PROJECT REQUEST PROCEDURES

Office of Marketing and Media
C-Bldg, Room 236
281.756.3567
marketingdepartment@alvincollege.edu

ACC
ALVIN COMMUNITY COLLEGE

In an effort to improve our service and ability to accurately organize, track, and communicate about projects we are implementing a new project management system.

Here are a few of the benefits:

- **Client Portal**
  Each user will have a unique login and Client Portal to submit project requests and keep abreast of their status.

- **Online Access**
  Requests can be submitted online anywhere, anytime.

- **Fast Response**
  Receive approval or a response from our office usually within 24 hours.

- **Eliminate Email Clutter**
  Communicate directly with Marketing staff through the client portal on each individual project.

- **Online Proofing**
  View, comment, and approve proofs through a web browser.

Old method - PDF form submission through email

New method - Online submission through Workamajig

STEP 1
Go to Workamajig Login Page

In your browser, type, click or copy the following website address: https://app5.workamajig.com/Platinum/

☞ **TIP:** *Though compatible on mobile devices, the Workamajig website works best on a **desktop computer in Chrome and Firefox** browsers.*
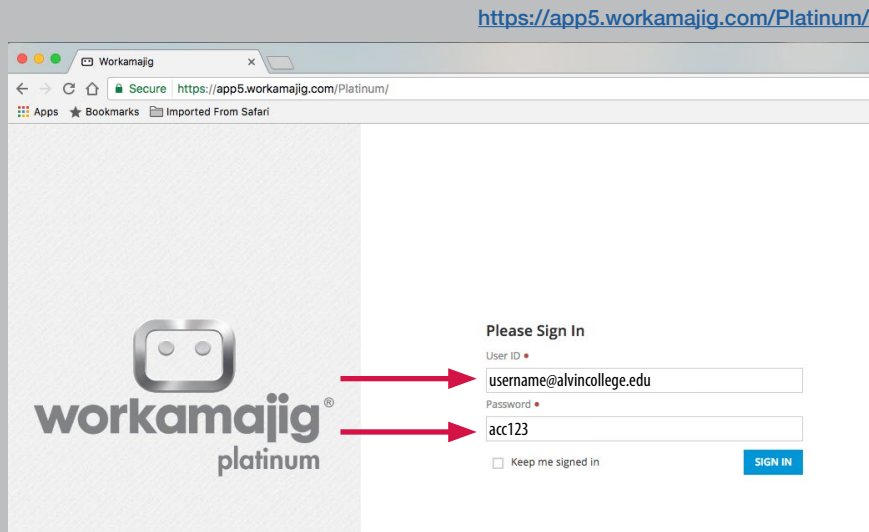
You may also want to bookmark the Workamajig login page to make it easy to find later.
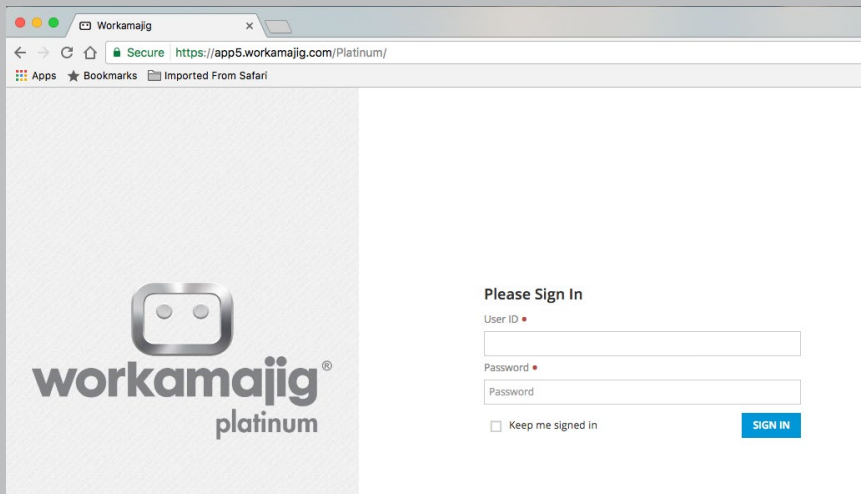
STEP 2
Login to Workamajig

1. Type in your **ACC email address** in the **User ID** field.

2. Type **acc123** (all lower case) in the **Password** field.

3. If you have any trouble logging in, please email marketingdepartment@alvincollege.edu.

https://app5.workamajig.com/Platinum/

STEP 3
Change Password

1. Once you have successfully logged in, you will be prompted to change your password. Please choose a password that is easy to remember.

2. You will need to enter the new password twice to ensure it is changed. Once complete, click the blue **Sign In** button.

STEP 4
View Client Portal

1. Once you have successfully changed your password and logged in, you will be taken to the **Client Portal**. This is where you can request projects, view active and complete projects and edit your contact information.
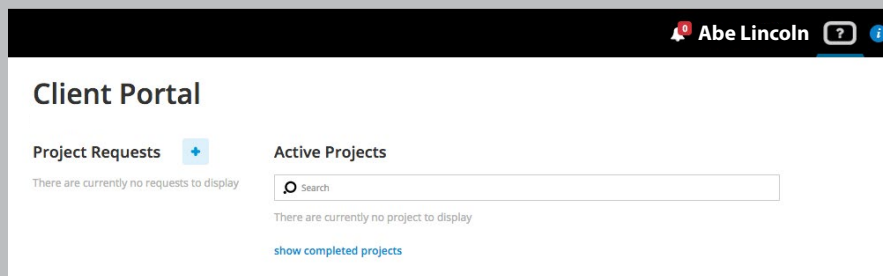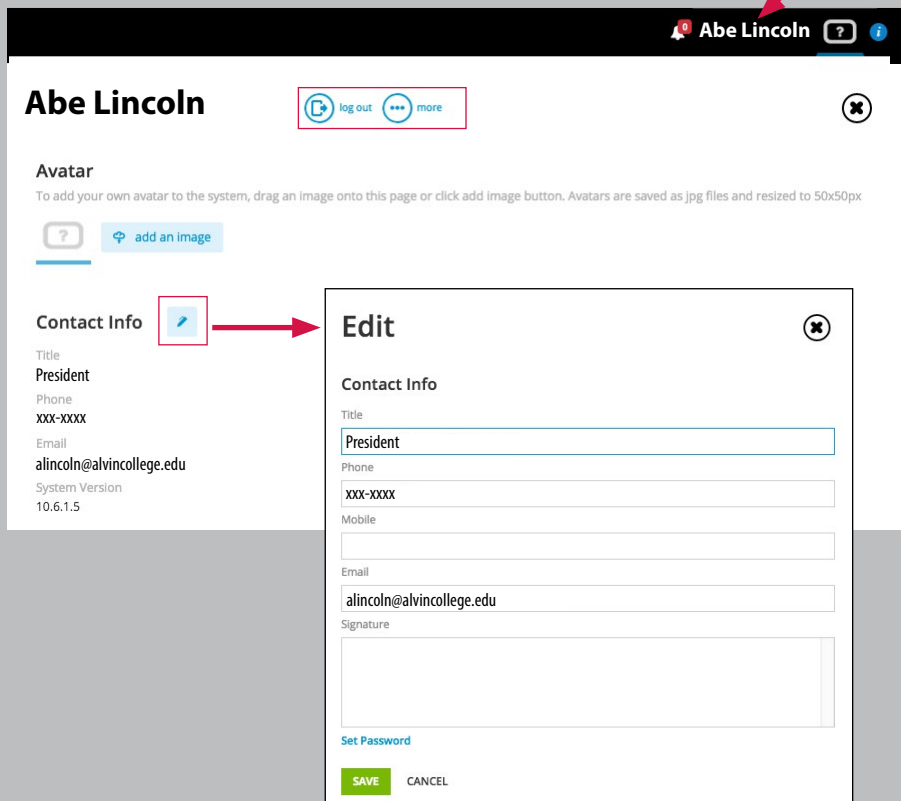
☞**TIPS:**

✚ Click the plus symbol to open up sub menus

✖ Click the X button to close a window

🔔 Click the bell to view project notifications

ⓘ Click the "i" button to access the Help Menu or ask a question

STEP 4
Verify/Edit Contact Info

1. Click on your name to setup an avatar (not required) and edit your contact information. By clicking the ⚬⚬⚬ more button you can remove the avatar, open the help guide, view system messages, and review release notes.

2. If necessary, click the ✎ icon to edit your contact information. Click the green button to save your changes.

3. When complete, click the ✖ icon to return to the client portal.

4. To log out of the system, click the ⟶ log out button.

STEP 6
Request a Project

1. To request a project, click on the ✚ icon as indicated in the image to the right. Once clicked, the project request form menu will appear.

2. Hover over the type of project you need and click on it with your mouse.

STEP 7
Marketing & Design Requests

1. Marketing & Graphic Design requests should be submitted at least **three weeks** prior to when the final product is needed.

☞**TIPS:**

· *If possible, plan your project several months in advance and alert Marketing of work that will be needed.*
· *Review all content before sending to Marketing.*
· *Gather all content and submit it at the same time.*
· *Please allow 3-4 weeks for production of your publication. More time may be needed depending on the workload.*
· *Review your text and artwork carefully before approving*

Request a Project ⊗

Select the type of project you would like from the list below

Marketing & Graphic Design

Items that require graphic design/layout and/or printing enter the Marketing and Media through this request form. Because of the large number or requests we receive, please plan and allow AT LEAST 3 WEEKS FOR COMPLETION. Send any required attachments by using the upload function on the second page of this form.

STEP 7
Marketing & Design Requests

1.   Complete the form by entering the following:

- **Project Name -** Enter a unique name for your project.

- **Project Description** - Enter a *detailed description* of your project. The description should include the purpose of the project, the goals you are trying to achieve, and the call to action if required.

- **Printing** - Indicate whether your project needs to be printed.

- **Due Date** - This will be pre-filled with a date at least three weeks from the current day, however, you may change it to a later date. If you need it sooner, please indicate the date in the project description. Turnarounds shorter than three weeks will be granted at the discretion of the Director, Marketing & Media.

- **Budget Number** - Please complete if your project requires printing.

- **Quantity** - Indicate how many printed copies are needed.

- **Target Audience** - Indicate the desired target audience(s).

- **Project Type** - Please indicate which type of deliverables are desired.

- **Attachments** - If you have rough drafts, images, or content documents, please click the ✚ icon to upload them. You may upload more than one file by holding down the "control" key while clicking the files. Only the following file types will be accepted: .PDF, .DOC, .DOCX, .JPG, .PNG, .XLS, .XLSX, .PPTX, .EPS, .AI, and .INDD. Please **do not send Microsoft Publisher** files. These should be converted to PDF format.

- **Submit** - When you have finished uploading files and have completed the request form, click the **green submit button** to send your request.

Step 1 of 2
Graphic Design

Main Request

Requested By •

Abe Lincoln

Email to Notify •

alincoln@alvincollege.edu

Project Name •

Project Description •

Due Date

5/22/2017

Does Your Project Require Printing?
- ○ Yes
- ○ No

Budget Number (complete only if your project requires printing)

Quantity (how many printed copies?)

Kind of Job •
- ○ New Project
- ○ Revision to Existing Project

Target Audience - who is the intended audience for your project?
- ☐ Current Students
- ☐ Potential Students
- ☐ Faculty and Staff
- ☐ General Public
- ☐ Other

Project Type (check all that apply)
- ☐ Banner
- ☐ Blue Tube Slide
- ☐ Brochure
- ☐ Business Card
- ☐ Event Program
- ☐ Flyer
- ☐ Graphic/Infographic
- ☐ Invitation
- ☐ Name Badge
- ☐ Postcard
- ☐ Poster

NEXT ❯

Click the next button to move to the next screen

Request a Project

Select the type of project you would like from the list below

Marketing & Graphic Design
Items that require graphic design/layout and/or printing enter the Marketing and Media through this request form. Because of the large number or requests we receive, please plan and allow AT LEAST 3 WEEKS FOR COMPLETION. Send any required attachments by using the upload function on the second page of this form.

Step 2 of 2
Marketing & Graphic Design

Edit Details

Request Details

Attachments ✚ ← Click to upload files

There are currently no attachments on this request

SUBMIT ← Click submit to send your request

STEP 8
Web Design & Updates

1. Complete the form by entering the following:

- **Project Name -** Enter a unique name for your project.

- **Project Description** - Enter a *detailed description* of your project. The description should include the purpose of the project, the goals you are trying to achieve, and the call to action if required.

- **Due Date** - Please allow 48 hours for simple updates. Please allow 10 workdays for more complex jobs such as creating new website pages and landing pages.

- **Service Requested** - Indicate the type of work for your project

- **Web Page Address** - Please enter the address of the page to be modified or the desired address for a new page.
Ex. www.alvincollege.edu/admissions

- **Priority** - Please indicate the project's level of urgency

- **Attachments** - If you have rough drafts, images, or content documents, please click the ✚ icon to upload them. You may upload more than one file by holding down the "control" key while clicking the files. Only the following file types will be accepted: .PDF, .DOC, .DOCX, .JPG, .PNG, .XLS, .XLSX, .PPTX, .EPS, .AI, and .INDD. Please **do not send Microsoft Publisher** files. These should be converted to PDF format.

- **Submit** - When you have finished uploading files and have completed the request form, click the **green submit button** to send your request.

Step 1 of 2
Web Services

Main Request

Requested By •
Abe Lincoln

Email to Notify •
alincoln@alvincollege.edu

Project Name •

Project Description

Due Date
6/20/2017

Service Requested •
- ○ Web Page - NEW
- ○ Web Page - UPDATE
- ○ Web Page - Banner
- ○ Landing Page
- ○ Form
- ○ Call to Action

Web Page Address (or desired new page) •

Please enter the address of the page to be modified or the desired address for a new page. Ex. http://www.alvincollege.edu/admissions

Priority (Please let us know the urgency of your request) •
- ○ Low
- ○ Medium
- ○ High
- ○ Urgent

NEXT › ← Click the next button to move to the next screen

Request a Project

Select the type of project you would like from the list below

Web Services
This is the official method for college employees to request jobs from the Web Services office. Most webpage updates can be completed within 48 HOURS. However, PLEASE ALLOW 10 WORKDAYS (2 calendar weeks) FOR COMPLETION of more complex jobs. Send any required attachments by using the upload function on the second page of this form.

Step 2 of 2
Marketing & Graphic Design

Edit Details

Request Details

Attachments ✚ ← Click to upload files

There are currently no attachments on this request

SUBMIT ← Click submit to send your request

STEP 9
Media Services Requests

1. Complete the form by entering the following:

   • **Project Name -** Enter a unique name for your project or event.

   • **Project Description** - Enter a detailed description of your project. The description should include the purpose of the project and the goals you are trying to achieve.

   • **Due Date** - Please provide at least seven days notice before your event.

   • **Service Needed** - Indicate the type of work required for your project.

   • **Priority** - Please indicate the project's level of urgency.

   • **Attachments** - If you have rough drafts, images, or content documents, please click the ✚ icon to upload them. You may upload more than one file by holding down the "control" key while clicking the files. Only the following file types will be accepted: .PDF, .DOC, .DOCX, .JPG, .PNG, .XLS, .XLSX, .PPTX, .EPS, .AI, and .INDD. Please **do not send Microsoft Publisher** files. These should be converted to PDF format.

   • **Submit** - When you have finished uploading files and have completed the request form, click the **green submit button** to send your request.

Step 1 of 2
Media Services

Main Request

Client •
MKTG

Requested By •
Abe Lincoln

Email to Notify •
alincoln@alvincollege.edu

Project Name •

Project Description •

Due Date
8/24/2017

Service Needed (check all that apply) •
☐ Audio/Video setup
☐ Photo Backdrop Setup
☐ CD/DVD Duplication
☐ Classroom technology support
☐ Kiosk Setup
☐ Marquee hardware support
☐ Security systems support
☐ Signage Installation
☐ VHS to DVD conversions
☐ Video Recording

Priority (Please let us know the urgency of your request) •
◉ Low
◉ Medium
◉ High
◉ Urgent

NEXT ❯ ← Click the next button to move to the next screen

Request a Project

Select the type of project you would like from the list below

Media Services
For assistance with audio/video set up, equipment check out, delivery and service. Please provide at least SEVEN DAYS NOTICE before your event.

Step 2 of 2
Marketing & Graphic Design

Edit Details

Request Details

Attachments ✚ ← Click to upload files

There are currently no attachments on this request

SUBMIT ← Click submit to send your request

STEP 10
Confirmation Emails

1. You will receive a confirmation email upon successful submission of your request. If you do not receive this email within a couple hours of submission, the request was not received and you may need to resubmit.

2. The request will be reviewed and will either be approved as is, or rejected for one of the following reasons:

   • **Incomplete Information** - Marketing may request additional information about the project before approval is granted.

   • **Rush Job** - Your project may be rejected if the requested turnaround time cannot be achieved.

   • **Scope of Work** - Your project may be rejected if it is deemed outside the Marketing Department's scope of work. (Ex. personal projects, etc.)

3. Within 48 hours, you will receive a second email notifying you the request has been approved. Should your requested be rejected, you will also receive an explanation along with recommendations to rectify the issue.

Your Project Request has been submitted and is under review.
Click Here to view the request

Project ID: GD-18

Project Name: Marketing Newsletter

Client: MKTG - Marketing & Media

Requested by: Abe Lincoln

Description: Create a newsletter of no more than 4 pages to communicate how the Marketing department is promoting the college and it's programs.

Project Due Date: 9/6/2017

Does Your Project Require Printing? Yes

Budget Number (complete only if your project requires printing) xx-x-xxxxx-xxxxx

Quantity (how many printed copies?) 50.0000

Kind of Job New Project

Target Audience - who is the intended audience for your project? Faculty and Staff

Project Type (check all that apply) Other

Email #1
Project request received and is *under review*

Your request has been reviewed and approved. Comments:
Click Here to view the request

Project ID: GD-18

Project Name: Marketing Newsletter

Client: MKTG - Marketing & Media

Requested by: Abe Lincoln

Description: Create a newsletter of no more than 4 pages to communicate how the Marketing department is promoting the college and it's programs.

Project Due Date: 9/6/2017

Does Your Project Require Printing? Yes

Budget Number (complete only if your project requires printing) xx-x-xxxxx-xxxxx

Quantity (how many printed copies?) 50.0000

Kind of Job New Project

Target Audience - who is the intended audience for your project? Faculty and Staff

Project Type (check all that apply) Other

Email #2
Project request reviewed and *approved or rejected*

STEP 11
Notification of Proof

1. If your project requires design or content creation, you will receive an email notification when a proof is available to review.

2. Click where indicated or copy and paste the address in the yellow highlighted box to view and comment on the proof.

3. Please review the proof, add comments, and approve or request another proof **within 72 hours of notification**.

4. You will receive a reminder within 24 hours of the due date to ensure the project stays on schedule.

Visual Cues Newsletter

17-MKTG-18 - MARKETING NEWSLETTER

Internal Review 1

Decision due by Monday, July 31, 2017 4:00 PM

Click here   To add and view comments.

Copy & paste this address into your browser if the above link does not work:
https://app5.workamajig.com/platinum/launch.aspx?link=1589144AFAD51E81ED95B9A2625FF34B

WARNING: This email contains a private token for you only. Use the "Invite Others" option within the review application if you wish to forward this email.

Description
First proof

Reviewers

No Decision
   Lorrent Smith

STEP 12
Online Proofing: Overview

1. After you have clicked the link provided in the email you will be taken to the review page in your browser. If you are not already logged in, you will be prompted to login to view the proof.

2. The review portal allows you to view, comment, and markup the proof within your browser. All edits and comments will be saved and automatically forwarded to Marketing staff upon approval or requesting another proof.
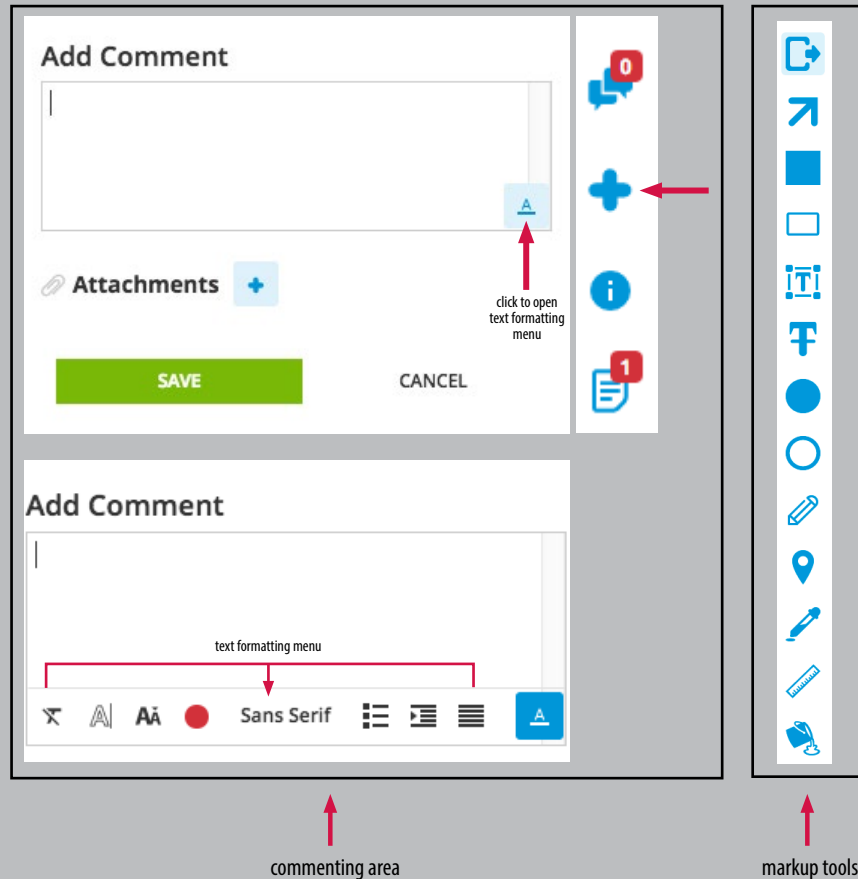
STEP 12
Online Proofing: Comments & Markup

1. Click the **Plus Sign** sign to add a comment.

2. Enter your comments in the text box provided. You may add as many comments as needed.

3. You can also choose a tool to markup a section of the file that relates to your comment.

4. If necessary, you can format text by clicking the **Blue button** in the lower right corner of the comment box. This will open up the text formatting menu.

5. You can add an attachment that relates to your comment by clicking the **Plus Sign** next to the word **Attachments**.

6. Click the green button so save your changes.

☞**TIP:** *Hover over any icon with your mouse to reveal its function.*

click to open text formatting menu

text formatting menu

commenting area

markup tools

STEP 12
Online Proofing: Approvals

1. Click the [make a decision] button at the top of the screen to either approve, approve with comments, or request another proof.

2. You can only make one choice and are there is no way to change this decision once made.

3. If another proof is required, you will receive another email when it is ready for review. Marketing staff will create no more than **three proofing rounds**. For most projects, please allow 24-48 hours for additional proofs.

STEP 12
Online Proofing: Download & Print

1. To obtain a printed copy of the proof(s), click the ⬤⬤⬤ more button and select **Print**. Follow the instructions for your printer.

2. To download a copy of the proof click the **Paper** icon.

3. Hover over the preview image in the dropdown file menu and click the download option.

Internal Review 1 ⬤⬤⬤ more 👍 make a decision   Due: Mon, July 31 2017 by 4:00 PM

7-MKTG-18 - Marketing Newsletter / Visual Cues Newsletter

▼ Visual Cues _1_March2017_fnl.pdf

Select a file to view or download

click **Paper** icon to open file menu

Hover over bottom of image to reveal the download option and click.

STEP 13
The Client Portal Dashboard

1. Once you have submitted a project request, your dashboard will begin keeping records of all requests that have been approved, been sent for approval, and not sent.

2. You can click any of these categories to view more information about the project requests.

3. To review a request, click on the project name and a separate window will appear.

STEP 13
The Client Portal Dashboard

1. When a project request has been approved, a new project based on the request will be created. Your dashboard will display all active and completed projects.

2. Click on a project to view files submitted, deliverables (proofs) and to send a message (conversation) to Marketing staff.

Active Projects

🔍 Search

17-PRES-2 - Test Project

This is a test submission to see if the form is working properly. This is a test submission to see if the form is working properly. This is a test submission to see if the form is working properly.

17-PRES-4 - Foundation Gala Invitation

Create an invitation for the 2017 Foundation Gala

17-PRES-3 - Test Project

This is a test submission to see if the form is working properly. This is a test submission to see if the form is working properly. This is a test submission to see if the form is working properly.

show completed projects

Completed Projects

🔍 Search

17-PRES-2 - Test Project

This is a test submission to see if the form is working properly. This is a test submission to see if the form is working properly. This is a test submission to see if the form is working properly.

17-PRES-3 - Test Project

This is a test submission to see if the form is working properly. This is a test submission to see if the form is working properly. This is a test submission to see if the form is working properly.

hide completed projects

STEP 14
Portal Conversations

1. To start a conversation click the **New Conversation** button.

2. Type in a subject and then the content of your message.

3. Click the **Email To** button to add recipients. If you do not see your recipient listed, click the **Blue Bar** at the top to sort through the categorical listings or use the search function.

4. Once you have highlighted the recipients by clicking the open square next to their name, click the blue **Add Selected** button or **Select All** at the bottom of the window.

5. If you need to add a file to your message, click the **Attachments** button and select the file(s) to upload.

6. When you are ready to send the message, click the green **Save** button. Your message will be sent instantly.

7. Your message will now appear in the Conversations section. Click **Subscribe** to get instant notification of all correspondence.

17-MKTG-18
Marketing Newsletter / Marketing & Media

Project Details   **Client Notes**

Files   ›

Deliverables   ›   **Conversations**   + new conversation   0 Posts

                                              🔍 Search

                                              there are currently no conversations for this project

New Post
17-MKTG-18 - Marketing Newsletter / Marketing & Media

Corrections ← Subject   **Attachments** +

Please send another proof. ← Message   No attachments selected

                                          Email To +   **Add People** ⊗

SAVE   CANCEL   No emails added   Project Team ⇕

                                                                Search For 🔍

                                                                ☐ Brooke Dienst
                                                                   bdienst@alvincollege.edu

                                                                ☐ Cammy Guggisberg
                                                                   cguggisberg@alvincollege.edu

                                                                ☐ Kyle Upton
                                                                   kupton@alvincollege.edu

Corrections
Abe Lincoln   0 Replies   ☐ Lorrent Smith
July 31, 2017 / 8:59 AM   ljsmith@alvincollege.edu

Please send another proof.   ☐ Neisha Pander
                                                                   npander@alvincollege.edu

💬 Reply to this post | ✏ Edit | ✉ Subscribe   ☐ Wendy Del Bello
                                                                   wdelbello@alvincollege.edu

                                                                ✉ ADD SELECTED   select all

Get instant
notification of all
correspondence

Additional Information

All artwork proofs are subject to Marketing review and grammatical/punctuation changes per Associated Press style rules.

All publications will align with ACC's Branding Standards. Read more about our Branding and Graphics Standards at **www.alvincollege.edu/marketing/brandstandards**.

Need Help?

If you have any questions regarding the Project Request process ACC's Marketing & Media Office will be glad to help you. Call Lorrent Smith at ext.3569 or email ljsmith@alvincollege.edu.

Notes

ACC

ALVIN COMMUNITY COLLEGE