

## Texas Tech University Health Sciences Center El Paso Institutional Compliance Procedure

<b>Procedure:</b> Website Work Order Ticket Request	<b>Procedure:</b> HSCEP OP 67.01, PRO A
<b>Effective Date:</b> June 7, 2017	<b>Last Revision Date:</b> January 19, 2024
<b>References:</b> HSCEP OP 67.01, Publication Guidelines	
<b>TTUHSC El Paso Institutional Compliance Website:</b> <a href="http://elpaso.ttuhsce.com/compliance/">http://elpaso.ttuhsce.com/compliance/</a>	

### Procedure Statement

The purpose of this procedure is to document the steps to submit a website request for changes/updates to content to the Office of Institutional Compliance website.

### Scope

This procedure will assist the Office of Institutional Compliance staff with the steps needed to submit website-related work orders through the SysAid application.

### Procedure

There are guidelines provided by Texas Tech University Health Sciences Center El Paso (TTUHSC EP) regarding the content on the TTUHSC EP website. Therefore, all requests will be reviewed and approved by the Office of Institutional Advancement (IA) before placed on the website.

1. Compliance staff will submit a ticket for changes, updates or new content via SysAid application.
2. The staff member making the request need to send the document(s) in a PDF/Word format.
3. Submit one ticket per web request.
4. First, go to <https://ttuhscep.sysaidit.com/Login.jsp?navLanguage=en-US> and sign in with your TTUHSC EP credentials.
5. In the main SysAid screen, click on the **Website > Academic Site**.
6. The following options will appear: **New Page, Remove Page, Update Page** and **Other**. Select the box that is been requested.
  - a. Click on **Submit Request**.
7. Fill out the request form with as much detailed information as possible, and attach any PDF/Word documents, if necessary.
  - a. If you need to create a ticket on behalf of someone else, go to the **Request User** field and type/search the name of the individual.

## Texas Tech University Health Sciences Center El Paso Institutional Compliance Procedure

8. Once the request is submitted, a “New Request has been created” ticket will be sent via email.
  - a. If the ticket was created on behalf of someone else, the designated staff member and individual creating the ticket will receive a ticket via email.
9. Once they received the request, a new email notification will be sent stating “Request (Academic Website) #123,456 status has been changed to Pending Completion.”
10. IA will send an email, if any edits are necessary.
  - a. Forward any edits to the designated staff member.
  - b. Once edits are completed, forward the updated file(s) to IA for final review.
11. If request is approved, IA will forward the request to Information Technology to place content on the website.
12. Once the request is completed and posted, an email will be received stating “Service Record #123,456: Request Completed.”
13. Go to the Compliance website, and verify that the request was processed accordingly.
14. Save/send the designated staff member the closed ticket for his/her records.

### **Frequency of Review**

This procedure will be reviewed in collaboration with HSCEP OP 67.01, Publication Guidelines (September of each even-numbered year) by the designated Compliance personnel.

**Review Date:**  
**Revision Date:** 1/19/2024