

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.

[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.

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.



[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](#)

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