

# Solar Winds Instructions

What you will need to submit in Solar Winds:

1. Detailed description of the request.  
You must indicate if the request is an update to an existing page, a removal request or a new webpage.
2. Provide the URL of the page to be changed is possible
3. A deadline or due date
4. Attach any photos you have or indicate that photos are required

Please be as specific as you can.

If required a member of the website support team will contact you for further details. If the page is new, a meeting will be set with the requestor to confirm the design and needs for the page.

Steps to Submit a Request

1. Use the following URL to access Solar Winds (SW) – You may see a security alert message that you will need to click the YES button to continue.  
<https://itsupport.confederationcollege.ca>
2. You may have to log in with your college credentials
3. Use the “+” sign on the top navigation bar, right side



4. Select “Incident” from the drop down



5. Create your request

Your Name will be prepopulated  
Provide a Title for this request  
Add a thorough description  
Include a URL if possible

# New Incident

Requester (Email or Name) \*

Sharon Hollinsworth

State

New

Title \*

Update the Computer Services Webpage

Description

Post deployment the Computer Services webpage needs to be updated, including deleting some pages and creating new ones.

<https://www.confederationcollege.ca/computer-services>

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Use the icons on the bottom right of the description to add a file or photo

You can also attach a file / photo using the icons below the description



Select "Website Request" from the category dropdown

Category \*

General IT Support

W

Not Set

Applications & Software

Cabling (Network & Telephone)

Desktop Hardware Purchase Request

Website Request

Select the sub-category – in this case I would select Web Page.

Academic Program – any program pages

News/Events Article

Web Page – an existing page to be changed or added

Website – an entirely new section on the website

Subcategory

Not Set

Not Set

Academic Program

News/Events Article

Web Page

Web Site

Select "Website Development" for the Assigned to

This will direct your request to the Website Team for prioritization and action

DO NOT assign to an individual as they may already be allocated to other work or on vacation

Assigned to

 Website Development

Select the priority

Please select the priority that best fits your request. The more advance notice the better.

None – when time permits

Low – within 1 month

Medium – with 2 weeks

High – within 1 week

Critical – As soon as possible – within 48 hours

Priority

Medium

None

Low

Medium

High

Critical

Computer Services

Select a Due Date if applicable

If you do not select a date your request will be assigned based on the priority you have selected

Due at

 

Select CC to

If you are creating this request on behalf of someone else you can CC them on the request

CC

Leave the Site as Confederation College

Select your department from the dropdown.

Site

Department

Create / Submit the request

  

6. Upon creation of the ticket an email will be sent to the Website Team, to the requestor (you) and the anyone that has been cc'd.

In this email you will have a link to the newly created ticket.

7. Request Follow Up

As items change on your ticket, when it is assigned, updates etc, you will be notified by email.

If you log into Solar Winds you can view your ticket(s) at any time

INCIDENTS

**All Incidents** ▾ ...

[EDIT VIEW](#) · 688 Items

   

NUMBER ↓	SLA BREACHES	NEXT BREACH	STATE	TITLE	PRIORITY	INCIDENT ORIGI
688			New	<a href="#">Update the College Services Webpage</a> Confederation College, Computer Services	Medium	Web

Please note that the more information you provide the easier it will be to complete your request in a timely manner.

If you have any questions please reach out to \_\_\_\_\_.