Get help with the fredonia.edu website

- This page explains how to get help and support for any fredonia.edu websites.
- The short link to this ANSWERS page is fredonia.edu/webhelp.
- Drupal Web Publishers who have web training may log into Drupal at www.fredonia.edu/saml_login

Use the Website Feedback Form

Anyone may use the **Web Feedback form at fredonia.edu/feedback** to report any problem with the Fredonia website – ask a question, report a broken link, fix incorrect information, etc.

Send an Email to webrequest@fredonia.edu

Anyone may **send an email to webrequest@fredonia.edu** to get help with the Fredonia website -- to get web publishing support, report a broken link, or request a new website, etc.

In your email. *Please always include the **URL** of the web page you want help with.*

Use the Web Help Knowledge Base

Drupal Web Publishers can visit the **Answers Web Help knowledge base** articles on Drupal at fredonia.edu/drupal with step-by-step articles to help you edit your Drupal web pages, such as adding images to a page or editing your website menus.

Drupal Web Publisher pages:

Expand all   Collapse all

Request Help from the Web Team

Anyone can request support using the Web Team Tracker portal at fredonia.edu/websupport -- to get website support, report a broken link, or request a new website, etc.

1. **The Web Team Tracker portal at fredonia.edu/websupport:**

Tracker Help Center

Web Team

Welcome! You can raise a Web Team request from the options provided.

What do you need help with?

Get Help with the Fredonia Website

2. **Start typing your question or just a few words into the main field of the Web Team Tracker portal** to show a list of possible matching articles from the Answers Web Help knowledge base which may help you resolve your web question. Click on an article title to preview it.

Tracker Help Center
Web Team

Welcome! You can raise a Web Team request from the options provided.

drupal ⊗

Solutions from the knowledge base

Drupal Basics: Get help with web editing in **Drupal**
Learn how to use **Drupal** to edit and publish web pages. Requirements **Drupal** Web Publishers must attend a **Drupal** training. At the **Drupal** training, Web Publishers are granted…

Drupal Basics: Log into **Drupal**
How to login and edit web pages on the Fredonia public website Requirements **Drupal** Web Publishers must attend a **Drupal** training. At the **Drupal** training, Web Publishers…

Drupal Basics: How to edit each part of a **Drupal** web page
An overview of the Fredonia public website and the steps to change each portion of a web page. Requirements **Drupal** Web Publishers must attend a **Drupal** training…

None of these are what I need

3. **If none of the displayed Answers articles match your question, click on the link "None of these are what I need"** which appears underneath the article list. This clears the articles list and returns to the same starting point again for the Web Team Tracker portal.

Tracker Help Center
Web Team

Welcome! You can raise a Web Team request from the options provided.

What do you need help with? 🔍

Get Help with the Fredonia Website

4. To submit a support issue, **click on the "Get Help with the Fredonia Website" link.**

5. The Web Team help request form appears.

Tracker Help Center / Web Team

Get Help with the Fredonia Website

Raise this request on behalf of

Subject

Please describe the Fredonia website issue in detail.

Copy the URL(s) from your web browser. *(optional)*

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or
browse

Create Cancel

6. Complete the form fields and click **Create**.