

User Guidance for Submitting Website Changes and New Content

[Submit website changes and new content here](https://rdcrn.atlassian.net/servicedesk/customer/portal/1/group/1/create/12) or paste this URL into your browser:
<https://rdcrn.atlassian.net/servicedesk/customer/portal/1/group/1/create/12>

RDCRN DMCC Help Center / RDCRN DMCC Service Desk / Raise a request



RDCRN DMCC Service Desk

Welcome to the RDCRN DMCC's service desk's portal!

Please use [this form](#) to submit website change and new content requests. Please follow the steps below:

No action required here. Please leave this option selected.

Provide a subject title for your request. Include consortia acronym.

Provide a detailed description of the requested change. Include the URL of the page being changed.

Upload files detailing changes or new content here.
 *At the top of each file, include the URL of the page being changed or indicate where new content should be placed.

Select the priority level of the request.

Select the name of your consortium.

Press the Send button to submit the request.

What can we help you with?



Consortium Web Site help

Request assistance with a consortium web site

Help with this request form is available here

Subject of this request *

Description: Please describe requested change in detail and include URL of page to be changed.

Upload files here. Please submit a separate document for each web page to be changed. Each document should specify the URL of the page being changed and then detail the changes requested.

Drag and drop files, paste screenshots, or browse

Browse

Priority

Medium

For response times, please see the RDCRN website standard operating procedures.

Consortium *

Share with *

No one

Send Cancel

*You can submit multiple files at once.
 *You can add or request changes to multiple pages at once.

Click here to learn more about choosing a priority level.

Choose whether you would like to share your request.

How to Cancel a Web Ticket

- Visit the [Jira ticketing system](#) and log in if needed.
- Click on the “Requests” button (top right of page, next to your user initials or photo)
- Click on the ticket you want to cancel
- Choose “Cancel request” under the Status menu on the right

Tips for Writing and Submitting Website Content

- Minimize use of **acronyms**. When you do use acronyms, please **spell them out on the first reference** on every website page.
- Use the **plainest language** possible, avoiding jargon and simplifying technical language.
- **Please do not embed images** into Word files; submit them as separate **.jpg, .eps or .png files**.
- Please submit **photographs** as .jpg files. **Logos, charts, and other artwork** can be submitted as .png, .eps, or .svg files.
- Upload new content in a submission as **Word files or PDFs**.
- To request **multiple text changes** on a page: Copy the page content into a new Word file, turn on “Track Changes,” and make your changes. Submit the revised Word file with all markups showing.
- **Include the URL** (web address) of the page where you’re requesting changes with every text file submitted or indicate where new content should appear. Specify the name of the relevant tab on the page (if tabs are present).
- It is usually easiest and most accurate to **copy and paste a URL** rather than retype.
- To protect user privacy when linking to external websites, try to **include only the minimum viable URL**. For example, in this URL, the information in blue is used for display and ad tracking purposes: <https://www.youtube.com/watch?v=-KogJbwQ5I4&feature=youtu.be&fbclid=IwAR3uZ5Sauvslx8O2V4p0H5cki1Mwb4y4QY6MH-r138jLq6Vfyb8CEBR5ZH0>. If you eliminate it, the link still works, but you prevent other sites from tracking users.

Key Terms

- **Web page:** A specific collection of information provided by a website and displayed to a user in a web browser. A page includes content that is visible by scrolling or clicking on tabs or accordions.
- **Website:** A collection of web pages.
- **Menu:** Navigational buttons on a website, typically at the top or side of a page.
- **Tabs:** The clickable elements of a table imbedded in a web page, which displays different information under each tab.
- **Accordions:** A website feature that expands to display additional content when clicked.
- **URL:** The web address of a page, usually in the top bar of your browser. Begins with http:// or https://.
- **Browser:** A software application for accessing information on the World Wide Web. When a user requests a particular website, the web browser retrieves the necessary

content from a web server and then displays the resulting web page on the user's device. Commonly used browsers include Google Chrome, Firefox, Safari, and Internet Explorer.

- **User:** The person visiting a website to access information hosted there. Also referred to as “audience” or “visitor.”