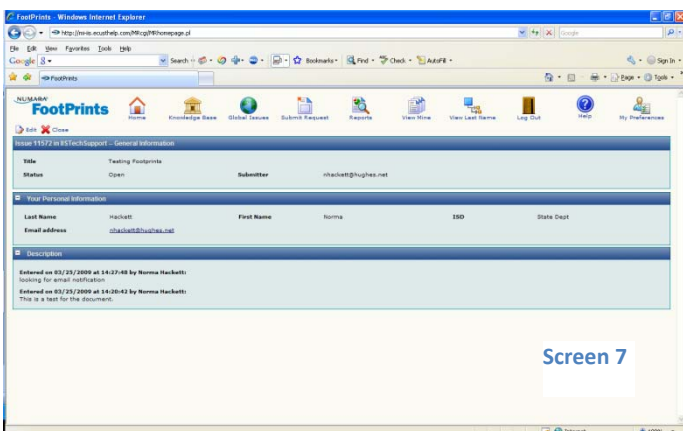
Project: IISTechSupport
Issue: Testing Footprints
Issue Number: 11572
Status: Open
Time: 14:27:48
Creation Time: 14:20:43
Date: 03/25/2009
Creation Date: 03/25/2009
Created By: nhackett@hughes.net

[Click here to view Issue in Browser](#)

Current Assignees: Norma Hackett

Contact Information:
Last Name: Hackett **First Name:** Norma
ISD: State Dept **Email address:** nhackett@hughes.net

You request is very important to us. We will respond to you with an answer as soon as possible. You may monitor the progress of your



You will receive an email when a ticket status is opened, To ECS (the programmers), or Closed. To get to the ticket from your email, click on the link 'Click here to view Issue in Browser'. You will need to login. If you want to include more information to your ticket, click on the 'edit' button, in the upper left corner, [Screen 7](#), and a blank box labeled 'Append New Description' will appear. Add your information and hit

save. The help desk will then receive an email notification.