

Jobdesk – User Guide

Logging in

<http://jobdesk.monash.edu.au/login>

- Select the jobdesk you require (**Multimedia Services** for printing, photography, design etc; or **IT Services** or **Web Services**)
- Log in using Authcate user name and password. You should then see this:

MONASH University
Medicine, Nursing and Health Sciences

M N H S Home | Schools | Research | Postgraduate | Undergraduate

Staff directory | A-Z index | Site map

SEARCH

> **JOBDESK MENU:**

- [Home](#)
- [Submit New Job](#)
- [List Jobs](#)
- [Search](#)
- [Logout](#)

[IT & Multimedia: Multimedia Jobdesk User] Welcome

Hi "your name"

- **Submit a New Job**
Create a new Job
- **0 New Jobs**
Display job that have not been accepted by a technician yet.
- **0 In Progress Jobs**
Display job currently being worked on.
- **0 Completed Jobs**
Display jobs that have been completed.

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Navigation Menu

Quick Links

Jobdesk Navigation Menu (left)

Navigate around jobdesk. Log out when you are finished.

Quick Links Menu (right)

Where you will find the different categories of your jobs:

- **Submit a New Job** – Click this to send a new job to the jobdesk you are logged into.
- **New Jobs** – A list of submitted jobs that have not been taken by a technician yet.
- **In Progress Jobs** – A list of jobs that are currently in production. You may upload files and send messages to technicians here.
- **Completed Jobs** – Past jobs that have been finished and processed. It is advisable not to upload or send messages to completed jobs.

Submitting a New Job

Click on the **Submit New Job** link, either from the **Jobdesk Navigation Menu** or from the **Quick Links** menu.

You should see:

The screenshot shows the Monash University Jobdesk interface for submitting a new job. The page header includes the Monash University logo and navigation links. The main content area is titled "[IT & Multimedia: Multimedia Jobdesk User] New Job". The form contains the following fields and options:

- Type***: Computer Printing (dropdown)
- Priority***: Normal (dropdown)
- Room**: [Text input]
- Building/Campus**: [Text input]
- Phone**: [Text input]
- Subject***: [Text input]
- Details***: [Text area]
- Completion**: [Dropdown]
- Cost Centre**: [Text input]
- Fund**: [Text input]
- Notification**: (Select to receive an email notification of your request)
- (* Required)**: Attach Files (button), Submit Job (button)

Annotations on the left side of the form:

- Completion box**: Points to the Completion dropdown.
- Notification box**: Points to the Notification checkbox.

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Filling in boxes

Fill in necessary details first (before uploading files). Boxes marked with the red star * must be filled in. Please make sure you give us all necessary details for the job, like sizes, quantities, type and any other useful information that will help us process the job efficiently.

Cost centre and fund number

Please supply a full Monash **cost centre and fund number** as soon as possible (we will need it before work can be sent out). You can get these details from your resource manager. Cost centre is a code with a Letter and 5 numbers (eg. M01001) and a fund number is a 7 number code. If your area does not use cost centres and fund numbers, please contact us to discuss other possible requirements.

Completion date – deadlines

Please fill in the **Completion** box – this is the final date the job must be completed by (or a rough guide so that we may plan better).

Notification of job request

Select the **Notification** box if you would like an email sent to you confirming your job request (your email address will come from your Authcate details).

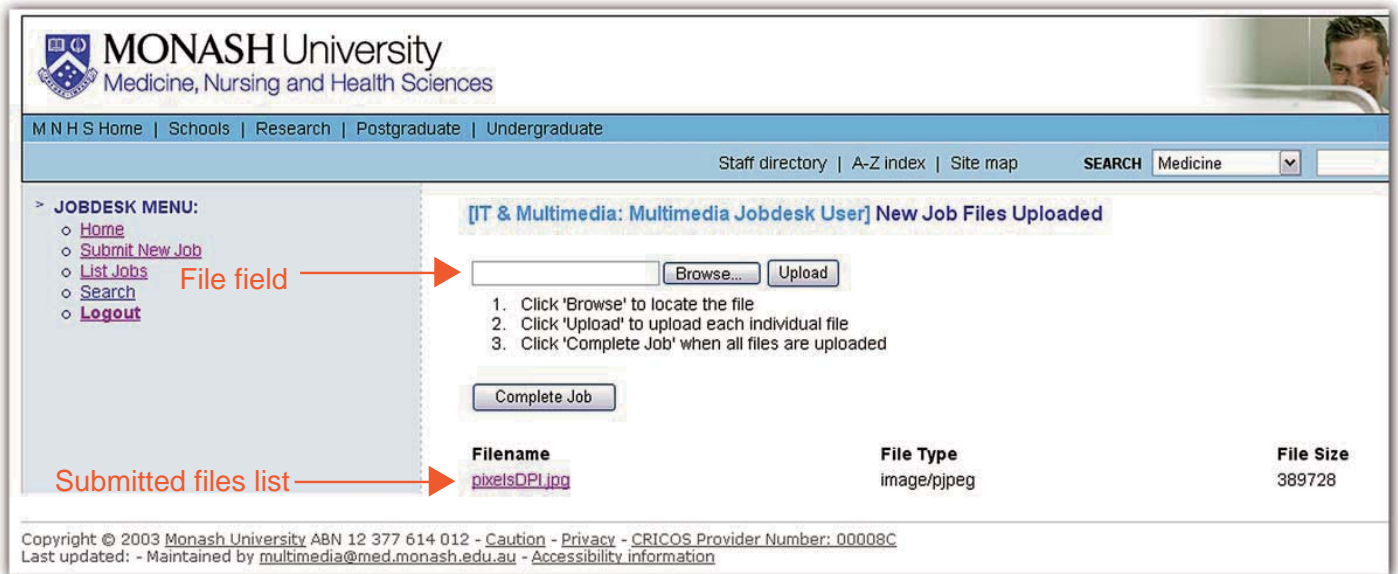
Uploading/submitting files

If you have files to upload (eg. Powerpoint files, pictures, word files), click **Attach Files** and follow instructions on next page; or

If you don't have any files to send, click on **Submit Job** to finish.

Uploading files for a New Job

Click **Attach Files**. You should then see:



The screenshot shows the Monash University Jobdesk interface. The header includes the Monash University logo and the text "MONASH University Medicine, Nursing and Health Sciences". The navigation bar contains links for "MNH S Home", "Schools", "Research", "Postgraduate", and "Undergraduate". A search bar is visible with the text "SEARCH" and a dropdown menu set to "Medicine".

The main content area is titled "[IT & Multimedia: Multimedia Jobdesk User] New Job Files Uploaded". It features a "File field" with a "Browse..." button and an "Upload" button. Below the file field, there are instructions:

1. Click 'Browse' to locate the file
2. Click 'Upload' to upload each individual file
3. Click 'Complete Job' when all files are uploaded

A "Complete Job" button is located below the instructions. Below the instructions, there is a table showing the submitted files:

Filename	File Type	File Size
pixelsDPI.jpg	image/pjpeg	389728

Red arrows point from the text "File field" to the file input area and from "Submitted files list" to the table. The footer contains copyright information: "Copyright © 2003 Monash University ABN 12 377 614 012 - Caution - Privacy - CRICOS Provider Number: 00008C Last updated: - Maintained by multimedia@med.monash.edu.au - Accessibility information".

Attaching files

Click **Browse**. A box will open – use the menus to find the file on your computer, select it, then click on **Open**.

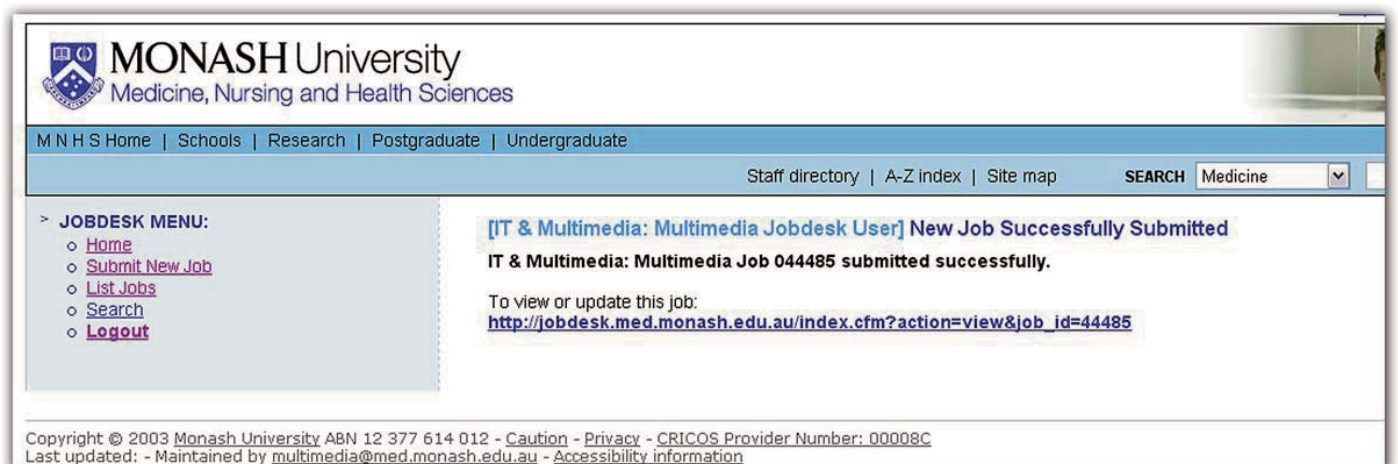
It will take you back to the above screen, this time with your file name inside the **File Field** area. Click **Upload**.

Attaching multiple files

If you would like to attach more than one file, follow the above procedure as many times as necessary.

Completing the job

Click **Complete Job** when you are done. You should then see a link to your job in jobdesk with a job number:



The screenshot shows the Monash University Jobdesk interface after a job has been successfully submitted. The header and navigation bar are the same as in the previous screenshot. The main content area is titled "[IT & Multimedia: Multimedia Jobdesk User] New Job Successfully Submitted". It displays the following information:

IT & Multimedia: Multimedia Job 044485 submitted successfully.

To view or update this job:
http://jobdesk.med.monash.edu.au/index.cfm?action=view&job_id=44485

The footer contains the same copyright information as the previous screenshot: "Copyright © 2003 Monash University ABN 12 377 614 012 - Caution - Privacy - CRICOS Provider Number: 00008C Last updated: - Maintained by multimedia@med.monash.edu.au - Accessibility information".

Viewing job details and tracking jobs

Click on the job link (after submitting a new job) or click on the job from the **New Jobs** or **In Progress Jobs** menus. You should see this:

The screenshot shows the Monash University Jobdesk interface. At the top, there is a navigation bar with links for 'MNH S Home', 'Schools', 'Research', 'Postgraduate', and 'Undergraduate'. A search bar is located on the right, with 'Medicine' selected in the dropdown and a 'Go' button. The main content area is titled '[IT & Multimedia: Multimedia Jobdesk User]' and displays 'Details of Job 044485 : "your job subject"'. Below this, there is a 'Subject' field with the value 'your job subject' and a 'User' field with the value 'your Authcate user ID'. A 'Printer Version' link is available. The 'Description' field contains the text 'the job description you entered goes here'. A table below the description provides job details:

Type	Priority	Status	Department
Other	Low	New	Not Entered
Date Received	Request Complete	Expect Complete	Fund / Cost Centre
May 05, 2005 10:04 (1 Minute)	Not Entered	Not Entered	Not Entered / Not Entered

Below the table, there is an 'Upload Files' section with a 'Browse...' button and an 'Upload' button. A 'Files Uploaded' section shows a table with one entry:

Filename	Original Filename	File Type	File Size
pixelsDPI.jpg	pixelsDPI.jpg	image/jpeg	389728

The 'Progress Report' section shows 'No entries'. At the bottom, there is a 'Send a message to the Technician' section with a text input field and a 'Send' button. Red arrows point to the 'Uploaded File links' and 'Message field'.

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Tracking a job

From your **In Progress Jobs** list, you will be able to click on a particular job and keep track of its progress. You may log back into Jobdesk at any time to do so. Changes, updates and messages can all be made here. Messages that technicians send to you will be sent to your email as well as here, but messages you send should be made through here, not through email.

Uploading extra files

In the section **Upload Files** (see above diagram), click **Browse** to find the file on your computer. Click **Open**. The file should then be in the **Upload Files** field area. Click **Upload**. The file will be added to the list of uploaded files links below.

Sending a message to the technician

To send a message to the technician who is working on your job, enter the message in the **Message Field**. Click **Send**.

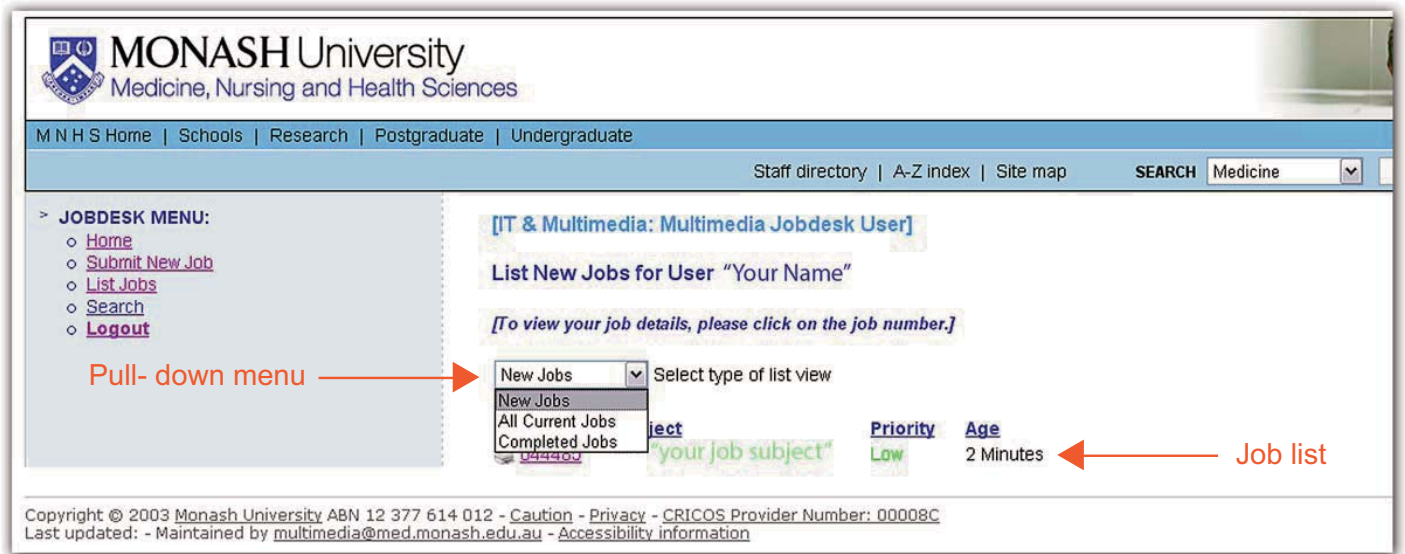
** Please note that jobdesk may time out if it is idle for over 15 minutes and the message could get lost. If sending a large message, type it out beforehand in Word then copy and paste it into the message field.*

Completed jobs

Please note that when jobs are completed, it is not a good idea to send messages or updates in them as the job no longer appears on the technician's job queue and usually will not be checked. We may check messages from time to time, but if you require further updates to a job after it is completed, please log a new job. This applies to jobs which you access through the email link – please check if they have been closed.

Viewing a list of your jobs

By clicking on the **List Jobs** link in the **Jobdesk Navigation Menu** (left side), you can view a list of all the jobs you have submitted through Jobdesk, including **Completed Jobs**.



The screenshot shows the Monash University Jobdesk interface. At the top, there is the Monash University logo and the text "MONASH University Medicine, Nursing and Health Sciences". Below this is a navigation bar with links for "M N H S Home", "Schools", "Research", "Postgraduate", and "Undergraduate". On the right side of the navigation bar, there are links for "Staff directory", "A-Z index", and "Site map", along with a search box containing the word "Medicine".

On the left side, there is a "JOBDESK MENU:" with the following links: "Home", "Submit New Job", "List Jobs", "Search", and "Logout". An orange arrow points to the "List Jobs" link, with the text "Pull-down menu" next to it.

The main content area shows the user's name "[IT & Multimedia: Multimedia Jobdesk User]" and the heading "List New Jobs for User 'Your Name'". Below this is a note: "[To view your job details, please click on the job number.]".

There is a pull-down menu for "Select type of list view" with options: "New Jobs", "All Current Jobs", and "Completed Jobs". An orange arrow points to this menu with the text "Pull-down menu".

Below the menu, there is a table with columns: "Job Number", "Subject", "Priority", and "Age". The "Subject" column contains the text "your job subject". The "Priority" column contains the text "Low". The "Age" column contains the text "2 Minutes". An orange arrow points to the "Age" column with the text "Job list".

At the bottom of the page, there is a copyright notice: "Copyright © 2003 Monash University ABN 12 377 614 012 - Caution - Privacy - CRICOS Provider Number: 00008C. Last updated: - Maintained by multimedia@med.monash.edu.au - Accessibility information".

Pull-down menu

Use this to select the group of jobs you would like to see – **New Jobs**, **All Current Jobs** (in progress) or **Completed Jobs**.

Job list

After selecting the job group, you will see a list of jobs within it, with the **Job Number**, **Subject**, **Priority** and **Age** of the job.

Searching jobdesk

If you cannot find the job you are looking for, try searching by subject by clicking on **Search** on the left **Jobdesk Navigation Menu**.

Logging out

When you have finished, click on **Logout** on the left **Jobdesk Navigation Menu**.

Contact us

If you have any questions or queries, please contact Technology Services Group:

Multimedia Services

Photography, graphic design, printing, video production, laminating

Phone: 9905 2747

Email: multimedia@med.monash.edu.au

www.med.monash.edu.au/tsg/multimedia

Web Services

Web, application and database development

Phone: 9905 2640

Email: webteam@med.monash.edu.au

www.med.monash.edu.au/tsg/web

MUSO/WebCT

Online teaching support

Phone: 9905 8532

Email: muso@med.monash.edu.au

<http://webct.med.monash.edu.au> Web Services

IT Services

IT services and support

Phone: 9905 1335

www.med.monash.edu.au/tsg/itss