

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 [your campus eComm specialist](#) ^[2] will contact you soon.

Name *

Email *

Campus | eComm Specialist *

- 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](#) ^[5]
- [Brand](#) ^[6]
- [Social Media](#) ^[7]
- [Media Relations](#) ^[8]
- [Our Team](#) ^[9]

Deadline *

What's your deadline? Heads up that if you are asking for a new report, we ask for two weeks. And if you need a Cvent form approved, we need 3 days.

What's the urgency? *

Please note, indicating your request as urgent will only elevate it in the queue for review. We can not guarantee a turn-around time although it will be addresses ASAP.

Tell us what you need help with: ***What do you need help with in regard to Cvent? *****What do you need help with in regard to Marketing Cloud? *****What do you need help with in regard to Salesforce? *****Wiki Resources**

- 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.

Still getting an 'Internal Server Error'? Continue submitting your ticket below.



Email

Overview

Content

Subscribe

Internal Server Error

Wiki Resources

- 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

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

Wiki Resources

- 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

Can't get rid of the pop-up? Continue submitting your ticket below.

Welcome to the new **Email Overview**

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

The screenshot shows the 'Email Overview' dashboard. At the top, there's a navigation bar with 'Email' selected, and other options like 'Calendar', 'Pulse', and 'Security'. Below that, a secondary navigation bar includes 'Overview', 'Content', 'Subscriber', 'Interactions', 'A/B Testing', 'Tracking', 'Admin', and 'Custom'. The main content area is titled 'Overview' and features a 'Recent Items' section. This section has a 'Last Modified by' dropdown set to 'Scott' and a set of filter tabs: 'Emails', 'Templates', 'Portfolio', 'Lists', 'Groups', and 'Data Ext.'. Below the filters is a table of email items:

Thumbnail	Title	Status	Modified On	Modified By	Campaign	Actions
	Welcome Email Congratulations! Your Membership has been confirmed.	Approved	08 Oct 2012	Scott McCorkle	New Customers Welcome Email First Time Visitors	Actions
	Fall Newsletter What's New for the Season?	Pending	08 Oct 2012	Scott McCorkle	Fall Holidays 12-hour Deals	Actions
	Free Shipping Extended FREE shipping for 2 more weeks on any order.	Declined	08 Oct 2012	Scott McCorkle	Free Shipping Bi-Monthly Givea... Recurring Promo...	Actions
	Black Friday Sale Free Shipping Over \$50	Approved	08 Oct 2012	Scott McCorkle	Free Shipping Bi-Monthly Givea... Recurring Promo...	Actions
	Black Friday Sale Free Shipping Over \$50	Approved	08 Oct 2012	Scott McCorkle	Free Shipping Bi-Monthly Givea... Recurring Promo...	Actions
	One Day Only Savings 10% Off Everything!	Approved	08 Oct 2012	Scott McCorkle	Free Shipping Bi-Monthly Givea... Recurring Promo...	Actions
	Holiday Shopping Free Shipping Over \$50	Approved	08 Oct 2012	Scott McCorkle	Free Shipping Bi-Monthly Givea... Recurring Promo...	Actions

On the right side of the dashboard, there's a 'Sends' section with a list of email campaigns and their subscriber counts, and a 'Shortcuts' section with a 'Create Email' button. At the bottom right, there's a 'NEW' badge and a link to 'Email and Content'.

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.

Wiki Resources

- [How should I size my images?](#) ^[10]
 - 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?](#) ^[11]
- [How do I send a test?](#) ^[12]
- [What should I look for in a successful test?](#) ^[13]
- [How do I design for mobile?](#) ^[14]
- [How can I ensure my email is accessible?](#) ^[15]

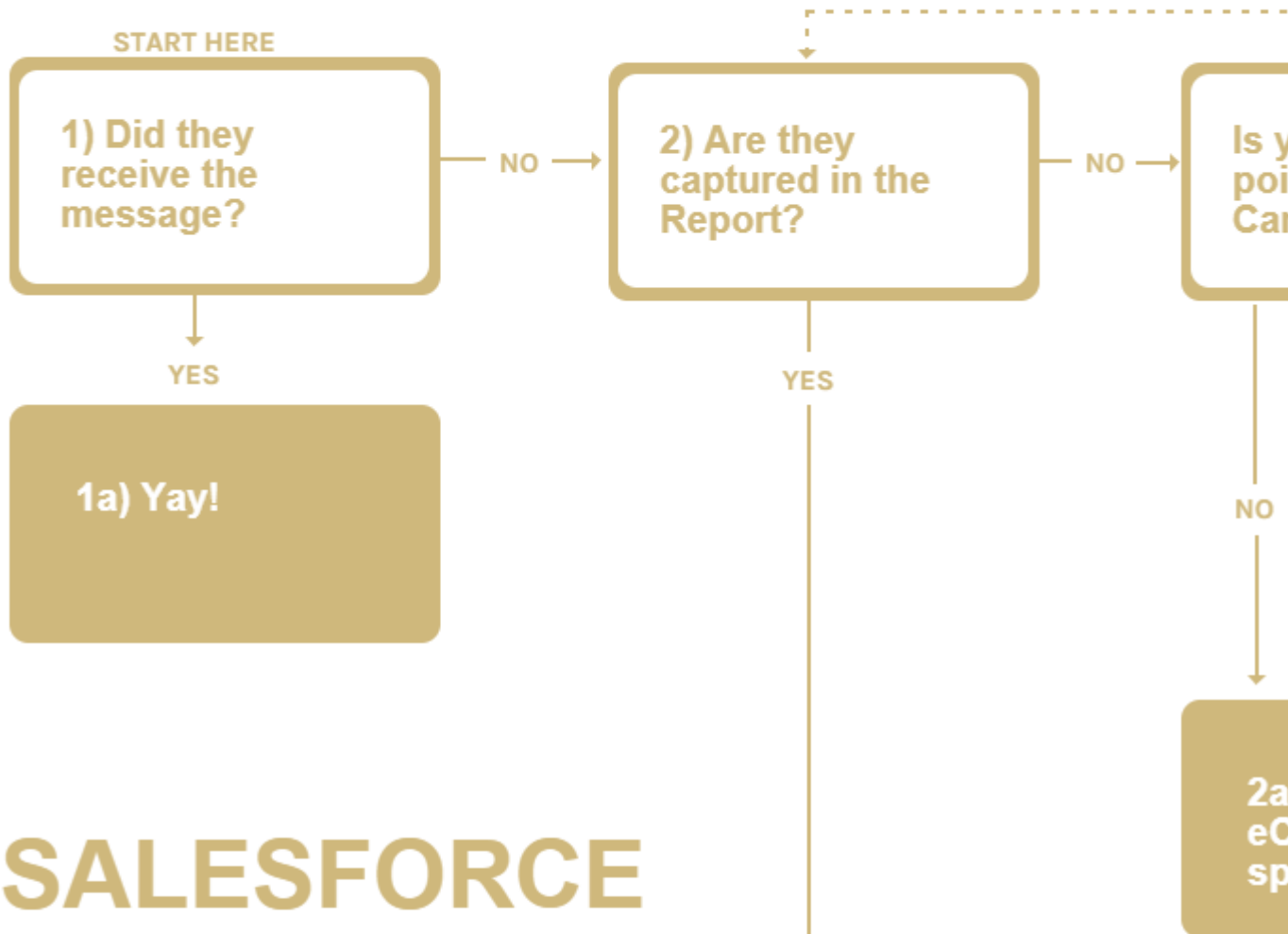
Can't find what you're looking for? Continue submitting your ticket below.

Wiki Resources

- [Why isn't someone getting my Marketing Cloud email?](#) ^[16]
- [My message ended up in a spam folder. How can I prevent this?](#) ^[17]

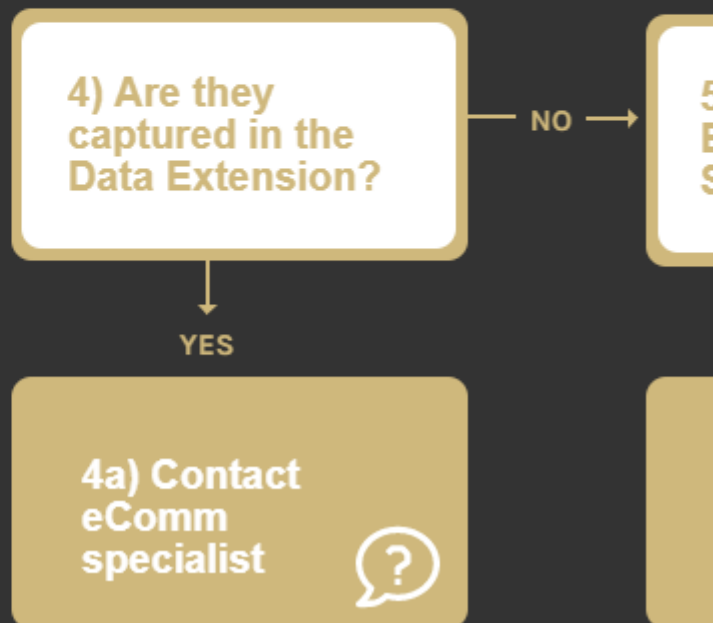
HOW TO TROUBLESHOOT

CONTACT NOT RECEIVING



SALESFORCE

MARKETING CLOUD



[16]

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

Wiki Resources

- [With what browsers is Marketing Cloud compatible?](#) [18]
- [I can't see the audience list I'm sending to. What should I do?](#) [19]
- [How do I fix a broken link in an email I already sent?](#) [20]
- [Why can't I send an email from Marketing Cloud?](#) [21]
 - New User's must pass the eComm quiz after training to get access to send emails via Marketing Cloud.

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

Wiki Resources

- [Where can I view tracking information for my email?](#) [22]
- [How can I compare the data of different email sends?](#) [23]

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

Wiki Resources

- All events must be approved by an [eComm specialist](#) [24] by [using the Approval Work Flow in Cvent](#) [25].

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

Wiki Resources

- New users know they can [login to Cvent](#) [26] 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.

Wiki Resources

- New users know they can [login to Salesforce](#) [27] 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.

Attach a file(optional)
Choose
a
file

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 *

Source URL: <https://www.cu.edu/ecomm/submit-help-ticket>

Links

- [1] <https://www.cu.edu/ecomm/submit-help-ticket>
- [2] <https://www.cu.edu/blog/ecomm-wiki/need-help-start-here>
- [3] <https://www.cuanschutz.edu/offices/communications/ecomm/ecomm-more-information>
- [4] <https://www.cuanschutz.edu/offices/communications/ecomm/ecomm-service-request>
- [5] <https://www.cuanschutz.edu/offices/communications/ecomm>
- [6] <https://www.cuanschutz.edu/offices/communications/brand>
- [7] <https://www.cuanschutz.edu/offices/communications/social-media>
- [8] <https://www.cuanschutz.edu/offices/communications/media-relations>
- [9] <https://www.cuanschutz.edu/offices/communications/team>
- [10] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-image-best-practices>
- [11] <https://www.cu.edu/blog/ecomm-wiki/cu-and-uccs-branded-templates>
- [12] <https://www.cu.edu/blog/ecomm-wiki/sending-test-email>
- [13] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-edit-review-and-approve-test-email>
- [14] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-designing-mobile>
- [15] <https://www.cu.edu/blog/ecomm-wiki/4-strategies-creating-accessible-content>
- [16] <https://www.cu.edu/blog/ecomm-wiki/someone-not-receiving-marketing-cloud-messages>
- [17] <https://www.cu.edu/blog/ecomm-wiki/keep-your-message-out-spam-folders-content-detective>
- [18] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-graded-browser-support>

- [19] <https://www.cu.edu/blog/ecommerce/wiki/salesforce-visibility-and-sharing>
- [20] <https://www.cu.edu/blog/ecommerce/wiki/marketing-cloud-update-broken-link-after-send>
- [21] <https://www.cu.edu/blog/ecommerce/wiki/unable-send-email-marketing-cloud>
- [22] <https://www.cu.edu/blog/ecommerce/wiki/marketing-cloud-new-user-training-0>
- [23] <https://www.cu.edu/blog/ecommerce/wiki/export-tracking-data>
- [24] <https://www.cu.edu/ecommerce/strategy/leadership>
- [25] <https://www.cu.edu/blog/ecommerce/wiki/cvent-event-approval-launch>
- [26] <https://sandbox-app.cvent.com/subscribers/Login.aspx?ReturnUrl=%2fsubscribers%2fdefault.aspx>
- [27] <https://cuecommerce.my.salesforce.com/>