

Submitting Social Media Requests in SAM

All Spence-Chapin employees should now have an active SAM account. If it is your first time logging in, refer to the help documentation: [Setting Up Your SAM Account](#). **Your Work Phone and Work Email within SAM must be correct in order to make a MARCOM request.** Please verify this information is correct before making a request.

If you receive an error within SAM or have any SAM questions or concerns, please send an email to Rachael Maingot at rmaingot@spence-chapin.org.

NAVIGATING TO THE SOCIAL MEDIA REQUEST FORM

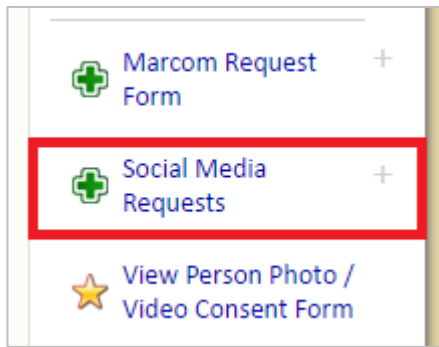
1. Log into [SAM](#).
2. On the Home Page, change the table from “All” to “Person”.
 - a. Type in your Last Name.

The screenshot shows the 'Quick Search' section of the SAM interface. A dropdown menu is open, displaying various categories: All, Family, Child, Birth Mother, Birth Father, ICP Family, Organization, Person (highlighted), Therapy Client, Donor, and Volunteer. The search criteria are set to 'by Last, First Name' with the text 'Maingot' entered in the search box. A 'Search' button with a magnifying glass icon is visible, along with a 'View All' link. Below the search box, there are checkboxes for 'Exact Match' and 'Active', and a 'Hide Results' link. The table header shows 'City, State' and a 'go to record' link.

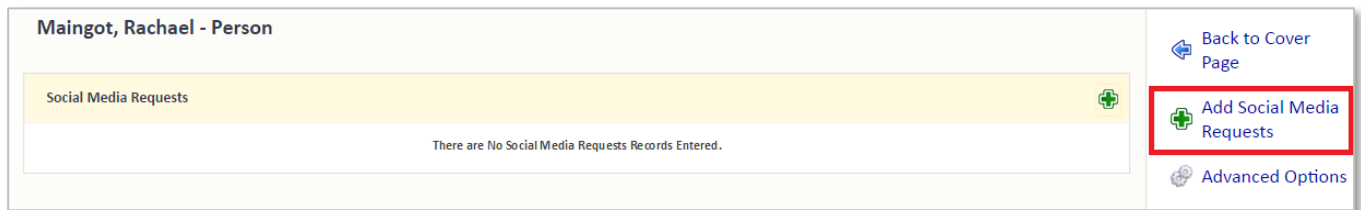
- b. Click on your name that populates.

The screenshot shows the 'Quick Search' section of the SAM interface after a search. The dropdown menu is still set to 'Person', and the search criteria are 'by Last, First Name' with 'Maingot' entered. The 'Search' button and 'View All' link are present. Below the search box, there are checkboxes for 'Exact Match' and 'Active', and a 'Hide Results' link. The table header shows 'Name' and 'City, State'. The search results display 'Maingot, Rachael' in green text. Below the results, there is a note: 'Press the down-arrow key to go to record'.

3. Once on your personal Person Cover Page, click on Social Media Requests in the right Sidebar menu.



4. On the Social Media Requests Overview page, click the Add Social Media Requests in the right Sidebar menu.



SUBMITTING THE SOCIAL MEDIA REQUEST

5. On the Add/Edit Social Media Requests page, fill in the following fields that apply:
 - a. Job Type (Required)
 - b. Due Date (Required)
 - c. Photo/File#1-5
 - d. Copy/Content
 - e. Additional Instructions
 - f. DO NOT fill out the following fields: "Request Complete - DO NOT USE" and "Request Complete Additional Notes - DO NOT USE". Those fields are for Social Media Team use only.
6. When done, click Save.



7. Within a few minutes, you will receive an email confirmation of your request. The Social Media Team also receives a copy of that email. Therefore, if you do not receive an email confirmation of your request, please contact your in-house S-C SAM Support at rmaingot@spence-chapin.org with the error and S-C SAM Support will forward your request.

COMPLETION OF THE SOCIAL MEDIA REQUEST

8. The Social Media team will have your request completed within 7-14 business days.
 - a. Once your Social Media Request has been completed by the Social Media Team, you will receive an email confirmation email that the request has been completed. Within that email, you will receive delivery instructions (if applicable).

Last updated: 06/15/2016