

OUR POLICIES

Time

Typically, we require 30 working days for projects with new design work and 15 for updates to existing work. However, we ask for flexibility to accommodate the schedules of our outside vendors as well.

Content

You don't need to have 100 percent of your content created (that's why we're here!). However, please provide any content you already have and ideas for what you'd like to create or improve.

Revisions and Edits

We know that all projects involve revisions and edits, however, we can only guarantee three rounds of revision to your project. To streamline revisions, try to lump all edits into a single document for efficiency.

Communication

We don't want anything lost in translation. To keep things simple, all communications should go through Workamajig, a project manager or MarCom project leader.

Ready to start working with us?

Visit marcom.regis.edu to submit your project request.

WORKING *with* MARCOM Q&A

Do I need to follow brand guidelines?

Branding is the *je ne sais quoi* that makes Regis, Regis. It sets us apart, shapes the way people think and feel about the University and reinforces our mission. When your initiative is on brand, you're backed by Regis' reputation for excellence within the greater community.

What can I do to make my project successful?

Define your audience

- Lifestyle
- Personality
- Age and Gender

When we know whom you want to reach and why, we can create relevant and useful content specifically for them.

Set goals

- Increase attendance
- Build awareness
- Generate leads

We want to help you win and win big; having a clear objective keeps everyone focused on achieving your goal.

Have a call to action

- Attend a performance
- Download a PDF
- Sign up for a class

Call your audience to engage with you in a clear and specific way and they'll be compelled to take action.

What's the difference between a project and a ticket?

Projects are like the main dish – they are more extensive and often require design, copy and website elements. Tickets are like appetizers- small online changes like image updates, typo fixes and additional tabs.

How do I start a project?

Visit marcom.regis.edu and then click on "log in to client portal."

How do I submit a ticket?

Go to marcom.regis.edu/webticket to submit a request. Easy as pie.

What's with all the questions?

Setting aside time to think about your project before working with MarCom will help you paint a clear picture of your final product. Speaking of time, the more you give us to work on your project, the more creative we can be. The more creative we can be, the better results you'll get – that's what we call a win-win!

USING ZENDESK

1 Submitting a Ticket

Visit marcom.regis.edu/webticket.

Tip: Use the drop-down menu to determine your request type.

2 Multiple requests

After your first submission, your information will be saved, so, that on your next ticket, you'll only need to select a request type.

3 Confirmation

Upon completion of your request, you'll receive an email letting you know that your ticket was received.

Tip: Keep an eye on your inbox for notifications as we make the changes you've requested.

WORKING *with* MARCOM

Workamajig

Our Policies

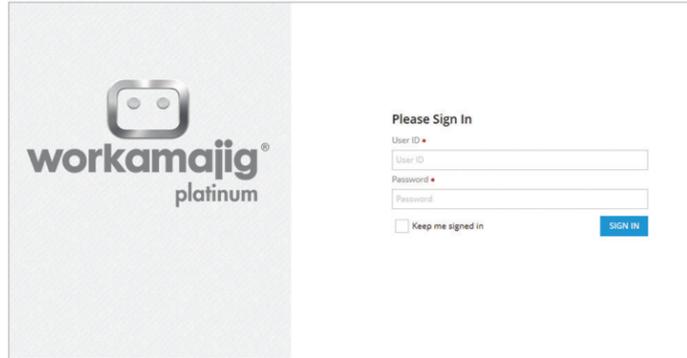
Questions and Answers

Zendesk

USING WORKAMAJIG

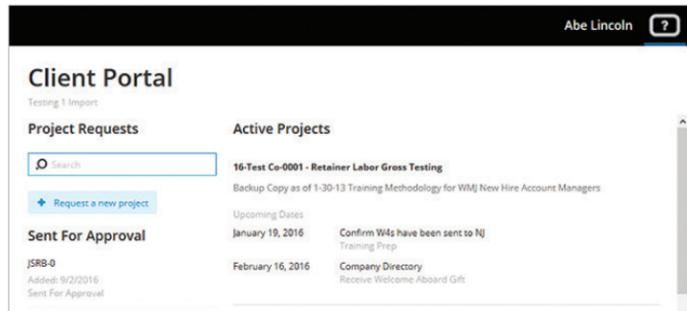
Welcome to Workamajig. We know, it's a mouthful, but it helps keep your entire project with MarCom on task and well organized. Below are some simple tips for things you'll need to know in order to get the most out of our project management system.

- 1 Logging in**
Visit marcom.regis.edu and click the "login" button to access your Workamajig login panel.



Tip:
Your user ID and password are the same as your Regis email login.

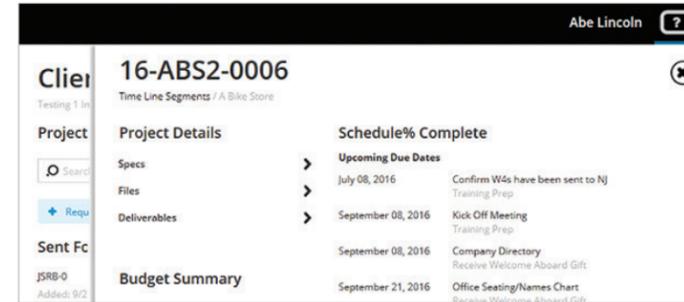
- 2 Your Portal**
To start a new project, click the blue box and plus sign in the first column at the left.



- 3 Request a New Project**
After you click request a project, a slide out window will appear with various project types. Select the appropriate category and include all project information.

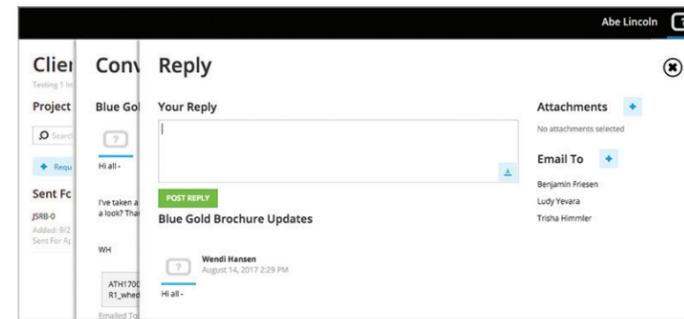


- 4 Projects**
When you click on a project, a slide out window will show project details.



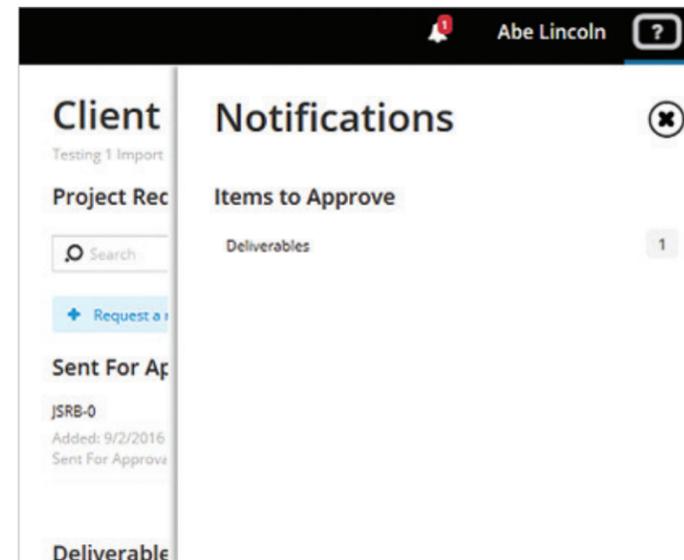
Tip:
This slide out window is where all project communications will occur.

- 5 Conversations**
Conversations are posted within projects about updates, questions or clarifications. Click on the red box to see any unread messages.



Tip:
When you start a conversation, remember to select who you'd like to email the conversation to so that they receive a notification.

- 6 Notifications**
On the top navigation bar, you'll see a bell next to your name. This indicates if you have any notifications.



Tip:
First make any comments and then select if you approve, approve with changes or reject changes.