Idea Elan
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ANU Technician
How to Close a Job
Comprehensive Online Solution for Lab and Core Facility Management

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How to Use Communications

Introduction:
This ‘how-to guide’ will provide you with step-by-step instructions on how to close a job once it is completed in the Technical Workshops Work Management System. We have produced a series of ‘how-to guides’ that can be accessed from the System webpage, which can be found here: https://services.anu.edu.au/information-technology/software-systems/technical-workshop-work-management-system

Please see the workflow chart below for more information on the system workflow and the associated ‘how-to guide’ for each step.

1. How to guide 1: Registering with the Technical Workshops Work Management System
2. How to guide 2: Submit a job request
3. How to guide 3: Assign jobs
4. How to guide 4: Complete a quote/estimate
5. How to guide 5: Provide approvals
6. How to guide 6: Managing tasks and sharing jobs
7. How to guide 7: Managing time
8. How to guide 8: Managing supplies and materials
9. How to guide 9: Communications
10. How to guide 10: Close a job
**Step 1:**

Navigate to Technician> Inbox> Sample Submission/ Service Request and click on the job ID or name to open the Job card. Find the ‘Change Sample Submission Status’ section.

**Step 2:**

The ‘Current Status’ will be ‘In Progress’. To close the Job, click on the ‘Completed’ Button, the status will update to ‘Completed’.
Step 3:

If a Job is mistakenly moved to ‘Completed’, or needs to be re-opened for any other reason, you are able to do this from the inbox located at Technician> Inbox> Sample Submission/ Service Request. Select the job you wish to re-open and click on the ‘Re-Open’ button in the ‘Actions’ column.