FLORIDA HOSPITAL

INSTRUCTIONS FOR USING (Q)

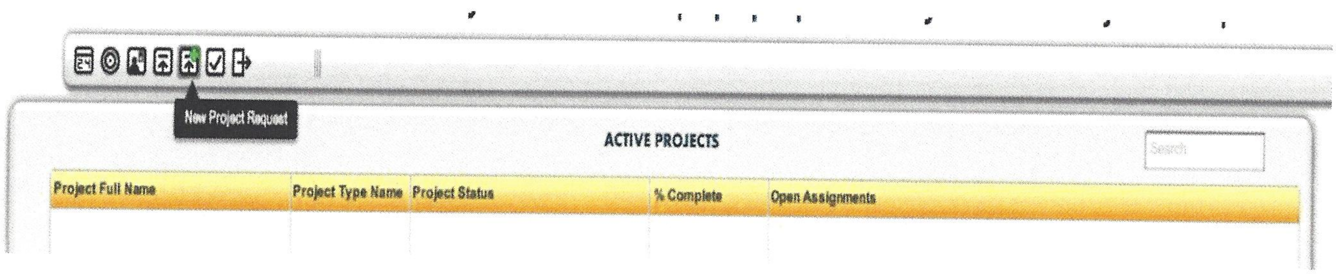
www.floridahospital.com/q

User ID & Password: First initial of your first name and your last name, all as one word, lowercase.

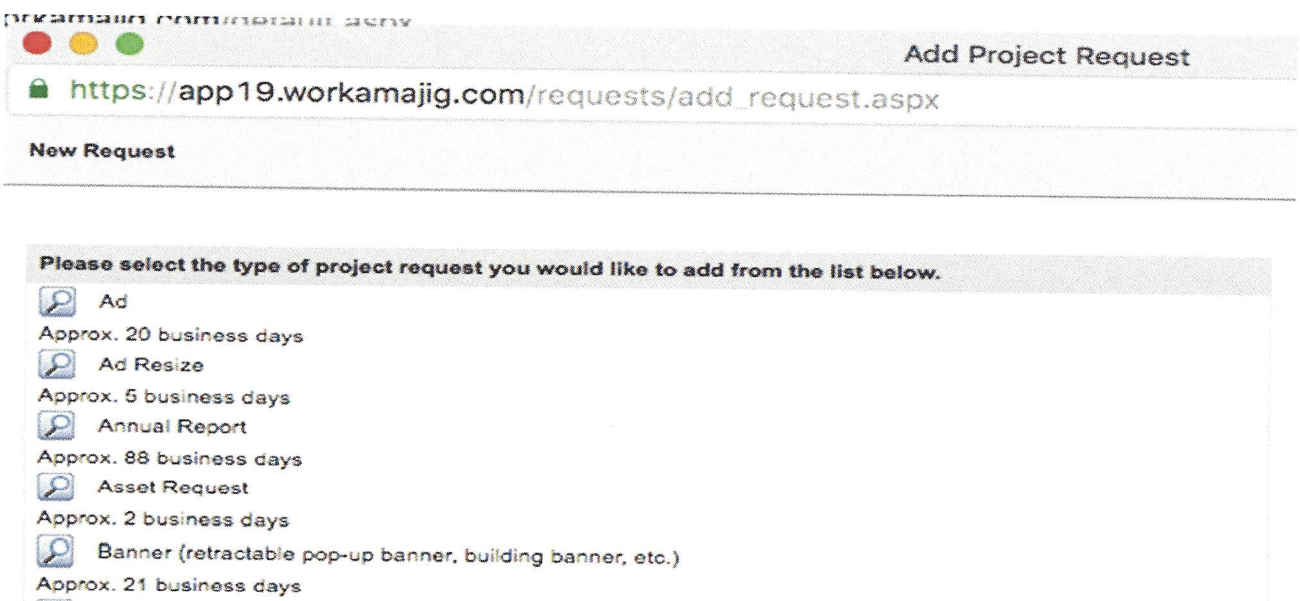
Contents

Adding a Project Request

Once you have logged in, at the top of the screen, there is a row of icons. Mouse over each option until the pop-up tip says "New Project Request".



Click that and a new window will open called "Add Project Request." Here you will see a list of the different types of projects that you can request. Click the type of job you want to submit.



On the next screen, you will see a number of fields to fill in with general information about you and your request. All fields that are marked with an asterisk are required, however, please fill in as many of the fields as you can, with as much information as you have to move things along smoothly. For the delivery address, please provide a full, actual mailing address and complete 10-digit phone number.

Add Project Reque

https://app19.workamajig.com/requests/add_request_detail.aspx?Q

New Request (Flyer)

Next

Client *	Florida Hospital
Requested By *	Bruce Wayne
Notify Email *	theodore.wells@flhosp.org
Project Name*	Bruce Wayne is not Batman
Description	This is a flyer that explains why Bruce Wayne is not, and can not be Batman, contrary to some rumors.
Client's Project Number	
Project Due Date	04/22/2015
Due Date Info *	Standard production timeline
Cost Center *	5417
Reference Job Number	
Flyer Dimensions *	8.5 x 11
Quantity *	25,000
Delivery Address *	Alfred Pennyworth Butler 1 Wayne Manor, Gotham, NY

Next

"Florida Hospital" is the default, you must update and change to fit the appropriate client.

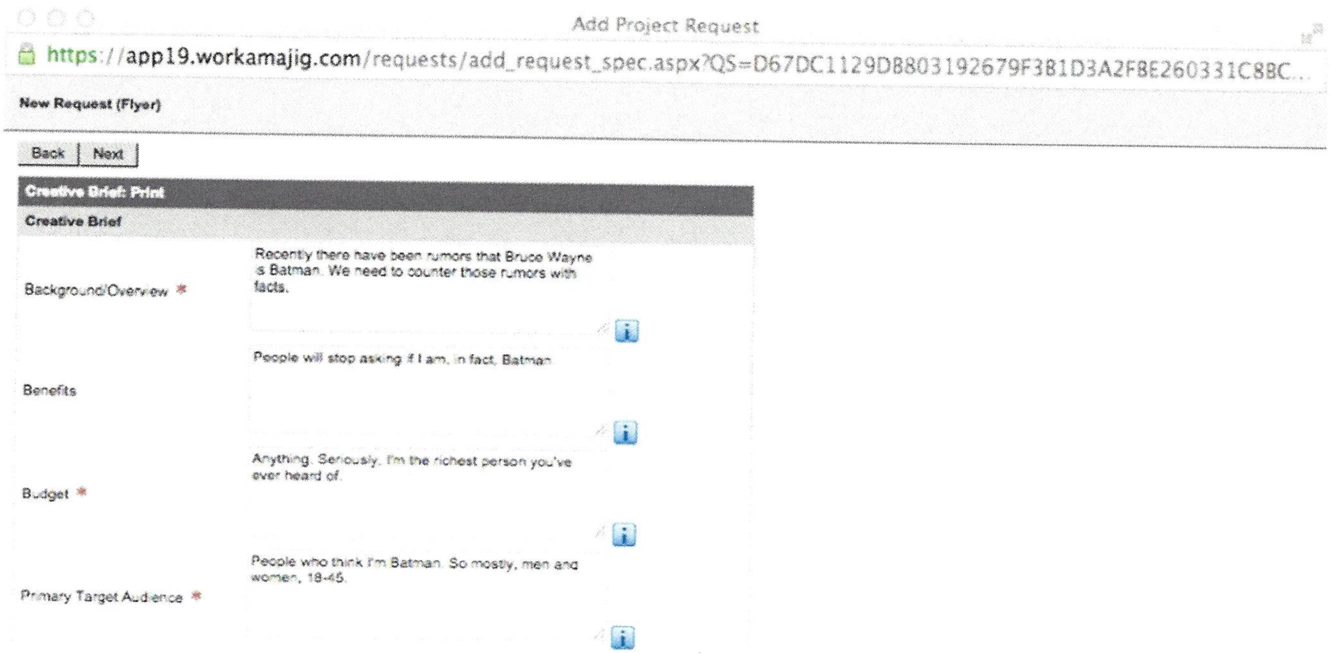
Please note that all project types have a minimum number of days to complete the job. These minimum number of days are pre-set and cannot be changed. As seen in the screenshot below, if you select a due date that is too early, the system will automatically change it to a later date for you.

Errors

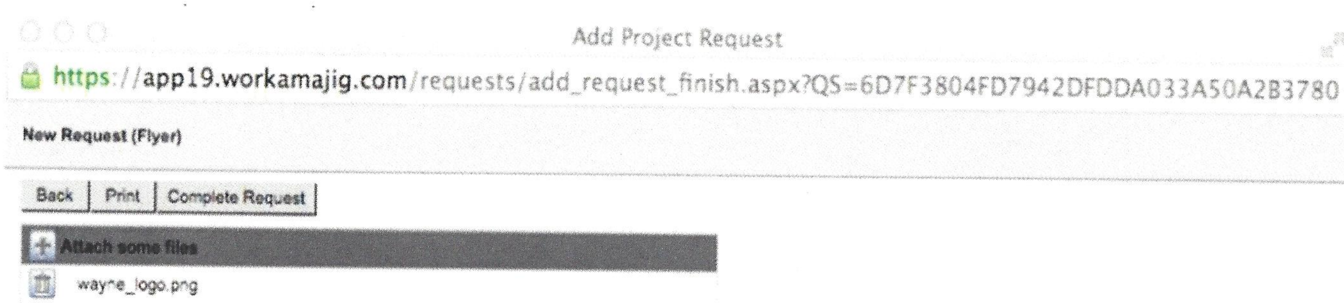
The Project Due Date must be a minimum of 21 business days out. The date has been adjusted to 5/20/2015

Client *	Florida Hospital
Requested By *	Bruce Wayne
Notify Email *	theodore.wells@flhosp.org
Project Name*	Bruce Wayne is not Batman
Description	This is a flyer that explains why Bruce Wayne is not, and can not be Batman, contrary to some rumors.
Client's Project Number	
Project Due Date	5/20/2015
Due Date Info *	Standard production timeline
Cost Center *	5417

Next you will fill out the Creative Brief (If required).
Again, all fields with asterisks are required, but please fill out as much information in as many fields as you can. If you are ever unsure about what is being asked, mouse over the blue "i" to the right of the text box and a pop-up will appear with an explanation.



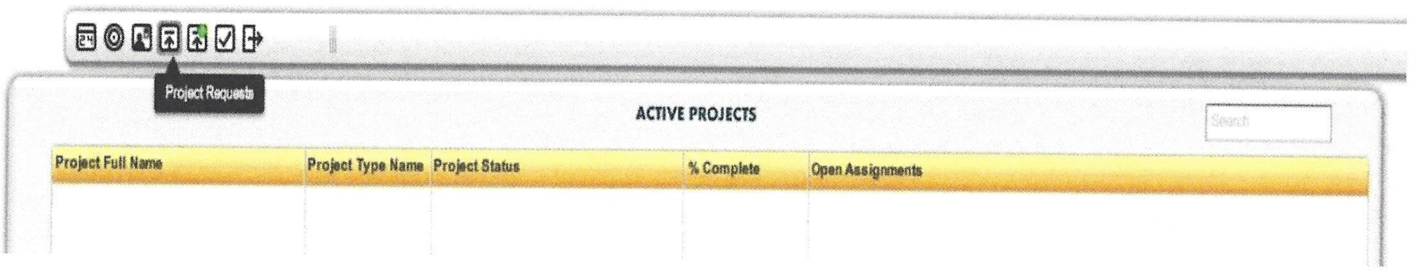
On the next screen, you will be able to attach files. This is where you will upload any and all logos, images, pdfs, word documents or other files that the team will need in order to work on your request. If you have more than 3 files/documents, please zip them before attaching. Once you have added all of your files, click the "Complete Request" button.



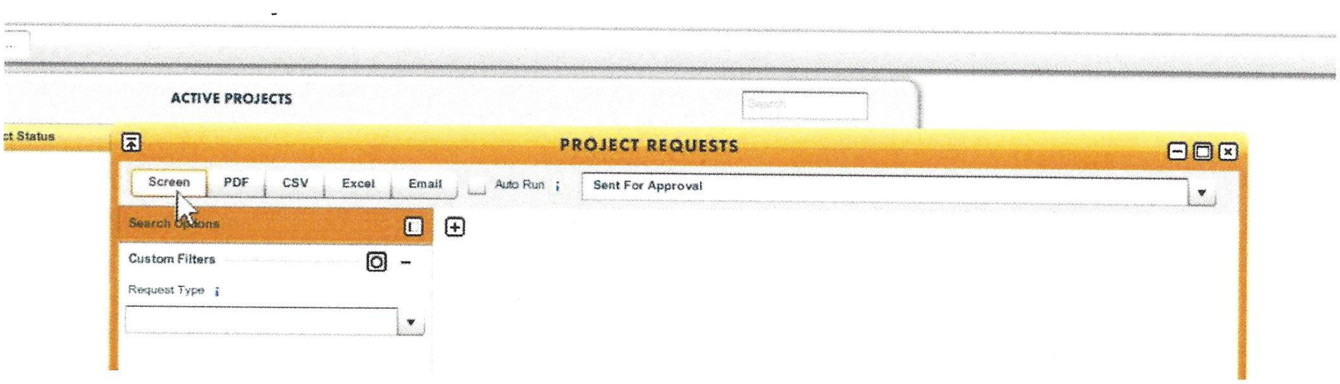
Your request has now been sent to the Project Management team. They will either approve your request and send it to the appropriate parties to work on, or in some cases, they will need to send the request back to you for more information. This is why providing as much information as you can is important.

Checking on the Status of your Project

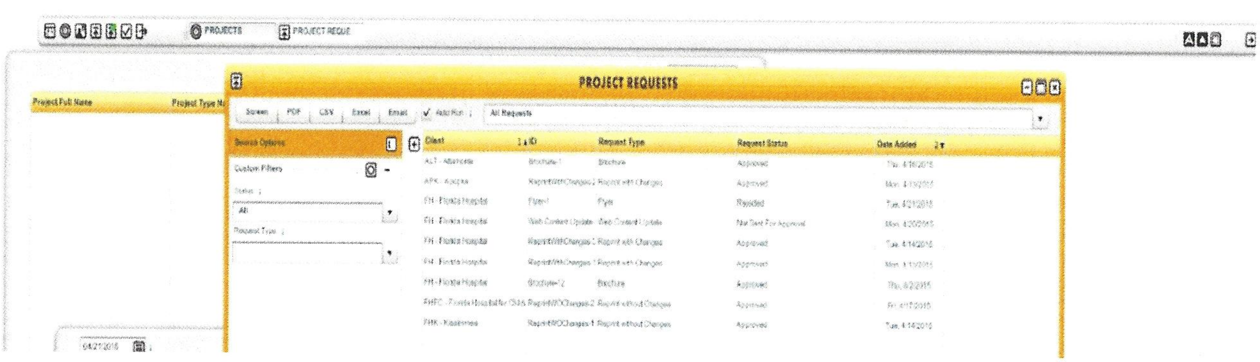
Click the "Project Requests" icon on the top row.



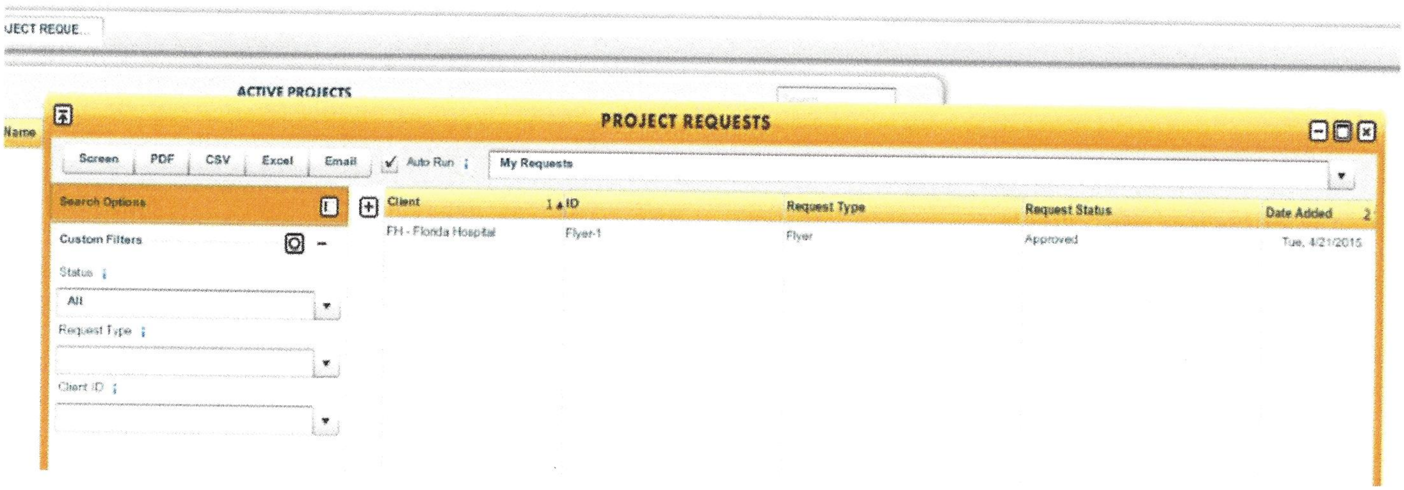
The window that appears may be blank. If it is, click the "Screen" button in the upper left of the window. Click the "Auto Run" checkbox and the list will always update automatically.



Your project will remain here in the "Project Requests" section until it is approved or sent back to you.



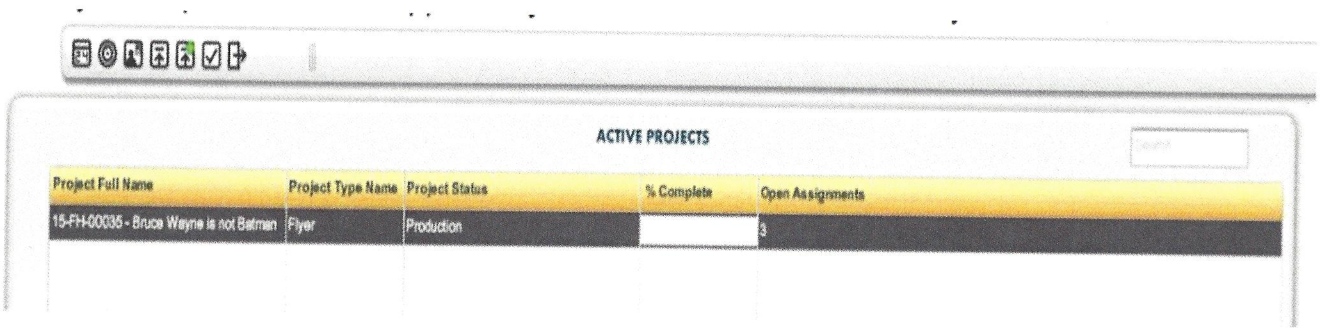
If it is rejected, you will receive an email notification with a message explaining what information is missing. If this happens, simply go to your "Project Request" button at the top left. Click "Screen" which is the same as refresh. Double click the request, add the needed information, hit save, and click the "Resend for Approval" link at the top of the window. NOTE: If it's on auto run, you don't need to click "Screen".



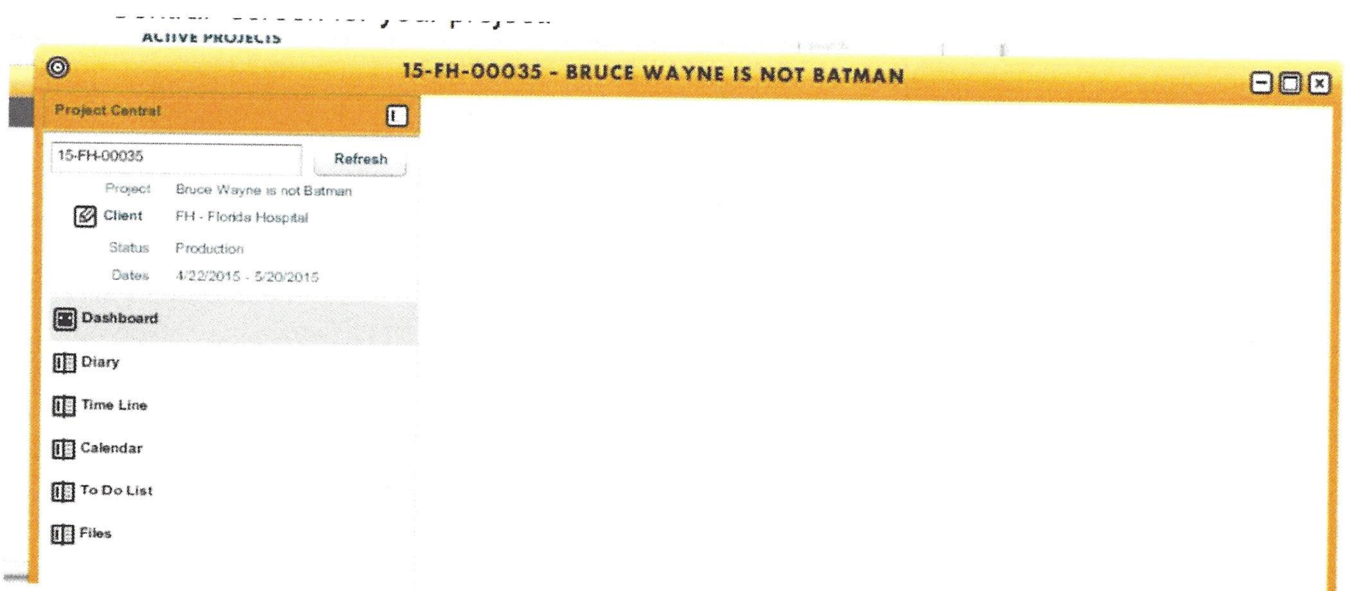
Once your request has been approved, you will see that reflected in the "Project Requests" window.

Monitoring an Active Project

After your request has been approved, you will see it in the "Active Projects" window.



Double clicking your project in the "Active Projects" window brings up the "Project Central" screen for your project.



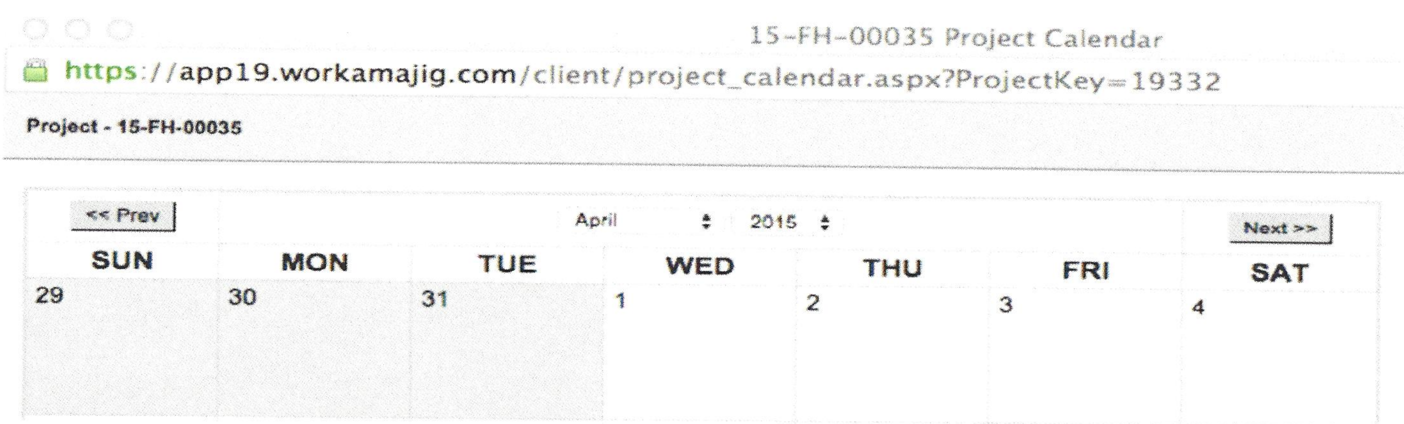
The tabs on the left will give a more detailed view of the progress of your project.

The Dashboard holds the general information you supplied with your request.

The Diary is where notes about your project are exchanged between yourself and the creative team. You will also receive these updates as emails.

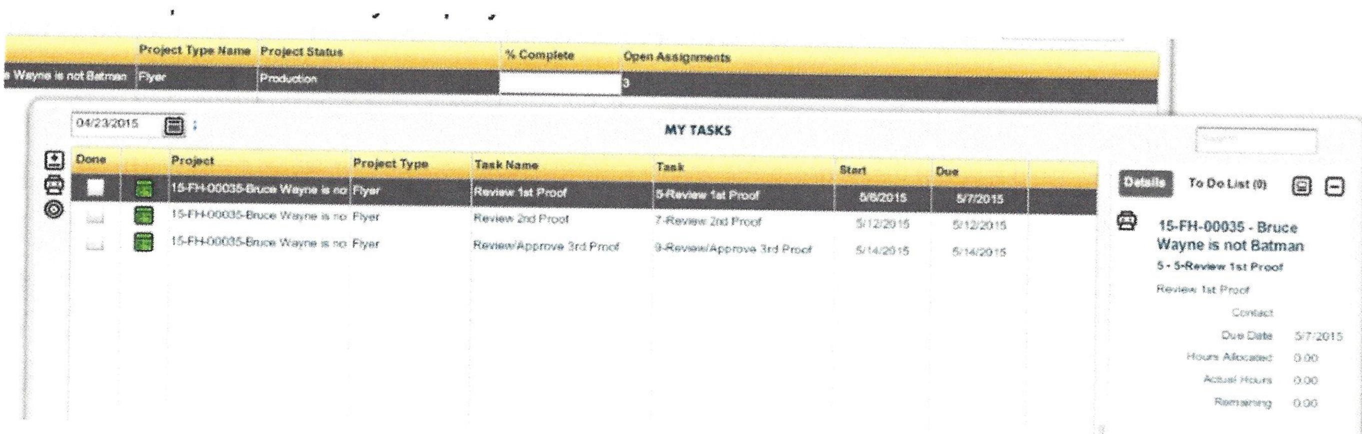
The Time Line will open a new window with a gantt view with every task that needs to be completed. You will see when you need to review or approve work; please do so in the allotted time frame to keep your project on its timeline. If you do not, your project's completion date will be pushed out.

The Calendar has the same information as the Gantt Chart, presented in the Calendar view.



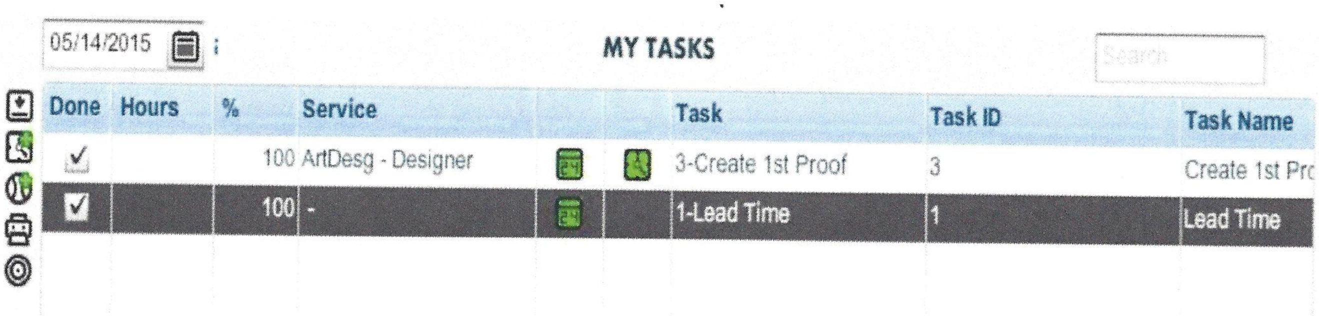
Marking Your Tasks Complete

There is also the “My Tasks” widget that lists any tasks needed by you in order to complete your project.



When you have completed a task that you have been assigned, go to the “My Tasks” window, click the checkbox for “Done” and then

click “Save”. The “Save” icon looks like this: 



Frequently Asked Questions

Your Info:

Please check your name/phone settings and make sure they are accurate.

Email:

If you receive an email in Outlook from Workamagig from someone on the project, you can reply to that email address (do not delete Workamagig email address) then it will automatically add your reply to the Q Diary Post as a reply. This way you do not need to open Q to reply to a Diary Post. For all new Diary Posts, you will need to go into Q and make a new post.

Screen/Auto Run:

Make sure Auto Run is also check so you do not have to click the Screen button in the future. (Screen is Q's word for Refresh)

Need Less Than 3 Proofs?

If you approve a project after 1st or 2nd proof and do not need additional proofs, do the following:

> Send a Diary post to the project manager saying 1st/2nd proof is approved.

Need More Than 3 Proofs?

Once you receive 3rd proof to review and realize you need more changes, do the following:

Make a diary post to the project manager letting them know you need another proof. Project manager will add another task for the designer and another task for you to approve the proof.

Frequently Asked Questions

Timelines in Q:

Timelines may be adjusted depending on the project. The Project Manager may need to add/remove steps based on the project. If new copy is needed, the PM will add more steps into the timeline. If no copy is needed the PM will remove steps. Please keep this in mind when putting in your project. The PM will notify you if the project due date has been extended.

Job Put on Hold:

If a job needs to stop being worked on and put on hold, ask the project manager to do so. When the job is ready to be worked on again, please let the project manager know and it will be put back into the production timeline. Please note, this will impact your deadline.

Q Cheat Sheet

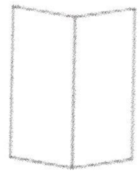
1. Provide as much description as possible with your job submissions.
    a. A good question to ask yourself when putting in a job, is "What do I want the end result of this piece to be?"
    b. Remember to change the client ID from FH to the correct one for each specific project
2. Steps for your task:
    a. Go to your task and click the bullseye, this jumps to the Files section in order to download the most recent copy/proof.
    b. If you have edits:
        i. Mark up the PDF with your edits, RENAME it and upload it back into the job.
        ii. Go to the Diary and make a post stating what you uploaded. Tag your PM.
        iii. Mark your task complete. You must check the box and hit save.
    c. If it's approved as is:
        i. Go to the Diary and make a post stating that XX proof is approved. Tag your PM.
        ii. Mark your task complete. You must check the box and hit save.
3. Marking up a PDF:
    a. Use sticky notes/highlight where necessary. Direction should be clear to avoid potential miscommunication errors.
    b. No scanned docs – handwriting can be hard to read, notes aren't clean and it's hard to track if there are more than a handful.
4. Assume every time that your job will go to someone new. Provide DETAILS in your Diary posts.
    a. Please refrain from posts such as, "spoke with Cam and he knows what to do."
5. Deadline Options when submitting a job:
    a. Hard = tied to an event and must be in hand by a specific date
    b. Standard = flexible time line, no specific in hand date
6. Rejected jobs – These are still in your Q.
    a. You don't need to re-enter all of your information. Here's where they live:
        i. On your toolbar, go to Project Requests. Make sure Status shows Rejected and hit the Screen button. Double click on the job you need to adjust, add files/updated information and hit Resend for Approval.
7. Files and documents must be placed in the Files section only – not in the Diary
    a. Everything you upload needs to live in the "Files" section – logos, photos, copy docs, every document or file. Otherwise, files get lost in the Diary section since we don't utilize the files section of the Diary.
    b. File description should be short. Ex: "edits to 1st proof"
    c. Don't click notify team; it will send an email to the entire marketing team.
8. Can't find a job number/title?
    a. You need to be added to the team. Just email a PM, include the job number and ask to be added to the team.
9. If you are including more than 3 files, zip them and upload into the job.
10. And finally, remember to **Always** tag your PM

Print Spec Guide
Common Print Formats

Rack card

A one, two, three, or four-panel brochure that folds to 4" x 9" to fit a standard holder.

Standard: 4" x 9"



Rack card

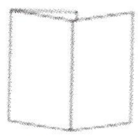
Brochure

Can be folded or saddle-stiched (stapled at the spine). Saddle-stitched brochures must have a page count divisible by four.

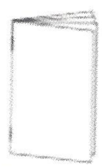
Standard: 5.5" x 8.5" or 7" x 9"

Large: 8.5" x 11"

Non-standard/other: Horizontal, oversized or custom shape (die cut)



Folded brochure



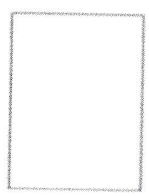
Saddle-stitched brochure

Flyer

A simple single-sided or double-sided sheet of paper.

Standard: 8.5" x 11" (Letter)

Non-standard/other: Larger, smaller or custom shape (die cut)



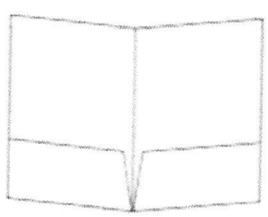
Flyer

Folder

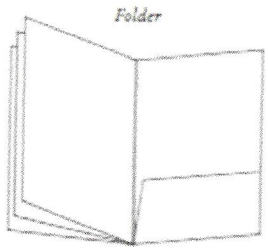
Standard: 9" x 12" with one or two basic 4" pockets

With pages: Folders can include saddle-stitched pages. This option is typically expensive.

Non-standard/other: Horizontal, custom shaped-pockets or multiple panels. These options are typically more expensive.



Folder



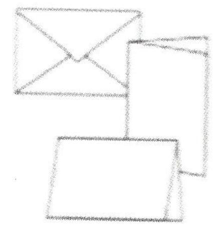
Folder with saddle-stitched pages

Invitation

One or more panels, horizontal or vertical, with envelope.

Standard: 5" x 7"

Non-standard/other: Oversized or custom shape (die cut)



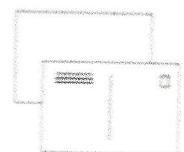
Invitation

Postcards/direct mail

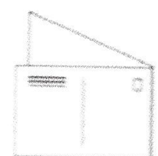
A piece mailed without an envelope. One side must include the return address, space for the recipient address and indicia or postage.

Postcard: A single panel, 4" x 6" to 6.25" x 11" *(Larger requires more postage)*

Direct mail: A mutliple-panel that folds to 4" x 6" to 6.25" x 11" *(Larger requires more postage)*



Postcard



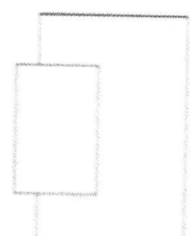
Direct mail

Poster

Typically glued to foam core for durability.

Small: 11" x 17"

Large: 24" x 36"



Posters

Banner

Hanging banner: Typically made of vinyl with grommets in corners or all around.

Pop-up banner: A vinyl banner that unrolls vertically out of a cassette. Hardware is resusable.

Hanging banner

Pop-up banner

Answers to Users Q Issues/Concerns

https://docs.google.com/document/d/1Lp9PFWh4Vcw4uNLHyto7IG-9tKqQbLgKHJIoX4UftNTw/e dit?usp=sharing

Timelines For 1st Proofs (Days)

Timelines For 1st Proofs (Days)			
Project Type	**Copy Editing**	**Copywriting**	**Design**
Ad	1	3	3
Ad Resize	0	0	1
Annual Report	5	15	4
Banner	1	0	2
Billboard	1	0	3
Brochure (2, 3, 4 Panel)	2	0	4
Direct Mailer	1	0	3
Envelopes	0	0	2
Flyer	1	3	3
Folder	0	0	3
Infographic	2	0	7
Invite	1	3	3
Letterhead	0	0	2
Multi-Page Brochure	5	7	7
Poster	1	3	3
Rack Card	1	3	2
Reprint With Changes	1	0	3

Job Type Cheat Sheet

Ad: A new design is needed, but full, complete copy is provided. Proof reader will review copy.

Ad Needing Copy: A new design and copy is needed.

Ad Resize: Only a resize, no changes are needed.

Brochure (2, 3, or 4 Panels): These are folded rack cards. 16 x 9 or 12 x 9 folded to 4 x 9. These are not manuals or multiple page brochures.

Reprint With Changes: Reprint with minor changes (i.e.: ad, flyer, rack card, etc.) New copy, look, or design is not a reprint with changes.

Reprint Without Changes: Exact reprint. No Changes.

Web Bug/Fix: Error with structure of site (this takes the Dev Team. Something in the code is broken.)

Web Banner: A web banner design is needed and/or a web banner needs updated.

Website Elements/Update - Copy/Design: Design or copy on the site needs to be updated.

Web Content Update: Copy and/or photo updates needed on the site - provided in the files section.

HOT Jobs: Any job that is needed sooner than the 1st proof due date that is provided in the Q manual.