

## TEMPLATE REQUESTS THROUGH EMERGENT'S HELP CENTRE

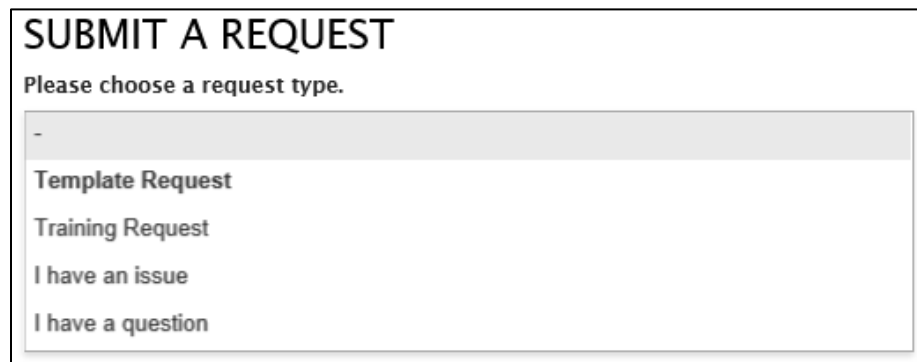
Template submissions, whether first submission or change requests, can be submitted directly to Emergent using the Help Centre. There are a number of benefits to using the Help Centre process, the ticket is created automatically for you and is available immediately for interaction with our Template Group or for tracking progress. If you do not have an Emergent Help Centre account, contact [customercare@emergent.ca](mailto:customercare@emergent.ca) to request your account.

Access Zendesk and sign in at <https://emergent.zendesk.com/hc/en-us/requests/new>. There is also a link on the Help Centre Home Page to **SUBMIT A REQUEST**



Create a word version of the template using **TRACK CHANGES** (strike-out/underline is preferred) showing the required changes. More detailed Template Submission Requirements are available.

1. Choose **Template Request** in the dropdown menu. This triggers the fields necessary for the template submission



**SUBMIT A REQUEST**  
Please choose a request type.

- 
- Template Request**
- Training Request
- I have an issue
- I have a question

2. Complete the Subject and Description fields.



**SUBMIT A REQUEST**  
Please choose a request type.

Template Request

**Subject \***  
Incorporation Reporting Letter - Condo Specific

**Description \***  
We need a second version of our Incorporation Reporting letter specific to condominiums - sample attached.  
  
Please rename the original Incorporation Reporting Letter to "Incorporation Reporting Letter" and the new one to be named "Incorporation Reporting Letter - Condo"

Please enter the details of your request. A member of our support staff will respond as soon as possible.

3. Select the priority, the practice area the template is intended for, and whether it's a new or existing template in the dropdowns.

**Priority**

-  
Low  
Normal  
High  
Urgent

**Product\***

Corporate Manager ET

**New Or Existing Template?**

-  
New  
Existing  
Both

4. The name of your existing template (starting with your unique client number) can be found by hovering on the name in Create Documents, otherwise the regular name should be provided. Choose the reason for the template request, the number of templates being requested and add any special instructions, such as font, font size, etc.

If existing template(s), please list the name(s) of the template(s) to be modified

65987Incorpreport.det (Incorporation Reporting Letter)

**Reason for template request\***

New document not currently in the application  
Errors found in original document  
Wording/formatting change re: firm preference  
Other  
Legislative change(s)

Special Instructions (i.e. font style, size, etc.)

Font: Times New Roman - 11pt  
Paragraphs justified  
10pt space after paragraph

5. To finish the process click **ADD FILE** to attach your sample document and finally, click **SUBMIT**