

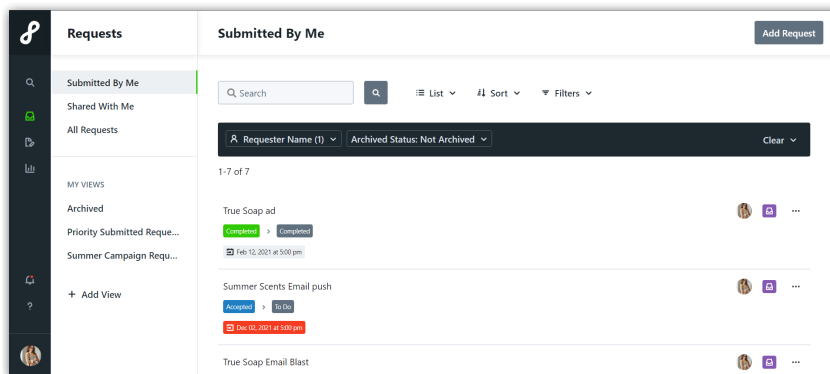
Submitting a New Request

Published on 01/27/2022

Your browser does not support HTML5 video.

Creating a Request

To begin a new Request, select the Requests icon from the global navigation menu. Click **Add Request** in the top right-hand corner of the screen.



Enter a name for your request and select **Create Request**.

Create Request

Request Name *

Sunflower Social Media Ad

Cancel

Create Request

Depending on your permissions, you may have multiple Request forms to choose from. Each form will dictate the fields and information required in order to submit your Request. Choose the form most applicable to your Request. If you do not see a form as expected, contact your account administrator.

Sunflower Social Media Ad [Back to Requests](#) ...

Request Overview

Request Form *

Select request form...

Select request form...

Internal Marketing Team Form

True Soap Social Media Request

Submit Request

Once selected, the form will populate. Complete the Request form in detail and be sure to fill out any required fields, denoted with an asterisk.

Sunflower Social Media Ad [Back to Requests](#) ...

Request Overview

Request Form *

Internal Marketing Team Form

Asset Type

short video

Specs

1280 x 720, 120 pixels

Content

Sunflower social ad/ truesoap

Design Direction & Inspiration

Describe how you would like the final asset to look. Use the file attachment below to attach any files that are relevant to the project, including similar past work or other design inspiration.

Due Date

Submit Request

If your Request has the option to select a date, various dates within the calendar may be grey, indicating they cannot be selected due to required lead times for select Requests.

Sunflower Social Media Ad

Due Date

December 2020

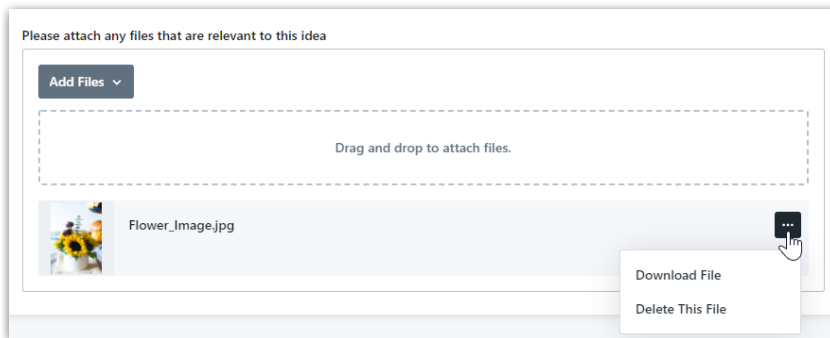
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Save

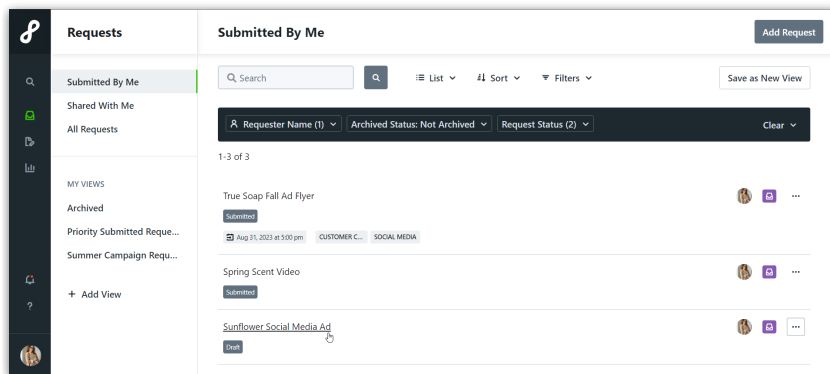
Set Due Date

If your form has the ability to add attachments to your Request, you can drag and drop files from your computer into the available field. If you would like to browse your computer file menu instead, start by clicking on the drag and drop field.

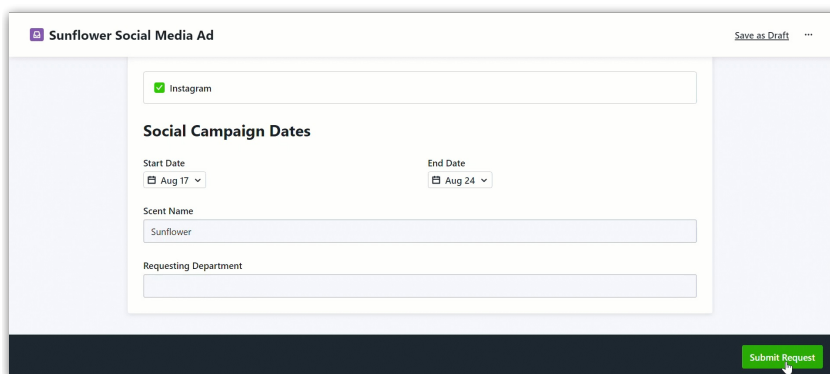
To remove or download Request attachments, click the actions menu to the right of the relevant file.



Your Request data is automatically saved as you fill out the form. Any forms that are not yet submitted will appear in Draft status.



Click **Submit Request** to finalize your submission.

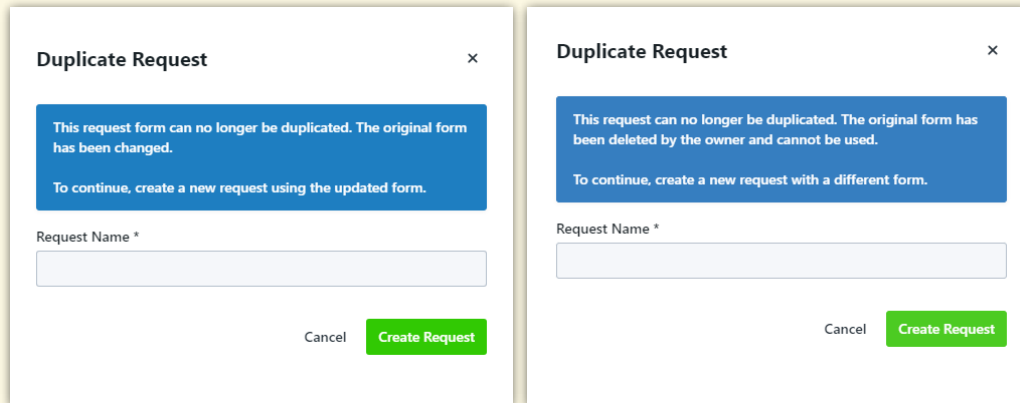


Once you have submitted your Request, you will see the Request Details, where you can view the status of the Request, modify the Request, and collaborate with relevant team members.

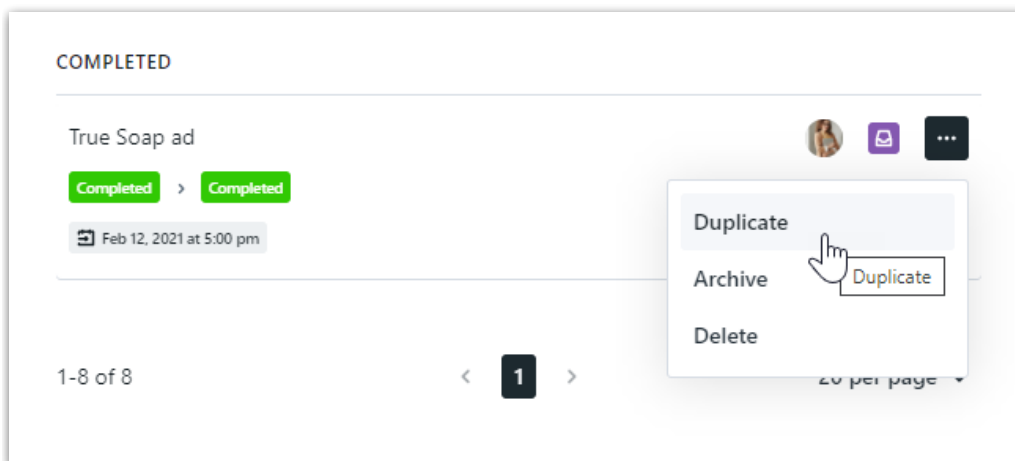
Duplicating a Request

Duplicating Requests is a great way to cut down on repetitive work if you are requesting similar deliverables.

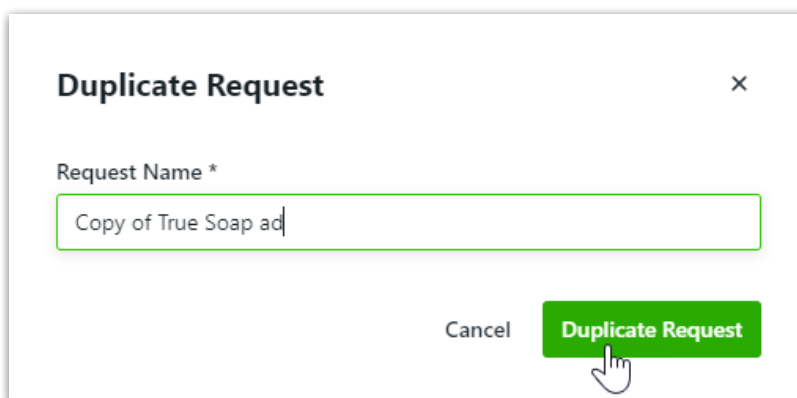
If the request form has updated or deleted since the original Request was submitted, the user will be prompted to start a new request using the updated form template.



From your Requests list view, click the actions menu to the right of the Request you would like to duplicate and select **Duplicate**.



You will be prompted to create a new Request name. Select **Duplicate Request** when complete.



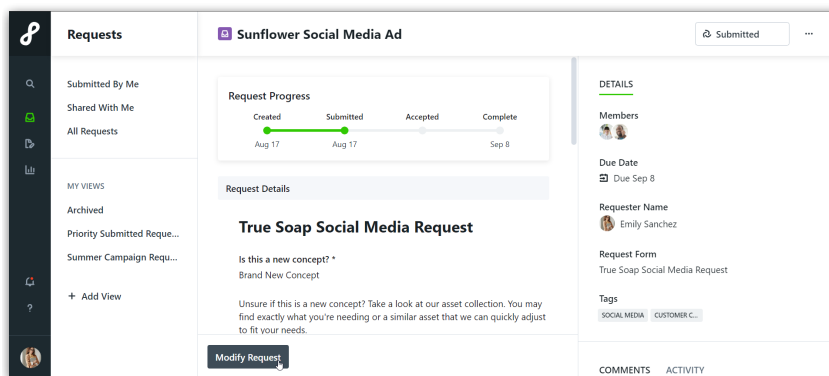
Your new Request will be located in your Draft section where you can update any information and submit when ready. If the request form has not changed, information entered in the previous request will be duplicated.

Modifying a Request

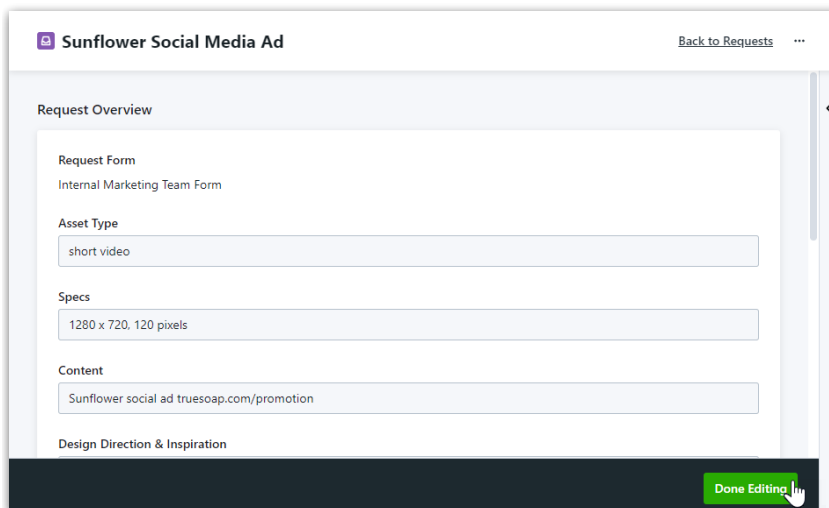


You can only modify a Request in a status of Draft or Submitted. Once the Request is Accepted, you will have to submit a [Change Request](https://guide.lytho.com/help/change-requests) (<https://guide.lytho.com/help/change-requests>). You can collaborate with your creative team via the comment box at any time.

To modify an existing Request, select your Request name from the **My Requests** list. From the Request details page, click **Modify Request** near the bottom of the page.



Make any applicable changes to your Request and click **Done Editing**.



Any edits made to the Request will be captured in the Request activity feed. Select **Activity** to view any relevant changes.

COMMENTS **ACTIVITY**



Emily Sanchez changed this request's What is the call to action for the post? Please provide any relevant URL(s). to *Sunflower promotional page, truesoap.com/promotion*

5 minutes ago



Emily Sanchez submitted this request

18 minutes ago



Emily Sanchez changed this request's due date to *Jun 22, 2018*

30 minutes ago



Emily Sanchez created this request *Sunflower Social Media Video*

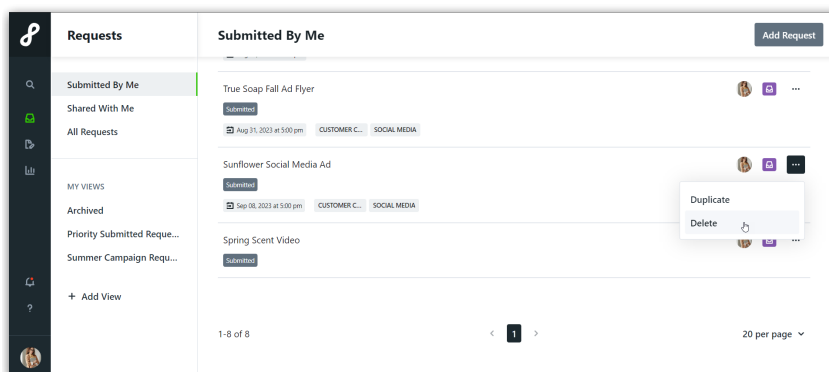
an hour ago

Deleting a Request



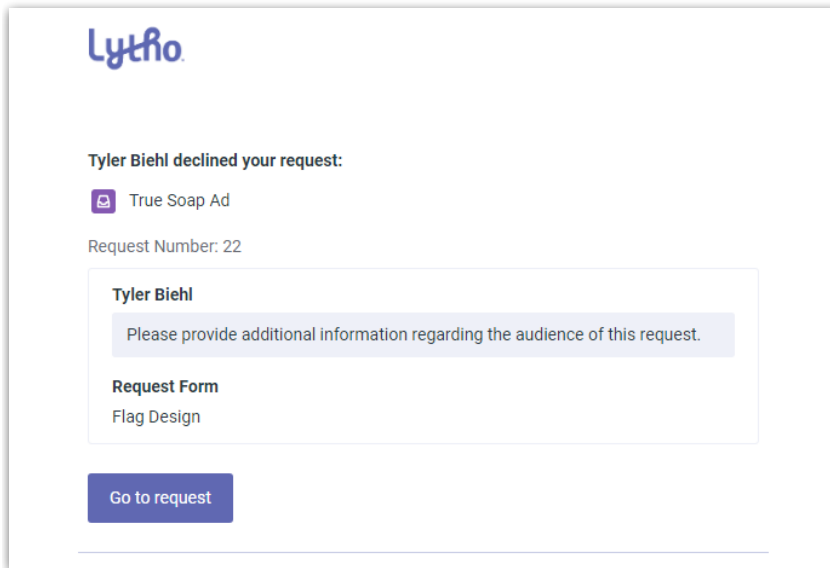
Depending on your permissions, you may only have the ability to delete Requests in Draft state.

To permanently delete an existing Request, navigate to the **My Requests** list. Click the action menu to the right-hand side of the Request and select **Delete**. You can also delete a Request from the action menu found in the top right of the Request details page.

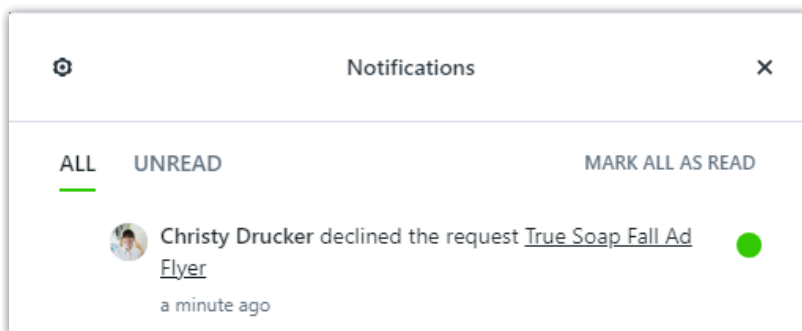


Declined Requests

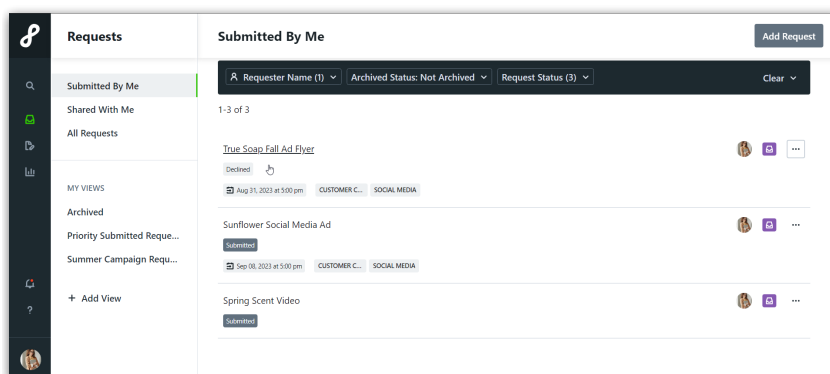
Request acceptors have the option to decline a Request and a reason must be given. If your Request is declined, you will receive an email notification including who declined the Request and the reason provided.



You will also receive an in-app notification.




Your declined Request will be in the Draft section of your Requests, with a badge indicating it was declined.



Click into the Request to see the reason your Request was declined and edit your Request.

True Soap ad [Back to Requests](#) ...



Request Declined
Declined by Christy Drucker on November 24th at 12:23 pm

Christy Drucker
Please provide the specs for the ad and re-submit

Request Overview

Request Form *
Internal Marketing Team Form

Asset Type
Newspaper ad

[Submit Request](#)

Once you have made the appropriate edits, click **Submit Request** to re-submit.

True Soap ad [Back to Requests](#) ...

Request Overview

Request Form *
Internal Marketing Team Form

Asset Type
Newspaper ad

Specs
Half page, 16x52 cm

Content
Sunflower scent

Design Direction & Inspiration
model photography with sunflower field in background


[Submit Request](#)


Request Collaboration

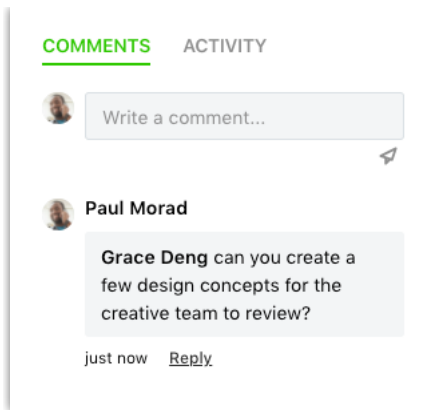
Collaborate with Team Members in the Request by commenting, @mentioning, replying, and attaching files directly in the comment section located in the bottom right of your Request.

If you would like to @mention another user, begin by typing the "@" symbol and the first name of the person you would like to address. A user list will populate as you begin typing and you can click to select the appropriate user. The user's email address will display while composing the comment, and once posted, your comment will reflect their full name.

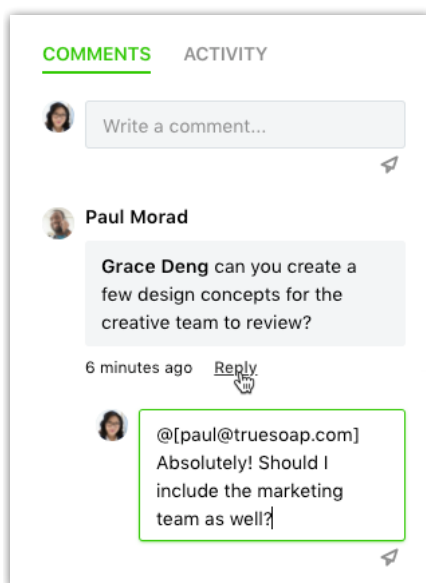
COMMENTS **ACTIVITY**

 @gra

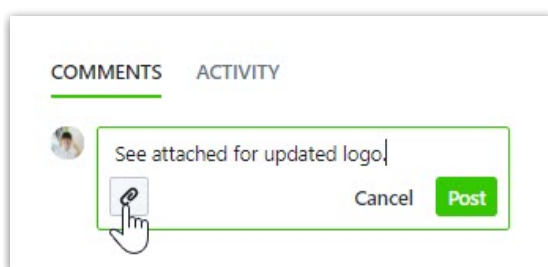
 **Grace Deng**
grace@truesoap.com



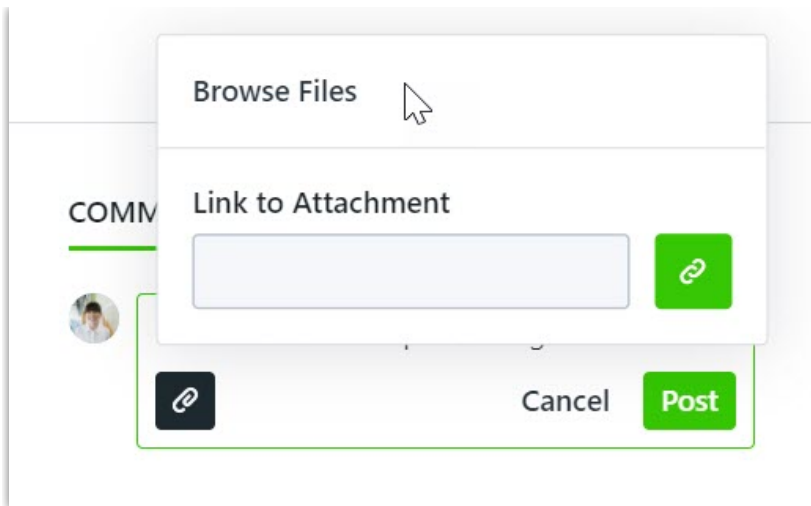
You can reply to any comment by clicking the **Reply** link below the posted message. This will automatically @mention the user who posted the original comment.



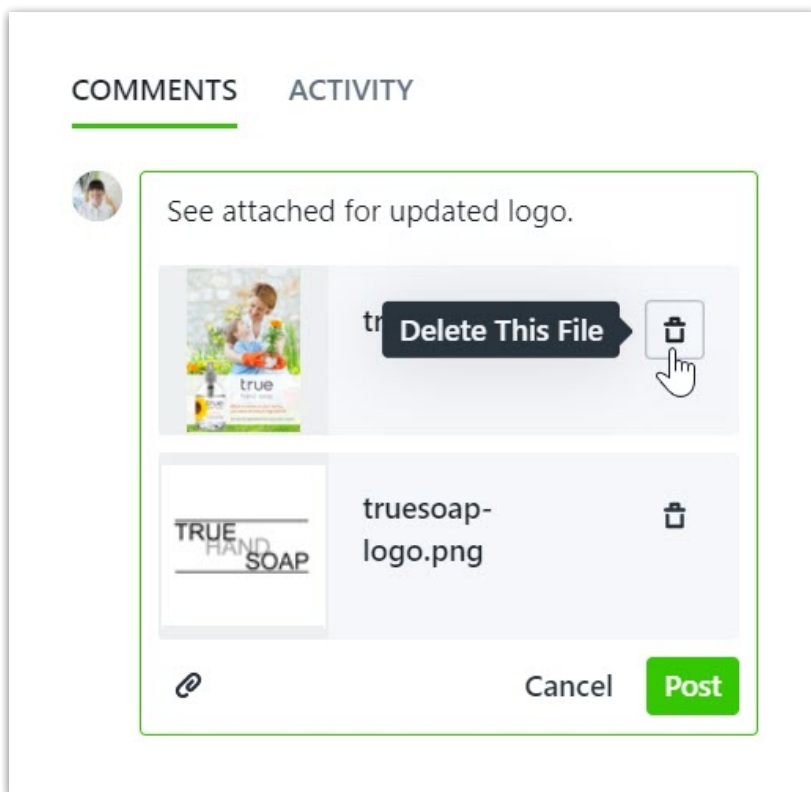
Files can be attached to any comment by clicking the attachment icon in the bottom right corner of the comment window.



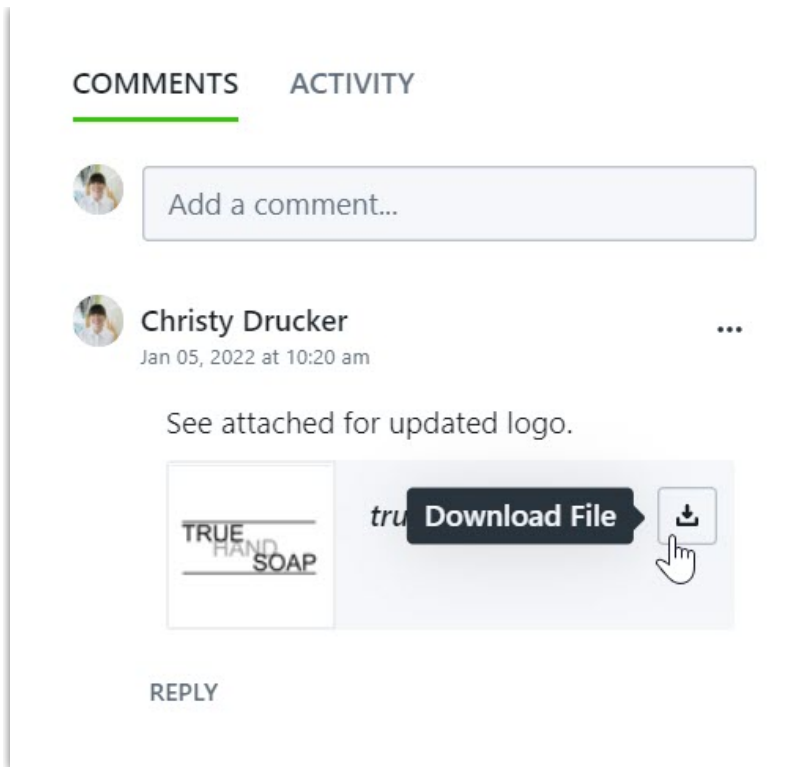
You can select to browse your local files or insert a link to attach. Multiple files can be added to a comment by selecting multiple files at once or clicking the attachments icon to continue adding.



Remove an attachment by selecting the trash icon to the right of the attachment.

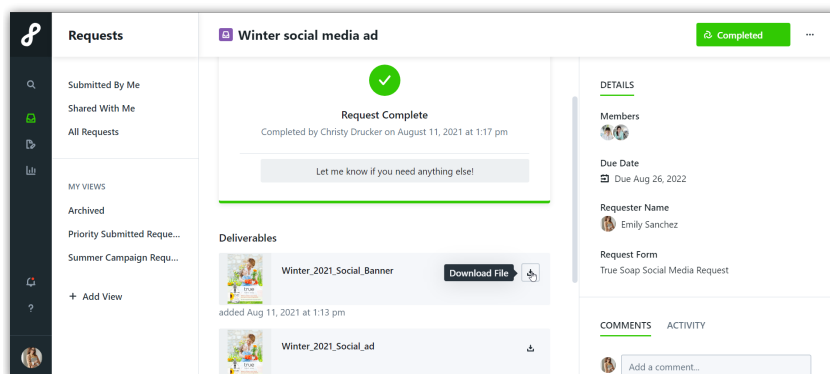


Clicking on the posted attachment will give a preview of the file and an option to download. Files can also be downloaded directly from the comment by clicking the download icon.



Accessing a Deliverable from a Completed Request

Once you have been notified that that your Request is complete, you can access the deliverable from the Request details page in the **OVERVIEW** tab.



Select the download icon to download the deliverable files.

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