

# Pennsylvania State System of Higher Education Shared Administrative System (SAS)

## HELP DESK END-USER INPUT INSTRUCTIONS

### **Accessing Footprints Software –**

Footprints can be accessed through any web browser using <http://support.pashe.edu>

### **Subject:**

- Access – issues dealing with client setup, user-ids, and passwords
- Authorization – issues dealing with roles and authorizations
- Data – issues with the integrity or correctness of the data
- Enhancements - future needs
- Process – issues dealing with functionality
- Printing – issues related to printing
- Reports – issues related to identifying where to find reports, and whether there are standard SAP reports to solve need
- System – issues related to system availability, system outages and performance
- User Error – questions from users on how to do something correctly

### **Priority:**

1. Severe -
  - a. Business impact – cannot perform critical function.
  - b. Demands immediate attention and resolution to continue business.
2. Major -
  - a. Business impact – can perform critical function, but at a degraded pace.
  - b. Non-business impact – can find alternative solution in short-term, but needs attention
3. No business impacted, few users are affected.
4. Issue resolved. Informational only; only for Knowledge Base updates.

### **Issue Information:**

- Choose the Business Function, then if applicable choose the sub functions which relate to your main business function

### **Description:**

- Description of the issue.
- Can include a virtually unlimited amount of text.

### **File Attachment:**

- Attach one or more files to help define the issue. Screen shots can also be attached.

**Some information that would be beneficially to resolving issues:**

1. What client are you on?
2. Have you asked your power user to help you with this problem? Or used on-line help?
3. What area is the problem in?
4. What exactly did the error message say?
5. What were you doing?
6. What screen did the error occur on?
7. What menu path or transaction code did you use?
8. What were you doing just prior to the problem?
9. Can you duplicate the problem?
10. Can you work around this problem or is it stopping you from working?
11. Have you been able to do this task previously? Or when was the last time you used this transaction?

**We would also ask the help desk to have the users do certain things to help us:**

1. Do screen prints showing the error message or problem.
2. Write down the menu path or transaction code that was used.