How to Request Support From Communications and Marketing

REGISTER FOR WORKFRONT

Only authorized users can make requests within the Workfront system. If you have been designated by your manager to be a requester, the following apply.

1. You'll receive a registration email from notifications@myworkfront.com.
2. Click "Get Started" to complete your profile and set your password. Please include all your contact information.
3. A pop-up will invite you to familiarize yourself with the request portal. You can click "End tour" at any time. You'll be invited to visit Workfront One for more training, but this isn't necessary for your role as a requester.

MAKE A REQUEST

From Workfront's main landing page, select a request form:

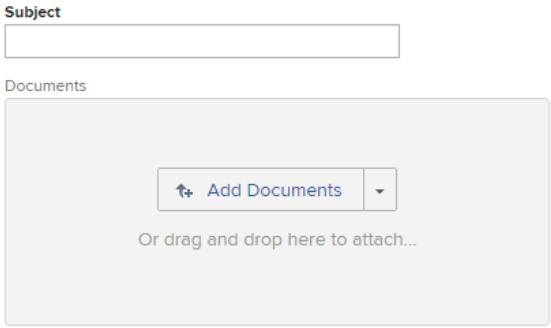
- **Asante.org Request** for changes or additions to our public website. (Revisions to *my*AsanteNET should be directed to Kristi Franklin.)
- **Communications and Marketing Request** for marketing or communications planning, consultation and new or revised materials.*
- **Media Request** for announcements to share with the news media.
- **Newsletter Submission Request** for Asante News or other internal newsletters.

Add a subject

Be specific. For example, instead of writing "brochure," state, "volunteer brochure for ARRMC." This directs your request to the right person and helps prevent delays.

Add supplemental documents

Upload relevant images, Word documents, pdfs, etc.



** Reprints of existing materials are ordered through the Infor Requisition Center or Mustard Press ordering portal. Items with "Controlled Unless Printed" notations may be updated using form 400-DC-0005 on myAsanteNET.*

Complete all required fields

As you make your choices, new prompts will appear seeking more details about your request. **Prompts in bold are required.** If you click the orange "Submit Request" button before completing required fields, you will receive an error message.

Other required information

- Manager preapproval.
- The requesting department's cost center.
- Your contact information, even if requesting on someone else's behalf.
- Delivery information if applicable.
- URL if requesting a web update.

Submit your request

Once you submit your completed request you will receive an automated confirmation email from Workfront.

TRACK YOUR REQUEST

Notifications

You may receive additional emails from the marketing team through Workfront, such as a request for additional information or messages that your project was approved or declined. You can also see your notifications by clicking on the blue box at the top of your screen.

Communicate with the team

If your project was approved, you can ask questions or add information in the Updates section. Click on the quote symbol in the left panel to add your comment. The team will be notified of your message. To direct your question to a specific person, tag them with an @ symbol before their name.

The Communications and Marketing team may continue to communicate with you through updates within the Workfront system. (Note that Workfront uses the word "issue" to refer to comment exchanges within the system. This does not mean there is a problem with your project.)

Help

If you have questions, need further guidance or would like to designate a requester, please email Grant Walker or Sheri Croy.