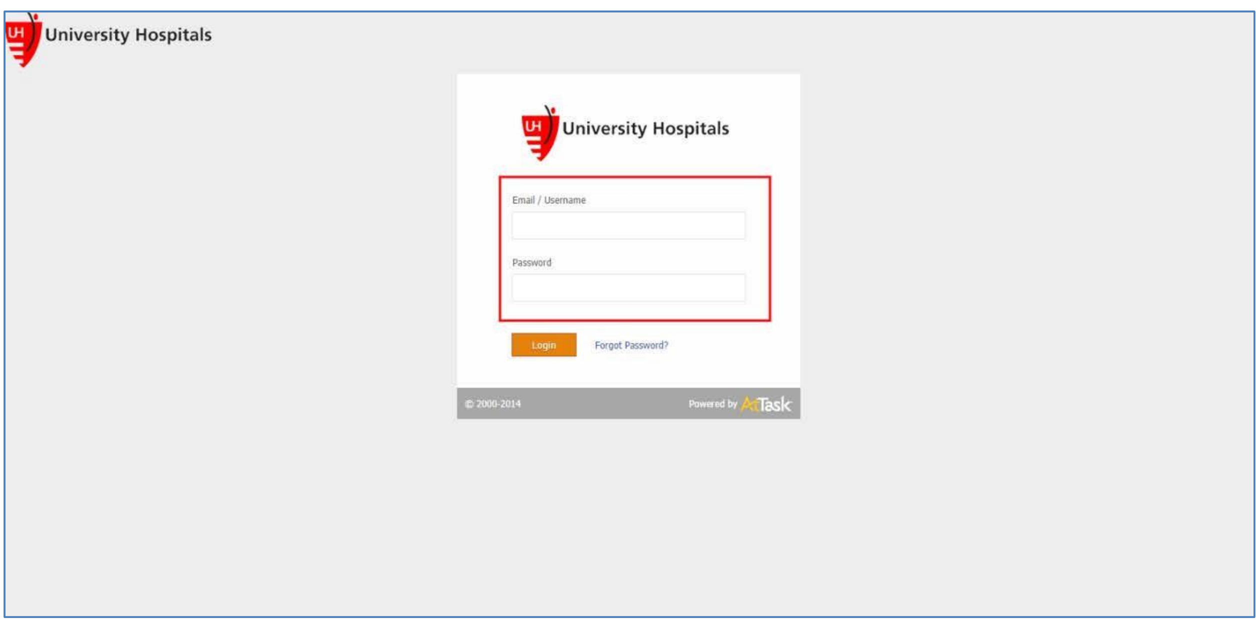
Walkthrough for the new Web Request System

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

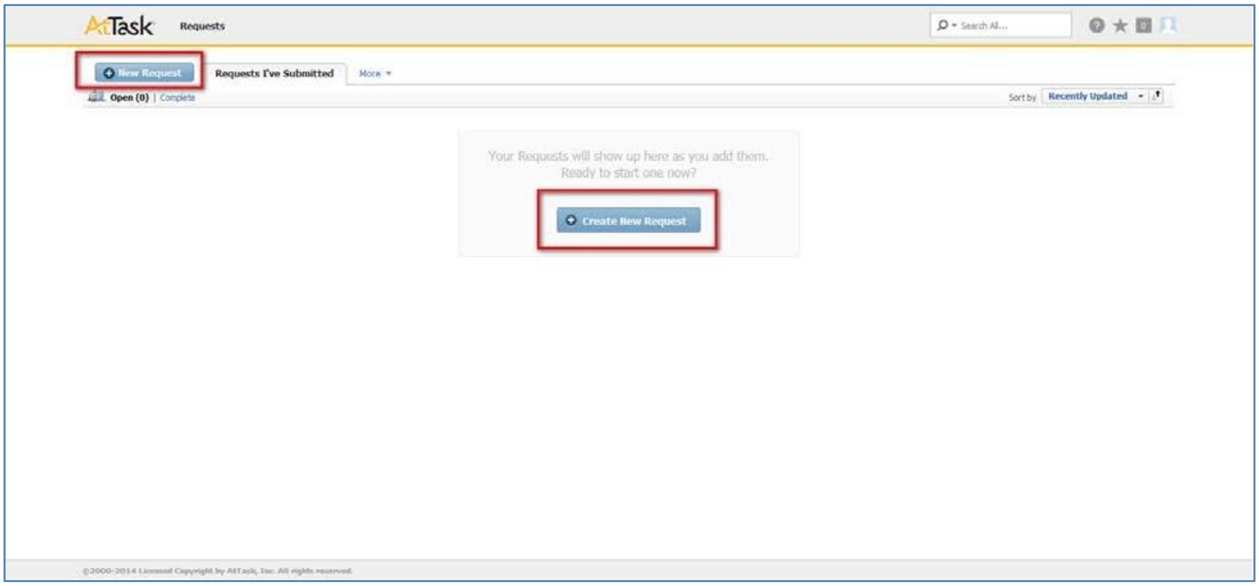
1.0 Logging In

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

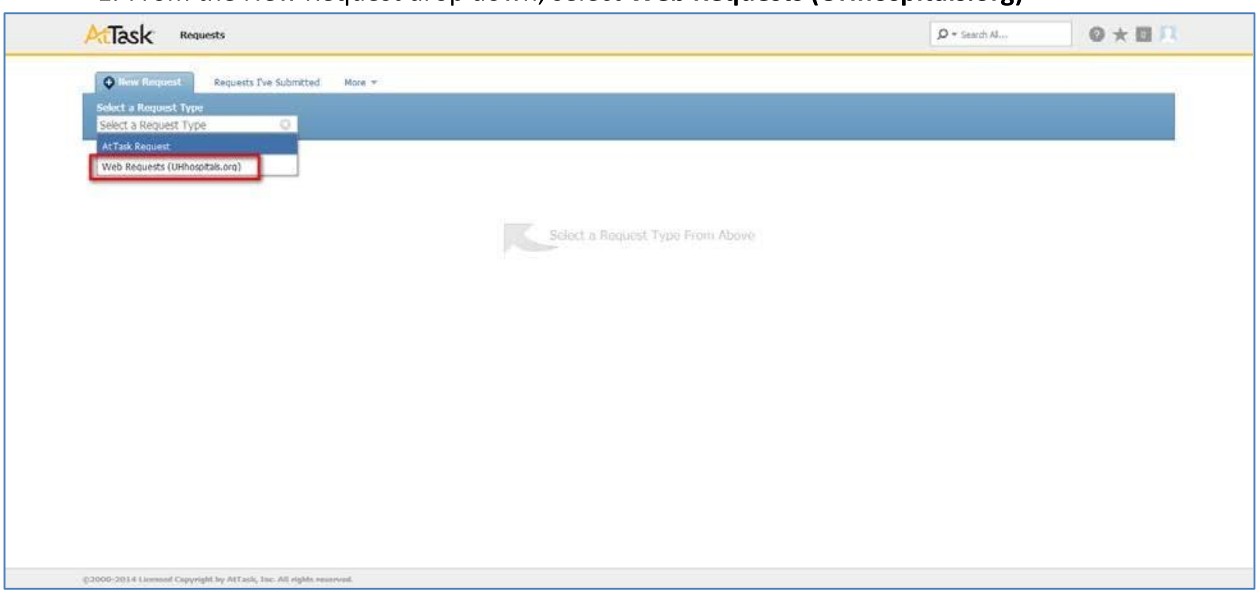


2.0 Submitting Your Request

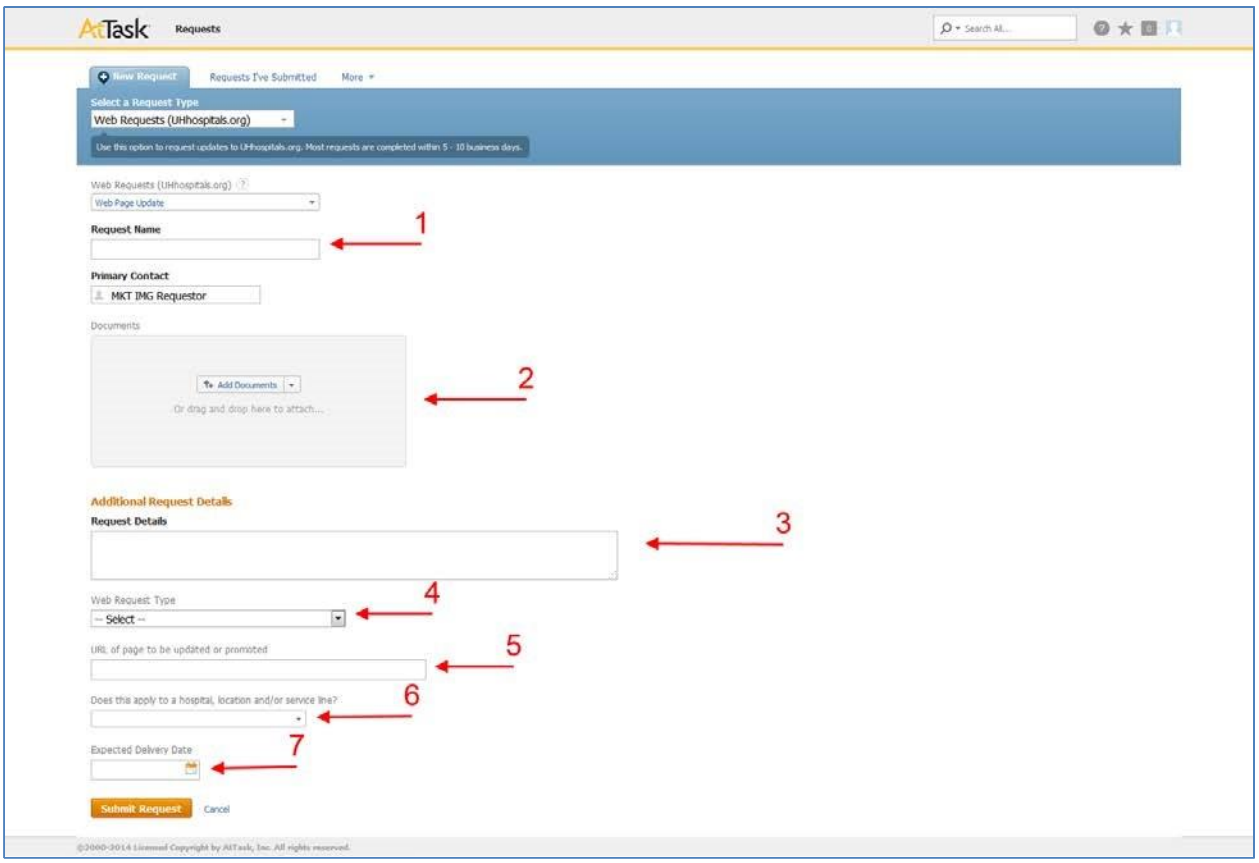
1. To submit a new request, click on the **Create New Request** or **New Request** button



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



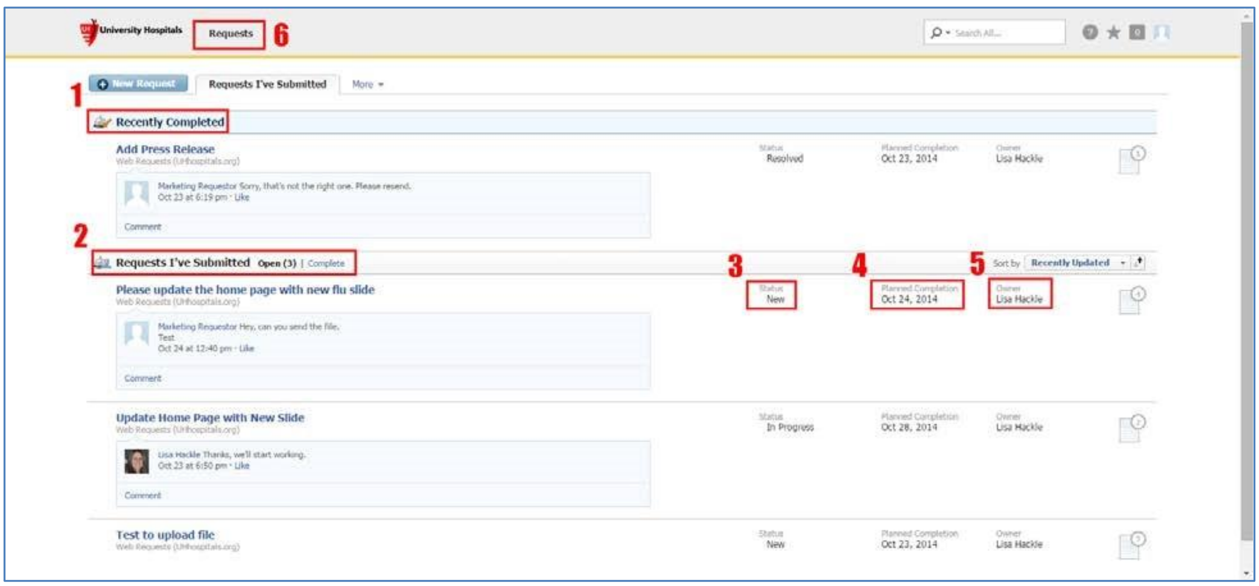
1. **Request Name** – Please enter a descriptive name for your request. Try to be as descriptive as possible and refrain from using generic names such as “Page Update”, “Add new content”, etc.
2. **Documents** – You can upload multiple files that may be needed for us to complete the request
3. **Request 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



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.

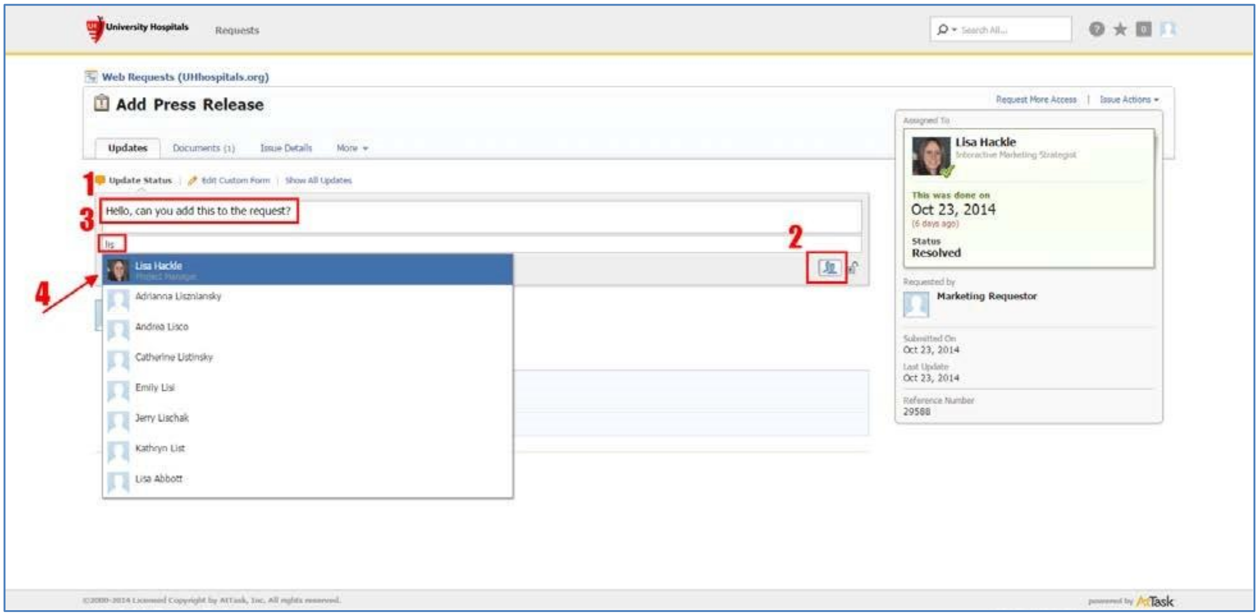
1. See your Recently Completed requests
2. See all Requests you've submitted
3. See the Status of the request (New, In Progress, Awaiting Feedback, etc.)
4. See the Planned Completion date
5. See the Interactive Marketing team member assigned to the request. All New requests are automatically assigned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

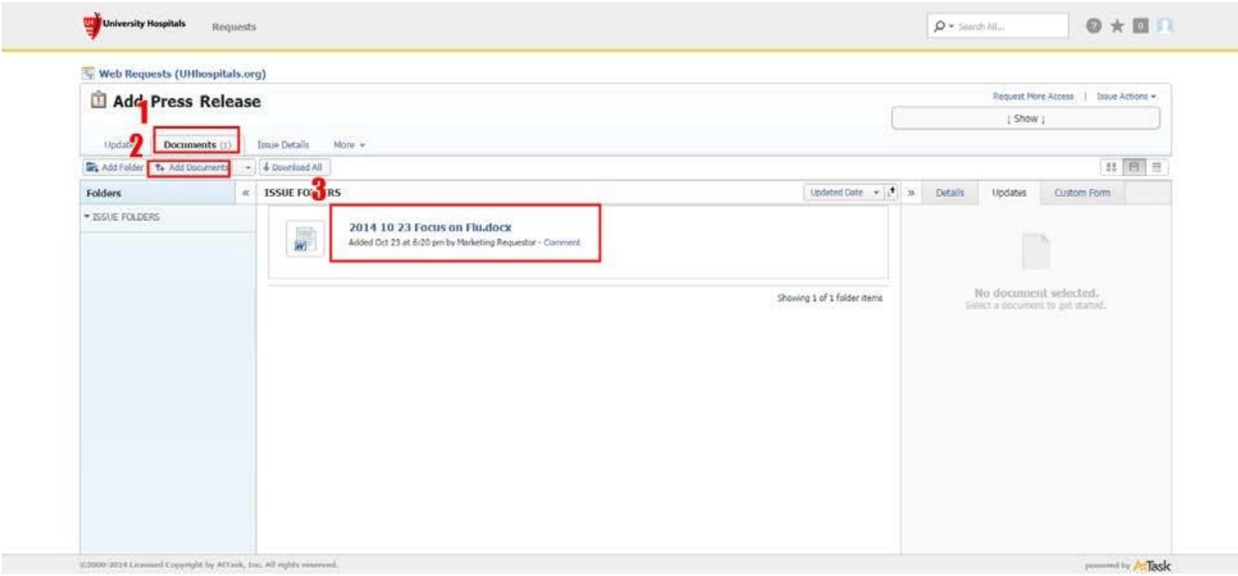
1. Start typing your message within the **Update Status** field.
2. Click on the **Include Others** icon in the lower, right corner of the Update Status area.
3. In this new field, start typing the name of the person you'd like to include in the comment. This is very important to ensure that the message 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 are of the screen once uploaded.


University Hospitals
Requests
Web Requests (UHhospitals.org)
Add Press Release
Request More Access | Issue Actions
Show
1
2
Documents (1)
Issue Details
More
Add Folder
Add Documents
Download All
Folders
ISSUE FOLDERS
3
Updated Date
Details
Updates
Custom Form
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.