

# Instructions for submitting a Frey Building Maintenance Request - (Non-Emergency Requests ONLY)

For emergencies please call the NOC at 225-578-6621.

1. Go to <https://itservice.lsu.edu/>
2. Login to Footprints (paws credentials)
3. Follow the series of screen shots below for instructions on how to submit a request.

LSU

Summary Keyword Number Search Advanced

Project Home  
Create Incident  
Quick Incident  
ITS Notification  
Frey Building Maint.  
Help Desk Requests  
Address Book  
CMDB  
Search  
Reports  
Dashboard  
Knowledge Base  
My Preferences  
Calendar  
Help  
Logout

My Dashboard

Project Totals - ITS HelpDesk			
New	314	New Incident	0
Active	797	Internal Solutions	0
Closed	70268	Solutions	2

Numara Footprints 9

Global Incidents

There are no Global Incidents at this time

Welcome to Numara Footprints 9

Now Featuring:

- Mobile interface
- Saved searches in Dashboard
- Drill down on graphical charts
- Multi-browser Description editor

Click to see [What's new in 9](#)

Display My Assignments Refresh

Incident #	Priority	Agents	Last Edited On	Status	Summary
You do not have any Incidents assigned to you.					

Powered By  
NUMARA  
**Footprints**  
From Numara Software

Click on Frey Building Maint.

Done Internet | Protected Mode: Off

**SAVE**  
New Incident for ITS HelpDesk -- General Information

**Summary\*** Frey Building Request: **Status\*** Frey Building Request  
**Priority\*** Medium  
**PAWSID\***  **Last Name\***  **First Name\***

Type in a brief summary.

**Contact Information\*** | **Description\*** | **Issue Information\*** | Agent's Private Notes | Agents and Notifications | Attachments | Time Spent | CI

Select Contact History Clear  
Press ENTER to begin Search  
**PAWS ID**  **Last Name**  **First Name\***   
**Description**  **Job Title**  **Classification**   
**Email Address\***  **Phone**  **Phone 2**   
**Campus** No Choice **Room #**  **Building** No Choice  
**Technical Support Professionals (TSP) Role:**  
**TSP Primary** No Choice **TSP Secondary** No Choice

Type in your PAWS ID and press enter.

Click on Issue Information.

SAVE

New Incident for ITS HelpDesk -- General Information

Frey Building Maint. Use selected template

Summary*	Frey Building Request:	Status*	Frey Building Request
Priority*	Medium	Last Name*	
PAWSID*		First Name*	

Contact Information\* Description\* Issue Information\* Agent's Private Notes Agents and Notifications Attachments Time Spent

Submitted Via	Phone
Type*	Service Request
Category*	Frey Building <a href="#">Edit Dependent Fields</a>
Appointment Date/Time	
Date Due	

Click on Edit Dependent Fields

### Dependent Incident Fields

**Request Type\***

- Make a Selection
- Make a Selection
- AC/Heat**
- Building Problems
- Electrical
- Elevator
- Furniture
- Lighting
- Other
- Outdoors
- Plumbing
- Supplies

Choose a request type from the drop down list.

**Describe the Problem**

Text area for describing the problem with a vertical scrollbar and an ABC icon at the bottom right.

**RoomNumber**

**Cubical Number**



**SAVE**

Note: You must click this 'SAVE' button BEFORE clicking the 'SAVE' button on the main Create Page.

Done

Internet | Protected Mode: Off

100%

### Dependent Incident Fields

**Request Type\***

AC/Heat

**Describe the Problem**

[Empty text area for describing the problem]

Type in a detailed description of the problem. Then type in your room number and cubicle number.

**RoomNumber**

[Empty text input field]

**Cubical Number**

[Empty text input field]

Click save.



**SAVE**

Note: You must click this 'SAVE' button BEFORE clicking the 'SAVE' button on the main Create Page.

**Summary\*** Frey Building Request:  
**Priority\*** Medium  
**PAWSID\*** smoral1

Building Request First Name\* Stacey

Click save to save and submit your requests to the building managers.

**Submitted Via** Phone  
**Type\*** Service Request  
**Category\*** Frey Building  
[Edit Dependent Fields](#)

**Appointment Date/Time**  
**Date Due**