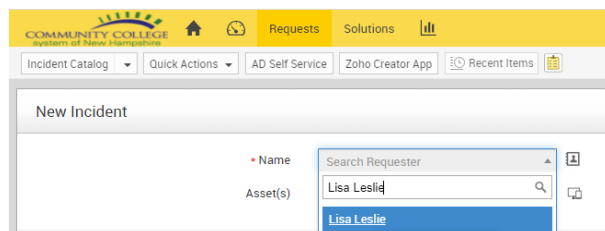
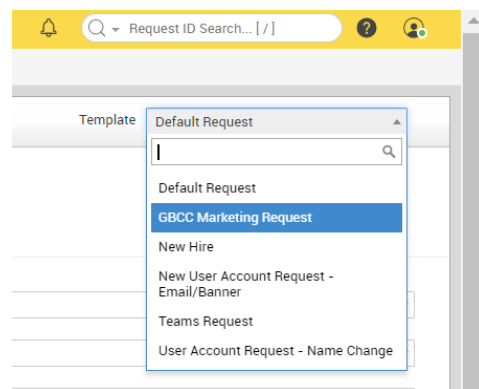
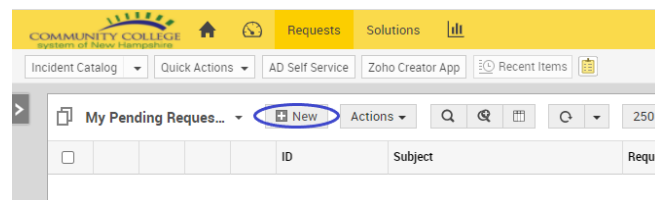
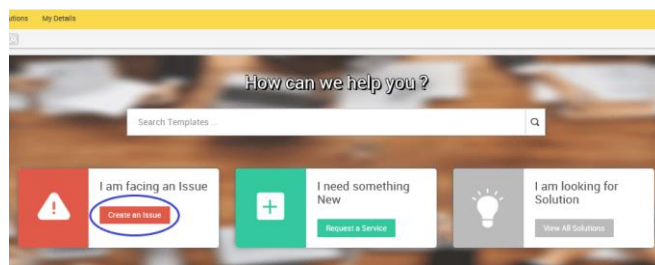
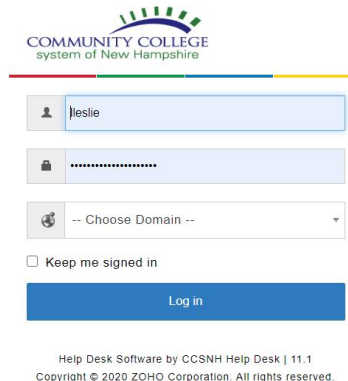
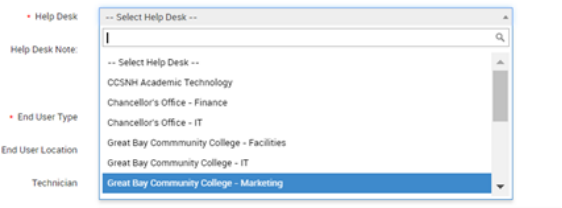


GBCC Marketing Requests: Helpdesk Ticket Instructions

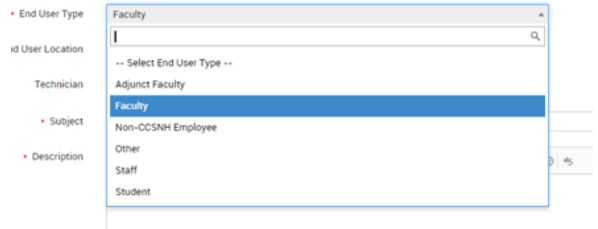
1. Open your Internet browser and type <https://greatbay.edu/helpdesk>.
2. Enter your username (first initial and last name with NO spaces).
3. Enter your CCSNH password.
4. Click “choose Domain”. The system will automatically fill in either AD.CCSNH.EDU or TEC.NH.US.
5. Click Login.
6. On the next screen click on “Create an Issue” under “I am facing an Issue”.
7. On the next screen, on the top left, next to “My Pending Requests”, click “+New”.
8. On the next screen, on the top right, click the dropdown next to “Template” and choose “GBCC Marketing Request.”
9. The template will autofill, and you will need to fill in all starred* fields, starting with “Search Requestor”. Type your name to search.



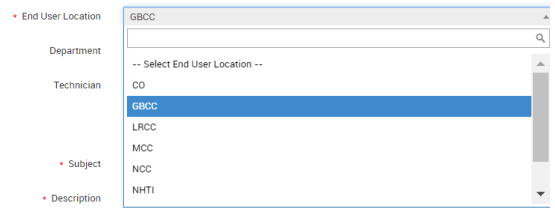
10. Under “Search Help Desk”, choose “Great Bay Community College – Marketing.”



11. Next, “Select End User Type”. Select Faculty or Staff.

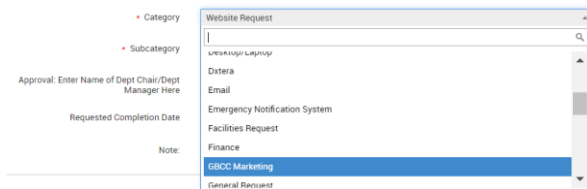


12. Next, “Select End User Location.” Choose GBCC.

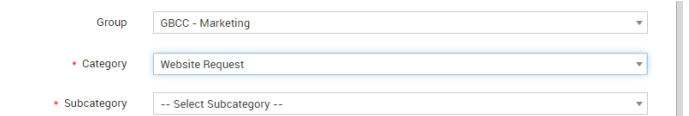


13. Under “Category”, choose “Website Request” or “GBCC Marketing”. Choose subcategory.

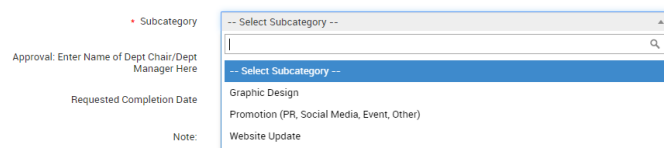
(Category: GBCC Marketing Request)



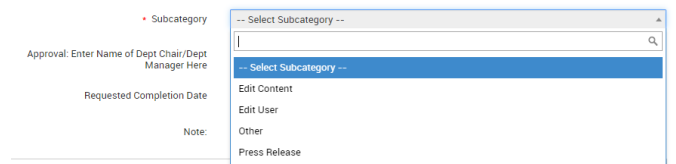
(Category: Website Request)



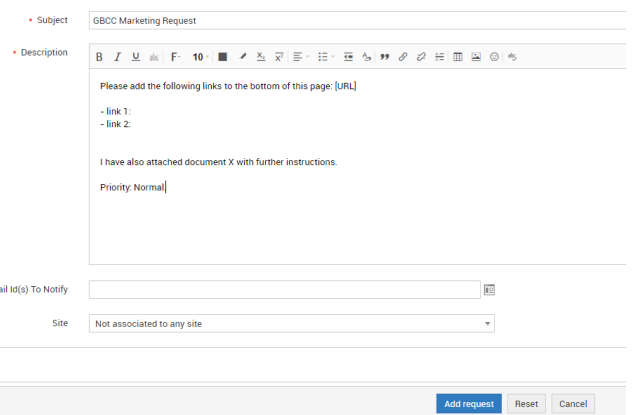
(Subcategory Options)



(Subcategory Options)



14. Enter a clear subject line, such as “Replace Student Handbook with Updated Version.”

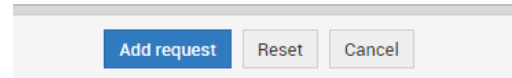


15. In the description box area, please include as much detailed information as possible with your request.

16. For **website requests** specifically, please provide:

- web address** of the page(s) you are referring to
- any **attachments** you refer to
- full titles** of documents or forms you need replaced/edited
- priority (if necessary):**
 - *Emergency/High/Medium/Normal

17. Please attach any logos, images, photos, and/or other documents pertinent to your request. If the description is particularly lengthy, please submit it as a word document and attach to the ticket.



18. Click **“Add Request.”**

19. You will receive an e-mail from GBCC Marketing, saying that your ticket has been created. You may receive additional emails requesting additional information, if necessary. The ticket will remain “open” until the change is made, at which time you will receive a notification that the ticket has been resolved.

Ticket Categories:

Tickets can be submitted for the following things:

- Website Updates
- Design Work
- Request for Press Release
- Requests for Photos

For other marketing requests, please email the marketing team.

*Priority Meanings:

Emergency: I need this done today, **or within the next 48 hours if possible**, because there is an event/ class/ requirement that depends upon this document being on the website or, there is inaccurate information that needs immediate attention.

High: I need this done within **2-3 days**. This issue is preventing me from being able to serve our students in the most efficient manner.

Normal: I need this done within the next **7 days**.

Low: This is something that would be nice to have, but it is not necessary, and is **not urgent**.

Expectations:

- All GBCC Marketing Requests will be completed in the order they are received, with a default priority of Normal, unless otherwise noted, meaning they will be completed or **responded to within 7 days**.
- High priority requests will be honored when possible and may require further discussion/approval.
- Emergency requests **will require approval** from the **Senior Leadership Team**.

Note

Please follow these instructions when requesting any changes or updates to the GBCC website. Please refrain from making requests for website updates/edits via email. The ticketing system will better allow us to respond to requests as well as log and track information. Again, going forward, the only way to communicate website change requests will be by submitting a ticket through the helpdesk.