

KACE System for Photography Step-by-Step Guide

Follow the link on the Photography Department website or use:

<https://5000.coastal.edu/>

1. When Prompted on the login page use your CCU ID and the CCU password you have affiliated with your account.
2. In the ORGANIZATION dropdown box, click:
2-University Marketing and Communication



Welcome and Login...

The ITS Service Center will be following normal CCU Summer hours beginning the week of May 10th.

M - TH 8:00 - 5:00

F 8:00 - 12:30

Welcome to Coastal Carolina University's Ticket System. Please enter your CCU user name into the Login ID field, your CCU password into the Password field, select the appropriate organization (Information Technology Services, University Marketing and Communications, or IRAA - Institutional Research, Assessment and Analysis), and then click Login. If you have problems logging into the site, or have any other questions, please contact the ITS Service Center at 843-349-5000 (x5000).

FOR PASSWORD ASSISTANCE PLEASE CLICK HERE: [HTTPS://PASSWORD.COASTAL.EDU](https://password.coastal.edu)

FOR MOODLE ASSISTANCE PLEASE CLICK HERE: <https://www.coastal.edu/forms/moodle/helpform/>

FOR STUDENT ASSISTANCE PLEASE CLICK HERE: <https://www.coastal.edu/forms/studenthelpdeskform/>

Login (user name):

Password:

(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out")

Organization:

1. On the top left click the headset icon with MarComm Service Center.
2. Click the dropdown box New to create a New ticket.
3. Follow the dropdowns and click Photography.



The screenshot shows the MarComm Service Center interface. On the left, a navigation menu is visible with 'MarComm Service Center' highlighted in a yellow circle. Below it are options for Dashboard, Tickets, Knowledge Base, Announcements, and Archive. A 'Reporting' section is also present. The main content area is titled 'Tickets | All Queues'. At the top of this area, there are two dropdown menus: 'New' and 'Choose Action', both highlighted in yellow. The 'New' dropdown is open, showing a list of categories: CCU Story Submission, Creative Design, Editorial Proofing, General Work Request, Licensing, Marketing, Multiple-Services Campaign, Photography (highlighted in a yellow circle), Printing, Public Relations/News Release, Social Media, Video Production, and Web Content. Below the dropdown, a list of tickets is shown, each with a checkbox and a unique ID (e.g., TICK:0460, TICK:0228, etc.). The date and time '02/24/2021 09:01:07' are displayed at the bottom right of the page.

1. Fill out the Requested by/Submitter box.
2. Assignment Type is required and based on your choice the information needed for each form will change.



MarComm Service Center > Tickets > New Ticket - Photography | Photography

New Ticket - Photography | Photography

Requested by/Submitter: Scott Dean

Assignment Type: (required) Please select one...

Assignment Location:

Account Number/Fund:

Assignment Date and Time: 00 : 00

Department:

Program:

Project:

Please provide detailed information about the shoot:

Status: New

Staff Assigned/Owner: Unassigned

CC List: [+ Add CC List](#)

Priority: Medium

Related Ticket Information

See Also: [+ Add Ticket](#)

Referrers: None

For a further in-depth description of your photography needs, please visit our website.



New Ticket - Photography | Photography

Requested by/Submitter:

Scott Depp

Assignment Type: (required)

Please select one...

- Please select one...
- Athletics
- Environmental Portrait
- Event
- Group
- Headshot
- Marketing
- Other

Please provide detailed information about the shoot:

Status:

New

Staff Assigned/Owner:

Unassigned

CC List:

[+ Add CC List](#)

Priority:

Medium

Related Ticket Information

See Also:

[+ Add Ticket](#)

Referrers:

None

Save

Apply Changes

Cancel

1. Please fill out all boxes to the best of your knowledge that pertain directly to your shoot/request.
2. Please leave ACCOUNT NUMBER/FUND blank. There is no charge for our services.

The screenshot shows the 'New Ticket - Photography | Photography' form in the MarComm Service Center. The form includes the following fields and sections:

- Requested by/Submitter:** Scott Dean
- Assignment Type: (required):** Event
- Assignment Location:** Account Number/Fund (circled in yellow)
- Assignment Date and Time:** 00 : 00 with a Clear button
- Department:** (empty)
- Program:** (empty)
- Project:** (empty)
- Contact Person at Location:** (empty)
- Start Time:** (empty)
- End Time:** (empty)
- Name of Location:** (empty)
- Number of Recipients at Event (if awards):** (empty)
- Description of Event:** (empty)
- Candids (Press Command on Macs and CTRL for Windows + your options to select more than one):** Before, During, After
- Please provide detailed information about the shoot:** (empty text area)

At the bottom of the form, there are three buttons: Save, Apply Changes, and Cancel.

