

## ACCESSING FOOTPRINTS TO LOG A HELP DESK TICKET

Employees that are having a problem accessing Footprints to contact the Core CT Help Desk should follow these instructions below to assist in obtaining access.

### First:

You can access footprints using this link:

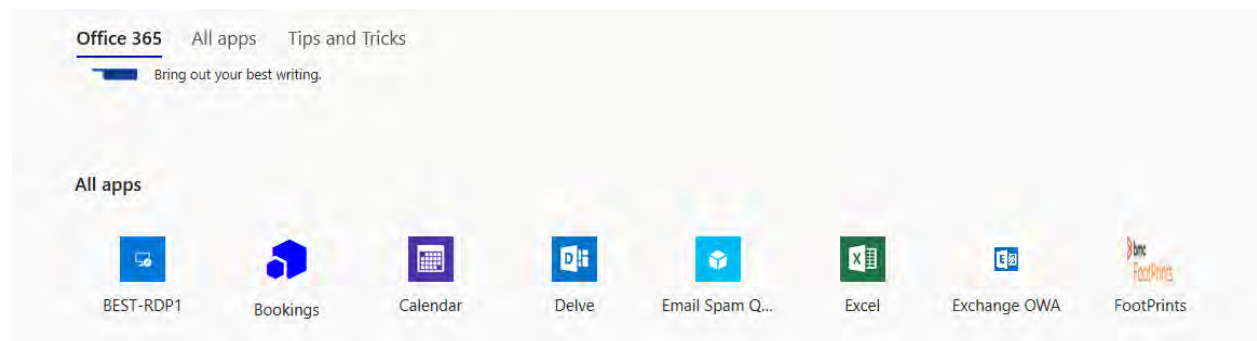
<https://footprints.ct.gov>

If you still experience a problem getting to Footprints using the above link, try the Second option .....

### Second:

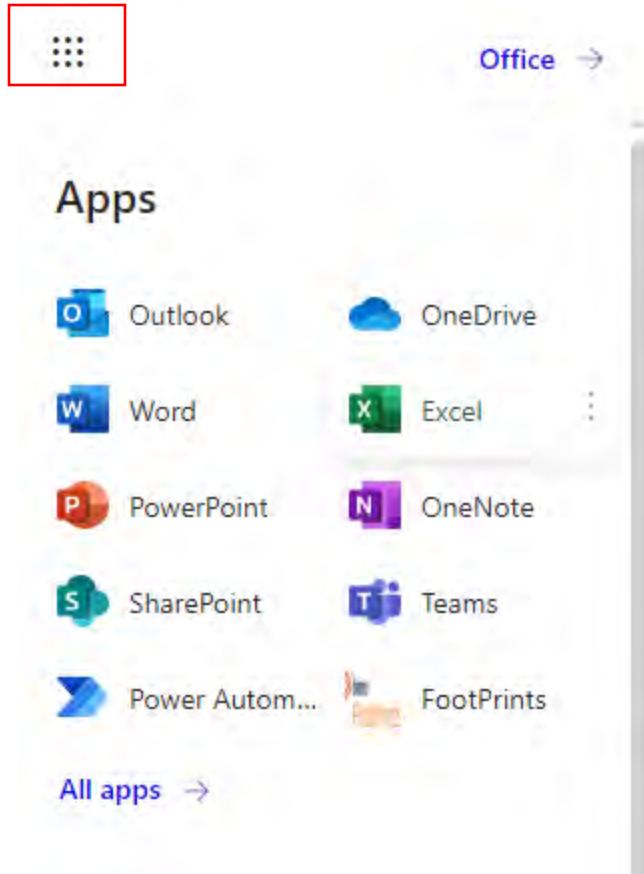
If you are using Office 365 you can

Go to [www.office.com](http://www.office.com) on your computer, click on All Apps and locate the BMC Footprints Icon under All Apps



**Or**

Click the icon on the top left side of the page—**App Launcher**



Click on the Footprints Icon and the Footprints sign on page will open



Agencies have different criteria for signing into Footprints. If you refer to the Core website at [www.core-ct.state.ct.us](http://www.core-ct.state.ct.us) under the Core-CT Help tab you will find some general information for logging a ticket. In the How to Log In/Log Out section you will see a link to locate your agency which will give you what criteria your agency uses.

My HR

Finance

Core-CT Help

**Core-CT Help Desk**

- [Log a ticket / Request for Service](#) (if you have problems logging a ticket, please call the Help Desk)
- FootPrints Help Desk Instructions:
  - How to Log in / Log out (click [here](#) to locate your Agency to determine the appropriate log in instructions. This will vary depending on how you log in at your agency.)
  - [Submit a Ticket](#)
  - [How to Search and View a Ticket](#)
  - [How to Update a Ticket](#)
  - [How to Subscribe to a Global Ticket](#)
  - [For IT Staff / How to Switch Workspaces](#)

After clicking on the click [here](#) link you will see how to log a ticket. You should see one of these depending on your agency.

and in both cases the most important part is that it is **not your CORE-CT User ID and password**.

**For your User Name and password, enter the network login ID and password you use daily to log onto your computer. Please note this is not your Core-CT User ID and password.**

Or

**For your User Name and password, enter your Exchange email account and password. Please note this is not your Core-CT User ID and password.**

**Third:**

If you are still not able to access Footprints using one of the above 2 methods please submit an email to [Readiness@ct.gov](mailto:Readiness@ct.gov) with your issue and we will try to assist. In some cases, the issue will require us to contact DAS BEST Help Desk to refresh your Footprints account.