Creating & submitting a “ticket” to University Web Services for website updates and maintenance

1. Create a ticket (Use a ticket for each job you are requesting.)

1. Go to URL: http://webservices.siu.edu/ticket/
Click on “Open a New Ticket”

2. Fill in information

2. Open a New Ticket screen appears:
   • Provide your email
   • Select “Website Update” (if that is what you desire)
   • Be sure to provide the URL/web address of the page you want updated
   • Select “Cascade (CMS)”
   • Provide a topic of what you want done
   • Explain in detail what you want done. i.e. replace the banner image with the image attached.
   • Uploaded images and/or PDFs you wish to be added to the page
   • Enter the CAPTCHA text
   • Click “Create Ticket”

3. Screen appears with an acknowledgement.
Click this link to see the progress of your ticket.
4. You will receive an email from “Support” with your ticket number and a link for viewing the progress made on your request.

5. Click on the link “You can view this tickets’ progress online.” And this screen will appear showing your ticket and the progress of your work.

Or click this link to see the progress of your ticket.

There will be another opportunity to add more instructions, if you forgot something.

Remember to “post a reply” if you have provided more information.