How to Use Communications
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 Communications are used in each job card as a way to discuss and track approvals 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](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.

**Step 1:**

Navigate to Technician> Inbox> Sample Submission/ Service Request and click on the job ID or name to open the Job card. To communicate with a customer, select the ‘Communication’ tab. This will begin a communications thread between the customer and all the assigned technicians.

*Note: The ‘Internal Communications’ can be used for discussions between the technicians only, the customers will not see this.*
**Step 2:**

Enter a subject and comment. The subject is the email subject and comments are the body of the email.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Testing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments</td>
<td>We will begin this project tomorrow.</td>
</tr>
</tbody>
</table>

Upload any relevant documentation. Any file type is permitted and the maximum size limit is 10mb.

**Step 3:**

If the communication requires formal approval e.g. for a customer to approve a design document or approve the purchase of materials etc., check the ‘Need client approval’

![Check box for need client approval]

**Step 4:**

Click post to send the communication. A record of the communication always be stored in the communication tab.

![Post button]

**Step 5:**

If the communication requires approval. The customer will receive an email to approve or reject the request.

**Step 6:**

After approval, technicians assigned to the job will receive an email notification. All communication and approvals will be stored in the communications tab.