**Instructions for Quarterly Updates**

**Methods of Submission**

We understand that all programs have different methods of submission. We do not ask that you change *how* you submit data, only that you notify us through the NatureServe Freshdesk Portal. In other words, we only ask that you change how you notify us of the data submission but not that you change how you submit the data itself.

However, we do offer a Secure File Transfer Protocol Transfer Server through which programs can submit data. Instructions for how to submit data can be found [here](https://natureserve.freshdesk.com/support/solutions/articles/239282-upload-to-transfer-site). If you do not have or do not remember your SFTP login information and wish to submit data through the Transfer Server, please submit a ticket through the helpdesk and we will ensure you can access the SFTP Server.

**Submission Process**

1. As soon as your program knows approximately when it will be submitting data for a quarterly update, please submit a ticket to the help desk with the rough estimate of when your data will be ready for submission.
   1. Instructions for submitting a helpdesk ticket
      1. Navigate to the [NatureServe Freshdesk Portal](https://natureserve.freshdesk.com/support/home)
         1. If you do not have an account set up on NatureServe’s Freshdesk Portal, please contact John\_Rusbarsky@Natureserve.org
      2. Navigate to the top right corner where you will see “New support ticket”
      3. Fill out the form, and include any estimates of the date you will have the data ready for submission.
2. When your data is ready for submission, navigate to “Check ticket status” and find your data submission ticket.
   1. Update the ticket to include any pertinent information regarding the data submission, including your method of submission.
3. We will confirm receipt of your data and allocate time in our development calendar to process the data. We will have your data ready to review on your Development Instance within 1-3 weeks.
4. We will alert you through the Freshdesk Portal that your data is ready for review on the Development Instance.
5. From there, we will work through any potential issues discovered in the data and make any alterations as needed.