

INSTRUCTIONS FOR SUBMITTING EDITS/UPDATES TO THE WEBSITE

- Submit a ticket to <https://helpdesk.ccsnh.edu> (just like you would for an IT ticket) and log in.
- Next to “My Pending Requests”, click on the +New
- On the next screen, on right hand “Template” dropdown, click on “Great Bay Community College-Marketing.” On the next screen that it brings you to, you will be required to fill out all the fields with an *.
- Next to Help Desk, it should say “Great Bay Community College-Marketing”
- Next to End “User Type” – identify if you are faculty or staff
- Next to End User Location – it should say “GBCC”
- Next to Department, identify your department
- Next to “Select a Technician”, click on Lisa Proulx
- Status, should say “Open”, Group should say “GBCC Marketing”
- Under Subcategory, choose “website”
- If possible, please fill out approval line and requested completion date
- Please include the subject of your request (ie: calendar update) and a description
- If the description is lengthy, or includes photos or other documents, please attach the info
- Click submit request

You will receive an e-mail saying that your ticket has been submitted. The ticket will remain “open” until the change is made. You will be notified via e-mail of when update has been made and to proof necessary.