

Comment



Ploera

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[Where do I find the Request Form?](#)

[How do I send the form to someone?](#)

[How do I get notified when someone submits a request?](#)

[How do I see the requests?](#)

[How do I mark the request as complete?](#)

[Email Templates](#)

[How do I respond to the requestor?](#)

[Response to fill out Request Form](#)

[Response when request is complete](#)

All right, Teamo! Here it is, the moment you've all been waiting for. Our very own Request Form. Yay!!

Okay, don't roll your eyes too hard. Remember, it's about growth not stagnation. The Request Form is the beginning of something great. And by great, I mean the beginning of It will help us track requests that come into the LIVEcommunity, and it will help us organize the questions and information needed from the stakeholder or requestor.

This document will help you navigate the form, show you how to edit it, send it, share it, kick it, push it, and how to find the information you need from it.

Let's jump in, shall we?

If you haven't seen the form yet, here's what it looks like.

LIVEcommunity Request Form

If you are submitting a new request to LIVEcommunity, please fill out the form below.

In your description, please include the following:

- Description of request
- Requested publish/GoLive date
- Requested location
- Specify visibility (e.g., customers only, partners only, employees only, public)

NOTE: In order to give your request the time and attention needed, please be sure to submit your request NO LATER THAN 3 DAYS for content and 5 DAYS for platform BEFORE THE REQUESTED DUE DATE. Also, please be sure your content is in accordance to the Brand Guidelines for Palo Alto Networks, which can be found here: <https://loop.paloaltonetworks.com/docs/DOC-35016>.

NOTICE: KNOWLEDGE BASE EDIT REQUEST: If you have a Knowledge Base Article edit request, we encourage you to update the article on Salesforce (<https://loop.paloaltonetworks.com/docs/DOC-38060>). Any questions about Knowledge Base editing and publishing should be directed to gcs-knowledge@paloaltonetworks.com.

Any questions not covered on this form may be sent to community@paloaltonetworks.com.

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Not ploera@paloaltonetworks.com? [Switch account](#)

* Required



Where do I find the Request Form?

You can find the Request Form on the [LIVEcommunity LOOP page](#) or by going directly to the Request Form. Here is the LIVE Request

Form: <https://forms.gle/po8bJ5ggwyBykvmHA>

(Notice that this is a shorter link than what you see in the search bar. I'll show you how to create that below.)

Everyone on the LIVEcommunity team has access to the Request Form and the spreadsheet where the request submissions are entered.

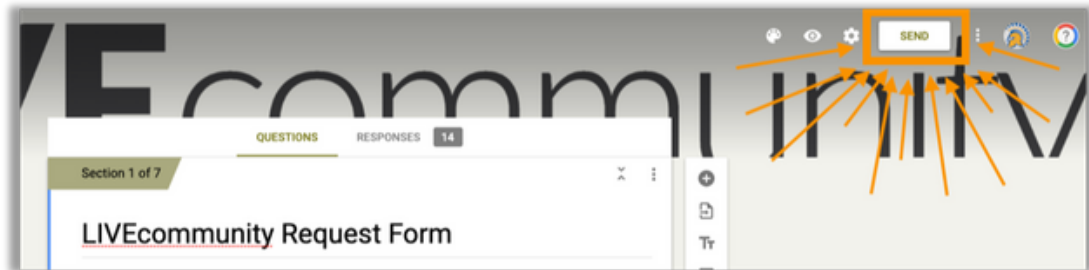
(If you want to make a change to the text, please send your request to an editor, otherwise, we will hunt you down and provide unsolicited grammar advice.)

- Here is where you find the form details: <https://docs.google.com/forms/d/131kigsr7lc0IGrbqpCxN3ZIVryzFCIA5M-DSgMlv32g/edit?usp=sharing>
- Here is the spreadsheet with the form submissions: <https://docs.google.com/spreadsheets/d/1W3Z0ZwoKgwOHcalsB8ur0UrCtWI4-6Vn1RaX2S6k74U/edit?usp=sharing>

How do I send the form to someone?

For any request to the LIVEcommunity, we want to send this Request Form. The easiest way to send the Request Form is to copy the link from above. But if you want to do it yourself, here's how.

1. Open the Request Form details.
<https://docs.google.com/forms/d/131kigsr7lc0IGrbqpCxN3ZIVryzFCIA5M-DSgMlv32g/edit?usp=sharing>
2. Click the SEND button in the top, right corner of the window.



A window will open with a few options to share the form.

3. (option 1) Enter the email address of the person, enter a personal message if you want, then click send.

Send form [X]

Automatically collect respondent's Palo Alto Networks Inc email address

Send via [Email] [Link] [Code] [Facebook] [Twitter]

Email

To

Subject
LIVEcommunity Request Form

Message
I've invited you to fill out a form:

Include form in email

[Add collaborators](#) [CANCEL] [SEND]

- 4. (option 2) Click the LINK icon to view the sharable link then check "Shorten URL" to shorten the link.

Send form [X]

Automatically collect respondent's Palo Alto Networks Inc email address

Send via [Email] [Link] [Code] [Facebook] [Twitter]

Link

<https://forms.gle/hW3odArH41kLFKg77>

Shorten URL [Press ⌘+C to copy] [CANCEL] [COPY]

How do I get notified when someone submits a request?

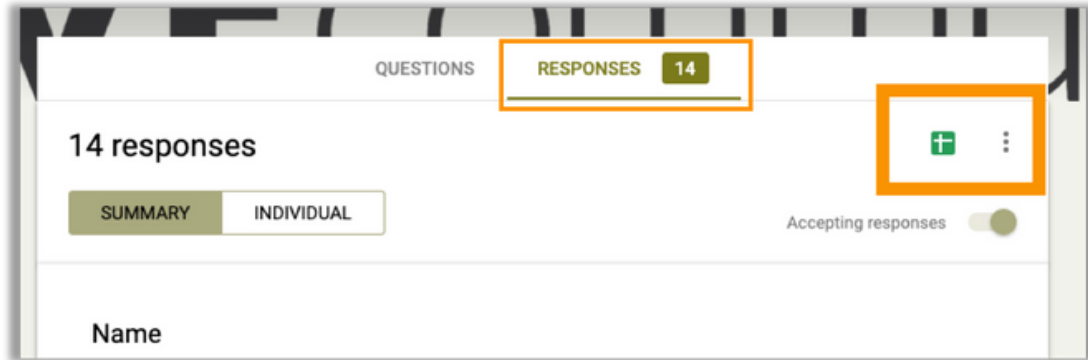
When someone submits a request, we have an obligation to respond to them within 24-48 hours, so it's important to get these notifications in case someone misses it.

Here's how you get notified.

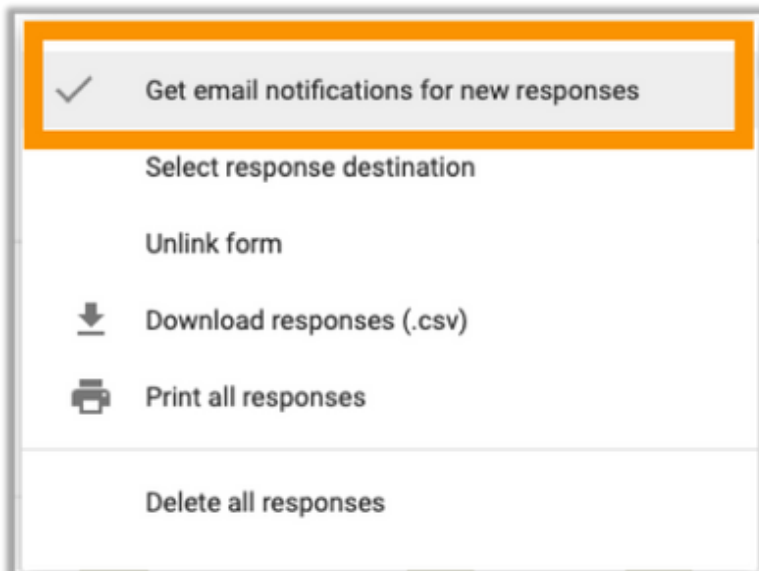
1. Open the Request Form details.

<https://docs.google.com/forms/d/131kigr7lc0IGrbqpCxN3ZIVryzFCIA5M-DSgMlv32g/edit?usp=sharing>

2. Click the Responses tab at the top of the form.



3. On the right side, next to the Google Sheets icon, click the the three vertical dots.
4. When the pop-up window appears, select "Get email notifications for new responses."



How do I see the requests?

There are a couple of ways to view the responses to the questions on the form.

- Open the Request Form details and click Responses
<https://docs.google.com/forms/d/131kigr7lc0IGrbqpCxN3ZIVryzFCIA5M-DSgMlv32g/edit?usp=sharing>
 - Scroll down to see the responses.
- Open the Google Sheets and the newest entry will be at the bottom.
<https://docs.google.com/spreadsheets/d/1W3Z0ZwoKgwOHcalsB8ur0UrCtWI4>