



## Walkthrough for the new Web Request System

This document will walk you through the following features of the new web request system. If at any time you experience a problem or need help, please contact Jessica Sudo at [Jessica.Sudo@UHHospitals.org](mailto:Jessica.Sudo@UHHospitals.org)

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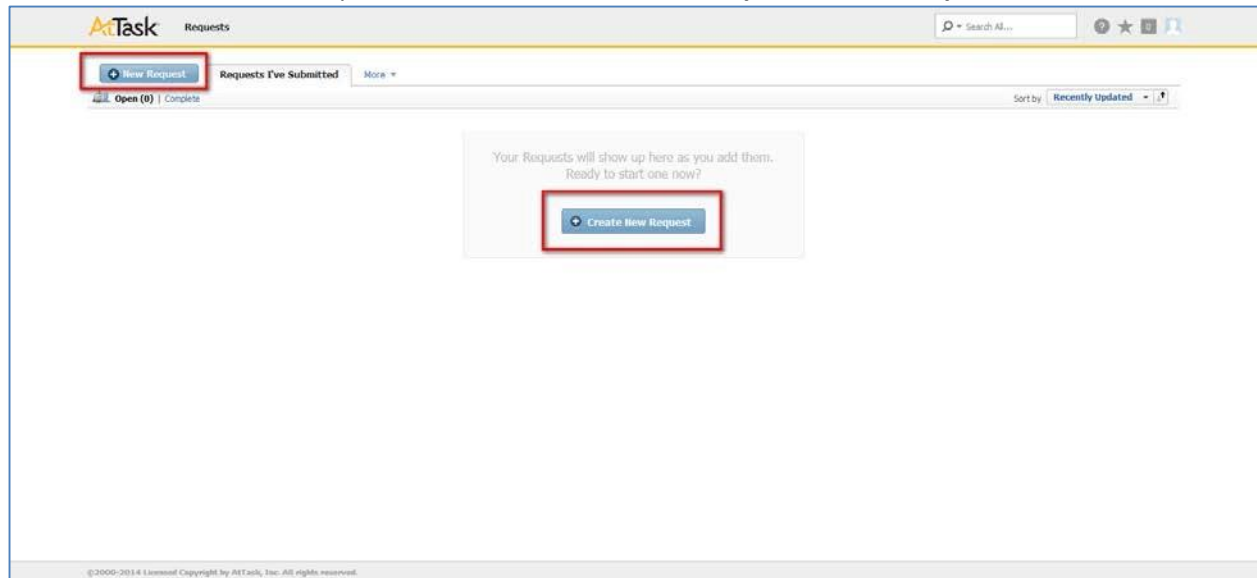
### 1.0 Logging In

1. Go to <https://uhhospitals.my.workfront.com/login>
2. Login with your UH network credentials

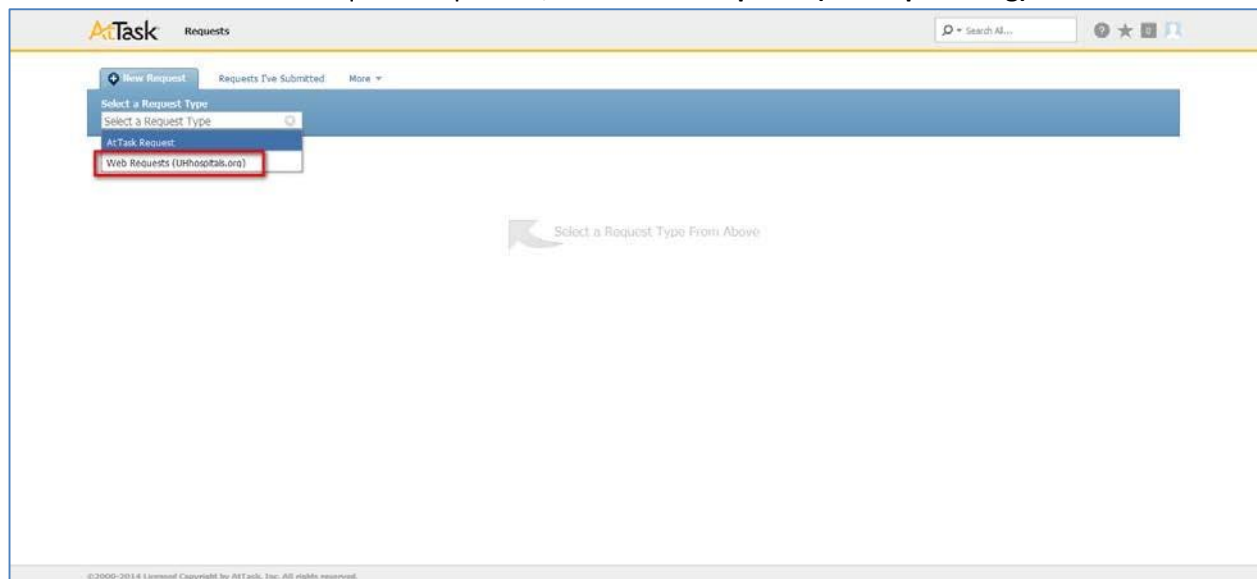
A screenshot of the University Hospitals login page. The page has a light gray background. In the top left corner, there is a small version of the University Hospitals logo. In the center, there is a white rectangular box containing the login form. The form has the University Hospitals logo at the top, followed by two input fields: 'Email / Username' and 'Password'. Below these fields are two buttons: an orange 'Login' button and a blue 'Forgot Password?' link. At the bottom of the white box, there is a footer with '© 2006-2014' on the left and 'Powered by AtTask' on the right.

## 2.0 Submitting Your Request

1. To submit a new request, click on the **Create New Request** or **New Request** button



1. From the New Request drop down, select **Web Requests (UHhospitals.org)**



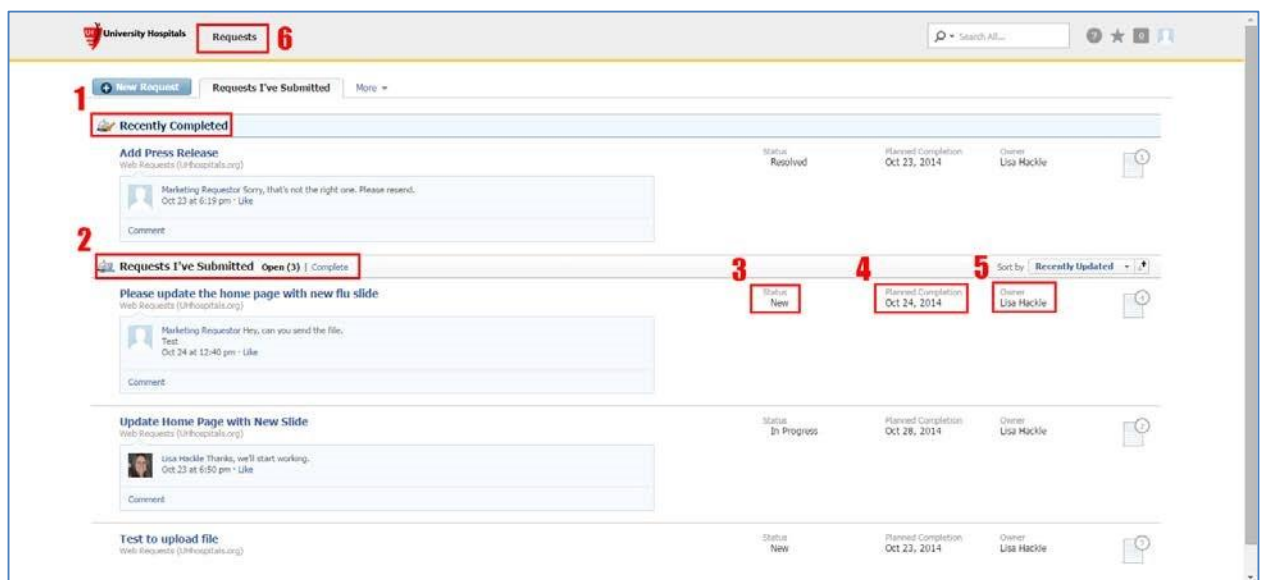
1. **Request Name** – Please enter a descriptive name for your request. Try to be as descriptive as possible and refrain from using generic names such as “Page Update”, “Add new content”, etc.
2. **Documents** – You can upload multiple files that may be needed for us to complete the request
3. **Request Details** – Please describe exactly what you would like updated. Alternatively, you can enter “See file attached” to submit changes through a Microsoft Word document
4. **Web Request Type (optional)** – Select the type of request you are submitting
5. **URL of page to be updated or promoted (optional)** – Submit the main page for the changes you’re requesting (ex. <http://www.uhhospitals.org/about> )
6. **Does this apply to a hospital, location and/or service line? (optional)** – Which area of UHHospitals.org are you requesting updates to? You may choose multiple options.
7. **Expected Delivery Date (optional)** – Please submit the preferred delivery date. Most of our requests take 5-10 days to complete but we will see if we can accommodate your request.
8. **Submit Request** – Click submit to send the request to the Interactive Team

The screenshot shows the 'AtTask Requests' web form. At the top, there's a navigation bar with 'AtTask' logo, 'Requests' title, and a search bar. Below the navigation bar, there are tabs: 'New Request', 'Requests I've Submitted', and 'More'. The main form area is titled 'Select a Request Type' and has a dropdown menu set to 'Web Requests (UHHospitals.org)'. A note below the dropdown says: 'Use this option to request updates to UHHospitals.org. Most requests are completed within 5 - 10 business days.' The form fields are as follows: 'Web Requests (UHHospitals.org)' dropdown, 'Web Page Update' dropdown, 'Request Name' text field (annotated with a red arrow and '1'), 'Primary Contact' dropdown menu (showing 'MKT IMG Requestor'), 'Documents' section with an 'Add Documents' button and a drag-and-drop area (annotated with a red arrow and '2'), 'Additional Request Details' section with a 'Request Details' text area (annotated with a red arrow and '3'), 'Web Request Type' dropdown menu (annotated with a red arrow and '4'), 'URL of page to be updated or promoted' text field (annotated with a red arrow and '5'), 'Does this apply to a hospital, location and/or service line?' dropdown menu (annotated with a red arrow and '6'), and 'Expected Delivery Date' date field (annotated with a red arrow and '7'). At the bottom, there are 'Submit Request' and 'Cancel' buttons. The footer contains the copyright notice: '©2000-2014 Licensed Copyright by ATTask, Inc. All rights reserved.'

### 3.0 Your Dashboard

You will be able to track all your open and closed requests in one area. From this screen, you'll be able to do the following.

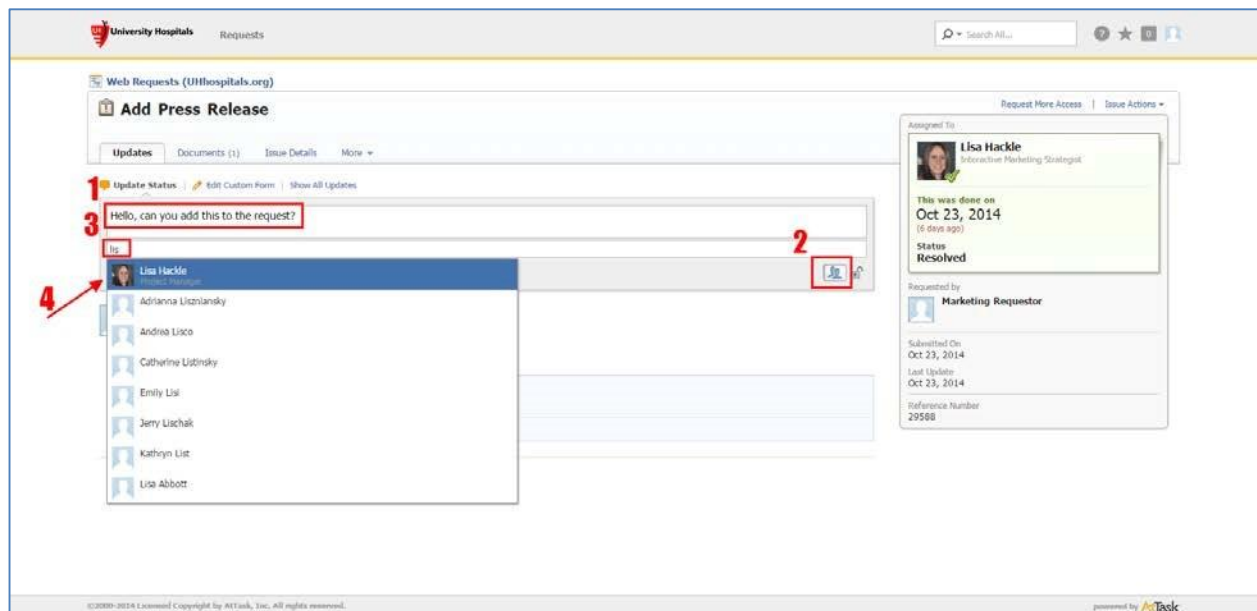
1. See your Recently Completed requests
2. See all Requests you've submitted
3. See the Status of the request (New, In Progress, Awaiting Feedback, etc.)
4. See the Planned Completion date
5. See the Interactive Marketing team member assigned to the request. All New requests are automatically assigned to Lisa Hackle to prepare the request and assign to a team member.



### 4.0 Adding Comments

There may be times that you'll need to comment or communicate on a request through the system. To do this, click on the request from your **Dashboard View** (see above). This will take you to the **Request View** (below).

1. Start typing your message within the **Update Status** field.
2. Click on the **Include Others** icon in the lower, right corner of the Update Status area.
3. In this new field, start typing the name of the person you'd like to include in the comment. **This is very important to ensure that the message is delivered to that recipient's Outlook as an email. Please always include Jessica Sudo in this field.**
4. You will see a drop down with names that match what you are typing. Select the correct person from the drop down box to add. You may include more than one person in this field.



## 5.0 Uploading Documents/Files

There also may be times that you need to upload files AFTER you've submitted your initial request. To do this, click on the request from your **Dashboard View** (see above). This will take you to the **Request View** (below).

1. Click on the Documents Tab to open up the Documents View.
2. Click on Add Documents which will open up your computer's browser window. Browse your computer to select the file(s) you'd like to upload.
3. Your file(s) will show in the middle area of the screen once uploaded.

Web Requests (UHHospitals.org)

## Add Press Release

Request More Access | Issue Actions

[ Show ]

Update

Documents (1)

Issue Details

More

Add Folder

Add Document

Download All

Folders

Issue Folders

Issue Folders

Updated Date

Details

Updates

Custom Form

ISSUE FOLDERS



2014 10 23 Focus on Flu/Docx

Added Oct 23 at 6:20 pm by Marketing Requestor - Comment

Showing 1 of 1 folder items

No document selected.  
Select a document to get started.