

# Service Center Website

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## Overview - [service.bethel.edu](https://service.bethel.edu)

The [Bethel Service Center](#) website is a new portal for submitting and managing your departmental requests. This portal currently contains only services offered by the ITS department, however, it will soon be expanded to include services from other departments as well.

The Service Center portal uses a new application, Jira (pronounced JEEra), which replaces Footprints as a service application. Jira is made by Atlassian, the same software company that makes Confluence. One of the more exciting features of using these applications together is that Confluence pages are now searchable directly from the main service center portal.



As of August 26th, 2019, Jira replaces Footprints as the service application specifically for the ITS department. Other departments that use Footprints (including Marketing) will continue to do so during a transition period until Footprints is completely retired by the end of 2019.

## Introduction Tutorial

## Updating / Checking Requests Tutorial

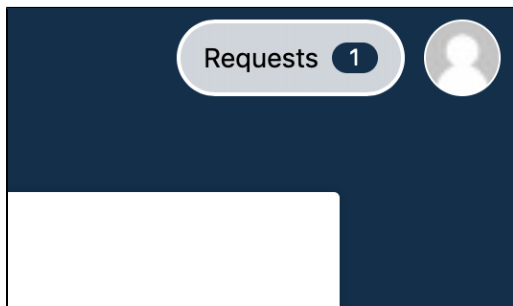
## Adding Attachments Tutorial

## Looking up past Footprints requests

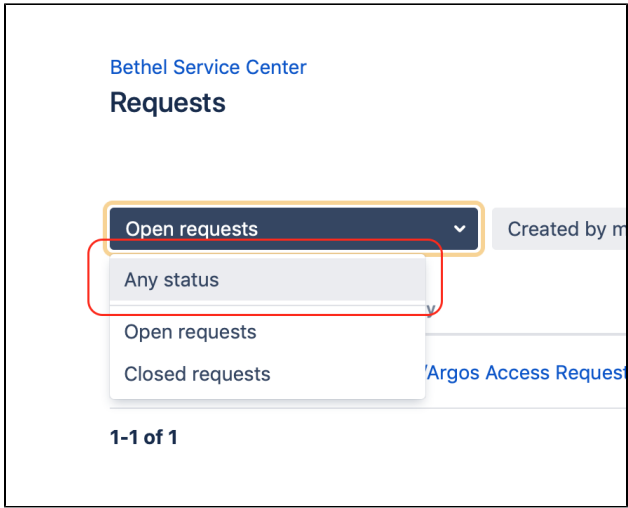


ITS Footprints cases that were closed/resolved as of August 26th, 2019, were imported into a separate project space within Jira, called **Foot Prints Archive**. Cases that were open as of August 26th, 2019, were imported into the main ITS project within Jira, called **Information Technology Services**.

1. Log in to the portal at [service.bethel.edu](https://service.bethel.edu).
2. Click the *Requests* button at the top right.



3. The default view shows only open requests. To view all requests, including closed Footprints cases, change the dropdown on the left from *Open requests* to *Any status*.



Bethel Service Center  
Requests

Any status ▼ Created by me ▼ Any request type ▼ Search for request

Type	Reference	Summary	Service desk	Status
	ITS-200	Banner/Argos Access Request	Information Technology Services	WAITING FOR SUPPORT
	FPA-22635	FootPrints Case	FootPrints Archive	DONE
	ITS-204	Port Activation Request	Information Technology Services	CLOSED
	ITS-138	Banner/Argos Feature Request	Information Technology Services	CLOSED

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4. If you'd prefer to *only* see a list of closed Footprints cases, and exclude any open/active requests you have with ITS, change the dropdown on the right from *Any request type* to *FootPrints Case*.





Requests

Any status

Created by me

Any request type

Search for request

Type	Reference	Summary	Service category
	ITS-200	<a href="#">Banner/Argos Access Request</a>	Information Technology Services
	FPA-22635	<a href="#">FootPrints Case</a>	FootPrints Archive
	ITS-204	<a href="#">Port Activation Request</a>	Information Technology Services
	ITS-138	<a href="#">Banner/Argos Feature Request</a>	Information Technology Services

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FOR SUPPORT

Any request type

INFORMATION TECHNOLOGY SERVICES

 Port Activation Request

 Banner/Argos Feature Request

 Request Banner/Argos Access

FOOTPRINTS ARCHIVE

 FootPrints Case