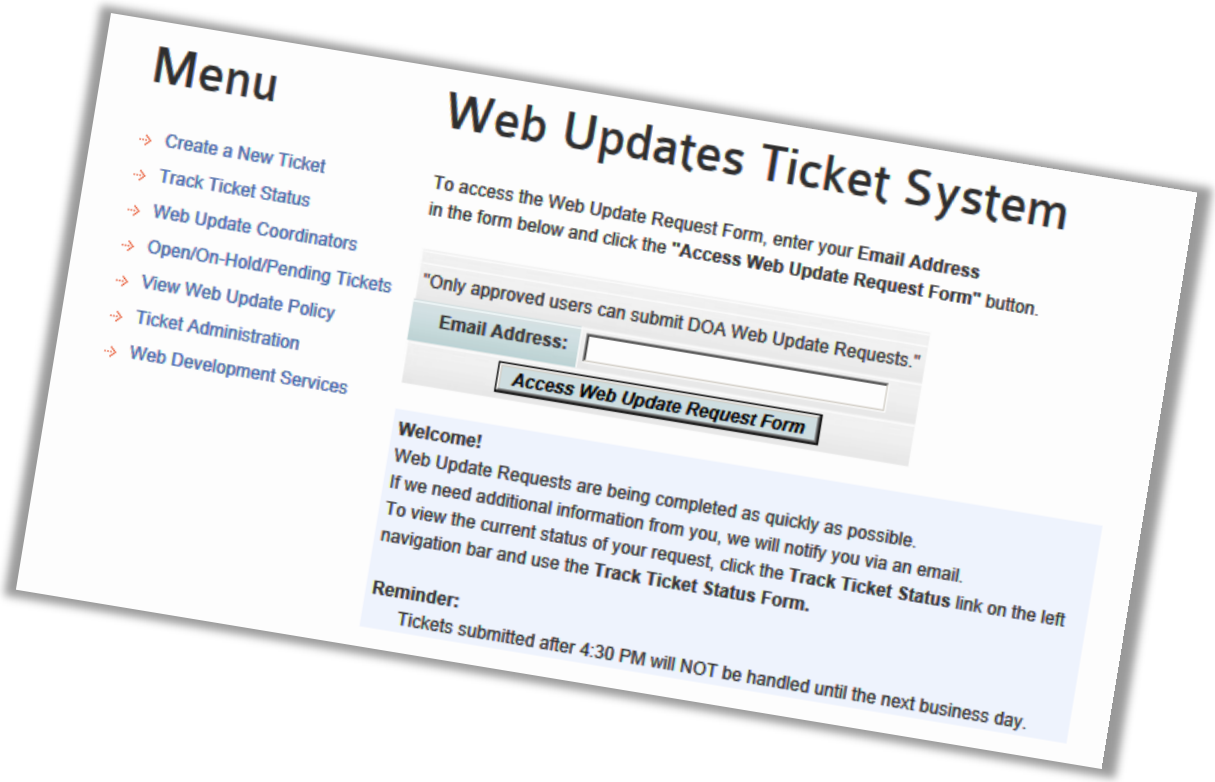
DOA Web Updates Ticket System



Quick Reference Guide

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URL to Access the Web Updates Ticket System

To access the ticket system, use the following URL:

http://www.doa.nc.gov/intranet/updatex/Default.aspx

Note: Bookmark this URL as you will use it frequently.

New Users

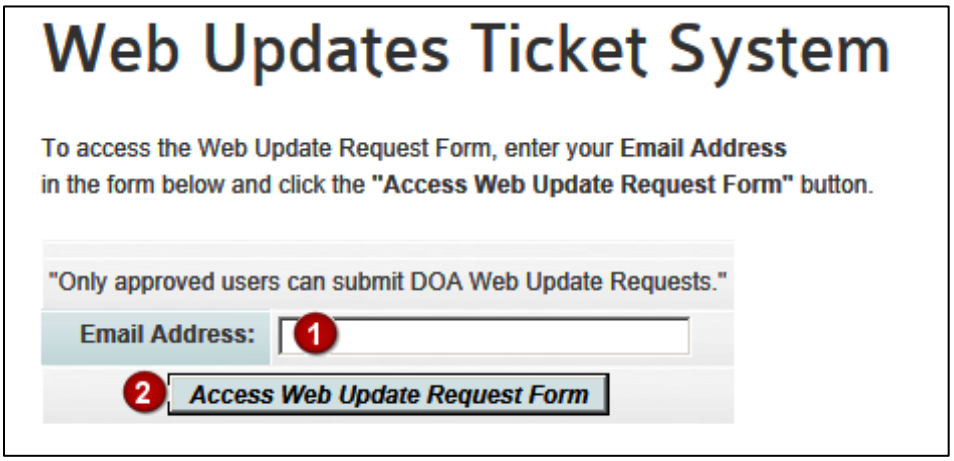
Before using the Web Updates ticket System, please read the Department of Administration Internal Operating Policies concerning updating web content.

To Create a Web Update Request

To create a web update request, use the following URL:

http://www.doa.nc.gov/intranet/updatex/Default.aspx

1. Enter your email address
2. Click the "***Access web Update Request Form'*** button.



Purchase & Contract Users

The request form is tailored to the needs of the user.

For Term Contract Administrators

Web updates for **Term Contracts, Agency Specific Contracts** and **Fuel Contract Pricing** can be requested.

Term Contract Update Requests

Step 1. Select the reason for the update.

Step 2. Select whether files will be sent as part of the update request.

Step 3. Describe your update requirements. (if you're are not submitting files as part of the update, it is imperative that you identify what is to be updated)

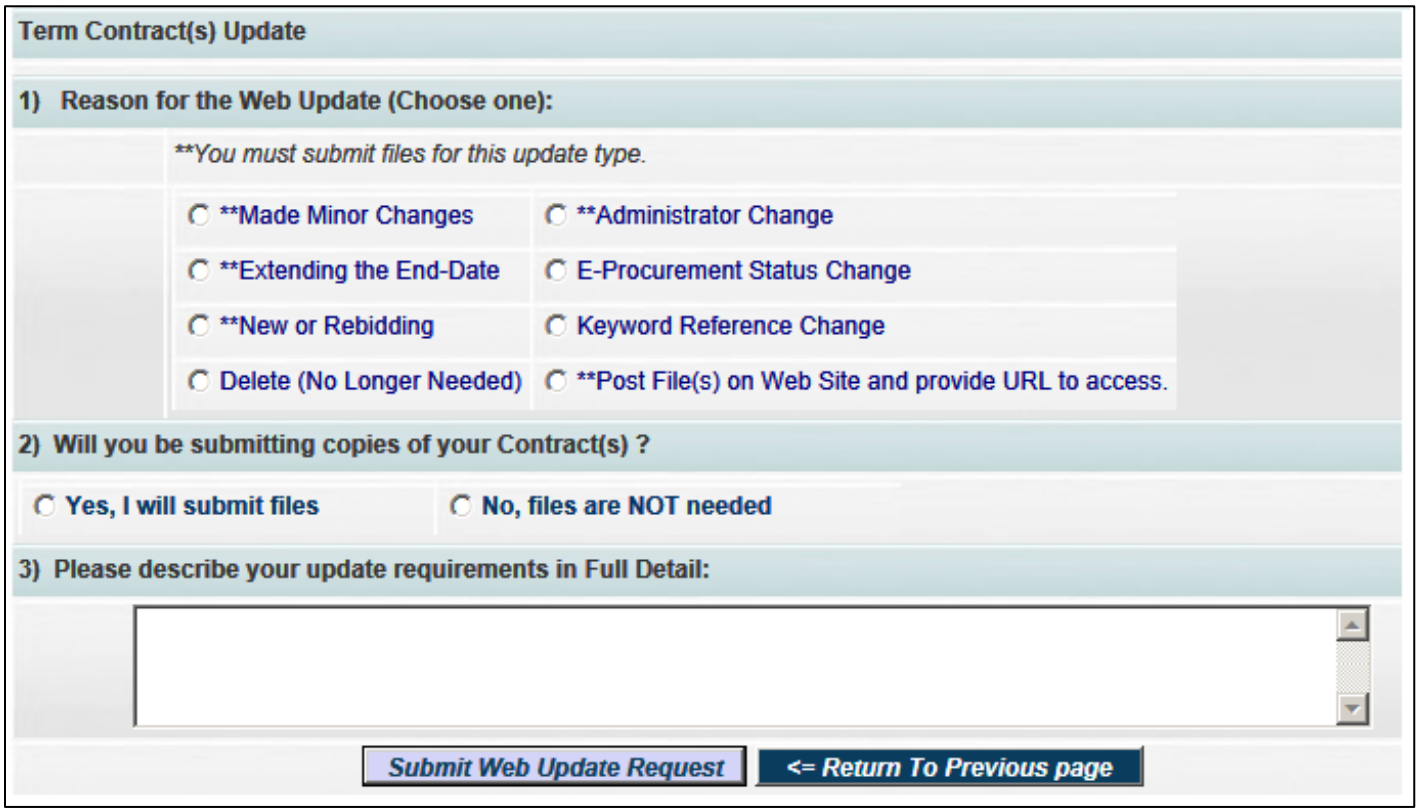
Example Detail:

i. Please delete term contract 000A from the web site.

ii. Change the E-Pro status of term contract 123Z to LOADED.

iii. Add keyword Acme for term contact 999Y.

Step 4. Click the "***Submit Web Update Request***" button.



Agency Specific Updates

Step 1. Select the reason for the update.

Step 2. Select whether files will be sent as part of the update request.

Step 3. Describe your update requirements. (if you're are not submitting files as part of the update, it is imperative that you identify what is to be updated)

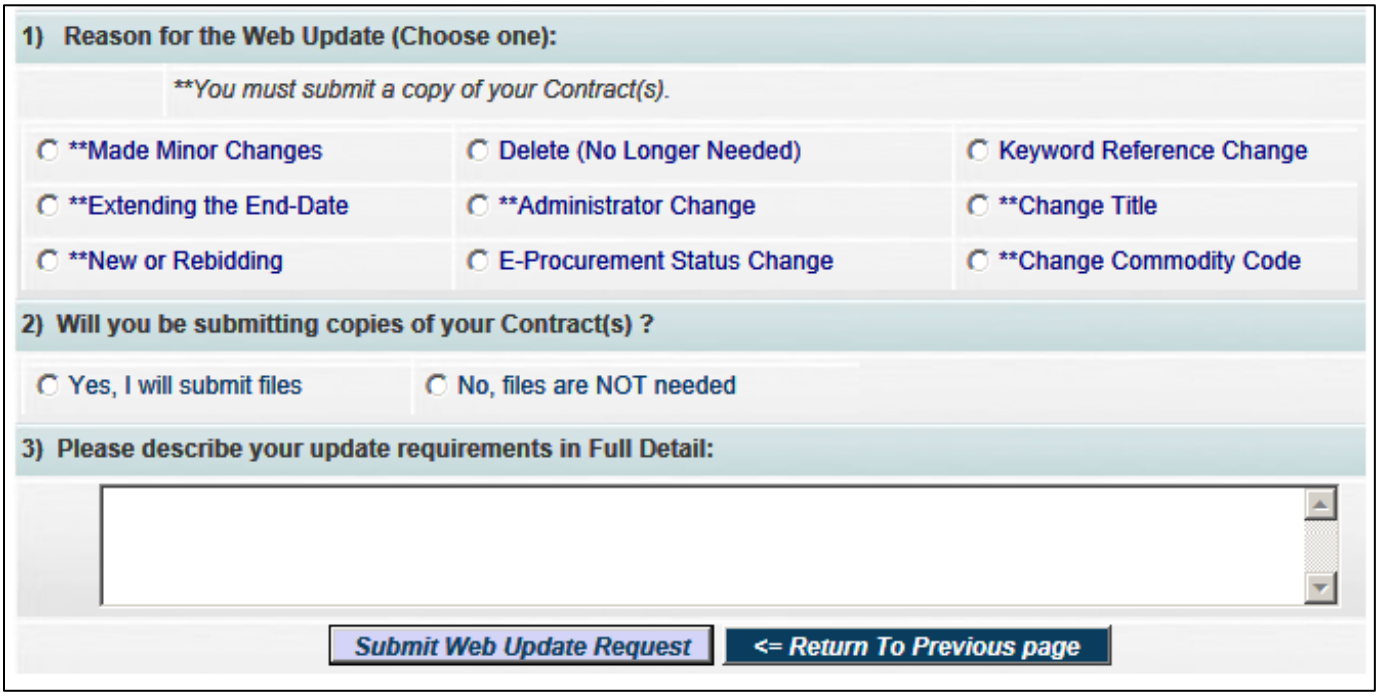
Example Detail:

i. Please delete term contract 000A from the web site.

ii. Change the E-Pro status of term contract 123Z to LOADED.

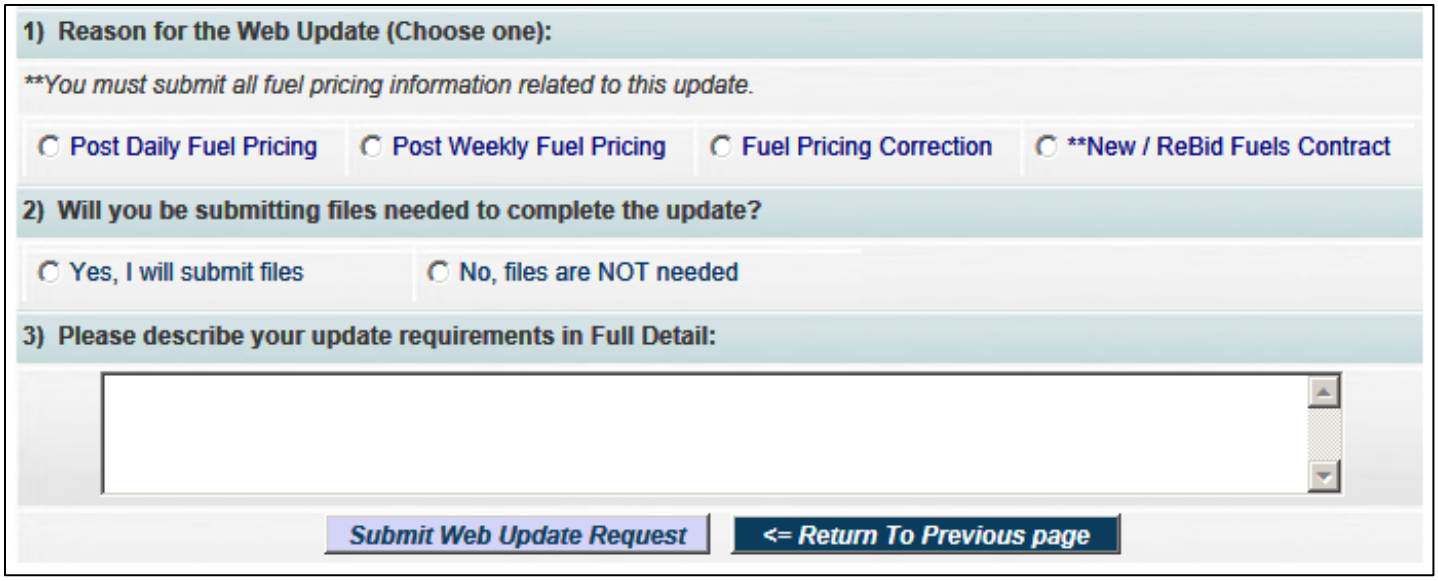
iii. Add keyword Acme for term contact 999Y.

Step 4. Click the "***Submit Web Update Request***" button.



Fuel Contract Pricing Updates

Step 1. Select the reason for the update.
Step 2. Select whether files will be sent as part of the update request.
Step 3. Describe your update requirements
Step 4. Click the "***Submit Web Update Request***" button.

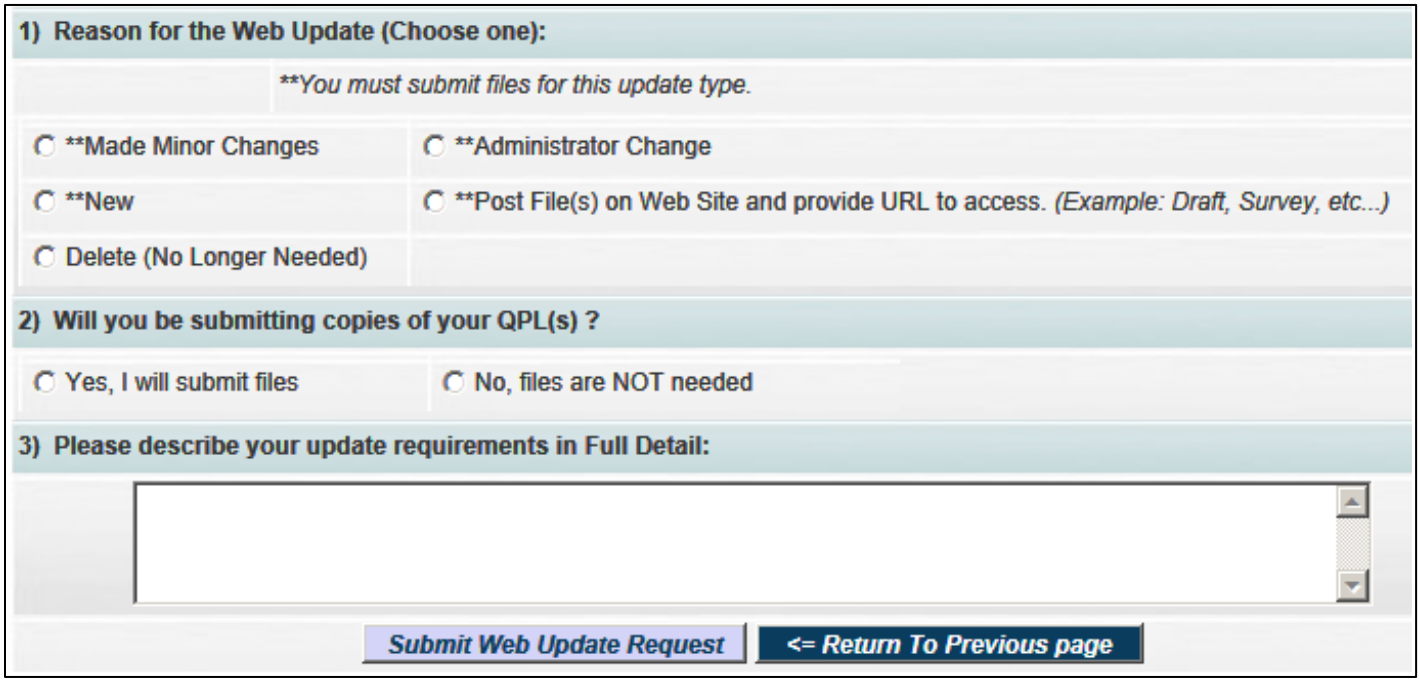


For Engineers

Web updates for **Qualified Product Lists (QPLs) and Standard Specifications (SPECs)** can be requested.

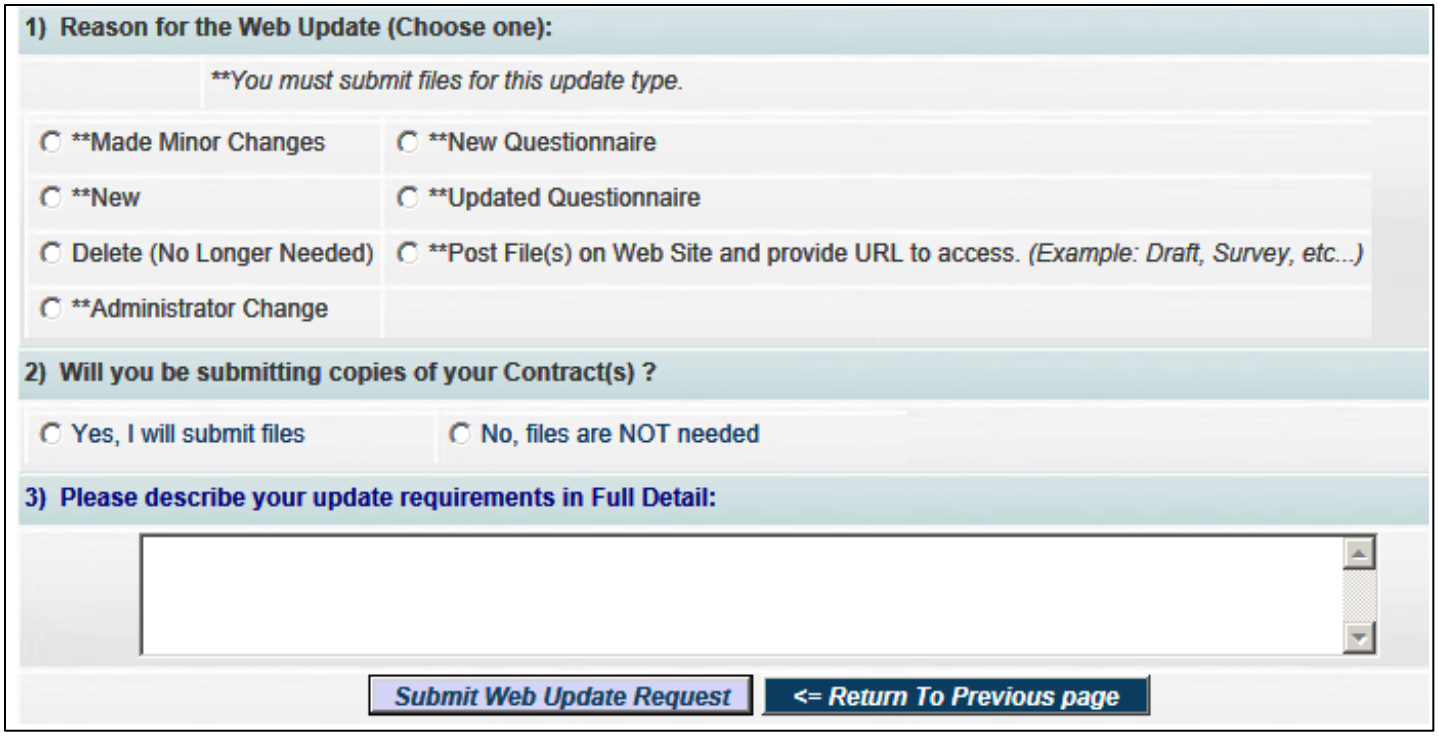
QPL Updates

Step 1. Select the reason for the update.
Step 2. Select whether files will be sent as part of the update request.
Step 3. Describe your update requirements
Step 4. Click the "***Submit Web Update Request***" button.



SPEC Updates

Step 1. Select the reason for the update.
Step 2. Select whether files will be sent as part of the update request.
Step 3. Describe your update requirements
Step 4. Click the "***Submit Web Update Request***" button.



All Other DOA Users

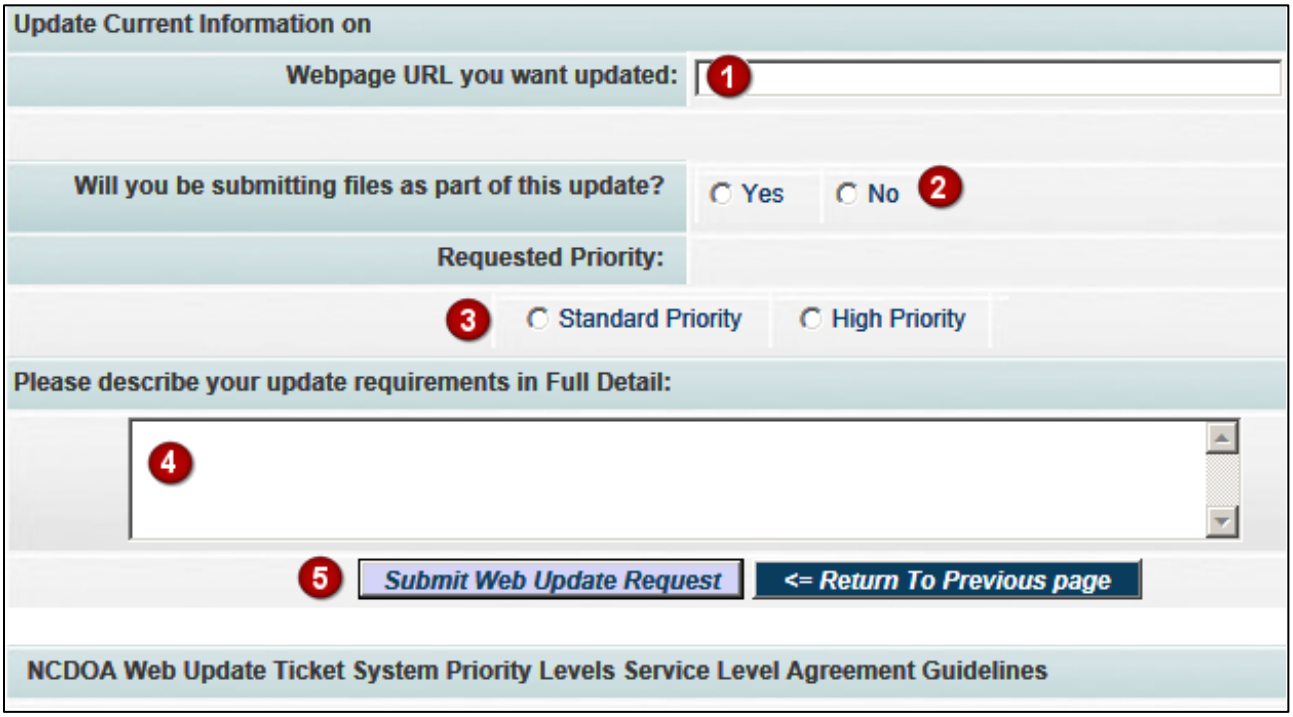
The request form is tailored to the needs of the user.

- Updates can be made to existing web content
- **New content can be added to a web page
- **A New web page can be added to a web site
- A web site activity report for a specific period can be requested.

***These Web Update Request MUST be approved by the PIO Director.*

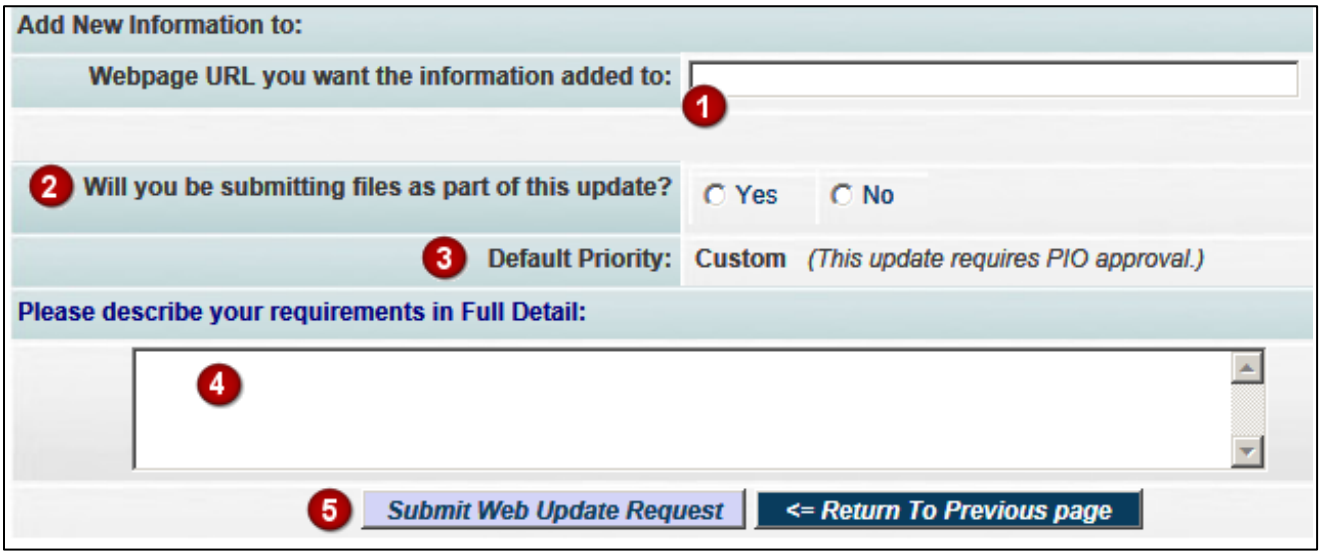
<u>UPDATE Current Information on a Web Page</u>

Step 1. Enter the URL of the web page you want updated.
Step 2. Select whether files will be sent as part of the update request.
Step 3. Select the priority of this update request.
Step 4. Describe your update requirements (be specific)
Step 5. Click the "***Submit Web Update Request***" button.



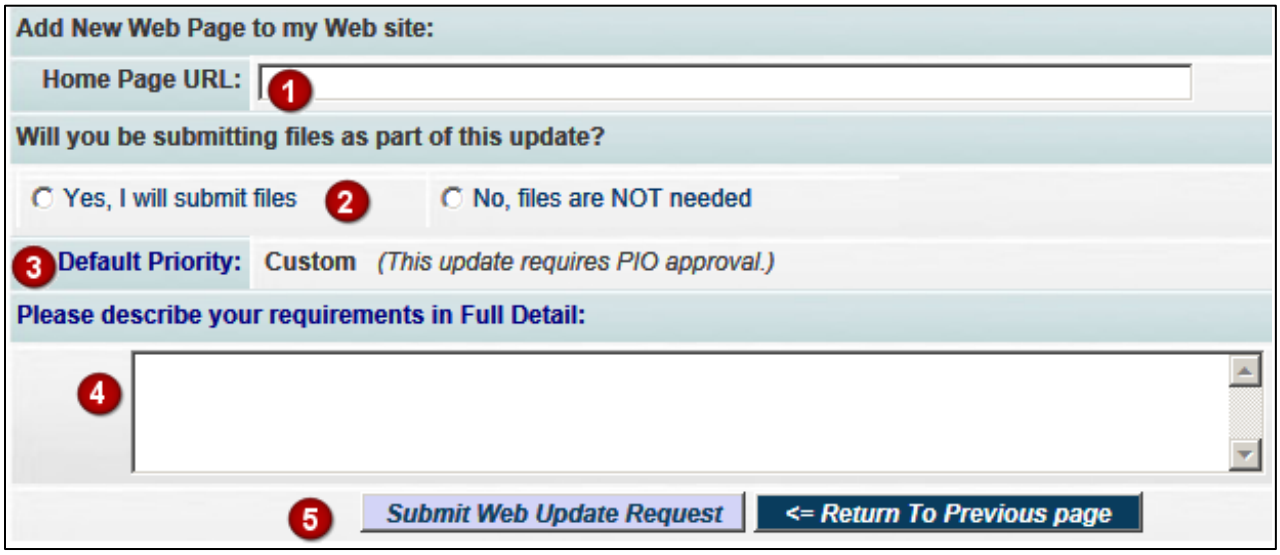
ADD NEW Information to a Web Page

Step 1. Enter the URL of the web page you want updated.
Step 2. Select whether files will be sent as part of the update request.
Step 3. The default priority of this update request type is Custom.
Step 4. Describe your update requirements (be specific)
Step 5. Click the "***Submit Web Update Request***" button.



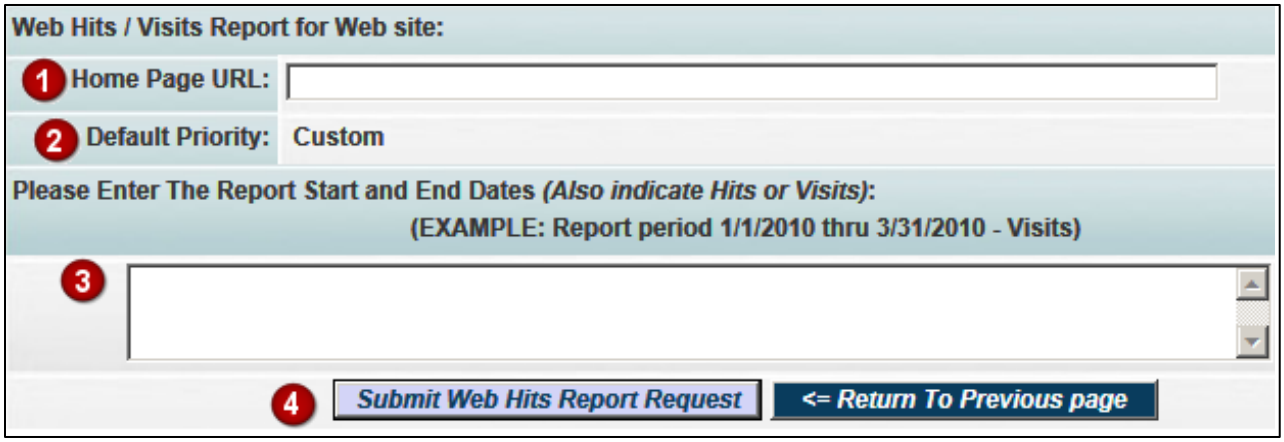
ADD NEW Web Page to the Web Site

Step 1. Enter the URL of the web site.
Step 2. Select whether files will be sent as part of the update request.
Step 3. The default priority of this update request type is Custom.
Step 4. Describe your update requirements (be specific)
Step 5. Click the "***Submit Web Update Request***" button.



Request Web Hits Report

Step 1. Enter the URL of the web site.
Step 2. The default priority of this update request type is Custom.
Step 3. Describe your update requirements (be specific)
Step 4. Click the "***Submit Web Update Request***" button.



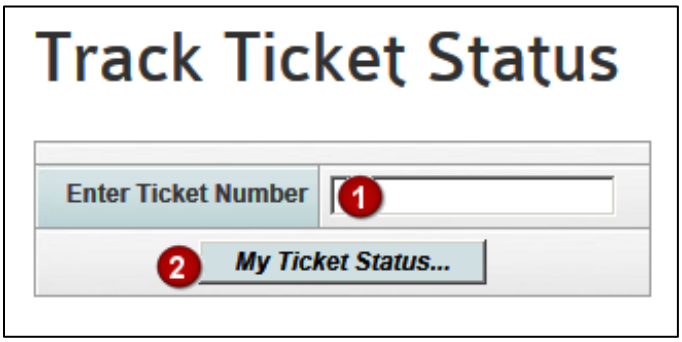
Ticket Status / Track Ticket Status

From the time you submit an update request until the time it's completed, you will receive email updates. Generally, you will receive only 2 (two) email notifications. The first is when you initially submit the request. This email acknowledges that your request was received. If your request requires you to submit supporting files, this email will prompt you to submit those needed file. The second email you will receive is informing you of the completion of the request.

If you fail to submit required files or provide unclear instructions on what to update, the status of your request will either be placed On-Hold or Pending. You will receive an email notifying you and instructing you on what to do. High Priority requests will be change to Custom.

To view the status of your Open request or view a completed request, use this URL
http://www.doa.nc.gov/intranet/updatex/trackrequest.aspx

Step 1. Enter your ticket number
Step 2. Click the "***My Ticket Status***" button.



Ticket Details

Everything from who requested the update, when it was requested, what was updated and who in MIS completed the request.

Ticket Number:	[redacted]
Update Type:	Not Applicable
Current Status:	Closed
Submitted:	8/30/2012 8:25:38 AM
Status as of:	8/30/2012 8:56:24 AM
Request Priority:	3 *(1 = High, 2 = Standard, 3 = Custom)*
Were Files Required?	Yes
Web URL:	[redacted]
Details of Update:	[redacted]
Request Submitted By:	[redacted]
DOA Division:	[redacted]
Approving Supervisor:	[redacted]
MIS	**Information**
Assigned To:	[redacted]
Resolution Details:	Added the document to your calendar web page.
Ticket Duration:	0 hrs.

***** End of Document ****