

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.

FootPrints - Windows Internet Explorer

https://itservice.lsu.edu/MRcgi/MRhomepage.pl?USER=stacey&PROJECTID=3&MRP=pvITTDtD&OPTION=none&WRITECACHE=1&FIRST_TIME_IN_FP=1&FIRST_TIME_I...

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GROK Knowledge Base FootPrints FootPrints

LSU

Summary Keyword Number Search Advanced

Project Home
Create Incident
Quick Incident
ITS Notification
Frey Building Maint.
Help Desk Request
Address Book
CMDB
Search
Reports
Flashboard
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

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](#)

Global Incidents

There are no Global Incidents at this time

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

New Incident for ITS HelpDesk - Windows Internet Explorer

https://itservice.lsu.edu/MRcgi/MRTicketPage.pl?USER=stacey&MRP=pvITTDtD&PROJECTID=3&MAJOR_MODE=CREATE&LASTID=43024&RUNNING_IN_POPUP=1&QUICKCREATE=Frey_bBuilding

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SAVE

New Incident for ITS HelpDesk -- General Information

Summary* Frey Building Request: Type in a brief summary.

Priority* Medium Status* Frey Building Request

PAWSID* Last Name* First Name*

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

Select Contact History Clear

Type in your PAWS ID and press enter.

Last Name* First Name*

Job Title Classification

Phone Phone 2

Room # Building No Choice

Technical Support Professionals (TSP) Role:

TSP Primary No Choice TSP Secondary No Choice

Done Internet | Protected Mode: Off

New Incident for ITS HelpDesk - Windows Internet Explorer

https://itservice.lsu.edu/MRcgi/MRTicketPage.pl?USER=stacey&MRP=pvITTDtD&PROJECTID=3&MAJOR_MODE=CREATE&LASTID=43024&RUNNING_IN_POPUP=1&QUICKCREATE=Frey__bBuildin

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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* First Name*

PAWSID*

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

Submitted Via Phone

Type* Service Request Category* Frey Building

[Edit Dependent Fields](#)

Appointment Date/Time

Date Due

Click on Edit Dependent Fields

Internet | Protected Mode: Off

FootPrints - Windows Internet Explorer

https://itservice.lsu.edu/MRcgi/MRgotDecision_fields.pl?USER=staceym&PROJECTID=3&MRP=pvITTDtD&l

Dependent Incident Fields

Request Type*

Describe the Problem

Make a Selection

Make a Selection

AC/Heat

Building Problems

Electrical

Elevator

Furniture

Lighting

Other

Outdoors

Plumbing

Supplies

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%

Choose a request type from the drop down list.

FootPrints - Windows Internet Explorer

https://itservice.lsu.edu/MRcgi/MRgotDecision_fields.pl?USER=staceym&PROJECTID=3&MRP=pvITTDtD&l

Dependent Incident Fields


Request Type* AC/Heat

Describe the Problem

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

RoomNumber **Cubical Number**

Click save.

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

Done Internet | Protected Mode: Off 100%

New Incident for ITS HelpDesk - Windows Internet Explorer

https://itservice.lsu.edu/MRcgi/MRTicketPage.pl?USER=stacey&MRP=pvITTDtD&PROJECTID=3&MAJOR_MODE=CREATE&LASTID=43024&RUNNING_IN_POPUP=1&QUICKCREATE=Frey__bBuildin

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Page Safety Tools

SAVE

New Incident for ITS HelpDesk -- General Information

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

Frey Building Maint. Use selected template

Building Request First Name* Stacey

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

Submitted Via Phone

Type* Service Request **Category*** Frey Building [Edit Dependent Fields](#)

Appointment Date/Time **Date Due**

Internet | Protected Mode: Off

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