Request Process for AtTask

Welcome, and thank you for assisting in the transition to AtTask, a project management system which will help University Marketing be more efficient in its creation of UTSA departments’ promotional materials.

Using this system to submit requests to University Marketing will ensure that the creative team is able to devote the time and attention to create the best possible product for your department.

First, you must login to the AtTask website.
Accounts have been created by University Marketing for those who typically submit job requests. If someone in your department needs an account in AtTask, please contact Joan Duncan in University Marketing at joan.duncan@utsa.edu.

Go to https://utsa.attask-ondemand.com and enter your username and temporary password.

Username: firstname.lastname
Password: Password

For example, if your name is John Smith, you’ll use:

Username: john.smith
Password: Password

Passwords are case sensitive. After you log in to AtTask for the first time, you will be prompted to change your password.

Be sure to bookmark this website for future reference.
After logging in to AtTask
You’ll see your Requests page. This will help you track all the requests you’ve submitted to University Marketing.

To create a new request, click the New Request tab. Then choose the type of request you would like to make.

Select the type of request

- **Lists/Database Services**
  Request for lists and database reports. (from Raiser’s Edge)

- **Marketing Services**
  Requests for all services from University Marketing i.e., advertising, website development, print,

- **Photography Services**
  Request for scheduling Photography services.

- **Videography Services**
  Submit request for video productions services.

- **Web Development Services**
  Request Web Development activities. Website development, website migration, etc.

- **Web Maintenance Services**
  Requests for general web maintenance, content updates and web access.

After choosing the type of service you need, you’ll be taken to a form where you can explain all the specifics of your project. Be as detailed as possible so we will be able to fulfill your request as quickly and accurately as possible.
Completing a New Request Form

Required fields are labeled in bold.

**Request Name**
Fill in the title of your project

**Primary Contact**
Your name

**Project Goals and Objectives**
Be as specific and detailed as possible in describing what you hope to achieve from the completed project. This will help the marketing team fulfill your needs.

**Primary Target Audience**
Who, specifically, you’re trying to reach with your project

**Secondary Target Audience**
Who else, specifically, you’re trying to communicate with

**Key Message Points and Call to Action**
What you would like your target audiences to take away from your project and what you would like them to do after reading/viewing the project

**Reviewers**
Who will be reviewing the project from your area or department

**Final Approver**
Who will sign off on the finished project

**Non-required Fields**
These fields, though not required, will help the marketing team fulfill your requests as thoroughly as possible.
After Submitting a Request Form

After submitting the request, your request will show up in the My Requests tab, and in the All Requests tab.

If you click on your task, you will see the following information:
You’ll be able to attach documents to assist in the creation or execution of your request by clicking the Documents link.

Clicking the Request Details link will take you to a page where you can edit the specifics of your request.
Editing/Updating Your Request

If you need to make a change, be sure to submit an Update via AtTask rather than sending an email. All updates will be logged and recorded with your request, so the update will be noted by each person working on your project.

An invisible pencil in the top, right corner will appear if you mouse over that section of information. Click it, and you’ll have access to change the details.

To return to the requests menu, click the Requests link at the top left corner of the page.
Now, you can easily submit and manage your requests within University Marketing.

The project manager in University Marketing will assign your request to the appropriate employee(s).

If you have additional questions, please contact Project Manager Joan Duncan at joan.duncan@utsa.edu or 210-458-6673.