

Graphic Design/Communications Requests Workflow Sequence

Action Sequence	Intranet WO Ticket Status at the end of each step	Email Notifications on Status Change
<p>1. Client creates new request using Intranet WO site. (<i>New Request</i> is default status when ticket is generated.)</p>	<p align="center">New Request</p>	<p align="center">Client, Graphics</p>
<p>2. Client uploads content to Museum SharePoint document library and updates status.</p> <p>Upload:</p> <ul style="list-style-type: none"> • Go to: https://uflorida.sharepoint.com/sites/flmnh-graphics • Enter username as <i>gatorlink@ufl.edu</i> and click Next • Login to site with Gatorlink credentials • On the left-hand menu, click on <i>Communications Requests</i> • Click New > Folder and create a new folder; naming it with the request ticket number. Example: “12539” • Click on your new folder to open it. • Click Upload and choose your document(s). • Select your uploaded document, click the [...] menu, and select Check In. • Once your content has been uploaded, return to your ticket on the Intranet and change the status from <i>New Request</i> to <i>All Final Content Uploaded</i>. 	<p align="center">All Final Content Uploaded</p>	<p align="center">Marketing</p>
<p>3. Marketing downloads documents for review.</p> <p>Download:</p> <ul style="list-style-type: none"> • Go to: https://uflorida.sharepoint.com/sites/flmnh-graphics • Enter username as <i>gatorlink@ufl.edu</i> and click Next • Login to site with Gatorlink credentials • On the left-hand menu, click on <i>Communications Requests</i> • Click on the folder that corresponds with your ticket number. • Select the desired document and then on the [...] menu, select Check Out. • With your document still selected, click Download and save a copy to your Downloads folder. 	<p align="center">Content Approved by Marketing</p>	<p align="center">Lead Designer, Assigned Designer(s)</p>

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<p>Marketing reviews text, when finished uploads doc to <i>Communications Requests</i> document library, changes WO ticket status to <i>Content Approved by Marketing</i>, Graphics is notified.</p> <p>Upload:</p> <ul style="list-style-type: none"> • Go to: https://uflorida.sharepoint.com/sites/flmnh-graphics • Enter username as <i>gatorlink@ufl.edu</i> and click Next • Login to site with Gatorlink credentials • On the left-hand menu, click on <i>Communications Requests</i> Make sure document is checked in. • Make sure that no documents are selected, and click Upload. • Find and your revised file (again, please do not change the file name). When prompted, click Replace. • Select your uploaded document, click the [...] menu, and select Check In. • Return to the Intranet work order page for your ticket and update the status to <i>Client Review Complete</i>. Further work by Graphics and Marketing will now proceed on your request. 		
<p>4. Graphics downloads files and changes WO ticket status to <i>Graphic Design in Progress</i>; begins work.</p> <p>Download:</p> <ul style="list-style-type: none"> • Go to: https://uflorida.sharepoint.com/sites/flmnh-graphics • Enter username as <i>gatorlink@ufl.edu</i> and click Next • Login to site with Gatorlink credentials • On the left-hand menu, click on <i>Communications Requests</i> • Click on the folder that corresponds with your ticket number. • Select the desired document and then on the [...] menu, select Check Out. • With your document still selected, click Download and save a copy to your Downloads folder. • On Intranet, open this request and set status to <i>Graphic Design in Progress</i>. 	<p align="center">Graphic Design in Progress</p>	<p align="center">none</p>

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<p>5. When Graphics is finished with first draft, uploads PDF to <i>Communications Requests</i> document library; changes ticket status to <i>Under Review by Marketing</i>; Marketing is notified.</p> <p>Upload:</p> <ul style="list-style-type: none"> • Go to: https://uflorida.sharepoint.com/sites/flmnh-graphics • Enter username as <i>gatorlink@ufl.edu</i> and click Next • Login to site with Gatorlink credentials • On the left-hand menu, click on <i>Communications Requests</i> Make sure document is checked in. • Make sure that no documents are selected, and click Upload. • Find and your revised file (again, please do not change the file name). When prompted, click Replace. • Select your uploaded document, click the [...] menu, and select Check In. • On Intranet, open this request, and set status to <i>Under Review by Marketing</i>. 	<p>Under Review by Marketing</p>	<p>Marketing</p>
<p>6. When Marketing is finished with review, uploads PDF to SharePoint; changes ticket status to <i>Under Review by Client</i>; Client is notified.</p>	<p>Under Review by Client</p>	<p>Client</p>
<p>7. Client suggests edits on PDF, uploads PDF to SharePoint; changes ticket status to <i>Client Review Complete</i>; Marketing is notified.</p>	<p>Client Review Complete</p>	<p>Marketing</p>
<p>8. Marketing looks at client changes, uploads to SharePoint; changes ticket status to <i>Marketing Review Complete</i>; Graphics is notified</p>	<p>Marketing Review Complete</p>	<p>Lead Designer, Assigned Designer(s)</p>
<p>9. Graphics changes ticket status to <i>Graphics Revisions in Progress</i>; makes revisions</p>		

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	Graphics Revisions in Progress	none
10. When Graphics is done, uploads revised PDF to SharePoint, sets ticket status back to <i>Under Review by Marketing</i> ; Marketing is notified (repeat steps 5-9 as necessary)	Under Review by Marketing	Marketing
11. When review process is complete and client signs off, Graphics sets ticket status to <i>Ready for Production</i> .	Ready for Production	Client, Marketing, Website team (if web components requested)
12. After final doc is emailed or sent to print, Graphics sets ticket status to <i>Completed</i> .	Completed	none
13. Set if a project is put on hold.	Project on Hold	Client