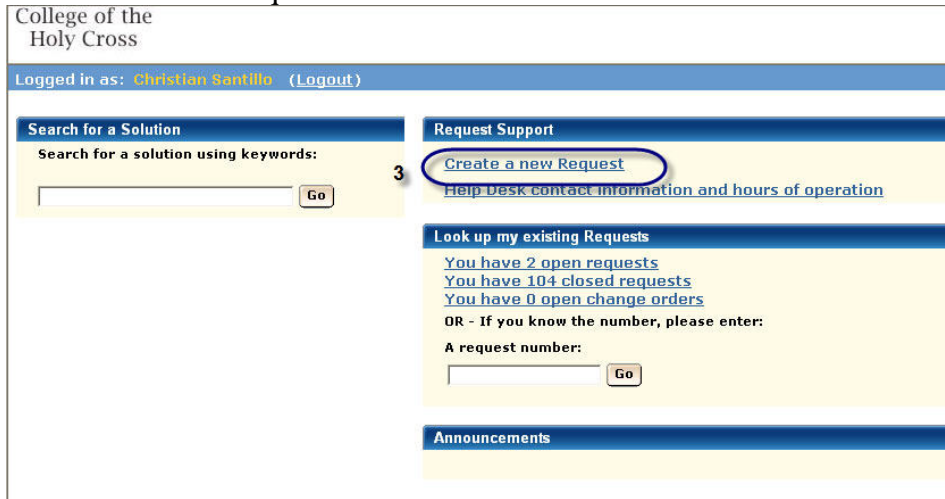


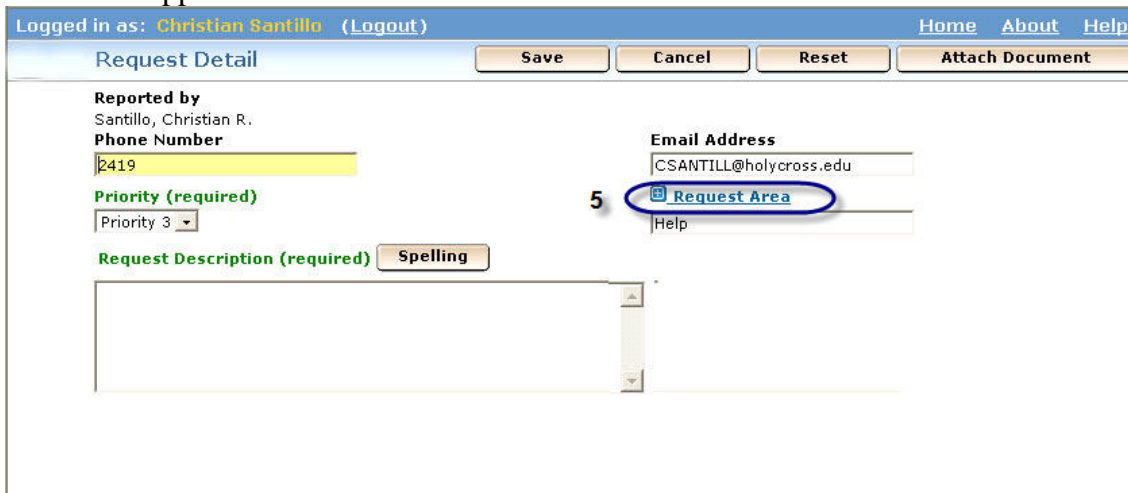
Beginning July 23, 2008, Web space permission requests will need to be submitted through Service Desk, the online support ticket system, for approval by the Office of Public Affairs and creation by Information Technology Services.

To submit your Web space request via Service Desk:

- 1- Visit <http://sd.holycross.edu>
- 2- Log in using your standard Holy Cross Novell/GroupWise username and password
- 3- Click "create new request"



- 4- Verify that your Holy Cross phone extension and e-mail address are correct.
- 5- On the right hand side of the screen, click on "Request Area" – A pop up window will appear



- 6- Click the + sign to expand “Help”



- 7- Click on “Web”
- 8- Enter a description for your request.
- 9- Select the purpose of your request.
- 10- Enter the URL address of the site if it already exists or enter your proposed location if this is a new request.
- 11- Click on “save”

After submitting your request you will receive an automated confirmation e-mail from Service Desk which contains a unique ticket number. You can use this ticket number to check on the status of your request by:

- 1- Visit <http://sd.holycross.edu>
- 2- Log in using your standard Holy Cross Novell/GroupWise username and password
- 3- On the right side, enter your ticket number and hit “go”.

Within 10 business days, you will receive an e-mail indicating whether or not your request has been approved.

If you have any questions as to why a specific request was approved or denied, please contact the Web Communications office in the Office of Public Affairs at (508) 793-2419 or by e-mailing webeditor@holycross.edu.

Technical questions, such as assistance using FTP or Dreamweaver, may be directed to the ITS Help Desk at (508) 793-3548, by e-mailing helpdesk@holycross.edu, or by submitting an [online help ticket](#) by visiting <http://sd.holycross.edu>.