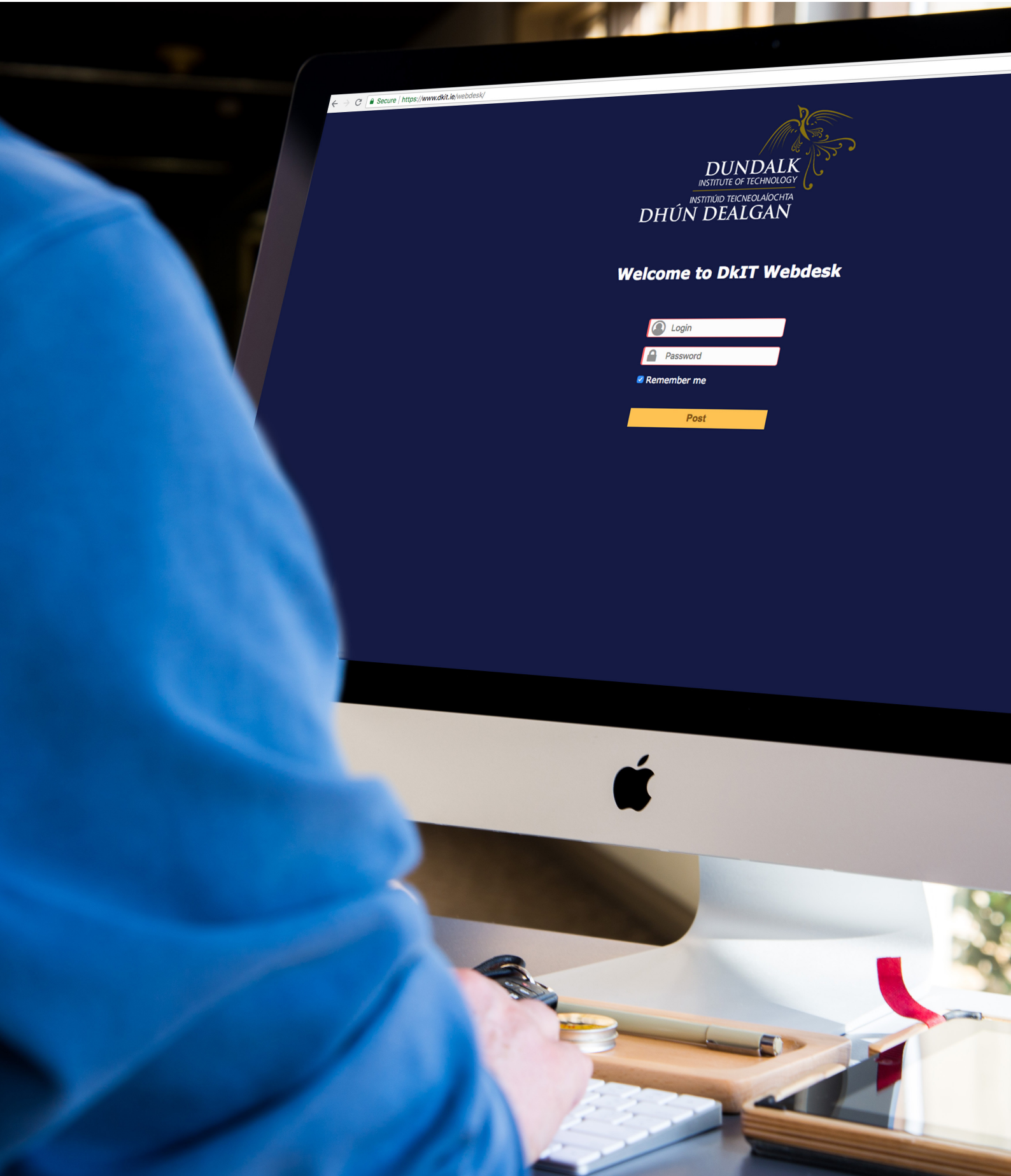
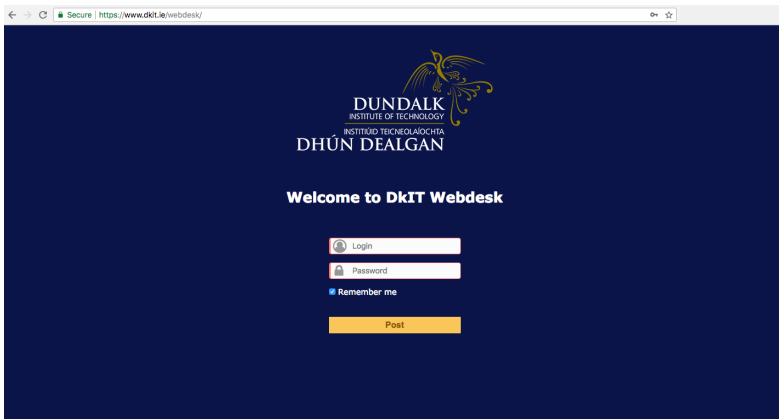


Raising Tickets on WebDesk

A Quick Guide for DkIT Staff



RAISING TICKETS ON WEBDESK



STEP ONE

If you require new content or changes to existing content on the DkIT website - go to www.dkit.ie/webdesk.

Login using your usual DkIT username and password.

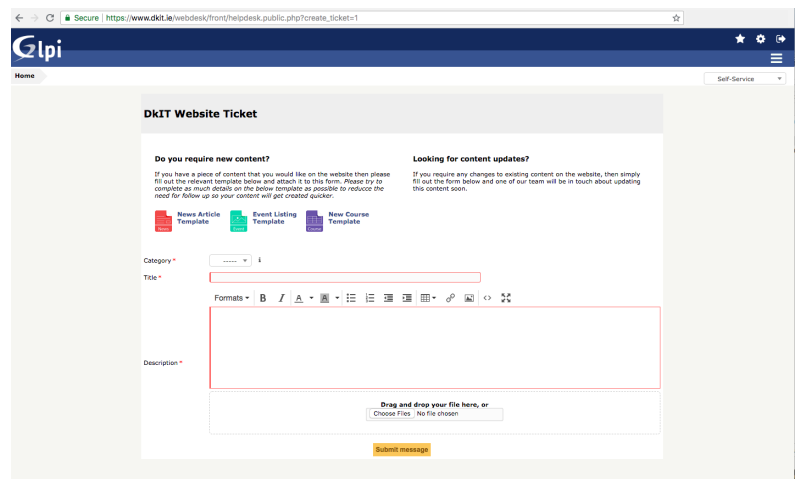
STEP TWO

Require small content updates?

- Simply complete the Category, Title and Description on the form and hit 'Submit message'.

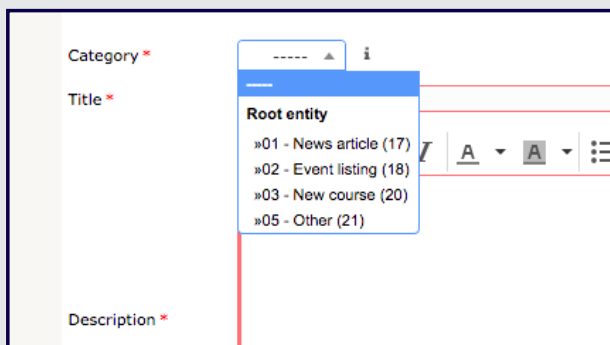
Require new content?

- Download one of the templates from this page, complete it, save it and then attach it to your ticket.



CATEGORIES EXPLAINED

We have reduced the number of categories to help simplify the process and ensure your ticket gets to the relevant person in the marketing & communications team. This will help us deal with your query in a timely manner.



01 - News article (17)

If you have a news article please complete the template and select this category before submitting.

02 - Event listing (18)

If you have an event please complete the template and select this category before submitting.

03 - New course (20)

If you want a new course added to the website please complete the template and select this category before submitting.

05 - Other (21)

For any other requests, issues or updates please select this category before submitting.

If you have issues completing a template or logging a ticket then please email webmaster@dkit.ie for support.