

How to open a ticket for communications services in the College of Education:

Method 1

- 1) Send an email to comms@education.fau.edu
- 2) You'll receive an automated response, providing the ticket link. Click on the ticket [link](#).
- 3) Select among 5 main categories of services: **Content Editing, Design Requests, Logo Review Request, News for Distribution, or Videography/Photography**, and click on the desired category.
- 4) Use the **blue navigation boxes** on the righthand side of the page to select a specific service, or submit a request. Then, fill in the associated form and click **Submit**.

Method 2

- 1) Visit <https://helpdesk.fau.edu/TDClient/2061/Portal/home/>
- 2) Click on **Services** <https://helpdesk.fau.edu/TDClient/2061/Portal/Requests/ServiceCatalog>
- 3) Scroll down the page and click on **College/Departmental/Division Services** <https://helpdesk.fau.edu/TDClient/2061/Portal/Requests/ServiceCatalog?CategoryID=14395>
- 4) Click on **College of Education** <https://helpdesk.fau.edu/TDClient/2061/Portal/Requests/ServiceCatalog?CategoryID=19311>
- 5) Click on **College of Education Communications Requests** <https://helpdesk.fau.edu/TDClient/2061/Portal/Requests/ServiceCatalog?CategoryID=19322>
- 6) Select among 5 main categories of services: **Content Editing, Design Requests, Logo Review Request, News for Distribution, or Videography/Photography**, and click on the desired category.
- 7) Use the **blue navigation boxes** on the righthand side of the page to select a specific service, or submit a request. Then, fill in the associated form and click **Submit**.

Important notes:

- For all requests, provide your **need by date**, your content as a **word doc file**, and attach **images as separate jpeg/jpg files**. Pasting images in a text document will result in low resolution images that can't be used. Create a folder in Onedrive for your photos and share the link in the ticket.
- When submitting requests for projects or events, please include **ALL** of the needed items for your project or event in the ticket. Piecemealed requests will result in project delays.
- For design requests, FAU Creative Services limits the number of edits on each job and will require new jobs to be opened if multiple edits are requested. Therefore, please finalize the text/images before submitting your project request to education communications.
- For design requests, if you add additional items to your project after Creative Services has started the job, education communications will need to open separate tickets for each request. Therefore, the added items are not guaranteed to meet your deadline.