IT

Help us serve you better by:

- Computer Services- call 740-533-4569 if classroom emergency, otherwise please enter the request in Footprints. *(See instructions attached)*

- OULN Rooms- Operators will be in the rooms to handle issues.

- Blackboard- call 740-533-4581 for an appointment with blackboard issues.

- Course Design- call 740-533-4581 for an appointment.

- To reserve a computer lab please send an email to malonem@ohio.edu at least one week in advance of needing the lab.

- Any special equipment needs such as installation of software or hardware please enter the request in Footprints.

- Please DO NOT move or disconnect any equipment in any classroom.

- Please DO NOT let students in your classroom work on any OU equipment in any classroom.

- Come to the IT department (Academic 210 or 212) to have a reserved computer lab opened.

- If you use a computer lab, please make sure all computers are shutdown, monitors are off, lights are off, and the door is locked and closed before leaving.

- When activating your OU ID make sure to set your secret questions. If you have forgotten your password and you have set up your secret questions, then you will be able to reset your password online. If you still need further assistance please come to the IT department. *(Please don’t forget to bring your photo ID and PID)*

- To dial 911 you do not have to dial 9 to reach an outside line. Just dial 911.

TASC Lab Services (Academic 210)

- Black/White Copies
- Color Copies
- VHS to DVD conversion
- Scanning
- Digital Media

- Lamination
- Posters
- Banners
- Audio file conversion
Numara FootPrints Training Guide

Accessing FootPrints

Please be sure you are using an updated version of Mozilla Firefox or Google Chrome to enter your FootPrints request.

In order to access the FootPrints workorder system, navigate through the Ohio University Southern website to Faculty/Staff, and then click on the bullet for FootPrints, as indicated in the picture to your left.

After clicking on the link for FootPrints you will be directed to a login page. If you would like to access the FootPrints page directly, you may do so by entering this entire address into your web browser:

https://support.oit.ohio.edu/MRcgi/MRlogin.pl?PROJECTID=B1

There are currently some issues with some versions of Internet Explorer that prevent you from submitting your work order once you have filled out the form. To avoid these problems, we recommend using Mozilla Firefox or Google Chrome to enter your work orders.

If you’ve filled out the form completely but nothing seems to happen when you press “Save” on your work order, you are most likely using an unsupported version of Internet Explorer.

Logging in to FootPrints

Once you’ve clicked on the link you should be directed to a login page that looks like this picture. Enter your OHIO ID and click on the “GO” button or press the Enter key on your keyboard to proceed.

Take note that no password is required to submit a request, only your OHIO ID.

Ensuring Proper Submission

If you do not properly submit your work order then it will first be directed to OIT in Athens. We cannot view your work order until it has been rerouted into the Southern workspace, this will result in delays in completing your requests.

Pay close attention to this graphic to make sure you’re sending your work orders to the right place. Waiting on requests forwarded from Athens OIT could take several days.
Filling Out the FootPrint Request

After clicking on “New Request” you will be directed to a page just like the sample shown below. Be sure to fill out all of the requested information. If you need a toner cartridge, please be sure to include the model number of your printer, if you have an issue with your voicemail then be sure to include your extension.

Please note that all requests involving printed media, banners, signs, or vinyl should be directed to the TASC Lab. All webpage, computer, telephone, printer, projector, or audio issues should be directed to Information Technology, including webpage update requests or new inquiries.

After entering all of the necessary information, simply click “SAVE” at either the top or bottom left-hand corners of the page to submit your request. You should briefly be redirected to a page that looks similar to this picture:

New Request successfully registered to the Southern database.
This Request has been assigned number 3947.

As mentioned before, if you click save and you aren’t directed to this page, you are most likely using an unsupported version of Internet Explorer.

Once the order has been submitted successfully, you will be redirected to the login page where you can enter another work request if you need to do so.