Website Change Requests

So, you need to make website edits…

Our website editing process is managed by Terri Duke (tld10@duke.edu). If at any point you have questions about how something works or would like to discuss something that doesn't quite fit into our process, please email Terri, and she'll be happy to help.

Our process runs through an online program called BugHerd (https://www.bugherd.com/). This program allows you to pinpoint exactly where a change is needed on the website using a "pin." If you or someone on your team needs to make regular website updates, we'll need to give them access to the program and walk them through a brief training session (15-30 minutes).

If you do not have access to BugHerd because this may be the first time you've needed to edit the website, or you rarely need to make changes, please email Terri directly to determine the best way forward.

What does the process look like for standard updates?

1. Submit your change(s) through BugHerd. Try to be precise when pinning (within reason).

2. Drop Terri a note that you've added tasks in BugHerd. She should get a notification, but better safe than sorry! Please let her know if there is some urgency so we can recalibrate.

   a. If facts and dates are being changed, Terri can make the change(s) without any other steps.

   b. If the change(s) involves marketing content, it must be approved by the Brand Team before the change is made.

3. Once the edits have been made, they will be marked as done in BugHerd, and someone on our team will let you know via email or MS Teams that the task(s) is done.

What if I have so much content to edit that BugHerd is impractical?

Contact Terri to discuss the best way to pass those changes on. If there is a large amount of content, it might make sense to pin where the content is going and put the content itself in a Word document. In that case, please put the Word document in Box and provide a download link to the team.

What if I need to change an image or a video?

The process is similar. You'll pin the location of the content of the current image or video and provide a Box shared link to the image or video in question. Note that image and video changes must go through a Brand Team approval to ensure they fit with our brand tone, voice, and style.

What if I need to change a PDF?

Please pin the place on the page where the link(s) is located and then send the team a Box shared link to the PDF along with the URL of the file in question. Note that to stay aligned with web accessibility guidelines, we will have to send the PDF out to a third party to be made accessible. The cost will be charged back to your department and is a small cost based on the complexity and size of the document. We usually have less than a 24-hour turnaround time on these requests.

What if I need to create a whole new page or section?

This will be something that can't be handled by the standard update process, as page creation and location require several things to be considered. Please email us an email discussing what you're looking to accomplish and send a Box link to any content or background you have already created. We'll follow up with the larger Global Marketing team and decide on the next best steps.