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**Important “How-Tos”**

1. **How to order marketing materials**
   1. If you are in need of business cards, one pagers, etc. please request new marketing materials at this link:
      1. <https://sbhc.space/print-marketing-request/>
      2. Please ensure all requests are approved in advance by your supervisor or CEO. All materials will be billed back to the facility. The more specific you can be on the request form, the better. You will see some sample options for types of collateral available on the form.
      3. For creation of new print materials, please allow at least three weeks. These typically require numerous rounds of edits, etc. As much information as you can provide at the outset (any photos you want included, copy, etc.) speeds up this process. If you need copy created, it may extend that timeline.
      4. For reorders/edits of existing materials, please allow at least two weeks to accommodate for printing and shipping time.
   2. If you are in need of “swag” items, please request new promotional items at this link:
      1. <https://sbhc.space/swag-requests/>
      2. Please ensure all requests are approved in advance by your supervisor or CEO. All materials will be billed back to the facility.
      3. These requests take longer to process. Please allow for *as much time as possible* for promotional items, especially facility-specific items that we might have to create from scratch.
2. **Quip**
   1. Quip is our online collaboration tool. For those of you who have not yet visited Quip, see the link here:
      1. <https://summit-behavioral-healthcare.quip.com/browse>
      2. If you have difficulty accessing Quip, please reach out to Laura Rice or K Anderson
      3. There is some great information in here – facility guides with details about each facility, our conference calendar, a working staff directory (though not always the most up to date), and more! Explore, see what’s useful, and feel free to ask any questions or make suggestions about what sorts of things you’d like to see added to Quip.
3. **Salesforce**
   1. If you run into an issue with Salesforce, you can log a premier support ticket.
      1. Dial (866) 614-7375 for the premier support line
      2. Our organization’s premier support pin # is: 11207272
      3. Explain your problem to the operator. They will create a ticket for you, and a specialist in that realm will follow up at some scheduled time within the next few days. Loop Laura Rice in with any issues here.