Submit a help ticket [1]

You might be able to find what you are looking for by starting with our wiki index [2] with a tab devoted to each application within our suite of tools. Submit a ticket and someone will contact you soon.

- I am an eComm Specialist
- I am a Licensed user or Super User (supported by an eComm Specialist)
- I am a Non-Licensed, System Employee Supported by eComm

**eComm Specialist** *

- Select -

**Campus** *

- Select -

CU ANSCHUTZ SERVICE REQUEST FORMS

- **New User**: If you are interested in learning more about the eComm program and would like to connect with an eComm specialist, please submit this form [3].
- **Current User**: Please submit service requests through this form [4].

Other CU Anschutz Resources:

- [eComm](#)
- [Brand](#)
- [Social Media](#)
- [Media Relations](#)
- [Our Team](#)
Email or Event Requests

New Email or Event Request

If you are requesting to have an email sent or event launched that's new, submit the request via the build for me form(s) below. These request forms outline all the details we need to get started.

- Build an Email for me
- Build an Event for me

Repeat Email or Event Request

If you have worked with eComm before on an email or an event and have now have a similar request, it can save time to clone and update. Rather than submitting one of the forms above intended for brand new requests, provide details below and someone will reach out to you soon.

Deadline *

Month          Day          Year

Please only select a deadline within 24-48 hours for urgent requests. We ask for two weeks to deliver to new audiences for Marketing Cloud communications and 3 days to approve a Cvent event.

Tell us what you need help with: *

- Select -

What do you need help with in regard to Cvent? *

- Select -

What do you need help with in regard to Marketing Cloud? *

- Select -
What do you need help with in regard to Salesforce? *

- Select -

Wiki Resources

- Cancel Scheduled Email [12]
- Fix Broken Link in Email Already Sent [13]
- With what browsers is Marketing Cloud compatible? [14]
- I can’t see the audience list I’m sending to. What should I do? [15]

SENDING ISSUE | Unable to Send Email or Failed Send, Data Extension Error or Equal to 0

- Why can't a user send an email from Marketing Cloud (or start a Data Extension or equal to 0)? [16]

RECEIVING ISSUE | Someone Not Getting Message

- Why isn't someone getting my Marketing Cloud email? [17]
- My message ended up in a spam folder. How can I prevent this? [18]
HOW TO TROUBLESHOOT CONTACT NOT RECEIVING

START HERE
1) Did they receive the message? NO
   YES
   1a) Yay!

2) Are they captured in the Report? NO
   YES
   2a) Call eComms specialist

3) Is your point of contact captured? NO

SALESFORCE

MARKETING CLOUD

4) Are they captured in the Data Extension? NO
   YES
   4a) Contact eComms specialist

5) Etc.

?
Unlock Account, Reset Password & Troubleshoot Multi-Factor Authentication

- eComm specialists have access to help manage a user's account if they are struggling to log in (by unlocking their account or resetting their password) or lost their multi-factor authentication method (by revoking their method or providing a temporary code).

Unable to Access this Resource

- The message below is due to Cookies not being enabled in Chrome, a requirement for Marketing Cloud to operate. [Learn how-to enable your cookies in Chrome](#).
Internal Server Error

- There are two different ways to get around the 'Internal Server Error':
  - **Refresh** | Sometimes the page just doesn't load correctly the first time. Refresh the page to give Marketing Cloud a second chance to get it right.
  - **Switch Browsers** | Safari & Marketing Cloud do not work together. Instead try a Chrome or FireFox browser.

Login Issue

- New users know they can login to Marketing Cloud because they will receive login credentials and instructions.
- Your username will be comprised of your university email with **-mc03** added before the @ symbol.
  - For example, my username is: melanie.jones-**mc03**@cu.edu

Unable to Close Pop-Up

- If your screen is too small for this pop-up, selecting Close might not seem to work. Try:
  - **zooming out** | zoom out of the page by selecting into the magnifying glass in the URL bar >> negative (**CTRL+-** also works)
  - **close** | close the pop-up window
Welcome to the new Email Overview

a better way to access your data, start new tasks, and review what has recents.

Filter the recent items to view the content you want to see.

See information about the most recently created and modified items in your account.
Can't find what you're looking for? Continue submitting your ticket below.

Wiki Resources

Einstein Overview

- As of Oct. 2022, eComm users can request Einstein to be enabled. Provide the name of the Business Unit(s) you wish to have Einstein in to the spreadsheet along with some other details), then submit the ticket below. Einstein should be enabled within three business days and you will be notified via email.
  - Note, Einstein is also a Salesforce add-on but it is not currently available for eComm.

Wiki Resources

- How should I size my images?
  - If you must scroll to the right to view an email in an inbox, the images were not sized-down correctly before being uploaded to Marketing Cloud.
- How can I access CU and UCCS branded templates?
- How do I send a test?
- What should I look for in a successful test?
- How do I design for mobile?
- How can I ensure my email is accessible?

Can't find what you're looking for? Continue submitting your ticket below.

Wiki Resources

Request New/Updated Audience

- Request to have an audience added to your account by submitting a ticket with the following details:
  - Report or Data Extension?
  - Your Business Unit Name | Found in the top-right corner when logged into Marketing Cloud
  - Audience Description
  - Commercial or Transactional?
    - If Commercial, what Email Preference should be used?
Create Audiences (eComm Specialists)

- Audience Creation [29]
  - Salesforce Campaigns [30]
  - Salesforce Report Templates [31]
  - Marketing Cloud Data Extensions [32]

Wiki Resources

Request New From Information

- What are Send Classifications, Sender Profiles and Delivery Profiles [33]?
- Request to have this information added to your account by submitting a ticket with the following details:
  - Your Business Unit Name | Found in the top-right corner when logged into Marketing Cloud
  - From Name | CU Connections
  - From Email | connections@cu.edu [34]
  - Reply Email | connections@cu.edu [34] (will be the same as ‘from email’ if not provided)

Add New From Information (eComm Specialists)

- eComm specialists have access to add from information to Marketing Cloud [35] for users to select when sending.

Wiki Resources

Request New/Updated Audience

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  - Your Business Unit Name | Found in the top-right corner when logged into Marketing Cloud
  - Audience Description
  - Commercial or Transactional?
    - If Commercial, what Email Preference should be used?

Create Audiences (eComm Specialists)

- Audience Creation [29]
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Wiki Resources

Request Contacts to Delete

- **Create a Campaign with Campaign Members** of the Contacts you wish to have deleted
- **Provide the Campaign URL** when submitting the ticket below.
  - **Note, only Contacts in your Campaign who also meet the criteria below will be deleted:**
    - They are Standard contacts (not Individual Contacts where data was not populated from a CU source system)
    - They have not unsubscribed from any communications. We keep records for contacts who have unsubscribed so that we avoid adding them to a future email campaign that would violate CAN-SPAM.

HIPAA/Med-Only Contacts

- **Process for Managing HIPAA and Med-Only Contacts** [36]

Wiki Resources

Request Subscriber Re-Activation (weekly process)

- **Provide the Subscriber ID for the individual you wish to have re-activated to this spreadsheet** [37] (along with some other details) and it will be completed by the following Monday.
  - **There is no need to submit the ticket below, unless the request is urgent.**

Learn About Subscribers

- **Salesforce Contacts & Marketing Cloud Subscribers** [38]
- **Subscribers & Subscriber Status** [39]

Wiki Resources
• Where can I view tracking information for my email? [40]
• What is Intelligence Reports (formerly Datorama)? [41]
• How do I use Intelligence Reports (formerly Datorama) to analyze emails? [42]
• What is Einstein? [21]

Can't find what you're looking for? Continue submitting your ticket below.

Wiki Resources

• All events must be approved by an eComm specialist [43] by using the Approval Work Flow in Cvent [44].

Can't find what you're looking for? Continue submitting your ticket below.

Wiki Resources

Users

• If your department's finance information is already added to Cvent, users and eComm specialists can select the correct finance information [45] when creating paid or fundraising events [46]. This ensure the money collected for your event can be transferred from a single CU account back to your department.

eComm Specials

• Only the System Admin Team can add new Finance Information to Cvent. Submit the ticket below including the correct number and provide a description.

Can't find what you're looking for? Continue submitting your ticket below.

Wiki Resources

Users

• There is an automatic integration that occurs between Cvent and Salesforce [47]. By
tracking registrants' event participation to Salesforce, we can better understand our constituents and how they engage with CU. Users can leverage this data to exclude registrants from reminders or target future messages.

**eComm Specialists**

- While the Cvent-Salesforce integration is automatic, the eComm specialist may need to get involved. This might include sharing the Campaign (if the person who created the event isn’t the same person sending the Marketing Cloud messages) and/or converting a Campaign to a Data Extension (only necessary if the included audience is a Data Extension).

Can't find what you're looking for? Continue submitting your ticket below.

**Wiki Resources**

**Users**

- **Reporting** | Cvent's event reporting allows you to view every detail of your registration data, emails, financials and more. Create summary views and track trends over time to gauge improvement.
- **Cvent Portal** | Work with your eComm specialist to make Cvent Reports available to stakeholders via a secure login. These free licenses grant individuals access to specific Reports that can be viewed in real-time, filtered and exported as needed.

**eComm Specialists**

- One of the eComm specialist’s roles in Cvent includes managing how stakeholders can access Cvent data in real-time, without a steep cost. Follow these steps to create Portal Users and Publish Reports to the Portal for easy access.

Can't find what you're looking for? Continue submitting your ticket below.

**Wiki Resources**

- New users know they can **login to Cvent** because they will receive login credentials and instructions.
  - Account Code: **UCCO003**
  - Your username will be your university email.
Can't find what you're looking for? Continue submitting your ticket below.

Finance Information to Add (select all) * ☐ SpeedType ☐ Account Code ☐ Allocation Code

Wiki Resources

Opt a Constituent In or Out

- If a constituent can get an email from eComm, it's should be straightforward for them to manage their own email preferences via the footer. If they can't for some reason, users are often notified but they will have to pass the request (with documentation) along to their eComm specialist to make the edit. Learn more about who can take what actions to manage an individuals email preferences [53].

Update a Users Business Unit Access

- eComm specialists can request to have a user moved into different Business Units [54] as needed by commenting on the user's license record in Salesforce.

Changes/New Email Preferences or Business Units (Quarterly)

- ?Business Units (and/or Email Preferences) [55] can be added or updated on a quarterly basis. Submit your requests to the system office [56] to be addressed during the following quarter.

Can't find what you're looking for? Continue submitting your ticket below.

Wiki Resources

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Wiki Resources

Journey Builder

- Review the Journey Planning Worksheet. This document will help you in the brainstorming process but don’t worry about completing it before submitting a ticket.
- After submitting your ticket, you’ll be contacted by Lauren Galena to schedule some time to talk about your email journey ideas and outline the next steps. Submit your requests to the system office to be addressed during the following quarter.

Dynamic Content

- Learn more about how dynamic content works in Marketing Cloud, examples at CU and steps to get started. If you have a good case for dynamic content, populate all of the details in the next row of this spreadsheet. Once complete, include it with a ticket submission below and someone will followup to arrange a meeting.

Automation Studio

- Many communicators send recurring communications to the same audience. While that’s a good thing, it can lead to a lot of repetitive manual work that can be streamlined with Automation Studio. Learn more about setting up your own automations to optimize scheduling recurring email sends.
- Marketing Cloud senders are required to re-Start Data Extensions before each send to ensure the audience is up-to-date (and CAN-SPAM compliant). If an automation is configured to run all the Data Extensions in a Business Unit nightly, manually re-starting the Data Extensions before each send becomes obsolete. To make this move, eComm specialists can work with the System office to initially configure an automation in each Business Unit and learn to maintain. Learn how to get started with Automation Studio.
Wiki Resources

- **Duplicate Contacts in Salesforce**
  - eComm specialists can submit a Data Change Request (DCR) directly in Salesforce to have them merged.

- **Inaccurate name, email, or address for a Contact in Salesforce**
  - If a contact has an Advance ID, do not submit a Data Change Request (DCR).
    Please refer to the [Updating Contact Information in Salesforce](#) wiki for more details.
  - If a contact does NOT have an Advance ID, eComm specialists can submit a Data Change Request (DCR) in Salesforce to be addressed.

- **Incorrect or blank preferred name**
  - Learn more about why a preferred name might be blank, the process for updating it, and guardrails that exist to ensure personalizing Marketing Cloud emails with preferred name doesn't flop.

Can't find what you're looking for? Continue submitting your ticket below.

Wiki Resources

- New users know they can login to Salesforce because they will receive login credentials and instructions.
- Your username and password will be the same username and password you use to login to your employee portal.

Can't find what you're looking for? Continue submitting your ticket below.

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**Attach a file(optional)**

Choose a file [Upload]

Files must be less than 2 MB.
Allowed file types: gif jpg png txt html pdf doc docx ppt pptx xls xlsx xml zip.

Tell us more here *

Name *

Email *

Submit

**Source URL:** [https://www.cu.edu/ecomm/submit-help-ticket](https://www.cu.edu/ecomm/submit-help-ticket)

Links