MarCom Web Page Assistance requests in myHelp

If you have an issue with a web page managed by Marketing and Communications, you can contact the department’s web team by submitting a MarCom Web Page Assistance request in myHelp. This is the best way to alert our department about a problem because you will notify multiple team members at once.

Before submitting a request, please keep in mind that Marketing and Communications does not manage every website on campus. If you contact our team about a website that we cannot edit, we will try to refer you to the appropriate person as soon as possible.

To submit a request, follow the steps below.

1. Log into myHelp by going to northeastern.service-now.com and entering your myNEU username and password. (You may also access myHelp on myNEU's Service and Links tab.)

2. Next, click on the Service Catalog link. From the Service Catalog, click the MarCom Web Page Assistance option is listed in the catalog's Help and Support Services section. These options are outlined in green in the screenshot below.
3. Now you may enter your request. There are two fields to fill: Web Page or Group Name and Describe Assistance Needed.

Web Page or Group Name refers to the name of your department, lab or center. This will help us confirm that your request can be handled by Marketing and Communications. For example, a staff member from the Provost’s Office submitting a request would enter “Provost’s Office” in this space.

In the Describe Assistance Needed field, enter the issue with your web page or website. For example, if you wanted Marketing and Communications to update a link on the university’s Find A-Z page, you would write:

“Update a link on the Find A-Z page. Change the ‘Admissions, Graduate’ link’s URL from www.gradadmissions.neu.edu to www.northeastern.edu/graduate.”

After entering information into the fields, click the Order Now button.

4. On the next screen, you will confirm that your request is correct. To confirm the request, click the Submit Order button.

5. After you submit your request, a message will be sent to the appropriate Marketing and Communications web team members. If necessary, someone from the web team may contact you to follow up on your request.