

How to Approve New Hire, VPN, Banner Request Forms?

You can approve request by Email or in FootPrints

By Email:

Service Desk will send an email requesting approval (see example email below)

To Approve – Click **Approve** Button

To **Reject** – Click **Reject** Button



When replying, type your text above this line.

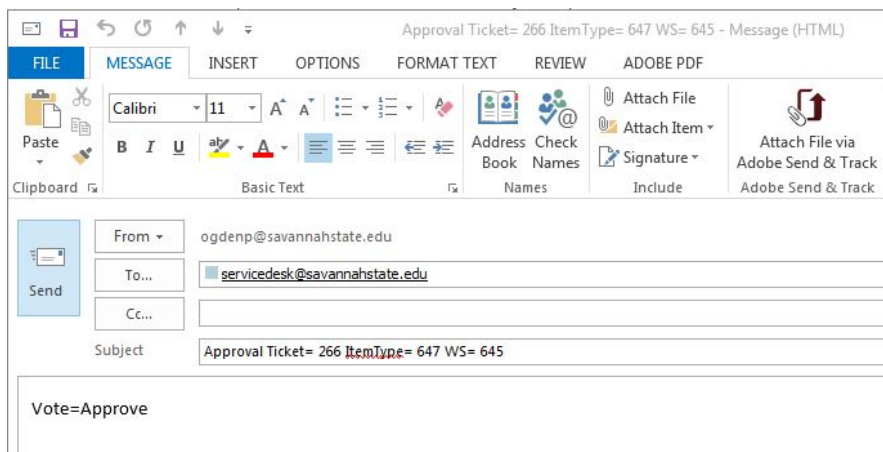
Your approval is required for a request submitted on behalf of testuser509 for a ticket classified as follows:

Type= Software
Sub-Type= Banner

Please click the following buttons to indicate your approval or rejection of this request



An email window will open. Click **Send** to complete approval process by email.

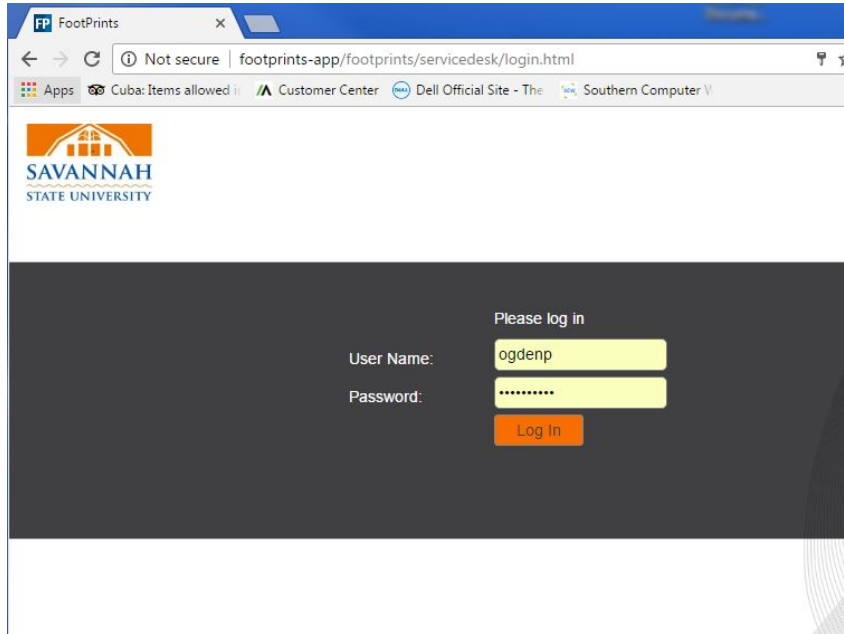


Email Approval Complete

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To Approve in FootPrints

Login in to FootPrints (network username and password)



Click **All Tickets**

Select the Ticket **Pending Supervisor Approval**
Select **Approval** on left menu

Click **Approve** on right pane for requestor

Type brief Description (example: Approved)

Click **Submit** button

Approval is now completed. Exit out of system

A screenshot of the 'Approvals' page in the FootPrints system. The page title is 'VPN - Supervisor Approval: Pending Supervisor Approval'. The workflow process description is 'VPN - Supervisor'. The voting start date is '04/05/2017 11:18 AM'. The approvers list is 'Test User'. The next state in the approval process is 'Pending Supervisor Approval'. The voting options are 'Voting Approved - Open' and 'Voting Rejected - Denied by Supervisor'. There is a text area for 'Comment on vote:' and buttons for 'Approve', 'Reject', 'Defer', and 'Show History'. The page also has a navigation menu on the left with options like 'Ticket Information', 'Contact Information', 'General Information', 'Approvals', 'Attachments', and 'History'. At the top, there are links for 'Agent Home', 'Agent Service Portfolio', 'Calendar', 'Knowledge Base', and 'Address'. There are also buttons for 'Create New Service Desk Ticket' and 'Customize'. Below the 'Approvals' section, there is an 'Attachments' section with buttons for 'Download files', 'Add Attachment', and 'Remove file'. At the bottom, there is a table with columns for 'Name', 'Extension', and 'Creation date'.