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.

Ticket Status (DO NOT CHANGE)

- Open ▼

☐ I am an eComm specialist.

**eComm Specialist** *

- Select - ▼

**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 *

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

Unlock Account, Reset Password & Troubleshoot Multi-Factor Authentication

- eComm specialists have access to help manage a user's account [10] if they are struggling to login (by unlocking their account or resetting their password) or lost their multi-factor authentication method (by revoking their method or providing a temporary code).
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 recently been done.

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.
As of Oct. 2022, eComm users can request Einstein to be enabled without submitting the ticket below. Provide the name of the Business Unit(s) you wish to have Einstein in to the spreadsheet (along with some other details) and it will be enabled by the following Monday.  
  ○ Note, Einstein is also generally a Salesforce add-on but it is not currently available for eComm.

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Request New From Information

○ What are Send Classifications, Sender Profiles and Delivery Profiles?

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 (will be the same as 'from email' if not provided)
  ○ **Reply Email** | connections@cu.edu (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 [21] for users to select when sending.

Wiki Resources

- Salesforce Contacts & Marketing Cloud Subscribers [22]
- Subscribers & Subscriber Status [23]
  - Provide the Subscriber ID for the individual you wish to have re-activated to this spreadsheet [24] (along with some other details) and it will be completed by the following Monday. There is no need to submit the ticket below.

Wiki Resources

- Cancel Scheduled Email [25]
- Fix Broken Link in Email Already Sent [26]

Someone Not Receiving Message

- Why isn't someone getting my Marketing Cloud email? [27]
- My message ended up in a spam folder. How can I prevent this? [28]
HOW TO TROUBLESHOOT CONTACT NOT RECEIVING

START HERE

1) Did they receive the message?
   - YES
     1a) Yay!
   - NO
2) Are they captured in the Report?
   - YES
   - NO
3) Is your point of contact captured?

SALESFORCE

MARKETING CLOUD

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

5) Email Support
User Unable to Send

- Why can't a user send an email from Marketing Cloud or start a Data Extension? [29]
  - New User’s must pass the eComm quiz after training to get access to send emails via Marketing Cloud.
- With what browsers is Marketing Cloud compatible? [30]
- I can’t see the audience list I’m sending to. What should I do? [31]
- How do I fix a broken link in an email I already sent? [26]

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

Wiki Resources

- Where can I view tracking information for my email? [32]
- What is Datorama? [33]
- How do I use Datorama to analyze emails? [34]

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

Wiki Resources

- All events must be approved by an eComm specialist [35] by using the Approval Work Flow in Cvent [36].

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

Wiki Resources

- New users know they can login to Cvent [37] because they will receive login credentials and instructions.
  - Account Code: UCC0003
  - Your username will be your university email.
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 individual's email preferences [38].

Update a User's Business Unit Access

- eComm specialists can request to have a user moved into different Business Units [39] 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 [40] can be added or updated on a quarterly basis. Submit your requests to the system office [41] to be addressed during the following quarter.

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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, make a copy of this sheet and populate all of the details in the second column. 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 [48] wiki for more details.

- If a contact does NOT have an Advance ID, eComm specialists can submit a Data Change Request (DCR) [47] 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. [49]

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

**Wiki Resources**

- New users know they can login to Salesforce [50] 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  
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** *

Submit

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

**Links**
[1] https://www.cu.edu/ecomm/submit-help-ticket  
[3] https://www.cuanschutz.edu/offices/communications/ecomm/ecomm/ecomm-more-information  
[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-administrative-tasks  