



Submission Request Process

Urgent Communication Requests

Urgent requests are those that need a message to be sent ASAP or within 48 hours. The following 5 agencies can make urgent requests. Please follow the process below:

Information Technology

- **Agency point of contact:** IT person with internal communications request contacts Sam Sedivec. If she is unavailable, call/Webex chat Kristen Soelberg.
- **Kristen will inform ASAP:** Megan Hillyard
- **Content:** Sam creates draft, Kristen edits. If Sam is unavailable, Kristen creates content.
- **Distribution:** Kristen distributes to appropriate audience & channels,

Facilities

- **Agency point of contact:** Rory Payne or Megan Hillyard call/Webex chat Kristen Soelberg. **Kristen will inform ASAP:** Megan Hillyard, Catherine Kanter if safety-related
- **Content:** Kristen creates content if she has time, otherwise Rory or Megan draft content for Kristen to review.
- **Distribution:** Kristen distributes to appropriate audience & channels.

Emergency Management

- **Agency point of contact:** Catherine Kanter, Clint Mecham, Brad Bartholomew, or Scott Baird call or Webex chat Kristen Soelberg.
- **Kristen will inform ASAP:** Chloe Morrone (if not included in initial request)
- **Content:** Messages will be prepared based on the protocol identified for emergencies by the emergency management program.
- **Distribution:** Kristen can distribute to appropriate audience & channels, if needed

Mayor's Office - Info that should be shared with employees at the same time as the public.

- **Agency point of contact:** Chloe Morrone or Eric Biggart alert Kristen Soelberg of upcoming press release that impact SLCo employees.
- **Content:** Kristen uses press release to create content tailored to employees.
- **Distribution:** Kristen distributes to appropriate audience & channels.

Elected Officials

- **Agency point of contact:** Elected official, deputy(s), or communications staff contact Kristen Soelberg.
- **Content:** Kristen uses content provided or helps create content, if needed.
- **Distribution:** Kristen distributes to appropriate audience & channels.

Non-Urgent Communication Requests

REQUIRE MORE THAN 48 HOUR NOTICE - All Agencies submit NON-URGENT requests (including eFlash announcements) through the [Smartsheet Form](#).

Non-urgent requests are those submitted a minimum of one week in advance (for agencies WITH a communications staff) or two weeks in advance (for agencies WITHOUT a communications staff). The one exception is content for the eFlash emails sent Tuesday mornings which can be submitted three days in advance (i.e., by COB the Friday before).

If an agency has communications staff, they will create draft content and submit the request using the Smartsheet [form](#). Melina will work with the identified communications staff for the agency and will reroute requests to them. View the list of identified communications staff [here](#).

Request to save the date

Alert Melina that you have upcoming internal communications planned by submitting the [form](#), one month in advance (preferred).

Give Melina as much time as possible so she can add it to the calendar and coordinate when there are multiple requests for a date. Dates won't always be available because of other scheduled messages, so reserve early! Melina would like to work with you to make your date work and ensure your message gets read.

Early notice also allows Melina to send reminders as the date approaches with the info she needs (some of the value Melina brings: helping you stay organized/ahead on internal communications requests).

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Timing to submit content (after date saved)

Agencies with communications staff:

Melina will not create content from scratch. She will edit content or send out something finalized by the agency communications staff.

- If editing of draft requested, send content at least 2 weeks in advance of approved date.
- If no editing needed, try to send 1 week in advance (minimum: 3 days) of approved date (for example, someone could send eConnect Flash content on Friday for Tuesday's email)

Agencies without communications staff:

Melina will help create content or edit content (no option to send "as is" unless Melina approves). If Melina needs to create content, she will follow-up with a request to chat or meet within the next 5 business days (1 week).

- If help with development requested, submit request at least 3 weeks in advance of approved date (exception: short eConnect messages can be 1 week in advance)
- If editing of a draft needed, send content at least 2 weeks in advance of approved date

