

CLOCKWORK

Training Manual and Reference: Alternate Format

Table of Contents

Alternate Format – Learning Objectives

- License Key
- Accessing the Alternate Format
- Parts of Alternate Format
- Requests Workflow

Media Content

- How to add Media Content
- How to edit Media Content
- How to delete Media Content
- How to export to Excel
- How to show columns
- How to add/remove row formatting

Publishers

- How to add a Publisher
- How to edit a Publisher
- How to delete a Publisher
- How to export to Excel
- How to show columns
- How to add/remove row formatting

Vendors

- How to add a Vendor
- How to edit a Vendor
- How to delete a Vendor
- How to export to Excel
- How to show columns
- How to add/remove row formatting

Requests

How to create a new Request

To be approved:

- How to approve a request
- How to edit a request
- How to delete a request
- How to export to Excel
- How to show columns
- How to add/remove row formatting

In Progress

- How to edit a request
- How to delete a request
- How to export to Excel
- How to show columns
- How to add/remove row formatting

Completed:

- How to mark the request as delivered
- How to edit a request
- How to download files
- How to email students
- How to export to Excel
- How to show columns
- How to add/remove row formatting

Jobs

In Progress

- How to open a job
- How to edit a job
- How to mark job as completed
- How to split a job
- How to cancel a job
- How to export to Excel

- How to show/hide columns
- How to add/remove row formatting
- Volunteers:
 1. How to add working hours
 2. How to edit working hours
 3. How to delete working hours
 4. How to export to Excel
 5. How to export to PDF
 6. How to show/hide columns
 7. How to add/remove row formatting

Completed

- How to open a job
- How to export to Excel
- How to show/hide columns
- How to add/remove row formatting

Cancelled

- How to open a job
- How to export to Excel
- How to show/hide columns
- How to add/remove row formatting

Reports

Admin

- How to change the notification sent to students
- How to attach dynamic forms to a category

FAQ

- How to add Proof of Purchase
- How to add alternate format files
- How to add volunteers
- How to add volunteer notes

CLOCKWORK TRAINING ALTERNATE FORMAT

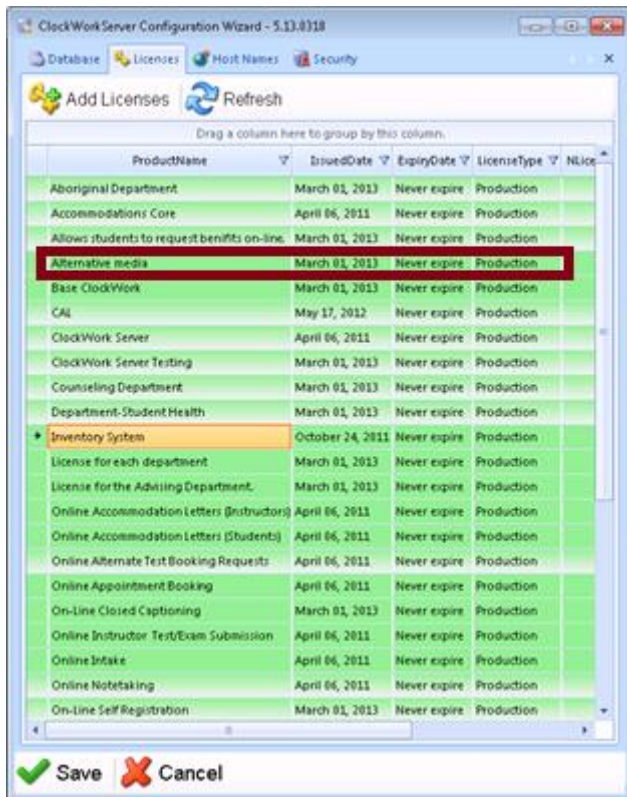
LEARNING OBJECTIVES

- Become familiar with the Alternate Format interface
- Create Media Content, Publisher, and Vendor
- Create a new request
- Create a job
- Understand the difference between requests and jobs
- Learn how to approve a request
- Learn how to turn requests into jobs
- Learn how to manage your volunteers
- Learn what reports are available
- Become familiar with the system's workflow

License Key

- The Alternate format module is not going to work without its license key
- If the license key is not imported, please submit a support ticket
- In ClockWork, go to Extra tab > Submit a Support Ticket

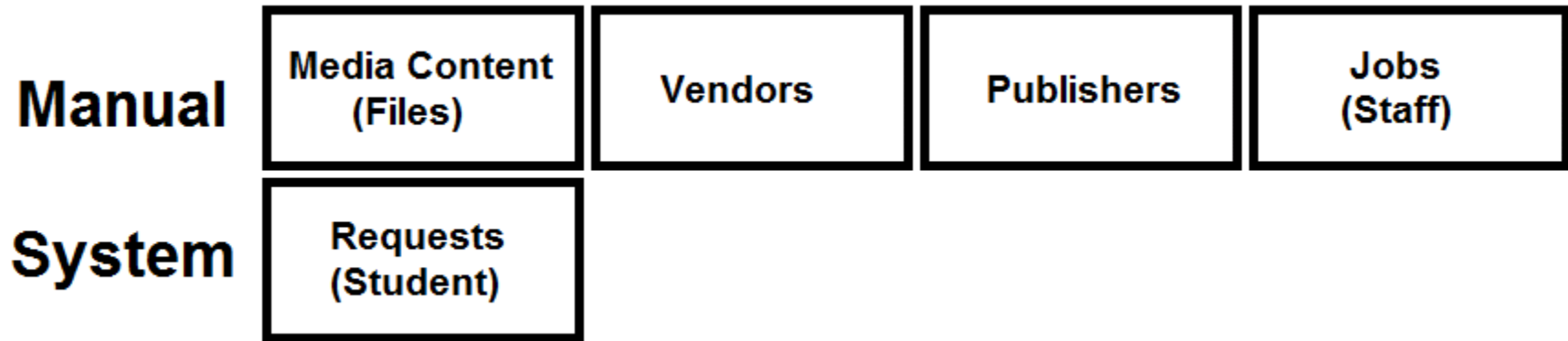
How do you know if the license key is not imported?



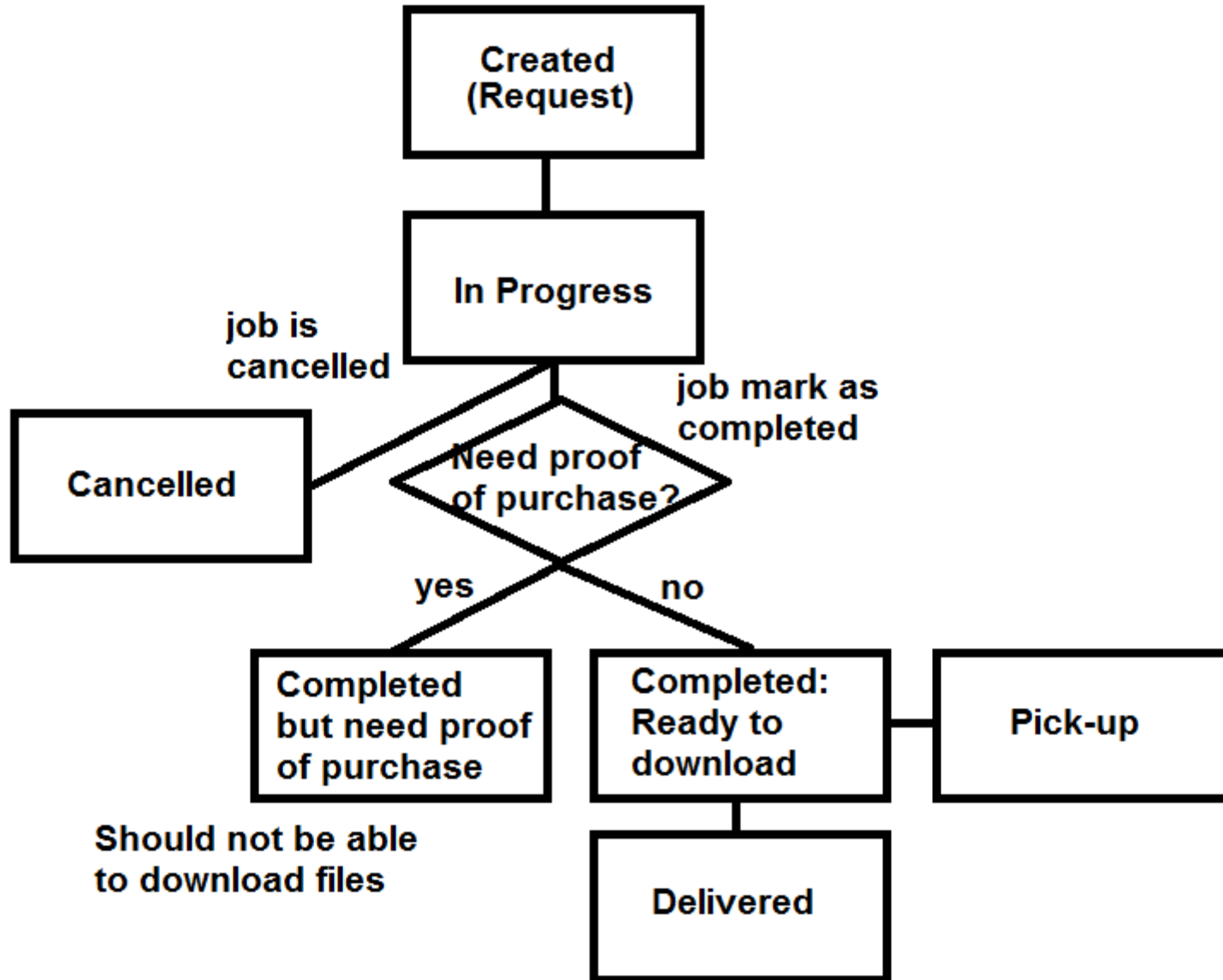
• On the server, go to Start > All Programs > TechnoPro > ClockWork 5 Server > Clockwork Server Initialization Wizard

• It should have 'Alternate media' in the Licenses tab

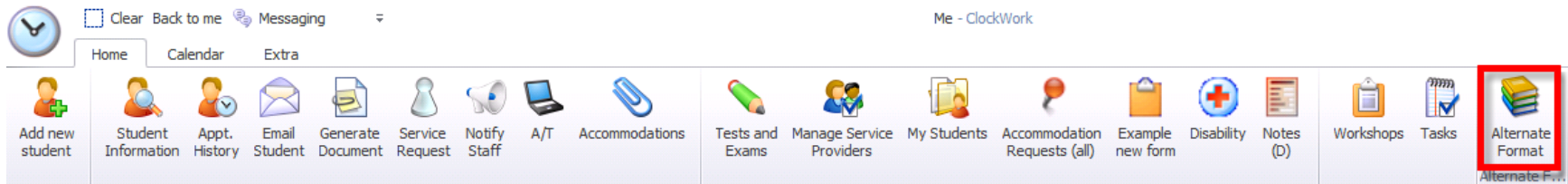
Parts of Alternate Format



Requests Workflow



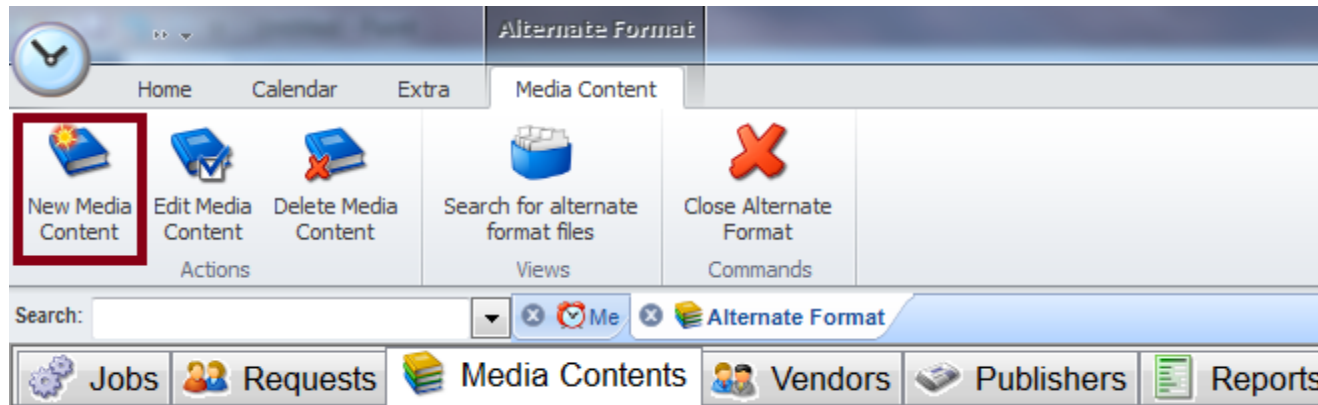
Accessing the Alternate Format



- There`s no setting or permission to turn on the Alternate Format module.
- As long as you have the license key for the Alternate Format, it should show up in your “Home” ribbon bar. This is automatic.
- The Alternate Format is on the top right side of your ClockWork screen

MEDIA CONTENT

How to add a new Media Content



- Click on the Media Contents tab
- The ribbon bar should change to Media Content
- Click on “New Media Content”
- You can also right-click and select “New Media Content”

You should get a screen like this.

The screenshot shows a web application window titled "Edit media content". At the top, there are tabs for "Media Content", "Courses", "Extended Data", "Thumbnail", and "Files". A blue banner at the top of the form area reads "Media Content created by admin admin on Jul 08, 2013". The form contains the following fields and controls:

- Short title:** Text input field containing "Professional WCF 4".
- Long title:** Text input field containing "Professional WCF 4".
- ISBN: (no dash or spaces):** Text input field containing "9780470930403".
- Edition:** Text input field containing "1".
- Category:** Dropdown menu with "Alternate TextBook" selected.
- Authors (Comma separated list):** Text area containing "Pablo Cibraro, Kurt Claeys, Fabio Cozzolino, Johann Grabner".
- Notes:** Empty text area.
- Publisher:** Dropdown menu with "Publisher name 1" selected.
- Published date:** Dropdown menu with "July 15, 2010" selected.
- Website:** Text input field containing "https://www.googleapis.com/books/v1/volumes/-Mue1Gg".
- Proof of purchase required?:** Unchecked checkbox.
- Is media content reusable?:** Checked checkbox.
- Is Active?:** Checked checkbox.
- Length:** Text input field containing "480".
- Summary:** Text area containing a detailed description of a book about Windows Communication Foundation (WCF) technology.

At the bottom left of the window, there are two buttons: a green checkmark icon labeled "Save" and a red X icon labeled "Cancel".

Enter the book's information here.

Proof of purchased required?

Sometimes the student needs to submit a proof of purchase for the book(s) before they can download the material(s). If this is checked, the system is not going to allow them to download the material without its proof of purchase.

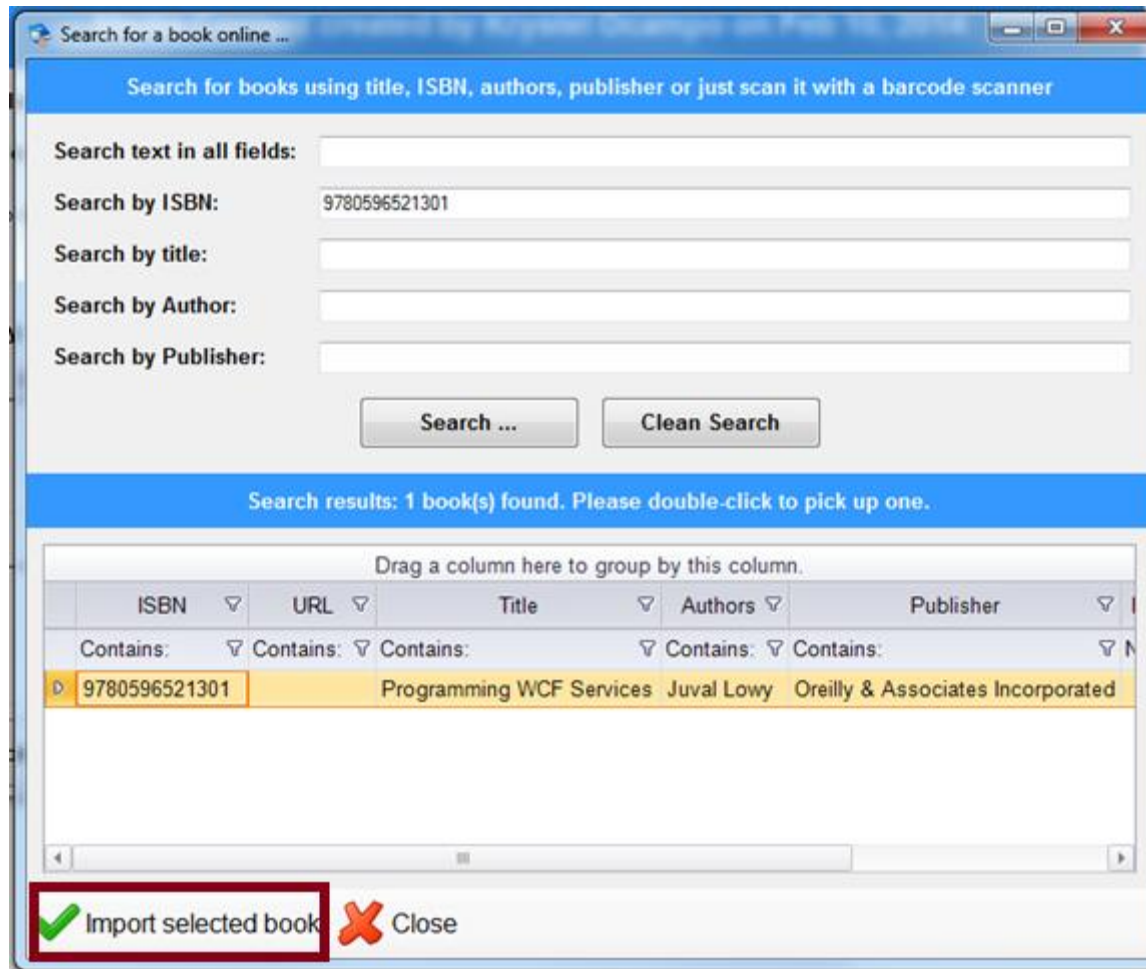
Is media content reusable?

Sometimes the books needs a permission from the publisher to distribute the alt format. Sometimes, the publisher only gives the alt format to one student with a proof of purchase. If this is checked, it means that the publisher allowed the school to distribute the alt format as many times they want.

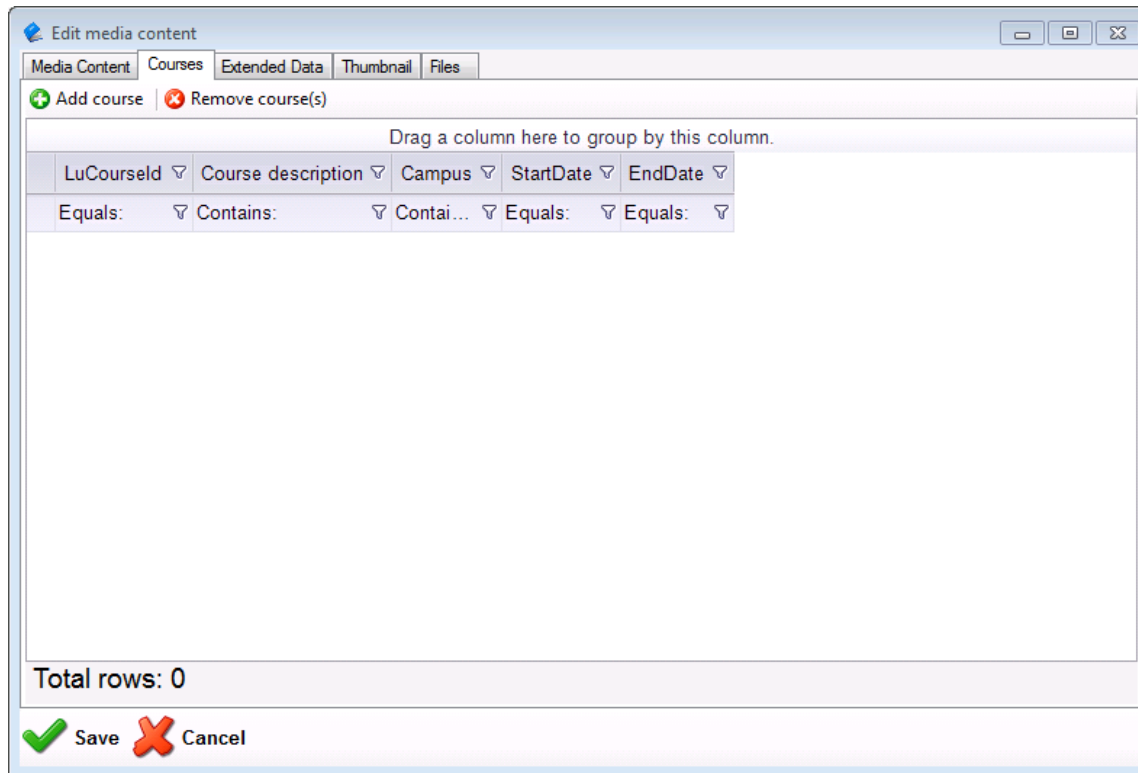
Is Active?

This just tells you if the media content is active or not.

***** Use a scanner to pull the book's information from the web *****

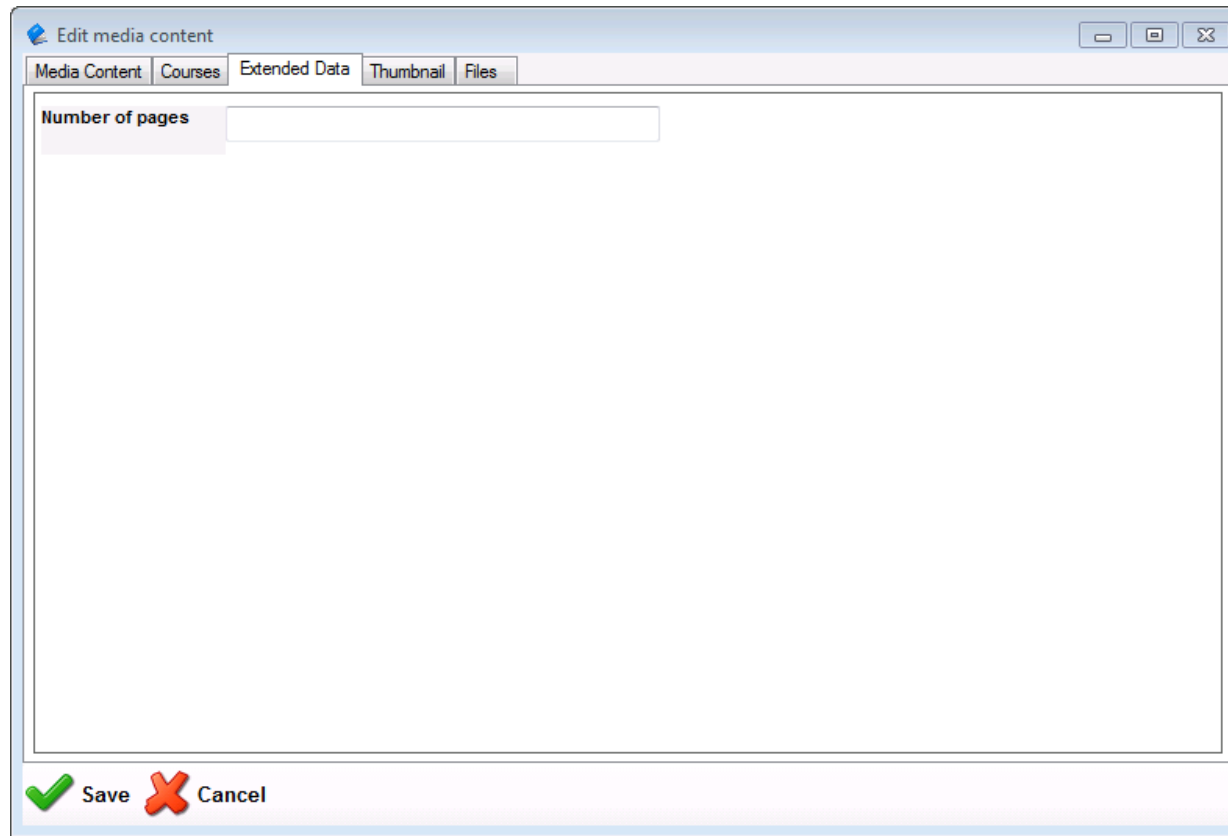


You just have to scan the ISBN of the book and ClockWork will automatically search for it on the web. Scanner: Adesso, Model No. NUSCAN2100U



Courses: Courses are linked to a student’s account in ClockWork. If courses are not displayed that means the student does not have current active courses.

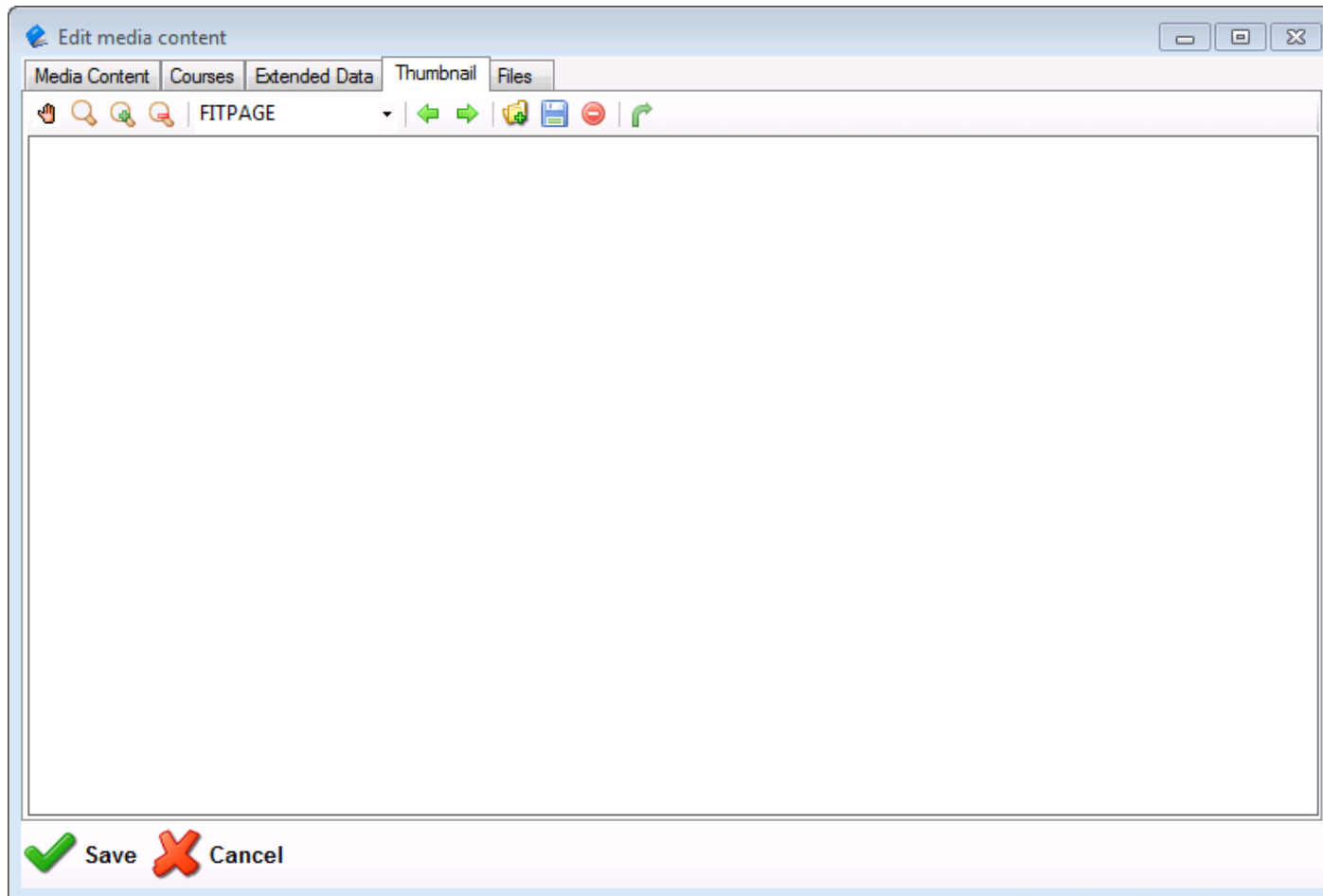
When you add a request, the request wizard filters the media content by the course.



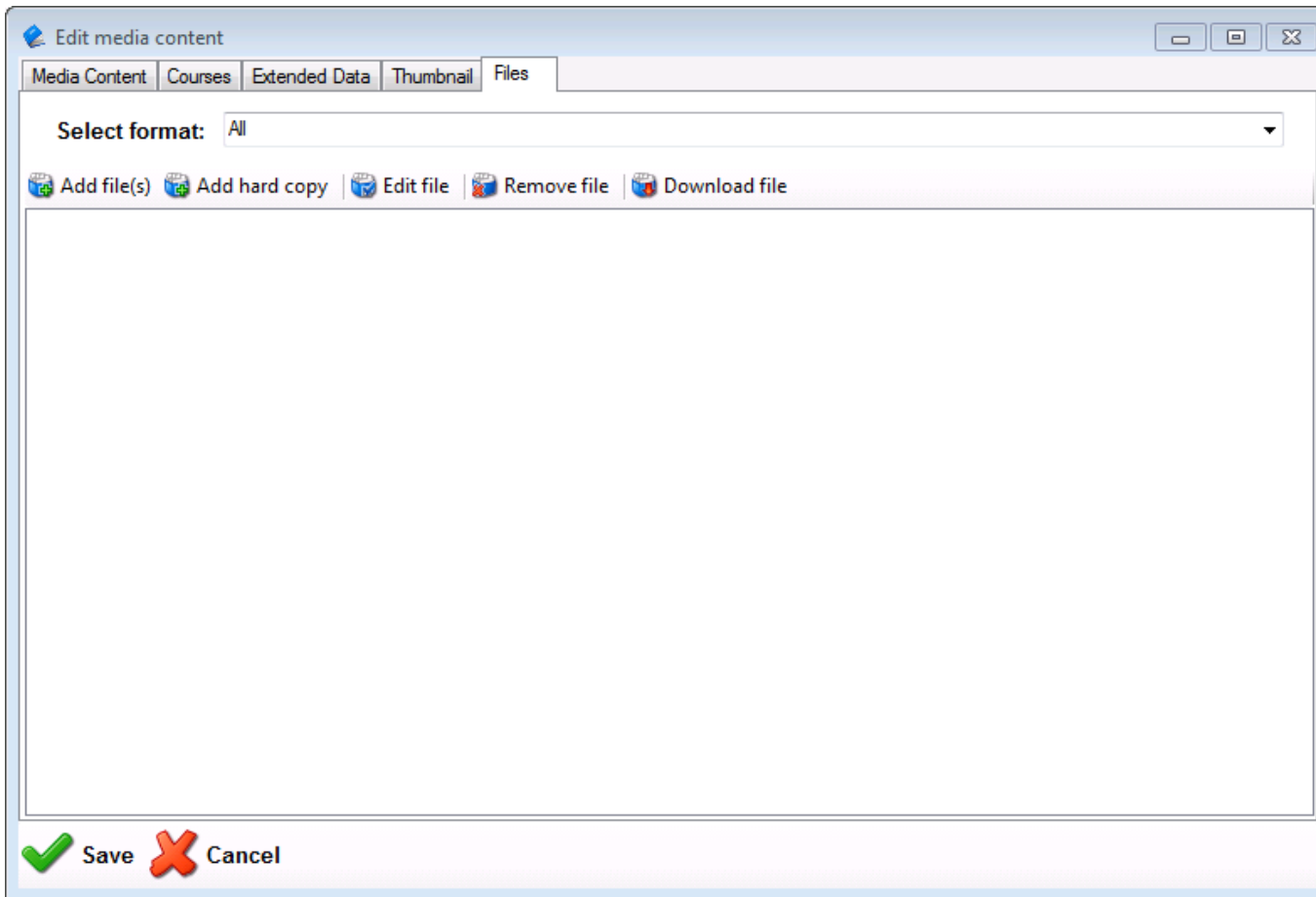
Extended Data: This is a dynamic form that can be setup in ClockWork Admin.

There's different type of extended data. It depends on the Category you've selected for the media content that determines which extended data to be displayed.

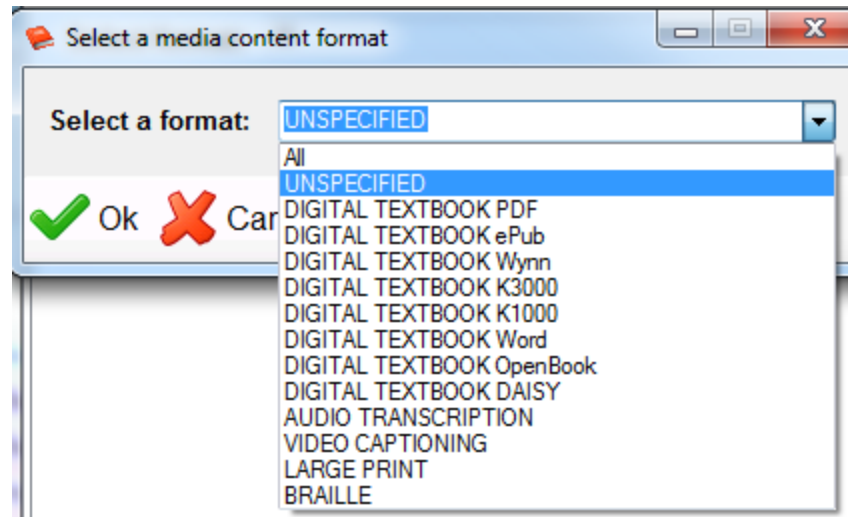
Category: Alternate TextBook, AudioFile, VideoFile, and Course Pack



Thumbnail: You can upload your media content's image in here
If you scanned a book, the image is automatically added here by ClockWork.



Files: You can upload any files related to that media content



You must first select a media content format for your file. This list cannot be changed. If you wish to add something in this list, please submit a new feature request at <https://clockworks.ca/support/Helpdesk/Tickets/New>

New hard copy file

Media content title: *Professional WCF 4*

Media content format: *DIGITAL_TEXTBOOK_ePub*



Filename: Professional WCF 4_

File specific for student:

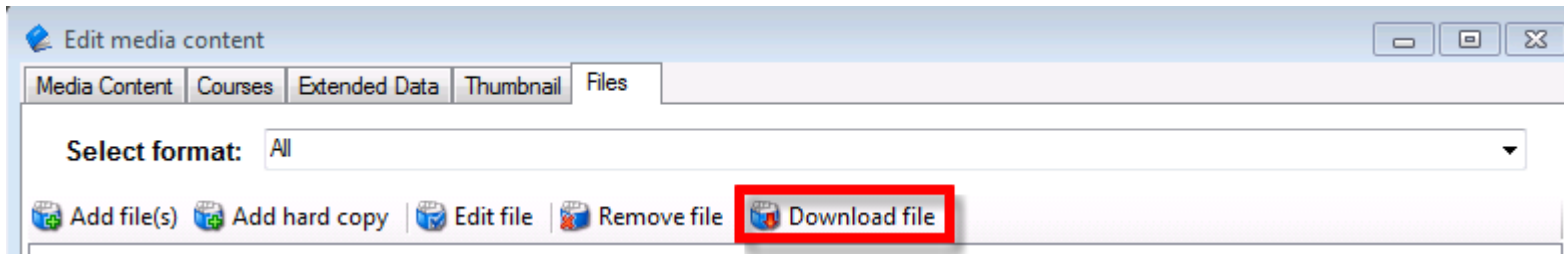
Language: English

Is hard copy?

Notes:

 Save  Close

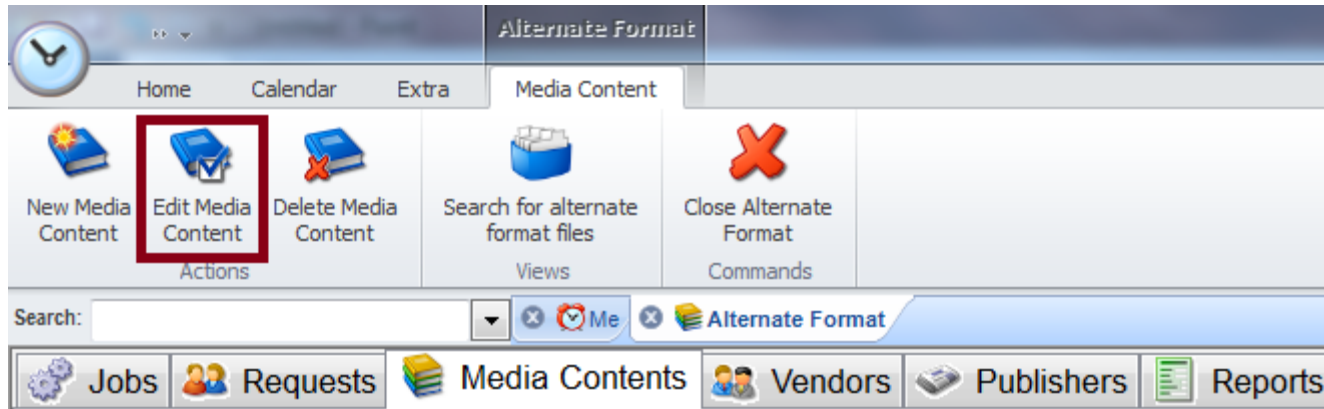
Hard Copy File: Sometimes the publisher gives you a copy of the actual book in Braille or Large Text instead of a media file. Hard Copy file is the actual book.



You can download this file by selecting the media content format, selecting the file, and clicking on “Download file”.

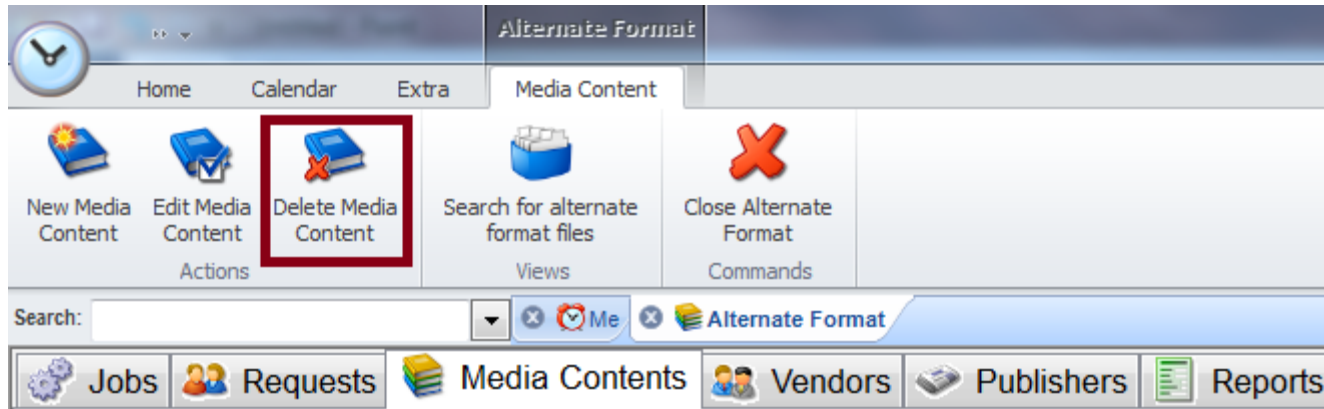
Once you’re done feeling out the Media Content information, press Save.

How to edit Media Content



- First, select the Media Contents you want to edit
- Then on the ribbon bar, click on “Edit Media Content”
- You can also right-click and select “Edit Media Content”
- Another option is to double-click on your selected Media Content

How to delete Media Content



- On the Media Contents tab, select the publisher you want to delete
- There's a button on the ribbon bar that says "Delete Media Content"
- Or you can also, right-click and select "Delete Media Content"

How to export to Excel

The screenshot shows a web application interface with a navigation bar at the top containing tabs for Jobs, Requests, Media Contents, Vendors, Publishers, and Reports. Below the navigation bar is a blue header for 'Alternate Format Media Contents'. Underneath the header are several action buttons: 'New media content', 'Edit media content', and 'Delete media content'. The main area contains a table with columns: Media Content Id, Short Title, ISBN, Edition, Courses, and Media Content Ca. The table has a header row with dropdown arrows and a data row with values: 52, Pro ASP.NET MVC 4, 97814302423, and AlternateTextBook. A context menu is open over the table, listing actions: New Media Content, Edit Media Content, Delete Media Content, Refresh, Export to Excel, Show/Hide columns, and Show row formattings. The 'Export to Excel' option is highlighted with a red border.

Media Content Id	Short Title	ISBN	Edition	Courses	Media Content Ca
52	Pro ASP.NET MVC 4	97814302423			AlternateTextBook

- On the Media Contents tab
- Right-click anywhere on the screen
- Select “Export to Excel”

How to show columns

Jobs Requests Media Contents Vendors Publishers Reports

Alternate Format Media Contents

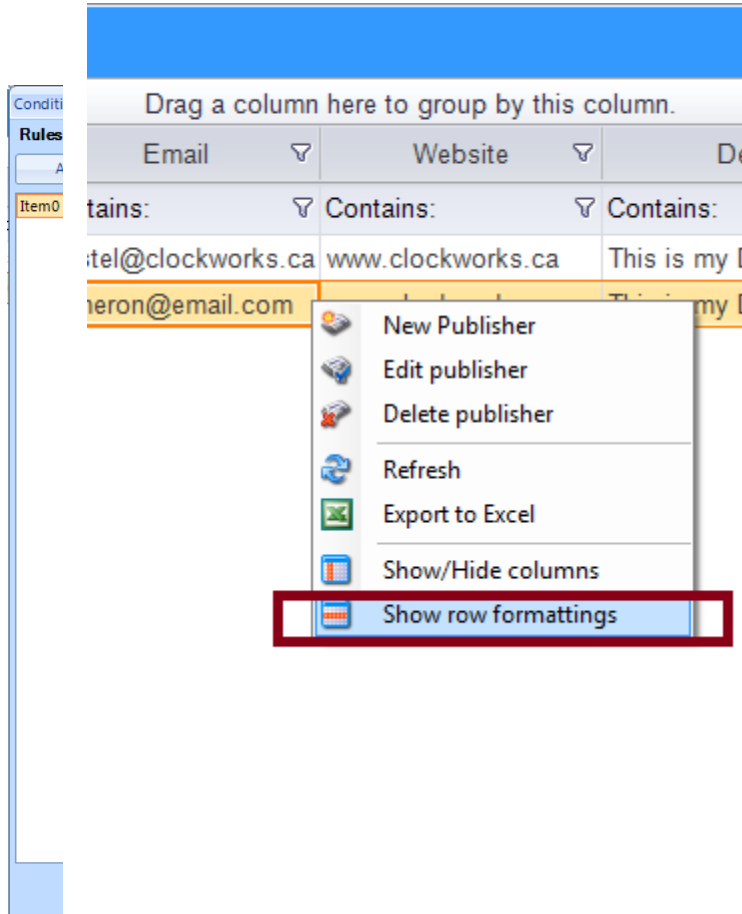
New media content Edit media content Delete media content

Media Content Id	Short Title	ISBN	Edition	Courses	Media Content Ca
Equals:	Contains:	Contains:	Contains:	Contains:	Contains:
▶ 52	Pro ASP.NET MVC 4	978 14302422			AlternateTextBook

- New Media Content
- Edit Media Content
- Delete Media Content
- Refresh
- Export to Excel
- Show/Hide columns
- Show row formattings

- On the Media Contents tab, right-click anywhere on the screen
- Select “Show/Hide columns”
- Drag and drop to add or remove columns on the grid

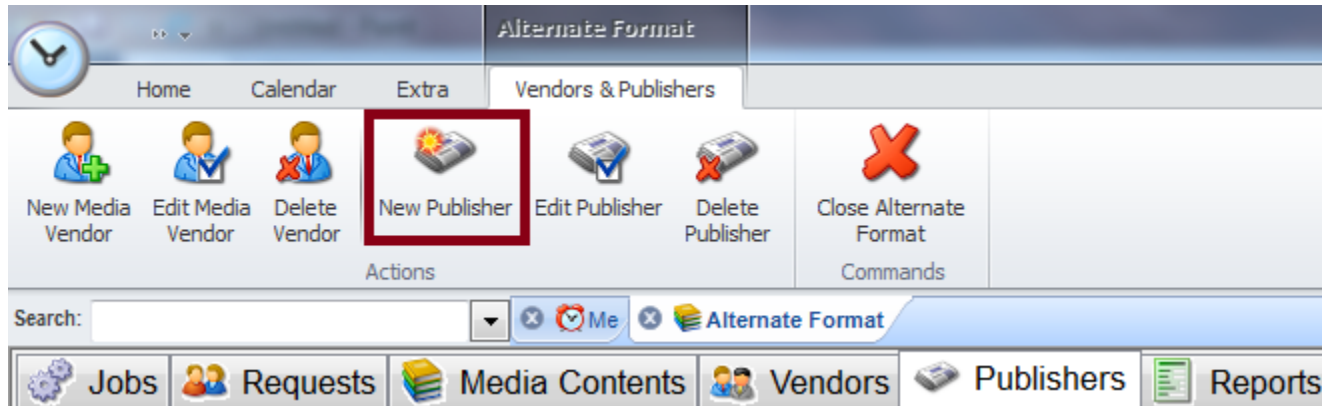
How to add / remove row formatting



- On the Media Contents tab, right-click anywhere on the screen
- Select “Show row formatting”
- Set your format

PUBLISHERS

How to add a Publisher



Once you open the Alternate Format module...

- Click on the Publishers tab
- The ribbon bar should change to Vendors & Publishers
- Click on “New Publisher”
- You can also right-click and select “New Publisher”

You should get a screen like this:

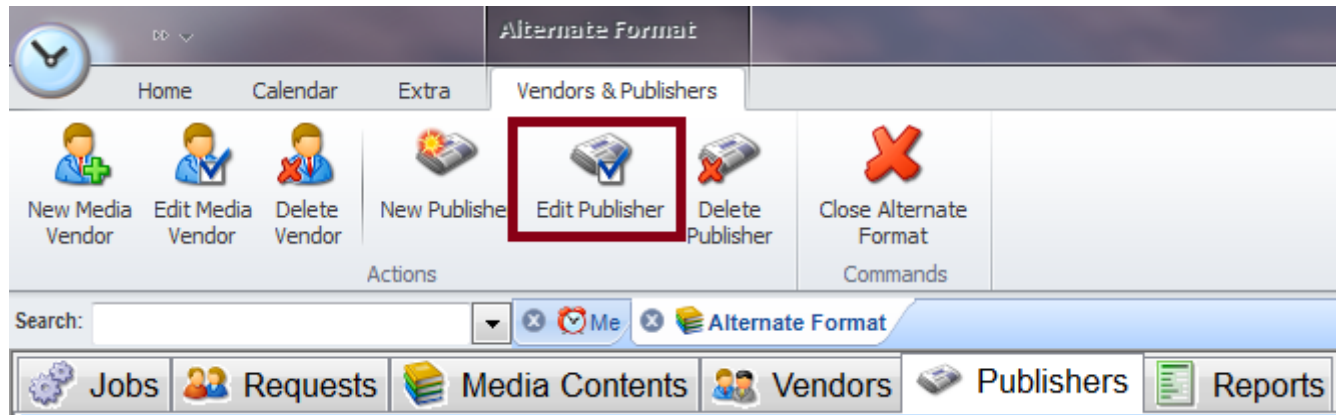
Enter the Publisher's information.

The screenshot shows a window titled "Edit Media Publisher" with standard window controls (minimize, maximize, close). The form contains the following fields:

- Name:** Publisher name 1
- Phone:** (413) 234-5678
- Address:** 5784 test st, Test city
- Email:** publisher1@gmail.com
- Fax:** (456) 678-9087
- Website:** http://publisher1.com
- Description:** description 1
- Notes:** notes for publisher

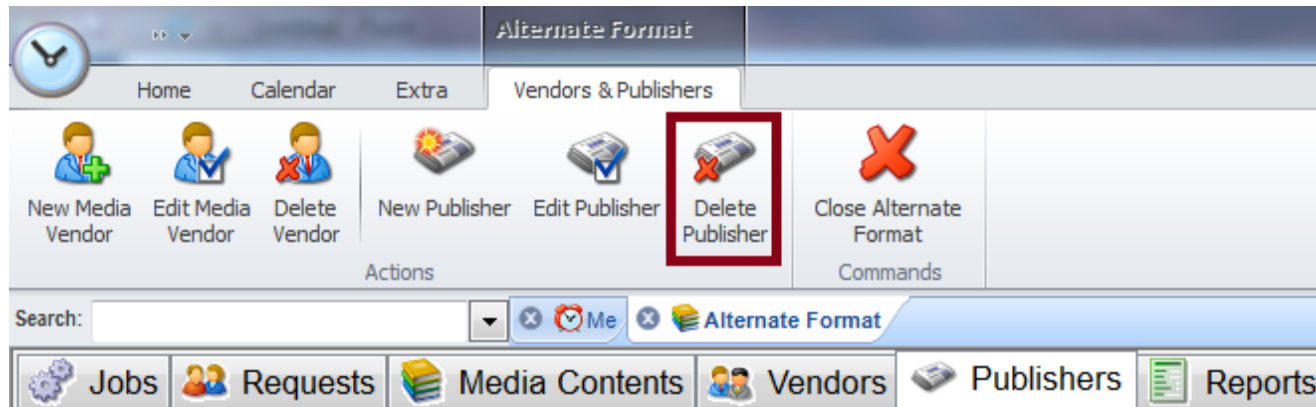
At the bottom of the dialog, there are two buttons: a green checkmark icon followed by the text "Save", and a red 'X' icon followed by the text "Close".

How to edit a Publisher



- First, select the Publisher you want to edit
- Then on the ribbon bar, click on “Edit Publisher”
- You can also right-click and select “Edit Publisher”
- Another option is to double-click on your selected Publisher

How to delete a Publisher



- On the Publishers tab, select the publisher you want to delete
- There's a button on the ribbon bar that says "Delete Publisher"
- Or you can also, right-click and select "Delete Publisher"

How to export to Excel

The screenshot shows a web application interface with a navigation bar at the top containing tabs for Jobs, Requests, Media Contents, Vendors, Publishers, and Reports. Below the navigation bar is a blue header for the 'Alternate Format Publishers' section. A table of publisher information is displayed with columns: Publisher Id, Publisher Name, Phone, Address, Fax, Email, and Website. A context menu is open over the table, listing options: New Publisher, Edit publisher, Delete publisher, Refresh, Export to Excel (highlighted with a red box), Show/Hide columns, and Show row formattings.

Publisher Id	Publisher Name	Phone	Address	Fax	Email	Website
32	Krystel Ocampo	(154) 560-4850	495 Grant Way Mi		@clockworks.ca	www.clockworks.ca

- On the Publisher tab
- Right-click anywhere on the screen
- Select “Export to Excel”

How to show columns

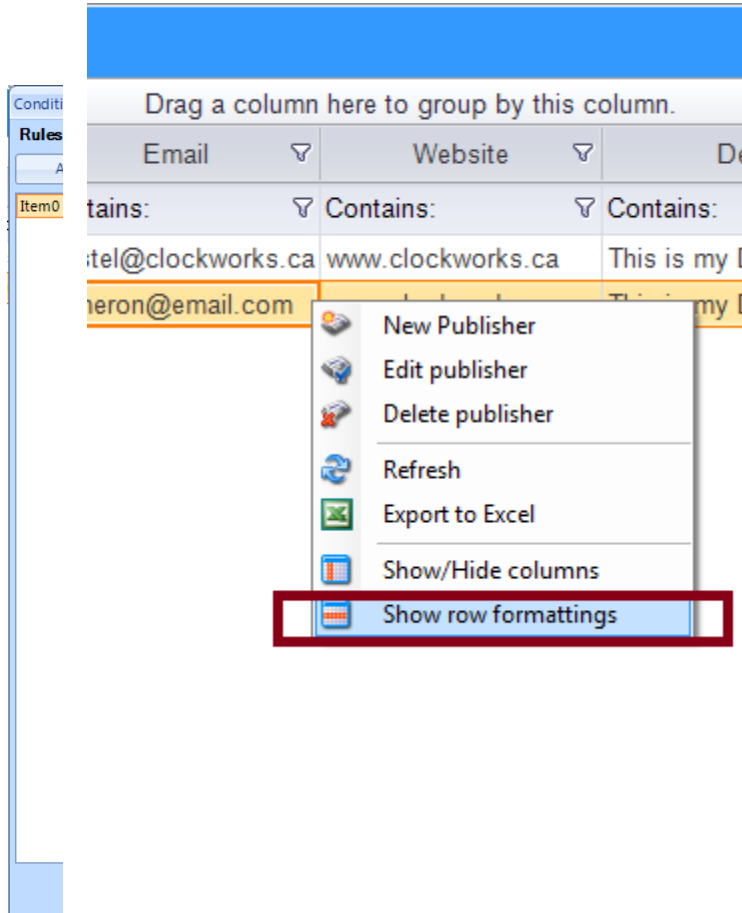
The screenshot shows a software interface with a navigation bar at the top containing icons and labels for 'Jobs', 'Requests', 'Media Contents', 'Vendors', 'Publishers', and 'Reports'. Below this is a blue header for 'Alternate Format Publishers'. A table displays publisher information with columns: Publisher Id, Publisher Name, Phone, Address, Fax, Email, and Website. A context menu is open over the table, listing actions: 'New Publisher', 'Edit publisher', 'Delete publisher', 'Refresh', 'Export to Excel', 'Show/Hide columns', and 'Show row formattings'. The 'Show/Hide columns' option is highlighted with a red rectangular box.

Publisher Id	Publisher Name	Phone	Address	Fax	Email	Website
47	Alex Smith	(150) 450-1560	1234 Main St. Mississauga, ON	(150) 015...	alex.smith@clockworks.ca	

- New Publisher
- Edit publisher
- Delete publisher
- Refresh
- Export to Excel
- Show/Hide columns
- Show row formattings

- On the Publishers tab, right-click anywhere on the screen
- Select “Show/Hide columns”
- Drag and drop to add or remove columns on the grid

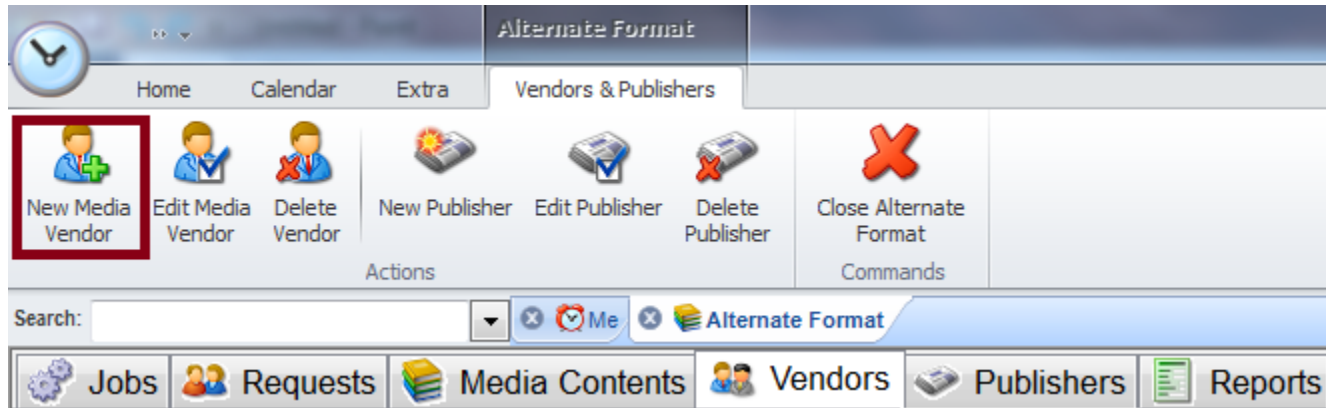
How to add / remove row formatting



- On the Publishers tab, right-click anywhere on the screen
- Select “Show row formatting”
- Set your format

VENDORS

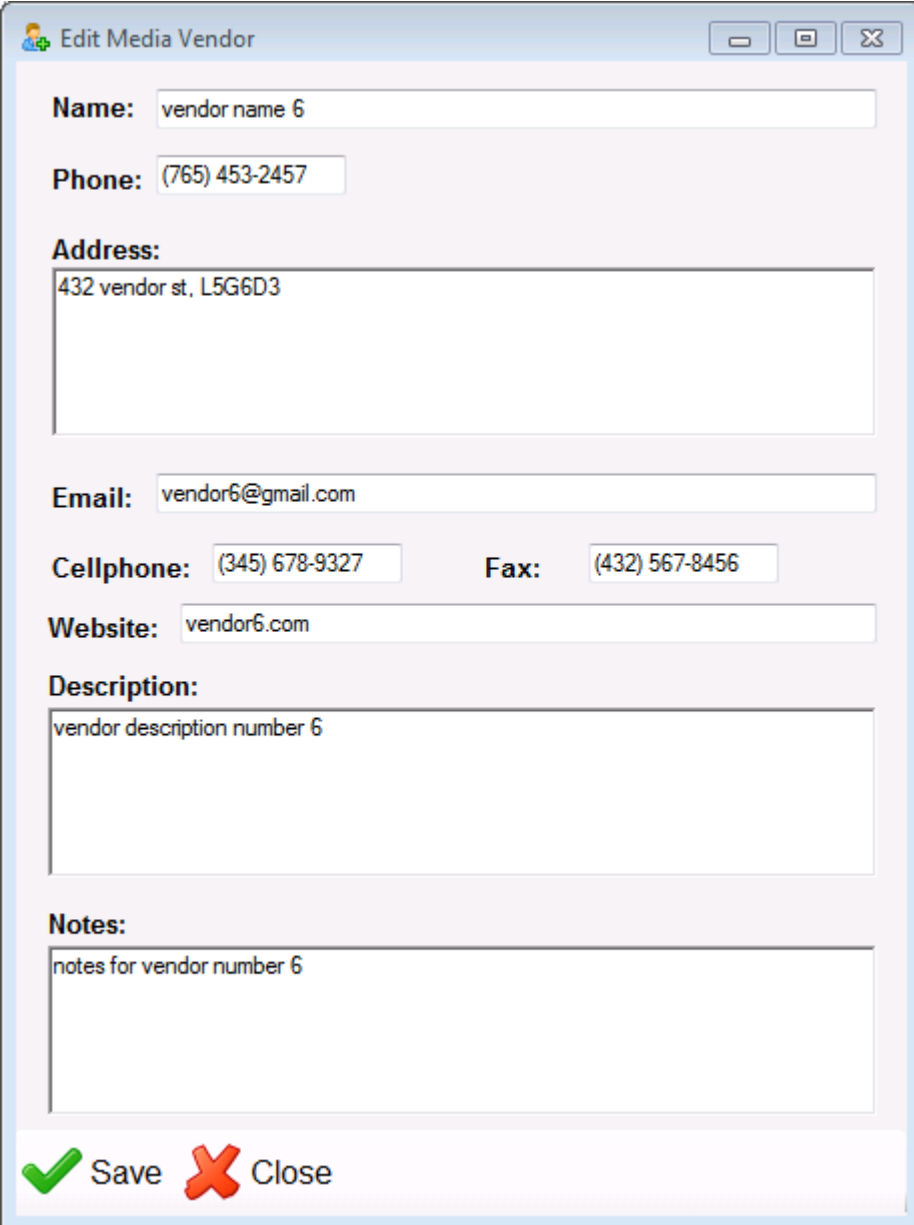
How to add a Vendor



- Click on the Vendors tab
- The ribbon bar should change to Vendors & Publishers
- Click on “New Vendor”
- You can also right-click and select “New Vendor”

You should get a screen like this:

Enter the Vendor's information.



Edit Media Vendor

Name: vendor name 6

Phone: (765) 453-2457

Address:
432 vendor st, L5G6D3


Email: vendor6@gmail.com

Cellphone: (345) 678-9327 **Fax:** (432) 567-8456

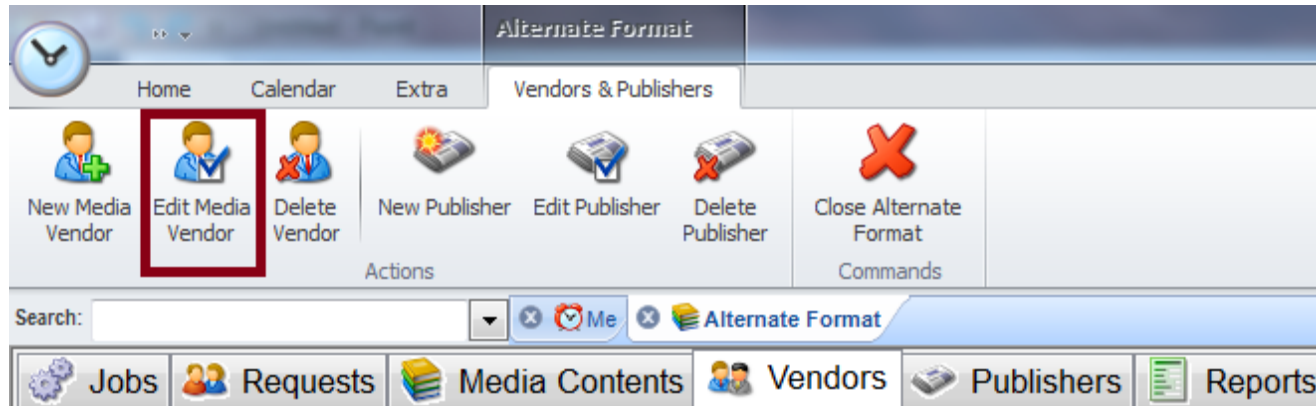
Website: vendor6.com

Description:
vendor description number 6

Notes:
notes for vendor number 6

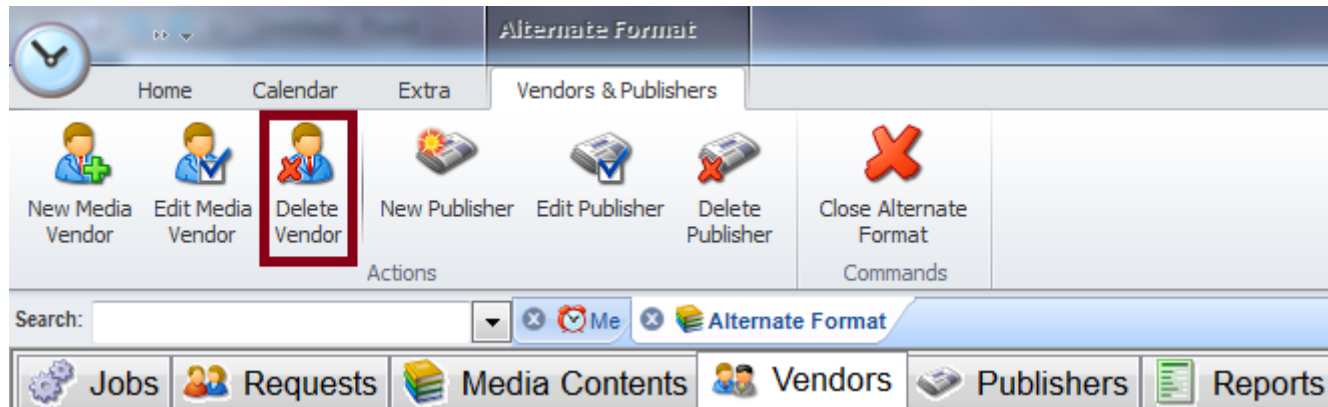
 Save  Close

How to edit a Vendor



- First, select the vendor you want to edit
- Then on the ribbon bar, click on “Edit Vendor”
- You can also right-click and select “Edit Vendor”
- Another option is to double-click on your selected Vendor

How to delete a Vendor



- On the Vendors tab, select the vendor you want to delete
- There's a button on the ribbon bar that says "Delete Vendor"
- Or you can also, right-click and select "Delete Vendor"

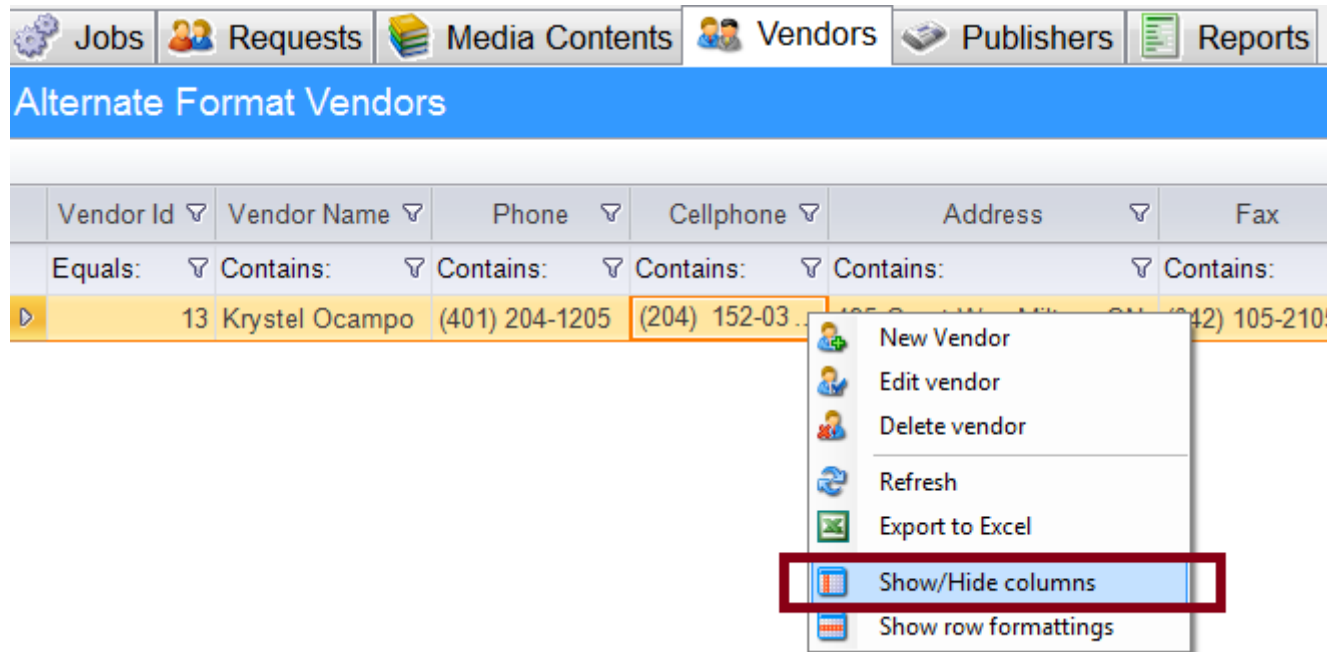
How to export to Excel

The screenshot shows a web application interface with a navigation bar at the top containing tabs for Jobs, Requests, Media Contents, Vendors, Publishers, and Reports. Below the navigation bar is a blue header for the 'Alternate Format Vendors' section. A table of vendor data is displayed with columns for Vendor Id, Vendor Name, Phone, Cellphone, Address, Fax, Email, and Website. A context menu is open over the table, listing options: New Vendor, Edit vendor, Delete vendor, Refresh, Export to Excel (highlighted with a red box), Show/Hide columns, and Show row formattings.

Vendor Id	Vendor Name	Phone	Cellphone	Address	Fax	Email	Website
15	Bob Smith	(484) 805-6064	(540) 455-1515	1560156 Main St. Mississauga,...	(415) 601...	bob.smith@clockworks.ca	www.bobsmith.ca

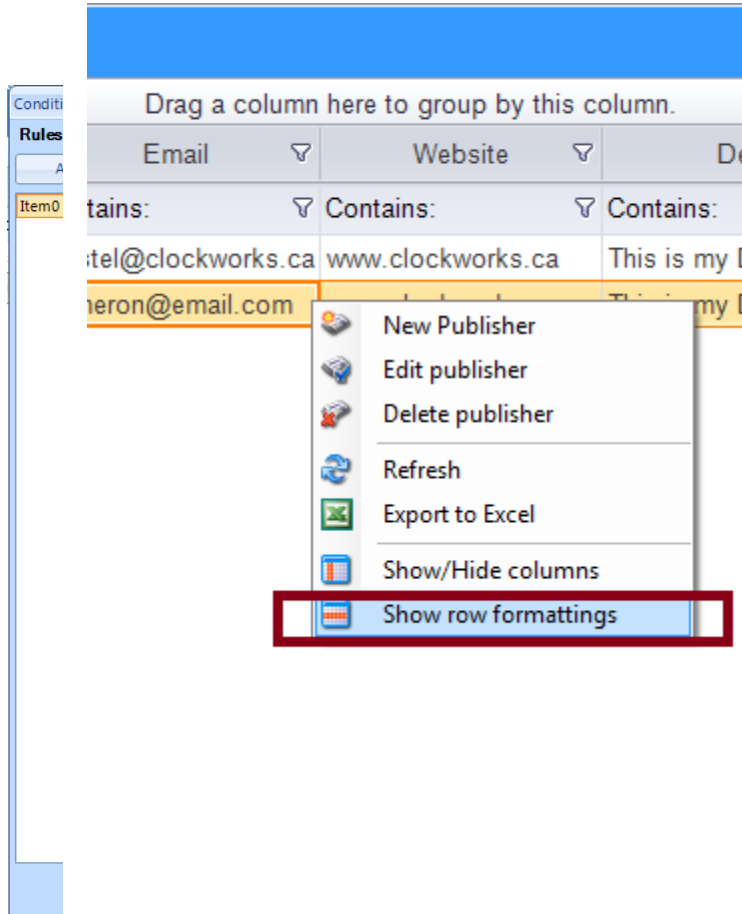
- On the Vendors tab
- Right-click anywhere on the screen
- Select “Export to Excel”

How to show columns



- On the Vendors tab, right-click anywhere on the screen
- Select “Show/Hide columns”
- Drag and drop to add or remove columns on the grid

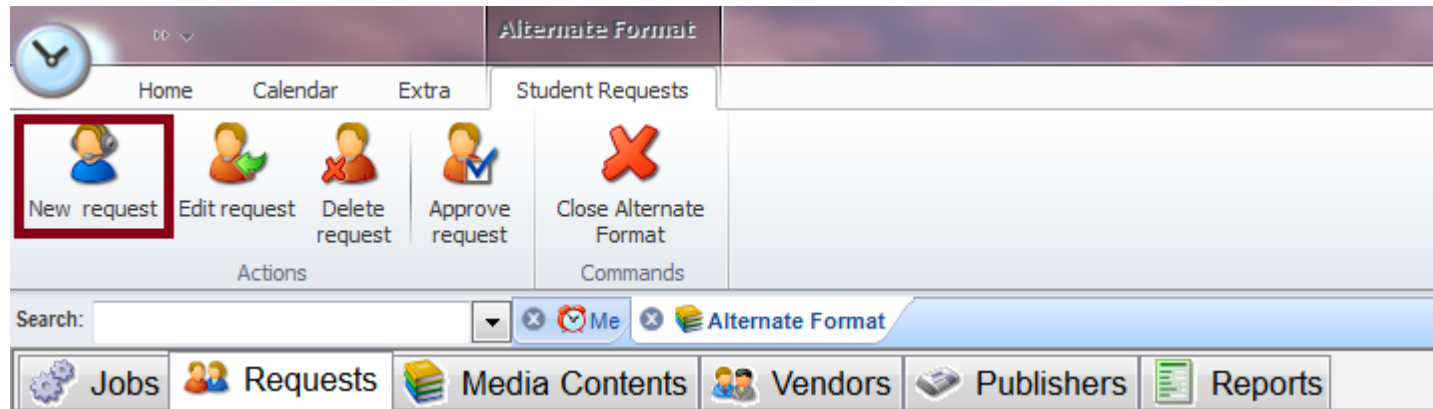
How to add / remove row formatting



- On the Vendors tab, right-click anywhere on the screen
- Select “Show row formatting”
- Set your format

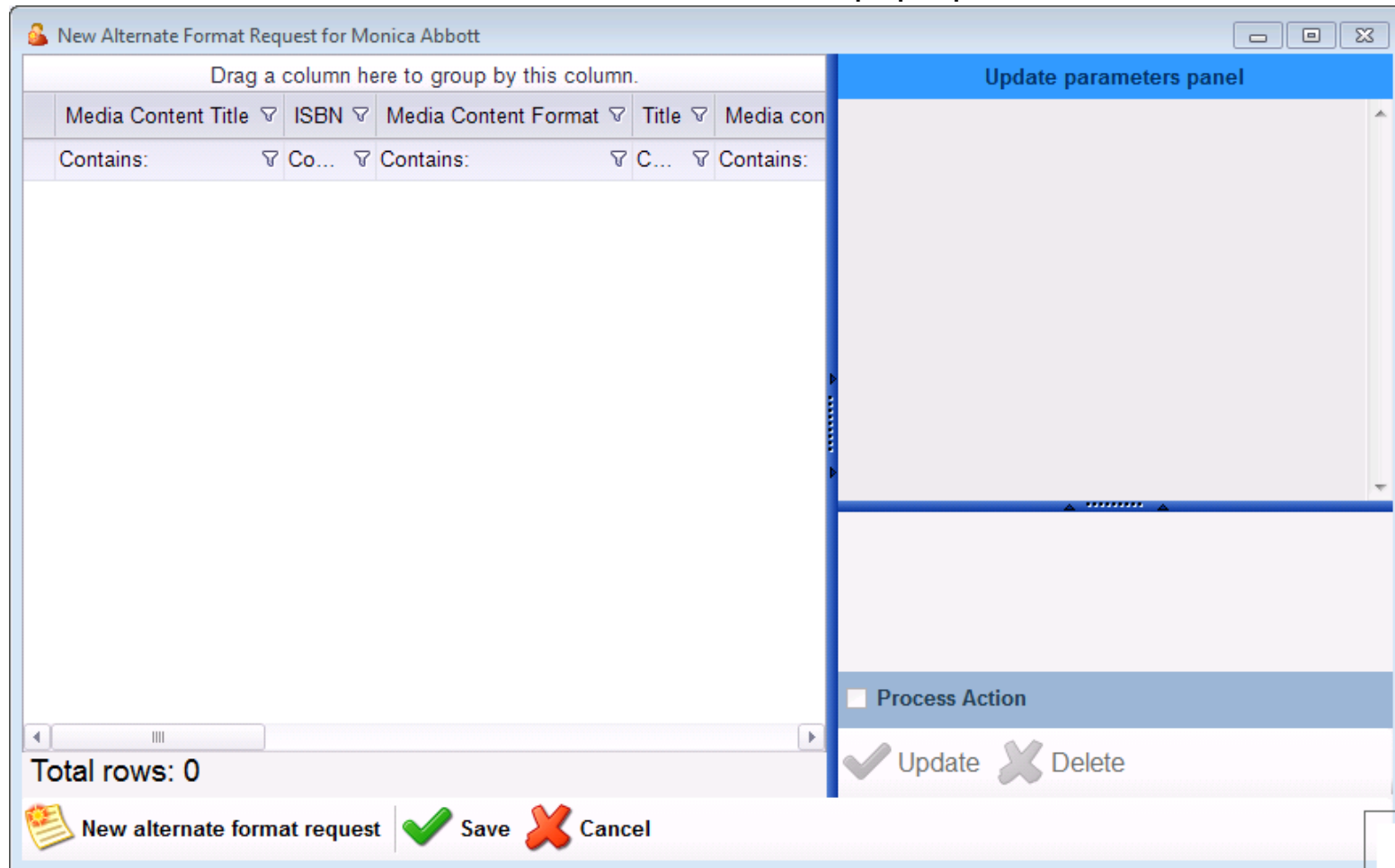
REQUESTS

How to create a new Request

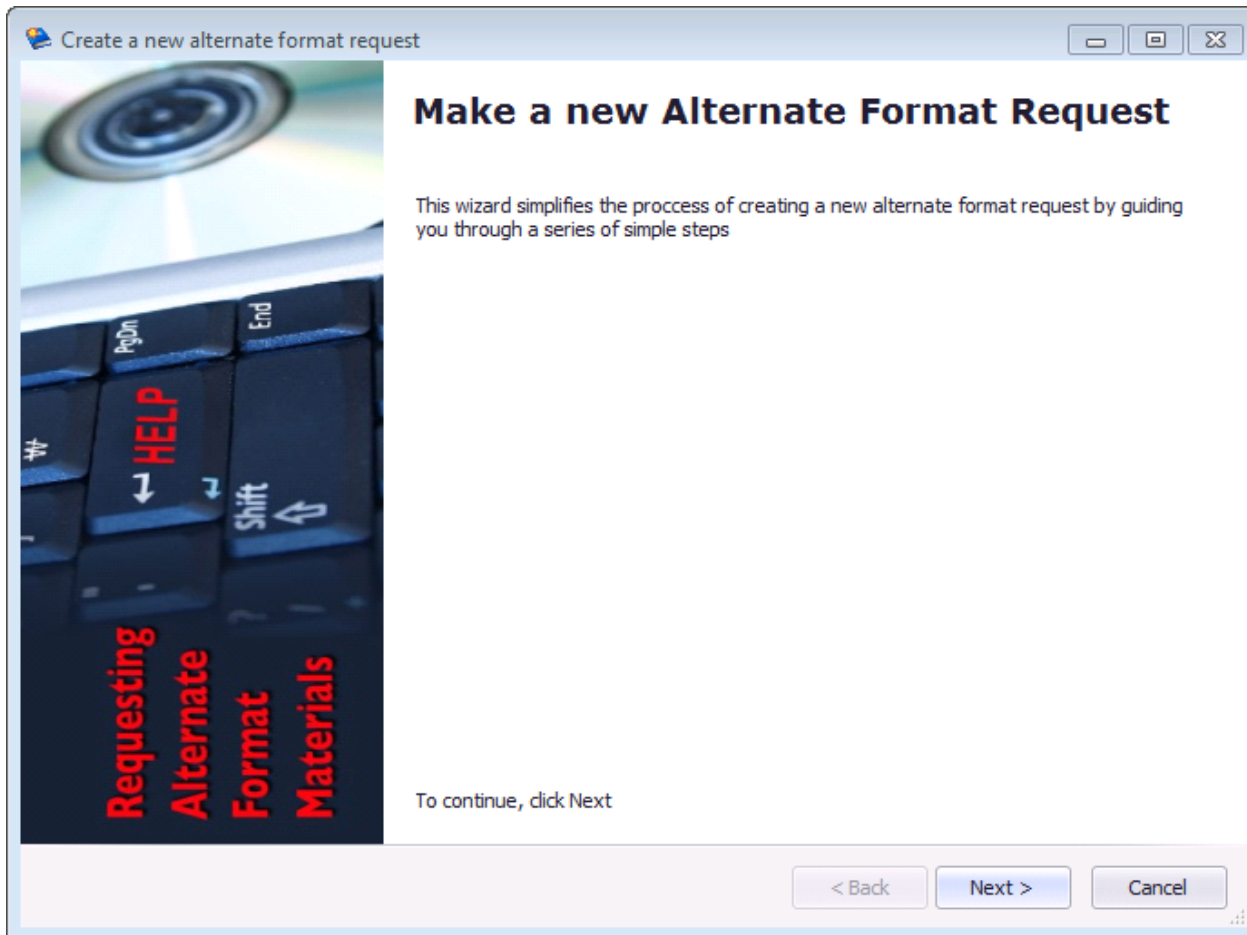


1. Click on the Requests tab
2. The ribbon bar should change to Student Requests
3. First, select an active student by going to the search bar
4. Click on New Request

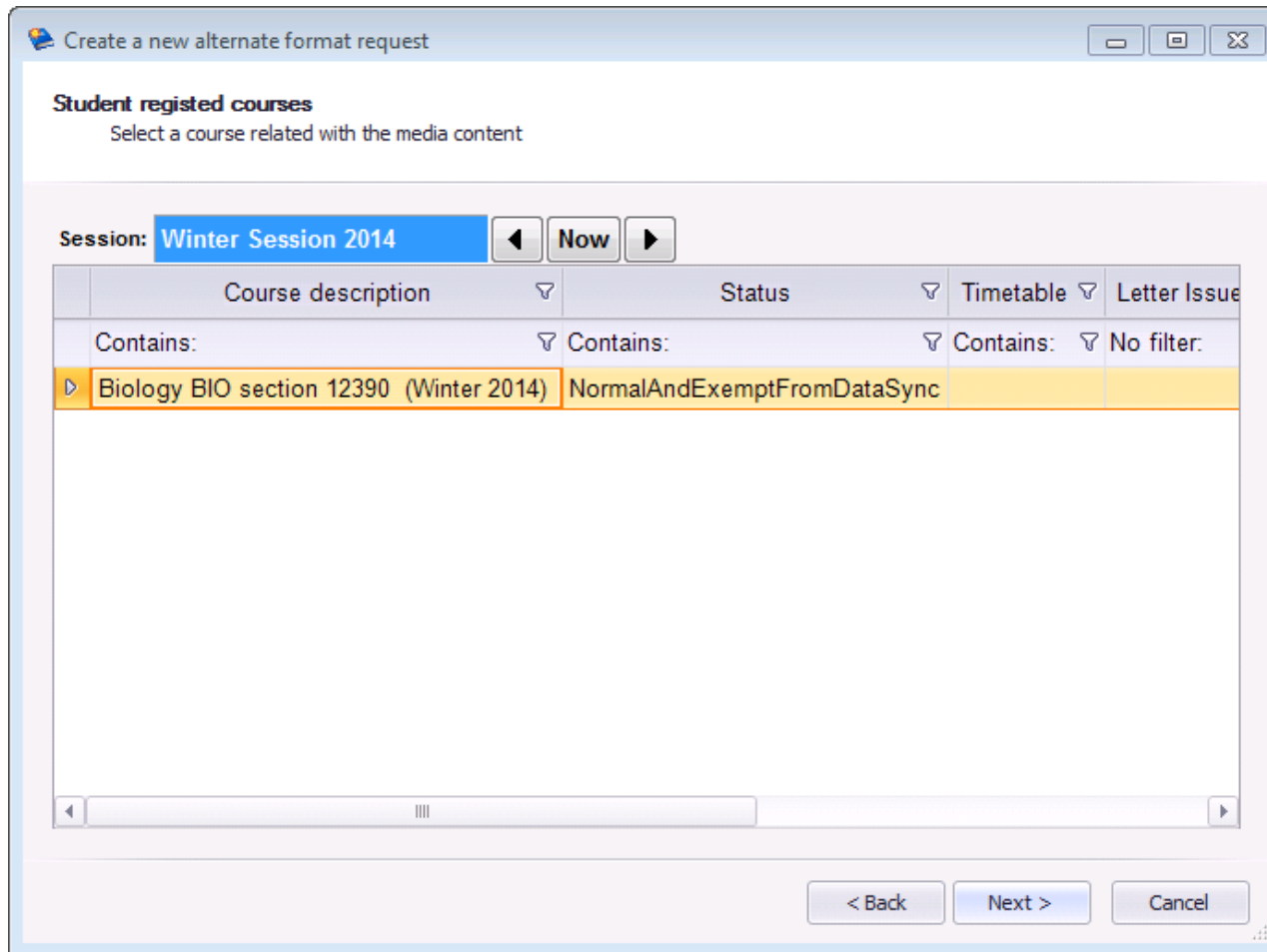
A screen like this should pop-up.



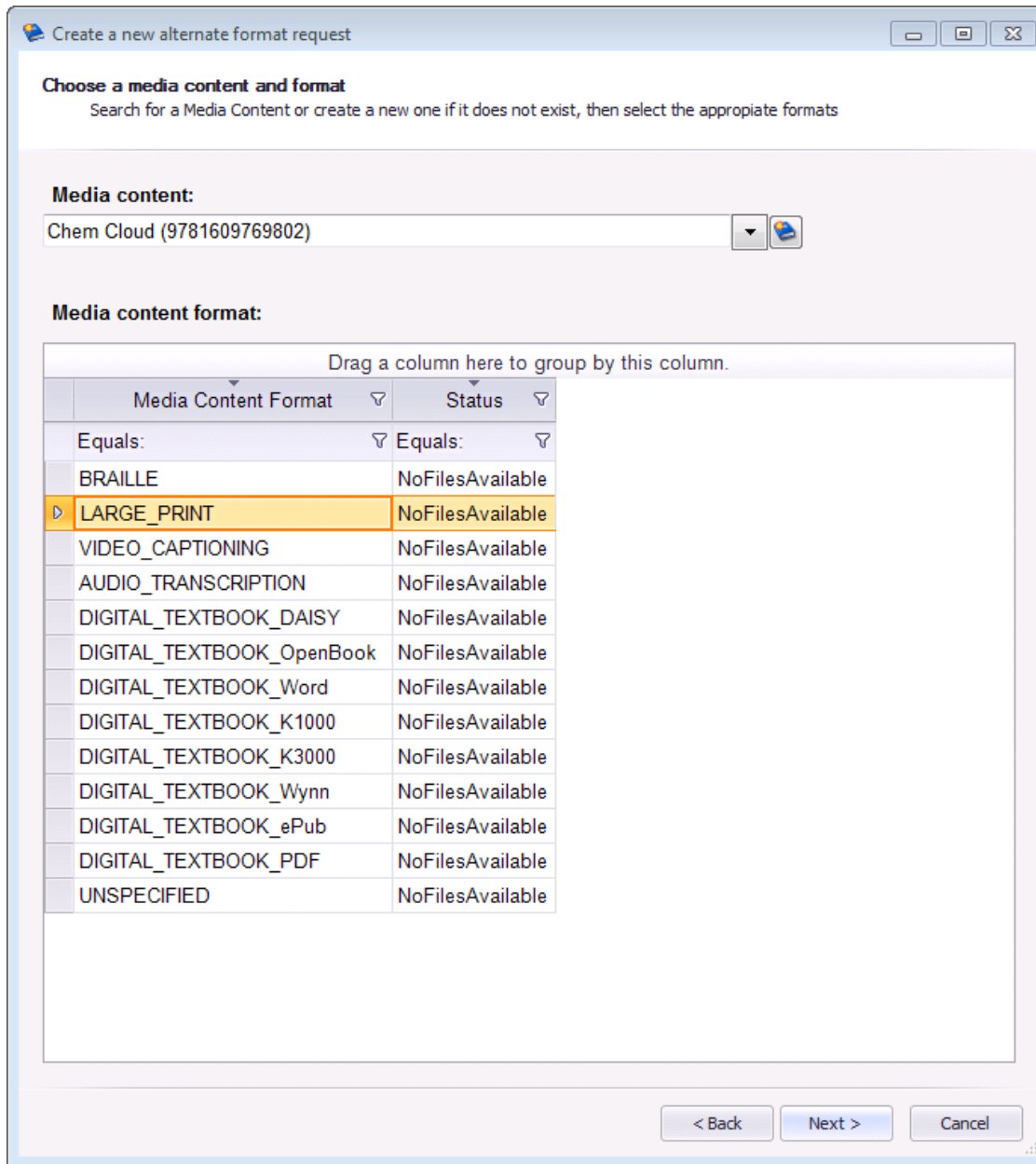
Click on “New alternate format request” at the bottom left side.



Click Next



Courses are linked to a student's account in ClockWork. If courses are not displayed that means the student does not have current active courses.



- **Step 1:** Search for the media content

- You can also add new media content by clicking on the button with book icon in it

- **Step 2:** Select the media content format you wish to request

- **Step 3:** Click Next

Create a new alternate format request

Choose a media content and format
Search for a Media Content or create a new one if it does not exist, then select the appropriate formats

Media content:
Chem Cloud (9781609769802)

Media content format:

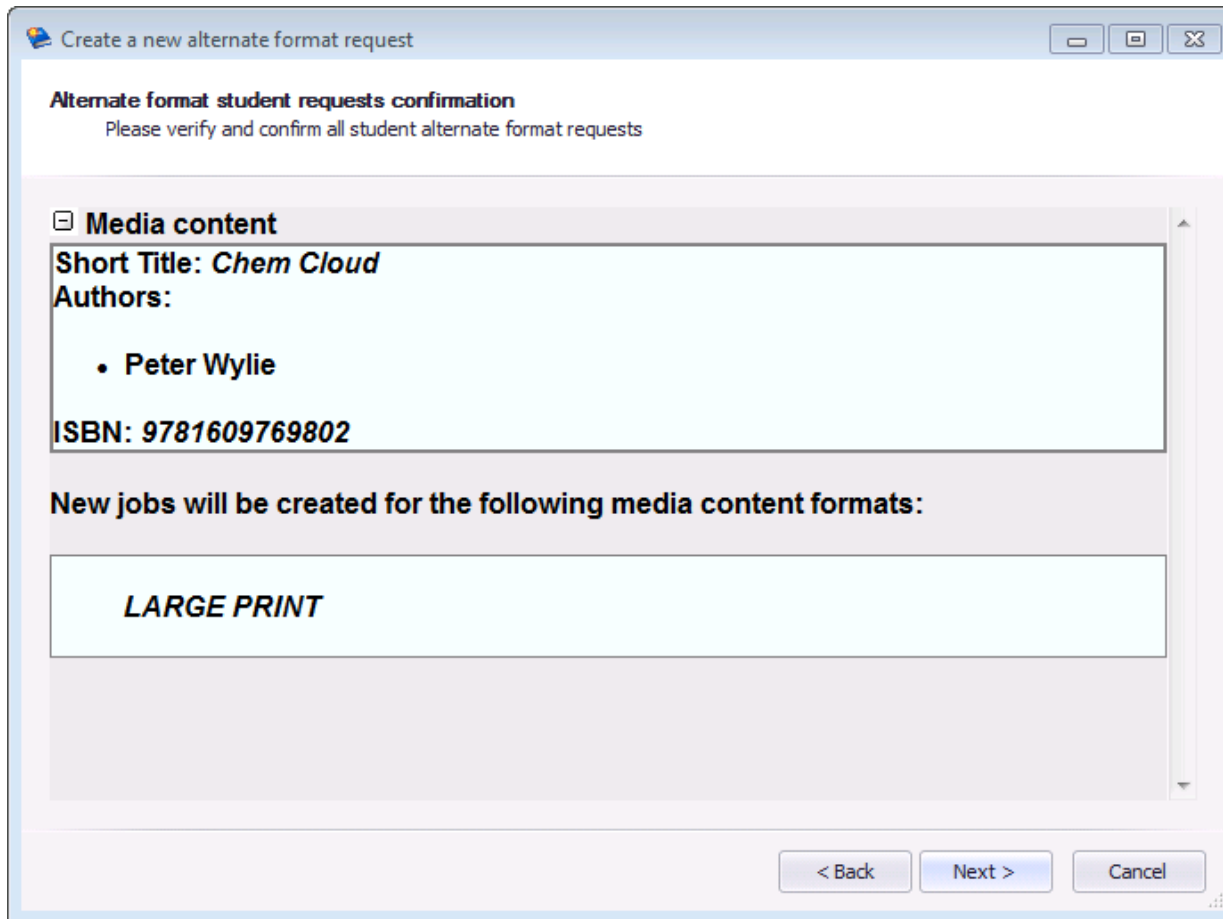
Drag a column here to group by this column.

Media Content Format	Status
Equals:	Equals:
LARGE_PRINT	FilesInProgress
BRaille	NoFilesAvailable
VIDEO_CAPTIONING	NoFilesAvailable
AUDIO_TRANSCRIPTION	NoFilesAvailable
DIGITAL_TEXTBOOK_DAISS	NoFilesAvailable
DIGITAL_TEXTBOOK_OpenBook	NoFilesAvailable

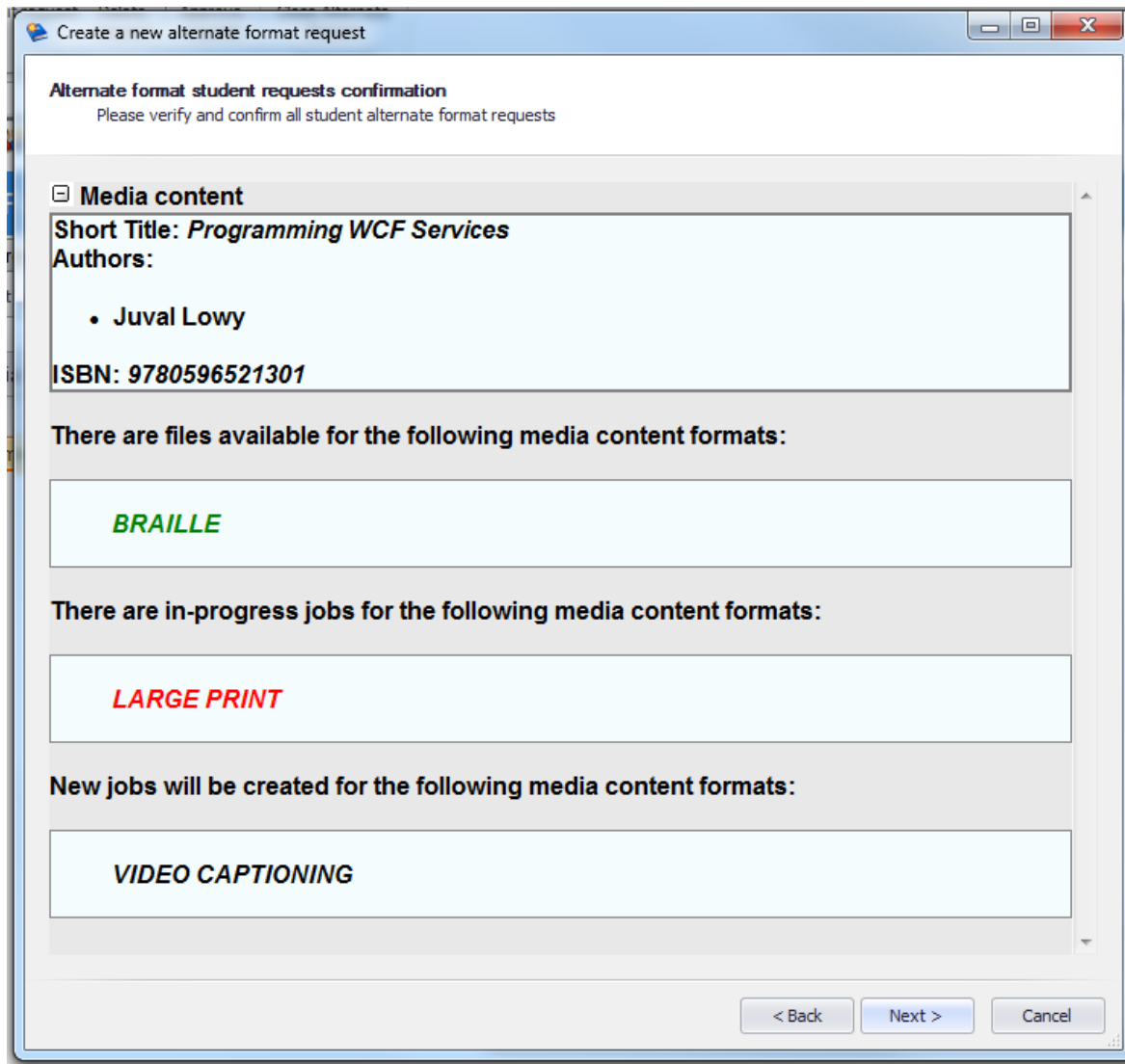
< Back Next > Cancel

If the Media Content Format is in “FilesInProgress” that means that the media content is already in the Jobs.

Scroll down to Jobs section to learn more about it. See page



This displays the summary of your request.



Green:

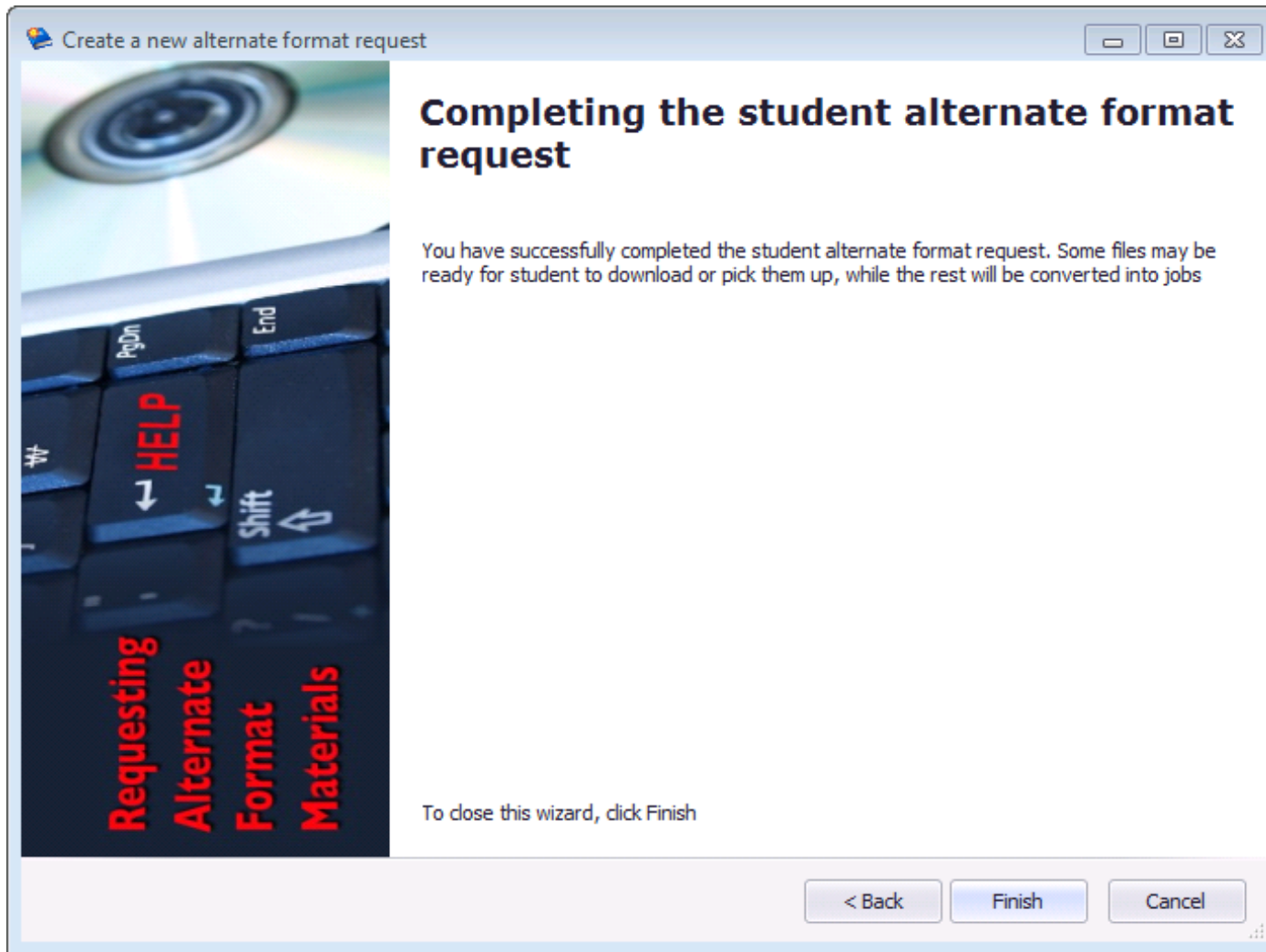
It means that the media file format is completed and available to download.

Red:

It means that the media file format is already in the jobs and in-progress. But its not ready for download.

Black:

It means that it still needs to create a job for the media file format.



Click Finish

New Alternate Format Request for Monica Abbott

Drag a column here to group by this column.

Media Content Title	ISBN	Media Content Format
Contains:	Contains:	Contains:
Programming WCF Services	9780596521301	BRAILLE
Programming WCF Services	9780596521301	LARGE PRINT
▶ Programming WCF Services	97805965213...	VIDEO CAPTIONING
Programming WCF Services	9780596521301	AUDIO TRANSCRIPTION
Programming WCF Services	9780596521301	DIGITAL TEXTBOOK DAISY
Programming WCF Services	9780596521301	DIGITAL TEXTBOOK OpenBook
Programming WCF Services	9780596521301	DIGITAL TEXTBOOK Word
Programming WCF Services	9780596521301	DIGITAL TEXTBOOK K1000
Programming WCF Services	9780596521301	DIGITAL TEXTBOOK K3000
Programming WCF Services	9780596521301	DIGITAL TEXTBOOK Wynn
Programming WCF Services	9780596521301	DIGITAL TEXTBOOK ePub
Programming WCF Services	9780596521301	DIGITAL TEXTBOOK PDF
Programming WCF Services	9780596521301	UNSPECIFIED

Total rows: 13

New alternate format request Save Cancel

Update parameters panel

Media Content Title: *Programming WCF Services*

Media Content ISBN: *9780596521301*

Media Content Format: *VIDEO CAPTIONING*

Proof of Purchase required: *No*

Student Name: *Monica Abbott*

Is Approved?: *No*

New alternate format job parameters

Job due date: February 21, 2014

Job priority: Normal

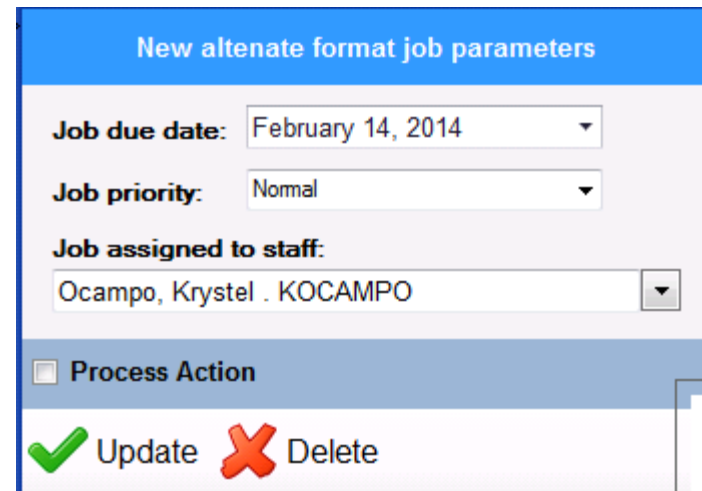
Process Action

Update Delete

- It should bring you back to this screen with all the media content format that you've selected.

On the same screen, at the bottom-right, there's this section for the job parameters. This is for each Media Content that's been requested.

Process Action: If its checked, the job will be automatically be approved and go to the Job list. If it's not, it's going to stay in the request section where it needs to be approved.



The screenshot shows a web form titled "New alternate format job parameters". It contains three dropdown menus: "Job due date" set to "February 14, 2014", "Job priority" set to "Normal", and "Job assigned to staff" set to "Ocampo, Krystel . KOCAMPO". Below these is a checkbox labeled "Process Action" which is currently unchecked. At the bottom, there are two action buttons: a green checkmark icon followed by the text "Update", and a red X icon followed by the text "Delete".

Alternate Format Requests

To be approved
 In progress
 Completed

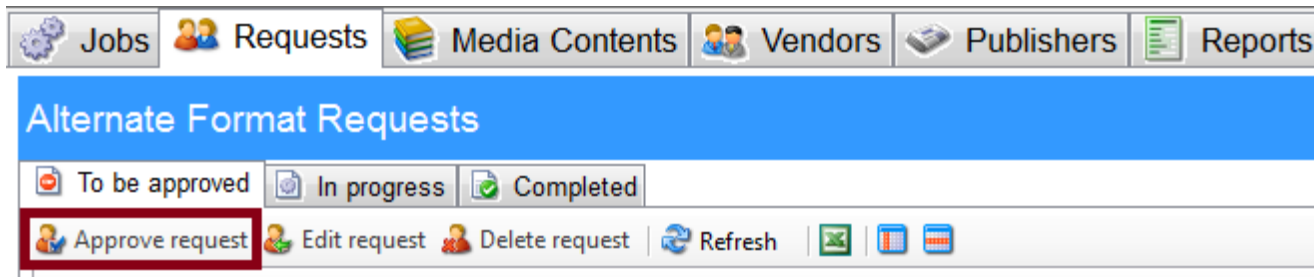
Drag a column here to group by this column.

Media Content Title ▾	ISBN ▾	Authors ▾	Edition ▾	Media Content Format ▾	Title ▾	Request Status ▾	Is
Contains: ▾	Contains: ▾	No filter: ▾	Contains: ▾	Contains: ▾	Contains: ▾	Contains: ▾	Contains: ▾
▶ Chem Cloud	9781609769802			LARGE PRINT		Created	

To be approved: The staff needs to approve the request that was just created. If the Process Action wasn't checked.

Currently, we don't have web portion for Alt Format. But when the student makes a request, they will go under Request – Needs to be approved section. This is because the student might request for an alt format that's not related to the course. So just to be sure the staffed needs to approve it.

To be approved: How to approve a Request



Step 1: Go to the Requests tab

Step 2: Under the Requests tab, there's another three tabs. Go to "To be approved".

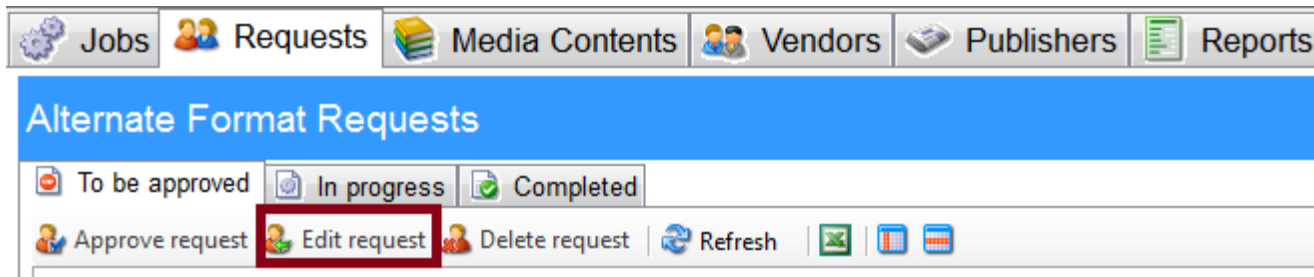
Step 3: Select the request that you want to approved

Step 4: Clicked on "Approved request". See photo.

There's also a button on the ribbon bar called "Approve Request"

Or you can also, right-click and select "Approve Request"

To be approved: How to edit a request



Step 1: Go to the Requests tab

Step 2: Under the Requests tab, there's another three tabs. Go to "To be approved".

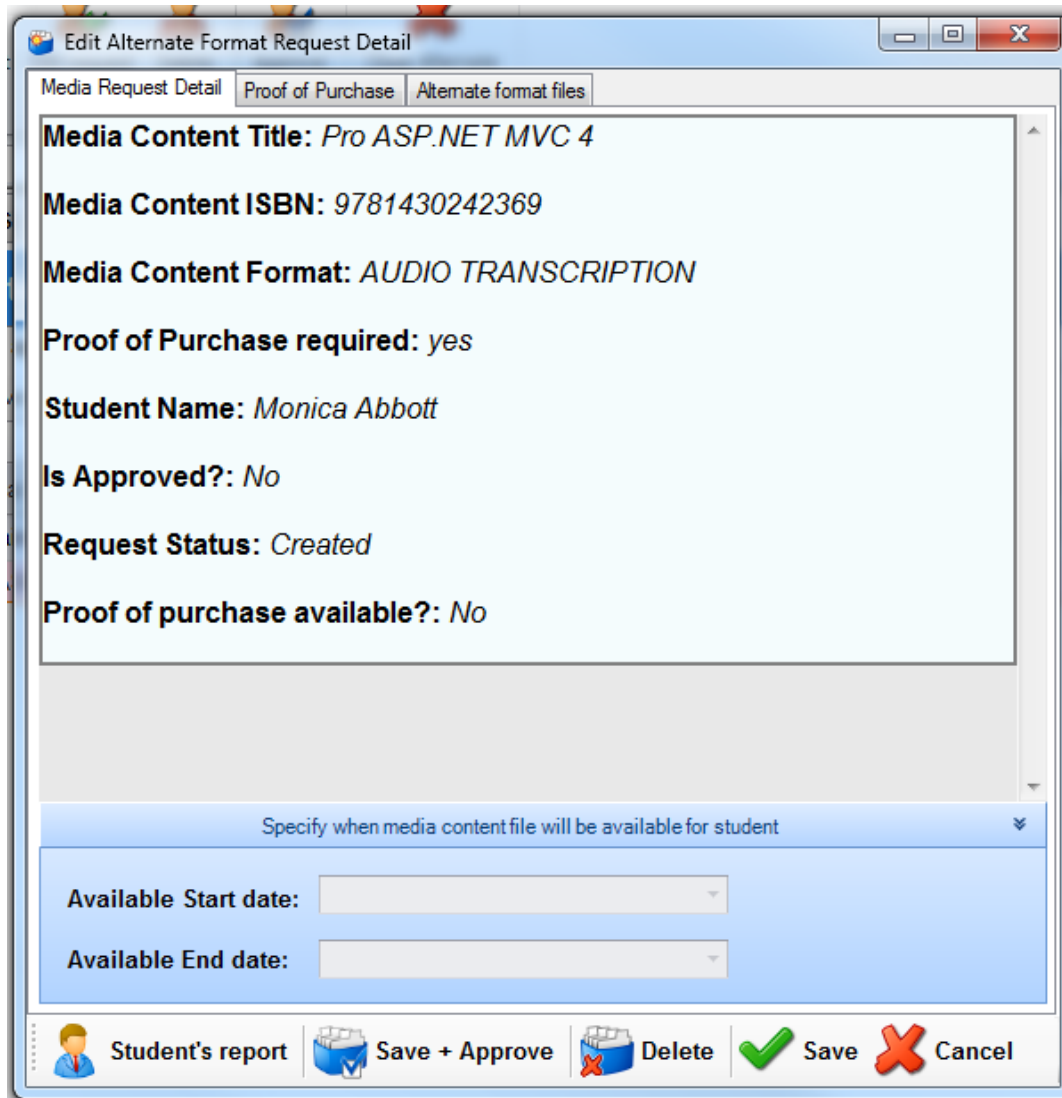
Step 3: Select the request that you want to approved

Step 4: Clicked on "Edit request". See photo.

You may also double-click on a request to edit it.

There's also a button on the ribbon bar called "Edit Request"

Or you can also, right-click and select "Edit Request"



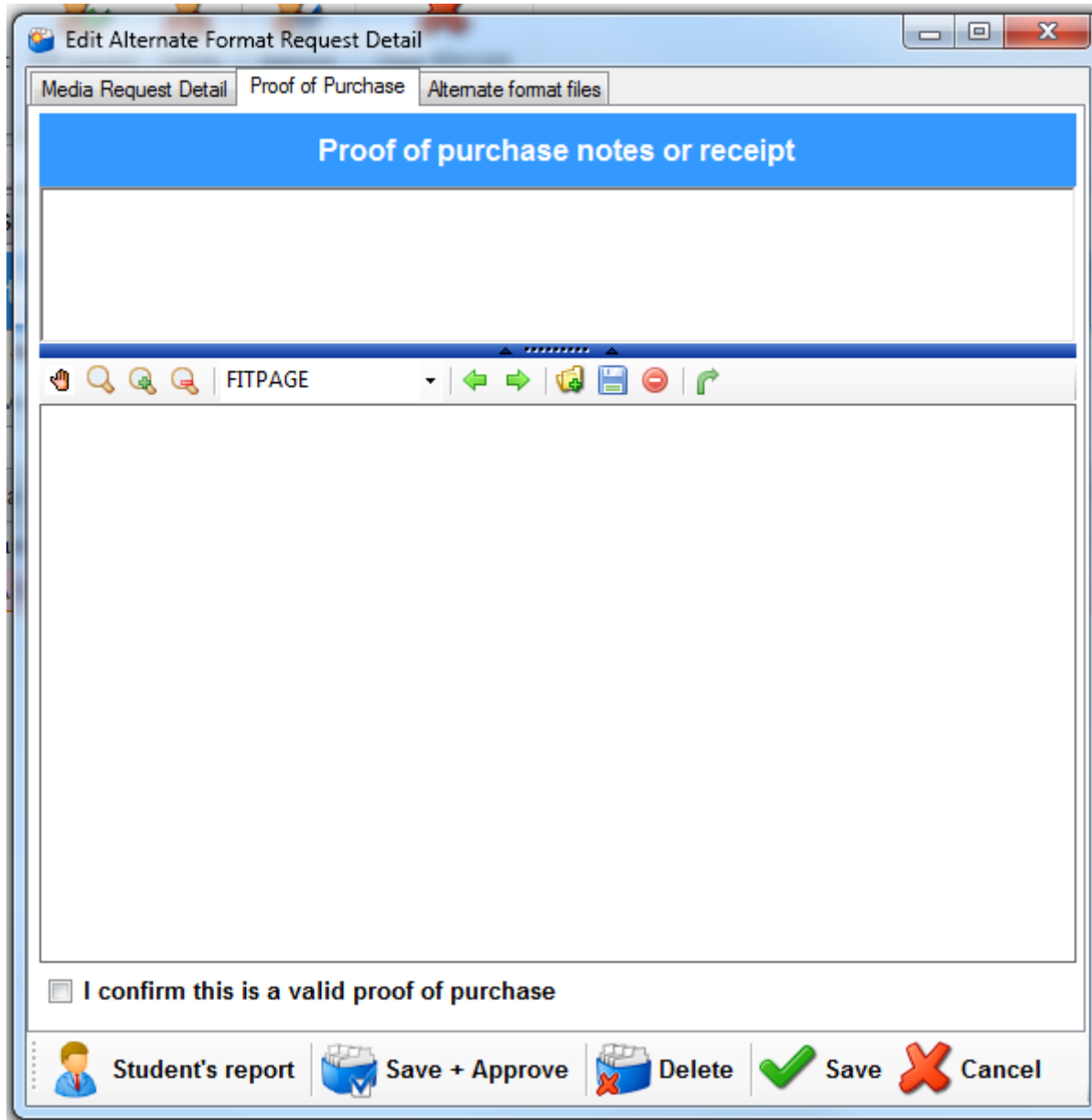
When you edit you get a pop-up box like this...

Media Request Detail

This screen will give you the summary about the job. And you can also, add the start date and end date for it.

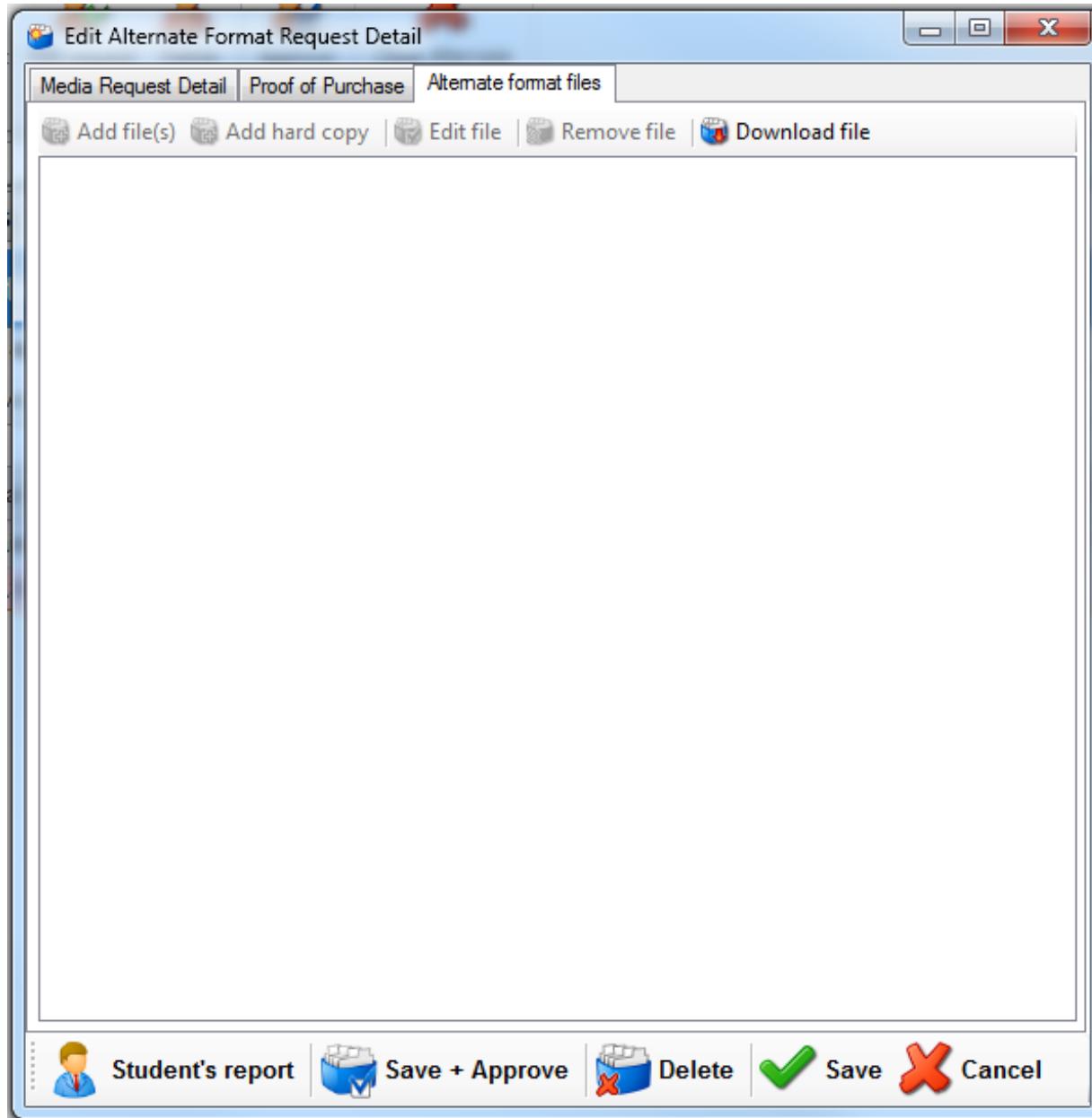
Available start date:

Available end date:



Proof of Purchase

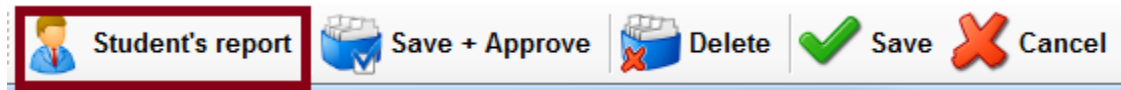
This is where you can attach the proof of purchase and notes. You must confirm it by clicking on the checkbox below.



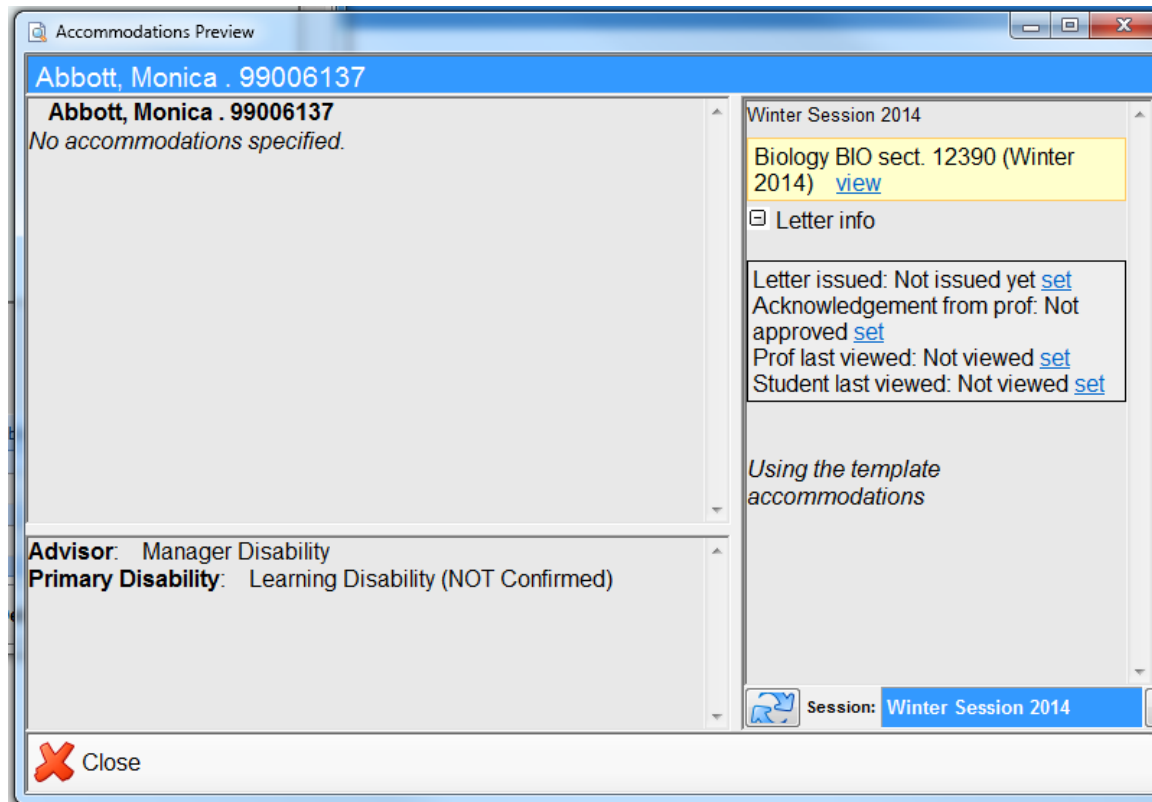
Alternate format files

This is where you can add the media files or the hard copy. You can also download the file.

At the bottom, you have a button called Student's report



This just displays the information about the Student:



At the bottom, you have a button called Save and Approve



This button let's you save the changes you made and approve the request right away.

Create New Alternate Format Job

Alternate Format Job Information Volunteers

Alternate format request summary

Media Content Title: *Pro ASP.NET MVC 5*

Media Content ISBN: *9781430265290*

Media Content Format: *VIDEO CAPTIONING*

Proof of Purchase required: *No*

Student Name: *Monica Abbott*

Is Approved?: *Yes*

Request Status: *In Progress*



Proof of purchase available?: *No*

Alternate Format Job

Due Date: February -26-14

Staff assign to the job:

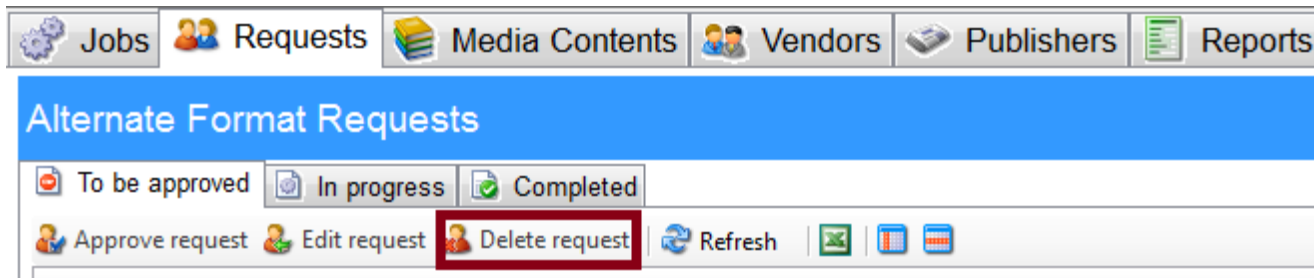
Priority: Normal

 Create new job  Close

You should get a screen like this when you Save and Approve.

Enter the proper due date and assignee at the bottom, and then press Create new job.

To be approved: How to delete a request

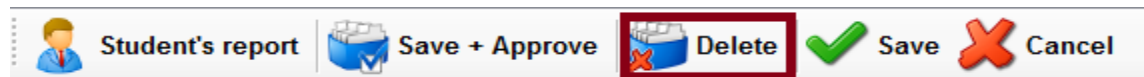


Step 1: Go to the Requests tab

Step 2: Under the Requests tab, there's another three tabs. Go to "To be approved".

Step 3: Select the request that you want to approved

Step 4: Clicked on "Delete request". See photo.

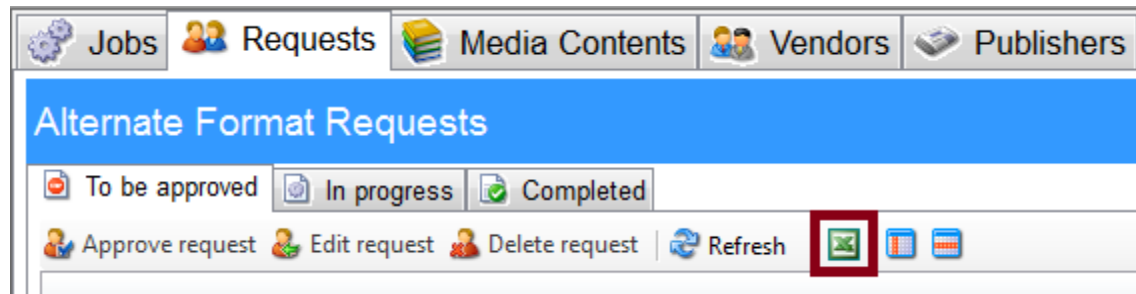


You may also edit the request, and at the bottom, there's an option to the request.

There's also a button on the ribbon bar called "Delete Request"

Or you can also, right-click and select "Delete Request"

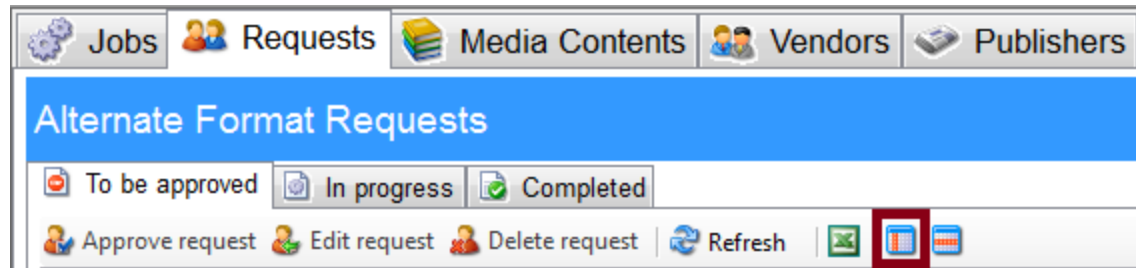
To be approved: How to export the request list to Excel



- On the Requests tab
- Under the “To be approved” tab
- Click on the Excel Sheet button
- See photo

You can also, right-click and select “Export to Excel”

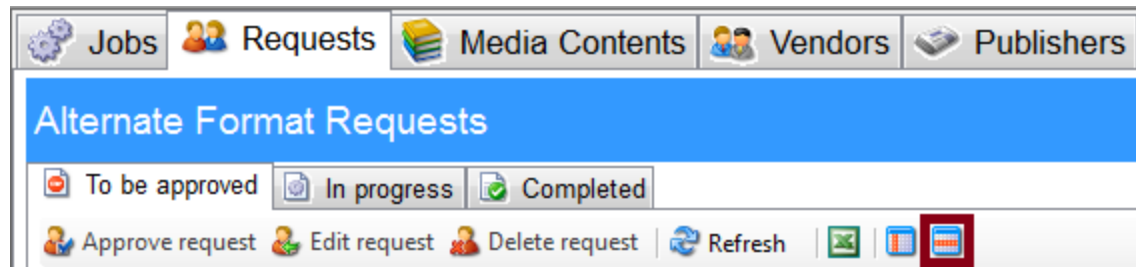
To be approved: How to show columns



- On the Requests tab
- Under the “To be approved” tab
- Click on the button beside the Excel Sheet button
- See photo

You can also, right-click and select “Show/Hide Columns”

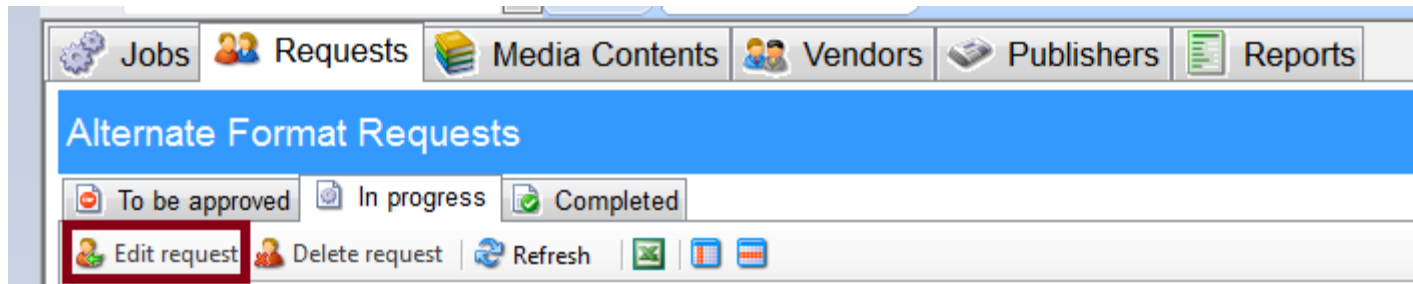
To be approved: How to add/remove row formatting



- On the Requests tab
- Under the “To be approved” tab
- Click on the button beside the Show Columns button
- See photo

You can also, right-click and select “Show Row Formattings”

In Progress: How to edit a request



Step 1: Go to the Requests tab

Step 2: Under the Requests tab, there's another three tabs. Go to "In Progress".

Step 3: Select the request that you want to edit

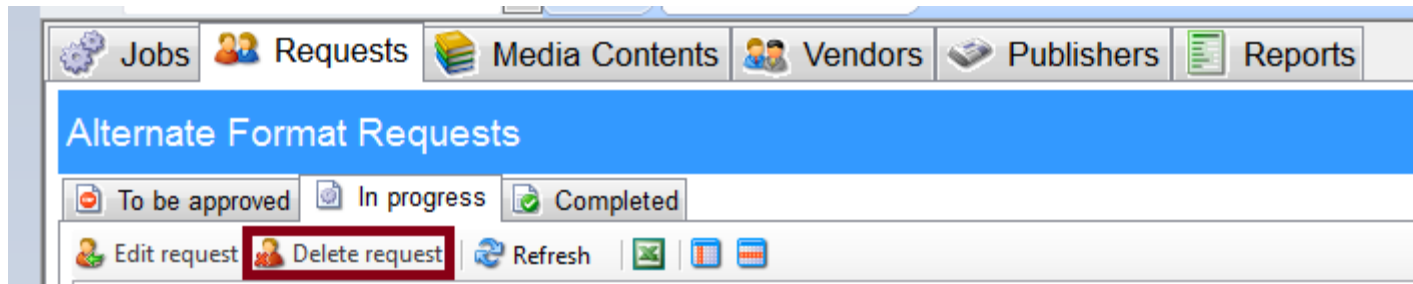
Step 4: Clicked on "Edit request". See photo.

You may also double-click on a request to edit it.

There's also a button on the ribbon bar called "Edit Request"

Or you can also, right-click and select "Edit Request"

In Progress: How to delete a request



Step 1: Go to the Requests tab

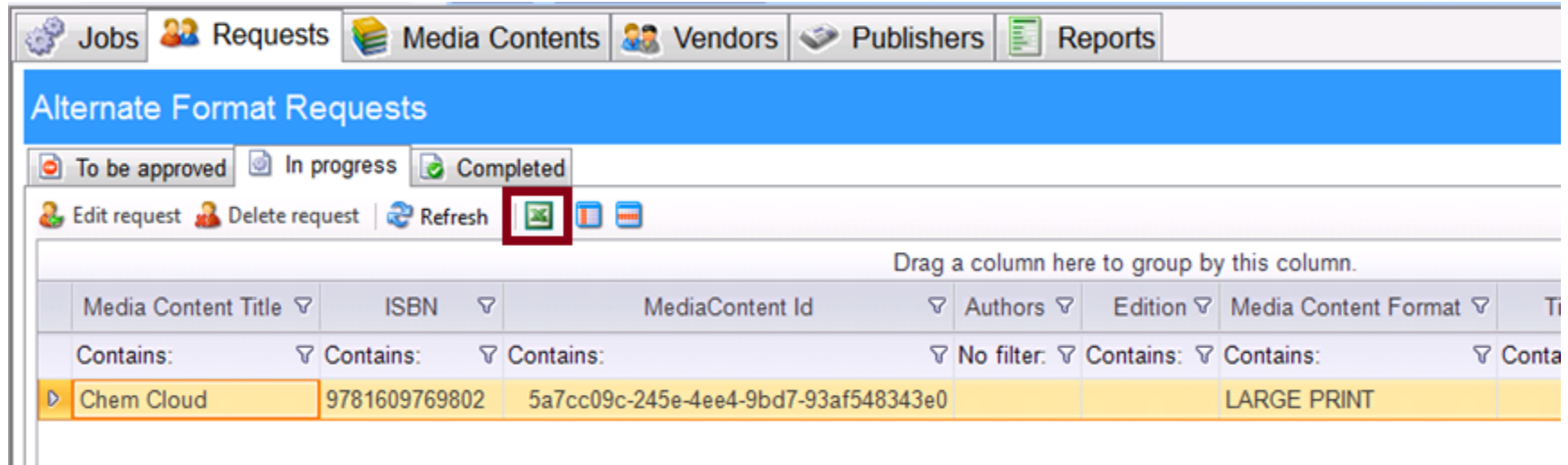
Step 2: Under the Requests tab, there's another three tabs. Go to "In Progress".

Step 3: Select the request that you want to delete

Step 4: Clicked on "Delete request". See photo.

You can also, right-click and select "Delete Request"

In Progress: How to export the request list to Excel



The screenshot shows a web application interface for managing requests. At the top, there are navigation tabs: Jobs, Requests, Media Contents, Vendors, Publishers, and Reports. Below this is a blue header for 'Alternate Format Requests'. Underneath, there are three status tabs: 'To be approved', 'In progress', and 'Completed'. The 'In progress' tab is selected. Below the tabs are action buttons: 'Edit request', 'Delete request', 'Refresh', and 'Export to Excel' (highlighted with a red box). Below the buttons is a table with columns: Media Content Title, ISBN, MediaContent Id, Authors, Edition, Media Content Format, and Title. The table contains one row with the following data: Chem Cloud, 9781609769802, 5a7cc09c-245e-4ee4-9bd7-93af548343e0, and LARGE PRINT.

Media Content Title	ISBN	MediaContent Id	Authors	Edition	Media Content Format	TI
Chem Cloud	9781609769802	5a7cc09c-245e-4ee4-9bd7-93af548343e0			LARGE PRINT	

- On the Requests tab
- Under the “In progress” tab
- Click on the Excel Sheet button
- See photo

You can also, right-click and select “Export to Excel”

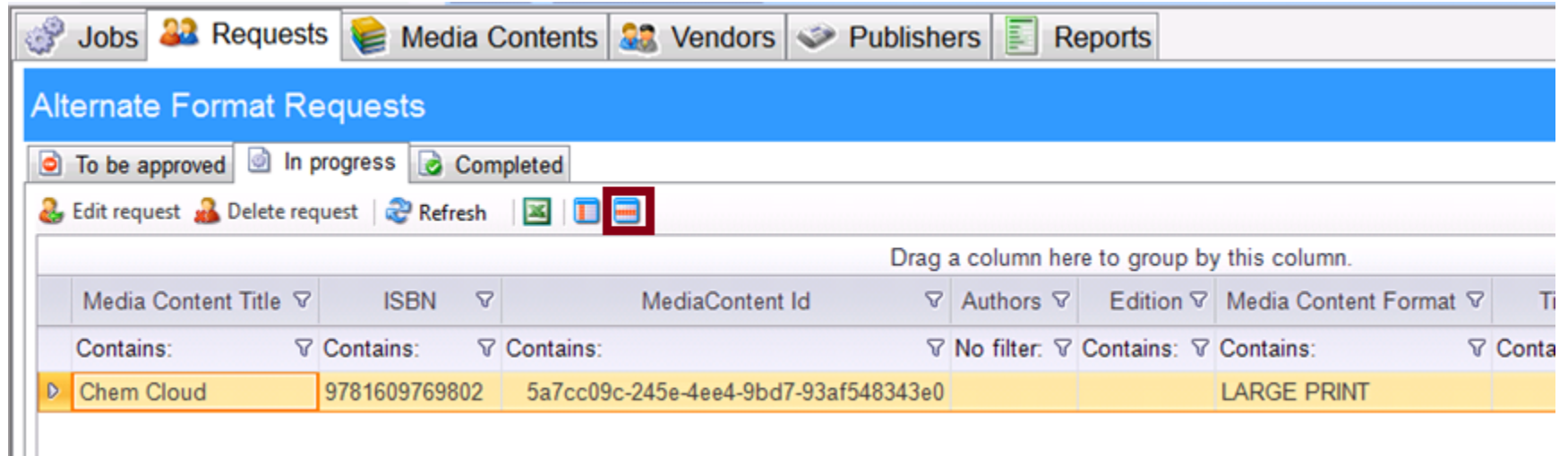
In Progress: How to show columns

The screenshot shows the 'Alternate Format Requests' interface. At the top, there are navigation tabs: Jobs, Requests, Media Contents, Vendors, Publishers, and Reports. Below these is a blue header for 'Alternate Format Requests'. Underneath, there are three status tabs: 'To be approved', 'In progress', and 'Completed'. The 'In progress' tab is selected. Below the tabs are action buttons: 'Edit request', 'Delete request', 'Refresh', and an Excel Sheet button (highlighted with a red box). Below the buttons is a table with columns: Media Content Title, ISBN, MediaContent Id, Authors, Edition, Media Content Format, and Title. The table has a 'Contains:' filter for each column. The first row of data is highlighted in yellow and shows 'Chem Cloud', ISBN '9781609769802', MediaContent Id '5a7cc09c-245e-4ee4-9bd7-93af548343e0', and Media Content Format 'LARGE PRINT'. Above the table, there is a text prompt: 'Drag a column here to group by this column.'

- On the Requests tab
- Under the “In progress” tab
- Click on the button beside the Excel Sheet button
- See photo

You can also, right-click and select “Show/Hide Columns”

In Progress: How to add/remove row formatting



The screenshot shows a web application interface for 'Alternate Format Requests'. At the top, there are navigation tabs: 'Jobs', 'Requests', 'Media Contents', 'Vendors', 'Publishers', and 'Reports'. Below these is a blue header bar with the title 'Alternate Format Requests'. Underneath the header, there are three status tabs: 'To be approved', 'In progress', and 'Completed'. Below the status tabs, there are several action buttons: 'Edit request', 'Delete request', 'Refresh', and a 'Show Columns' button (represented by a grid icon) which is highlighted with a red box. Below the buttons, there is a table with columns: 'Media Content Title', 'ISBN', 'MediaContent Id', 'Authors', 'Edition', 'Media Content Format', and 'Ti'. The table has a header row and a data row. The data row is highlighted in yellow. The data row contains: 'Chem Cloud', '9781609769802', '5a7cc09c-245e-4ee4-9bd7-93af548343e0', and 'LARGE PRINT'. Above the table, there is a text prompt: 'Drag a column here to group by this column.'

- On the Requests tab
- Under the “In progress” tab
- Click on the button beside the Show Columns button
- See photo

You can also, right-click and select “Show Row Formatting”

Completed

Alternate Format Requests

To be approved In progress Completed

Session: Winter Session 2014 Now

Edit request Download selected files Email student Refresh

Drag a column here to group by this column.

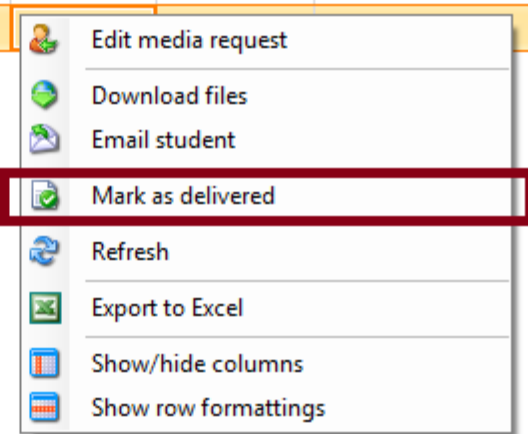
Media Content Title	ISBN	Authors	Edition	Media Content Format	Title	Request Status	Is Approved
Contains:	Contains:	No filter:	Contains:	Contains:	Contains:	Contains:	<input type="checkbox"/>
Chem Cloud	9781609769802			LARGE PRINT		Ready To Download	<input checked="" type="checkbox"/>
Chem Cloud	9781609769802			LARGE PRINT		Delivered	<input checked="" type="checkbox"/>
Biology	2341568104			AUDIO TRANSCRIPTION		Completed but Pending of Proof of Purchase	<input checked="" type="checkbox"/>

Request Status

- **Ready to Download:** This means the job is done and the material is available for distribution
- **Delivered:** This means that the student has picked up the material(s)
- **Completed but Pending of Proof of Purchase:** This means that the job is done and the material is not available for distribution. The student needs to provide the proof of purchase to download the file.

Completed: How to mark the requests as delivered

Media Content Title	ISBN	Authors	Edition	Media Content Form
Contains:	Contains:	No filter:	Contains:	Contains:
Programming WCF Services	9780596521301			BRAILLE
Programming WCF Services	9780596521301			

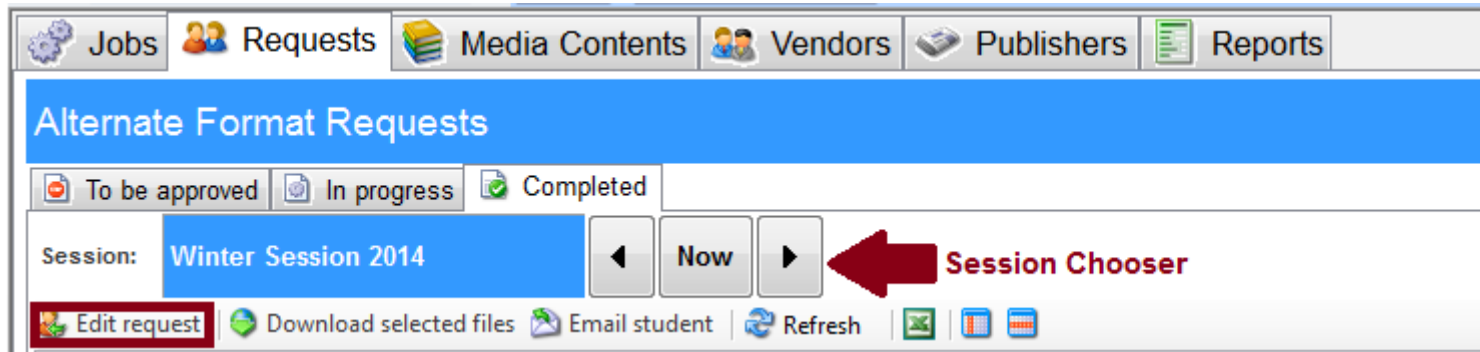


Step 1: Select the request you wish to mark as delivered

Step 2: Right-click

Step 3: Select “Mark as delivered”

Completed: How to edit request



Step 1: Go to the Requests tab

Step 2: Under the Requests tab, there's another three tabs. Go to "In Progress".

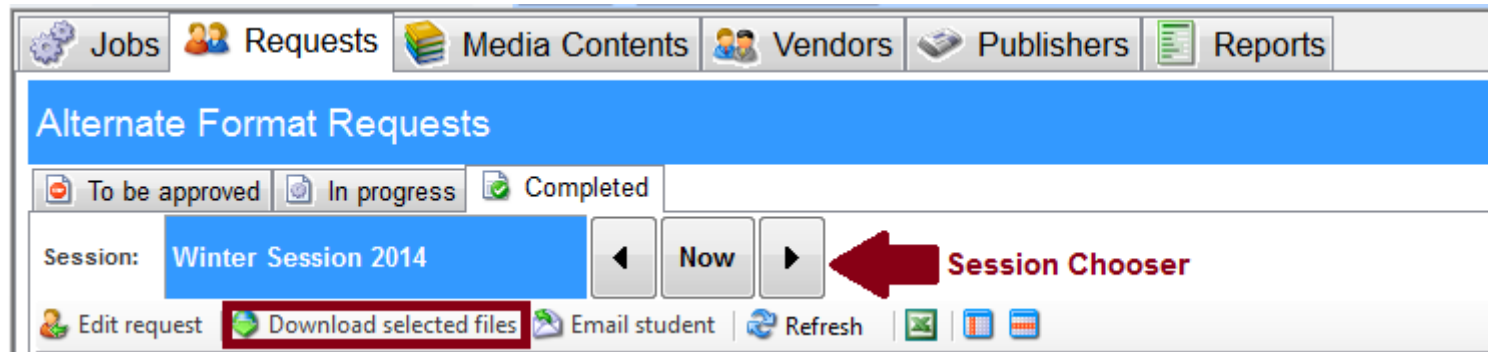
Step 3: Select the request that you want to edit

Step 4: Clicked on "Edit request" See photo.

You may also double-click on a request to edit it.

There's also a button on the ribbon bar called "Edit Request". Or you can also, right-click and select "Edit Request"

Completed: How to download files



Step 1: Go to the Requests tab

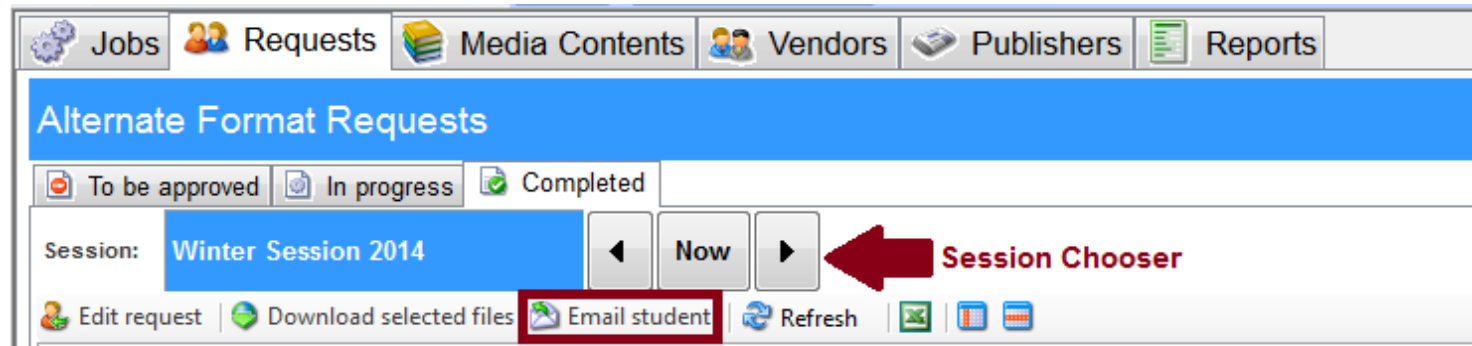
Step 2: Under the Requests tab, there's another three tabs. Go to "Completed".

Step 3: Select the request that you want to download

Step 4: Clicked on "Download selected files" See photo.

You can also, right-click and select "Download selected files"

Completed: How to email students



Step 1: Go to the Requests tab

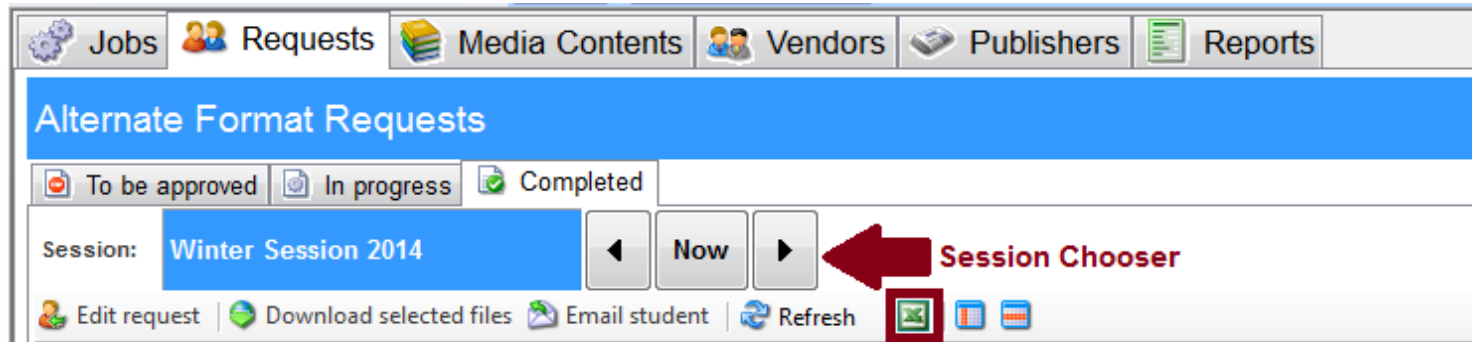
Step 2: Under the Requests tab, there's another three tabs. Go to "Completed".

Step 3: Select the request that you want to email the student

Step 4: Clicked on "Email Student" See photo.

You can also, right-click and select "Email student"

Completed: How to export to Excel



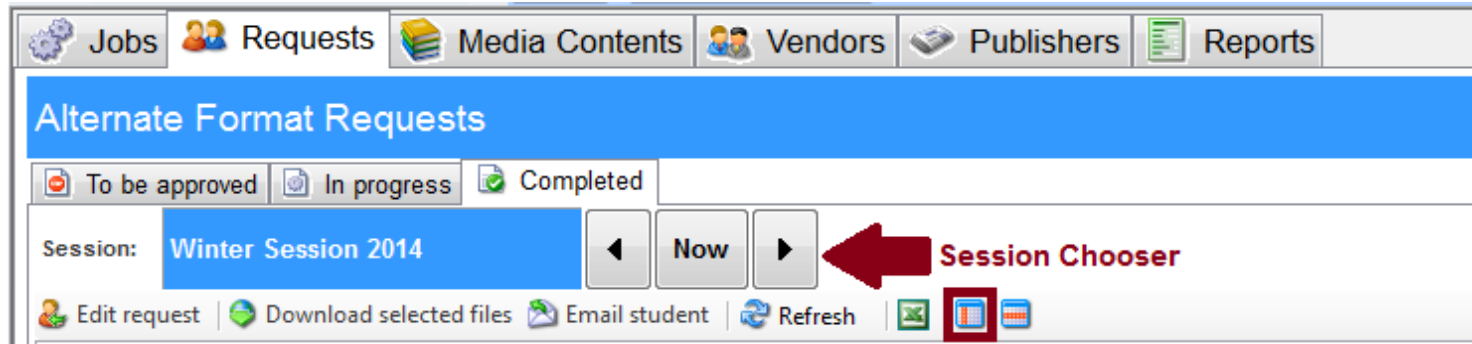
Step 1: Go to the Requests tab

Step 2: Under the Requests tab, there's another three tabs. Go to "Completed".

Step 3: Clicked on Excel icon beside Refresh See photo.

You can also, right-click and select "Export to Excel"

Completed: How to show columns



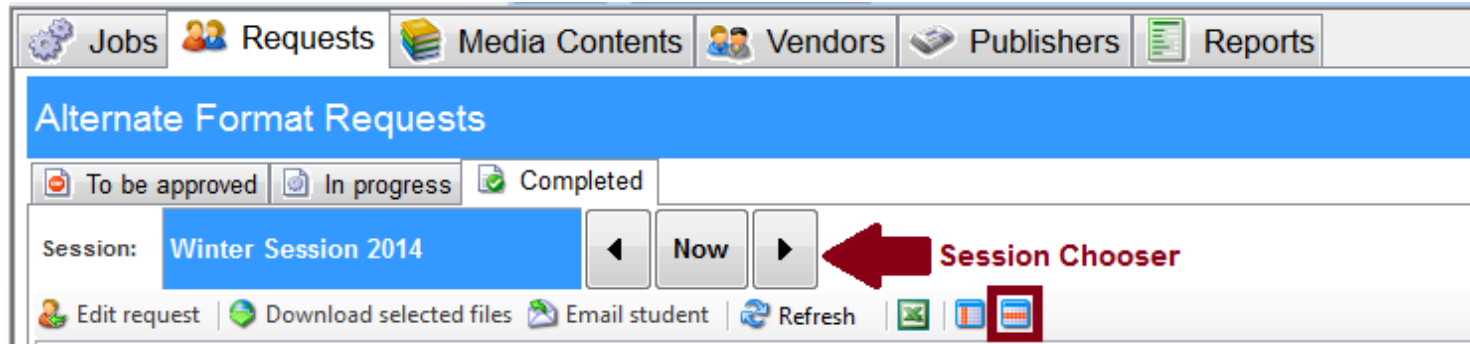
Step 1: Go to the Requests tab

Step 2: Under the Requests tab, there's another three tabs. Go to "Completed".

Step 3: Clicked on icon beside the Excel icon See photo.

You can also, right-click and select "Show/Hide Columns"

Completed: How to add/remove row formatting



Step 1: Go to the Requests tab

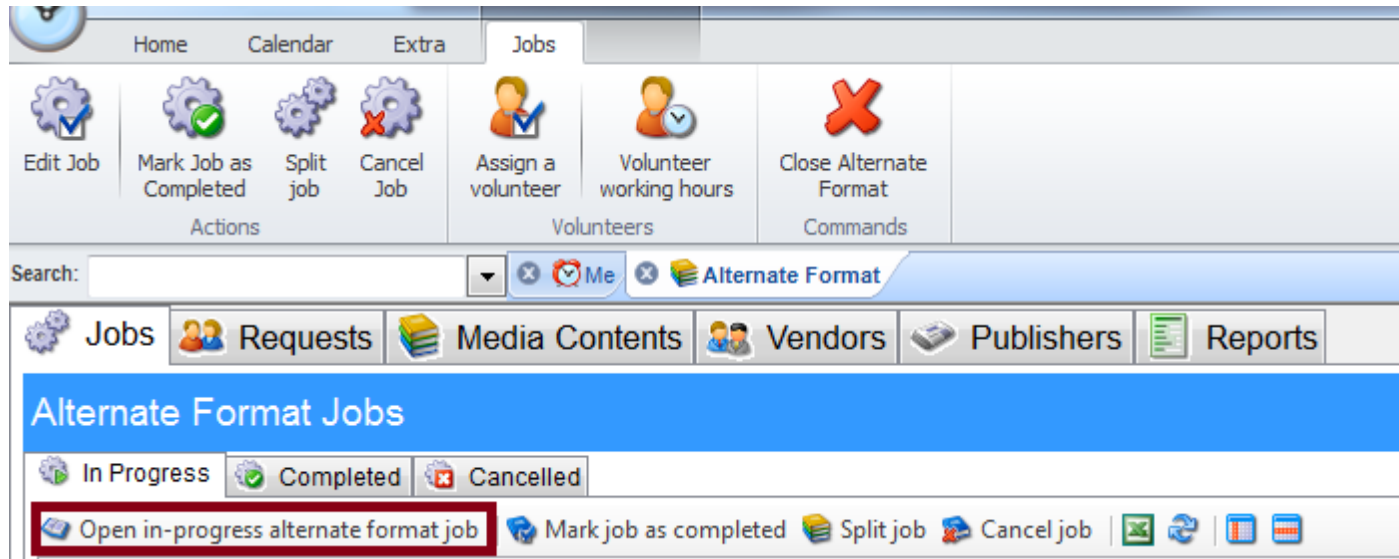
Step 2: Under the Requests tab, there's another three tabs. Go to "Completed".

Step 3: Clicked on the last icon. See photo.

You can also, right-click and select "Show Row Formatting"

JOBS

In-progress: How to open a job

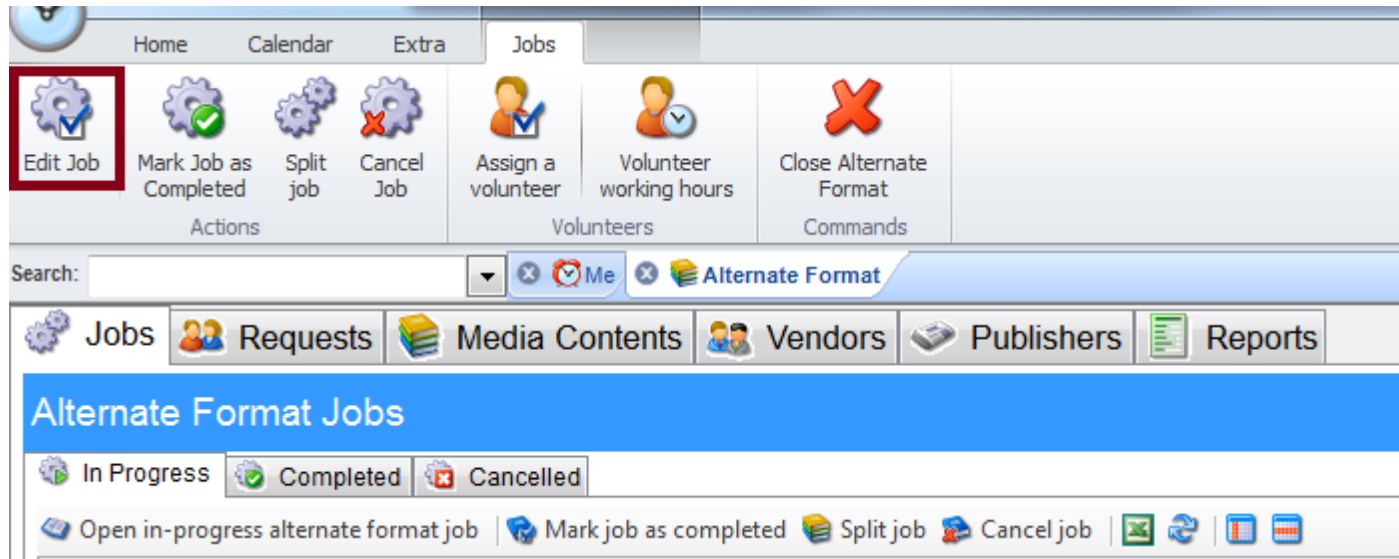


To open a job, select a job that you want to open. And then click on “Open in-progress alternate format job”.

Or right-click and select “Open in-progress alternate format job”

You can also, double-click to open the job

In-progress: How to edit a job



To edit a job, select a job that you want to edit.
And then on the ribbon bar, click on “Edit Job”.
You can also, double-click to edit the job

Job - Basic Info

The screenshot shows a software window titled "Edit Alternate Format Job" with a tabbed interface. The "Basic Info" tab is active, displaying the following information:

- Short Title:** *Programming WCF Services*
- Authors:**
 - Juval Lowy
- ISBN:** 9780596521301
- Media Content Format:** *LARGE PRINT*
- Start Date:** *February 10, 2014*
- Due Date:** *February 24, 2014*
- General status:** *Created*

Below the information, there are several input fields:

- Job title:** An empty text box.
- Due Date:** A date picker set to "February -24-14".
- Assign To:** A dropdown menu showing "Ocampo, Krystal . KOCAMPO".
- Priority:** A dropdown menu set to "Normal".

A blue header bar reads "Alternate Format Job Status". Below it are four status dropdown menus:

- General Status:** Created
- Publisher Status:** (empty)
- Vendor Status:** (empty)
- In-house Status:** (empty)

At the bottom, there are four action buttons: "Mark job as completed" (with a checkmark icon), "Cancel job" (with a red book icon), "Save" (with a green checkmark icon), and "Close" (with a red X icon).

This screen gives you the information about the job.

Job Title:

Due date:

Assign To:

Priority:

Alternate Format Job Status

General Status: Created

Publisher Status:

Vendor Status:

In-house Status:

Mark job as completed | Cancel job | Save | Close

General Status:

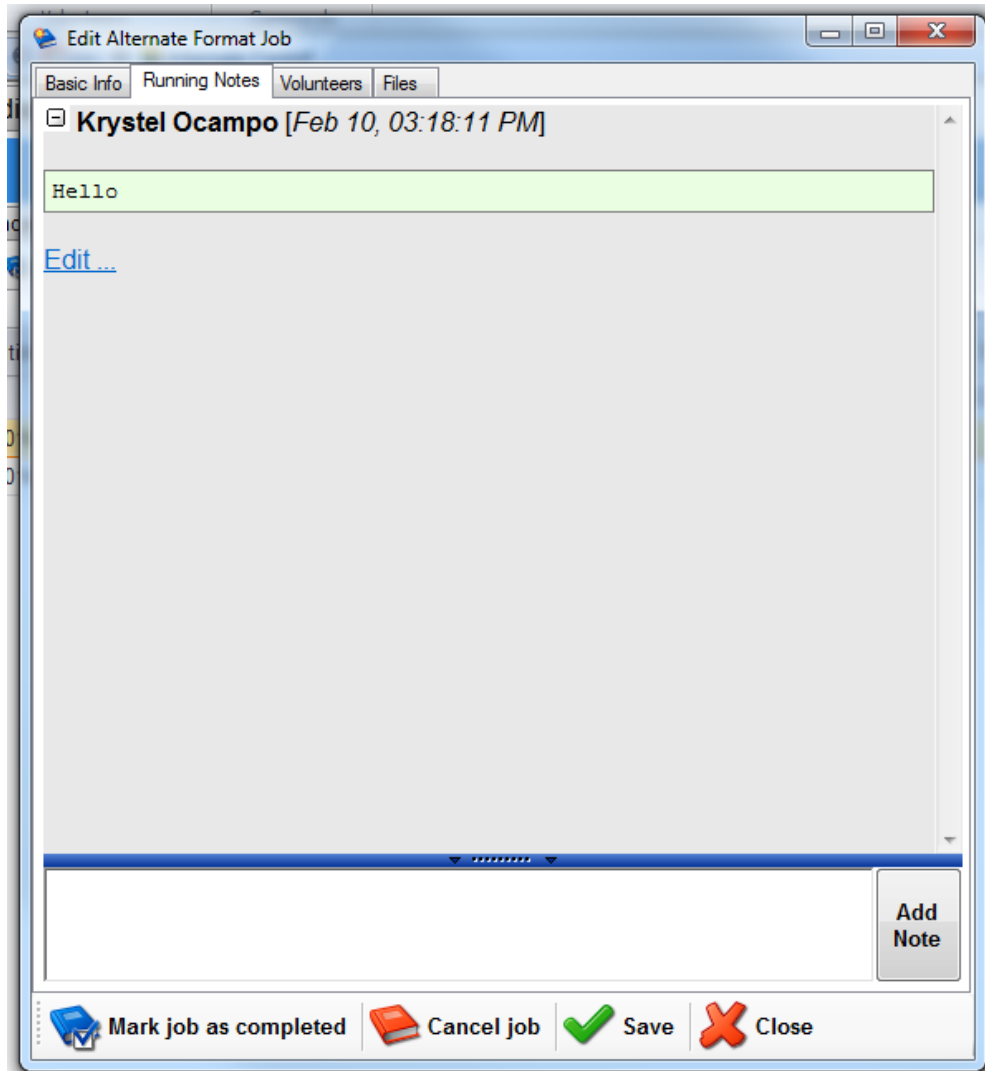
Publisher Status:

Vendor Status:

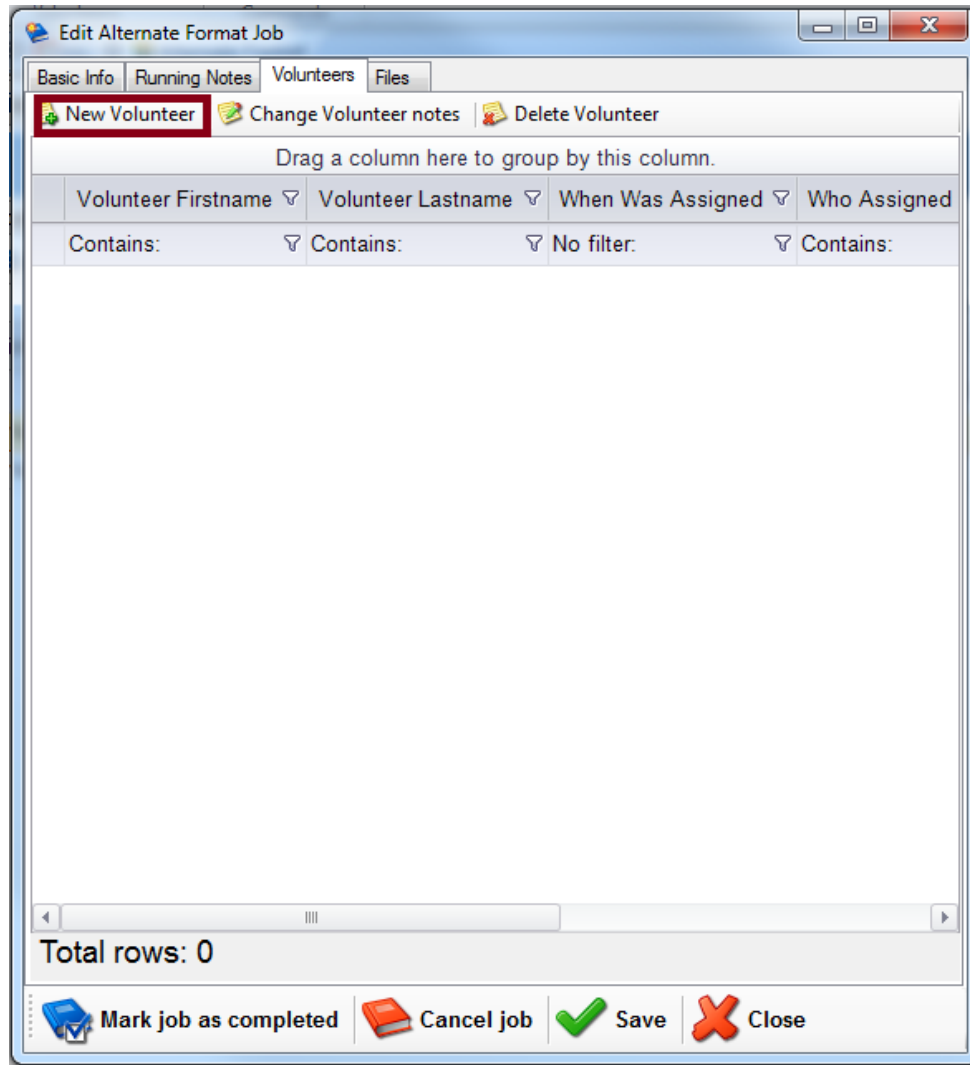
In-house Status:

Running Notes

You can add notes about the job for your staff to see.



How to add a volunteer



If you're not already in this page:

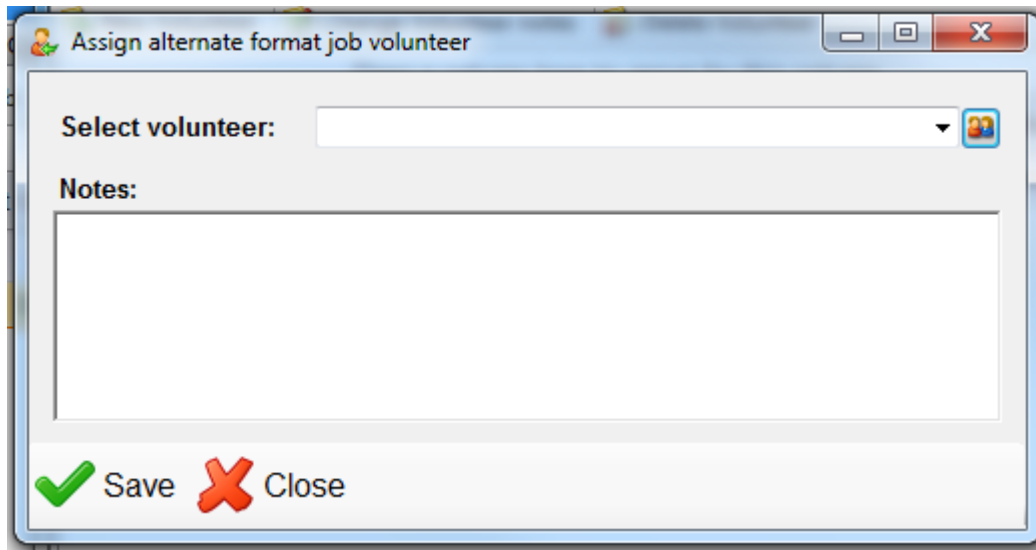
Step 1: Go to the Jobs tab

Step 2: Open a job

Step 3: Go to the Volunteers tab

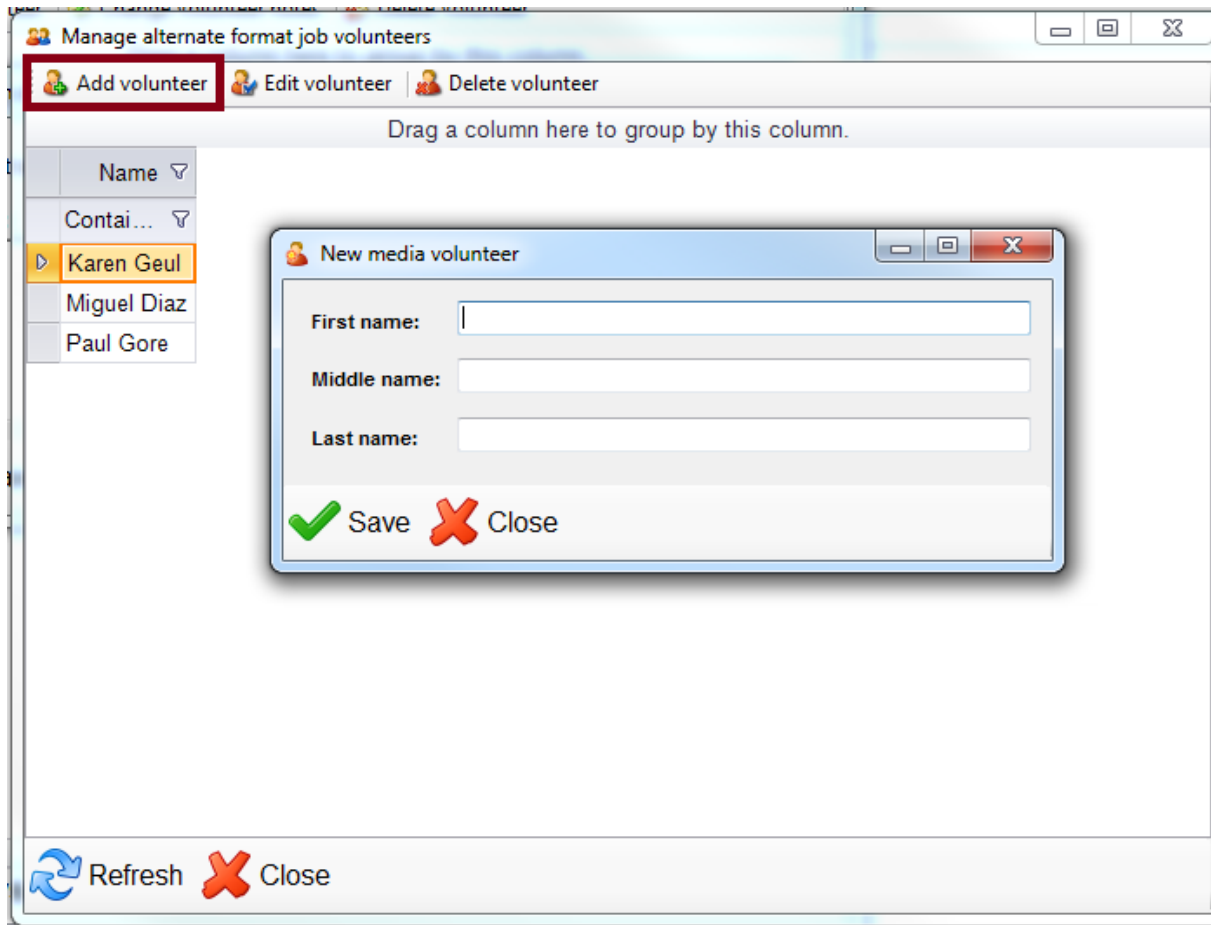
Then,

Step 4: Click on "New Volunteer"



When you press the “New Volunteer”, you should get another screen like this. It will have a drop-down menu, Notes, and a button where you can add the volunteers.

Click on the button on the right to add new volunteers in the list.



Once, you click on the button. It will take you to a screen where it list down all the volunteers' name.

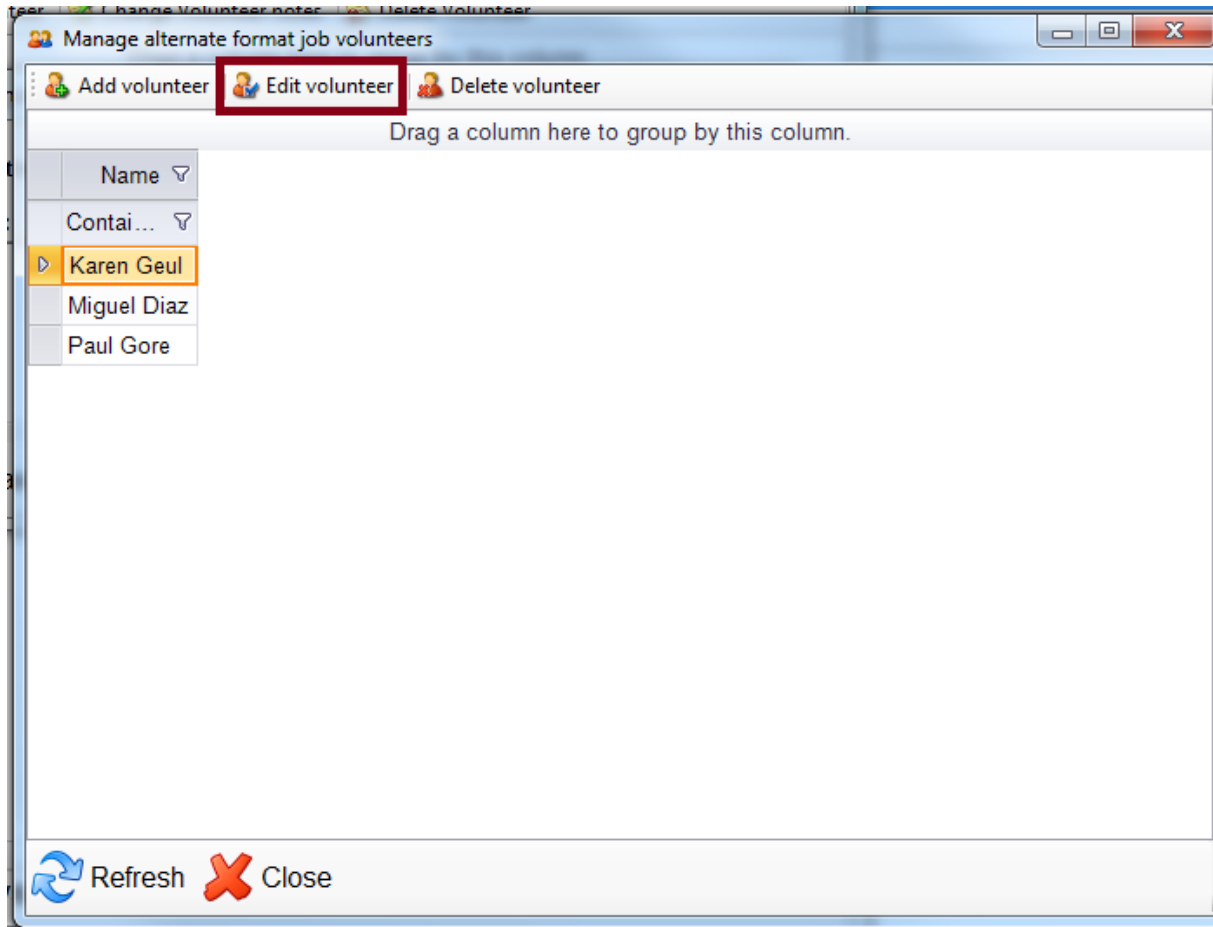
To add a new volunteer, click on "Add Volunteer". Then a screen with the title "New Media Volunteer" should pop-up. Then fill out the volunteer's information. And then press Save.

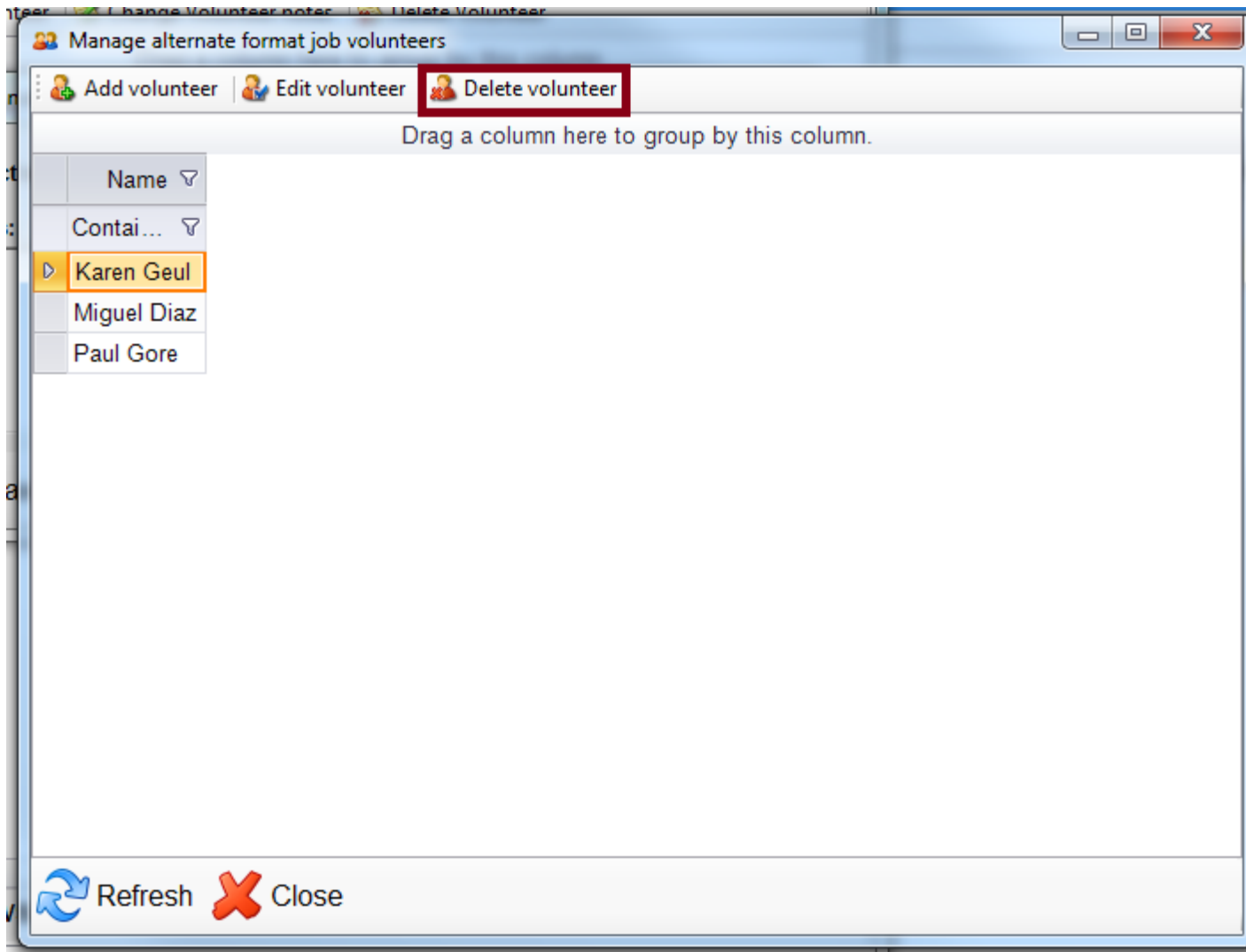
How to edit a volunteer

Step 1: Go to the “Manage alternate format job volunteers” screen

Step 2: Select a volunteer

Step 3: Click on Edit Volunteer



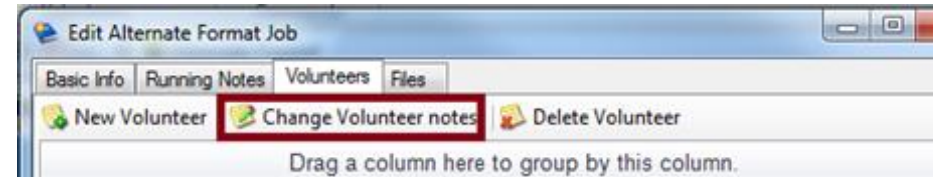
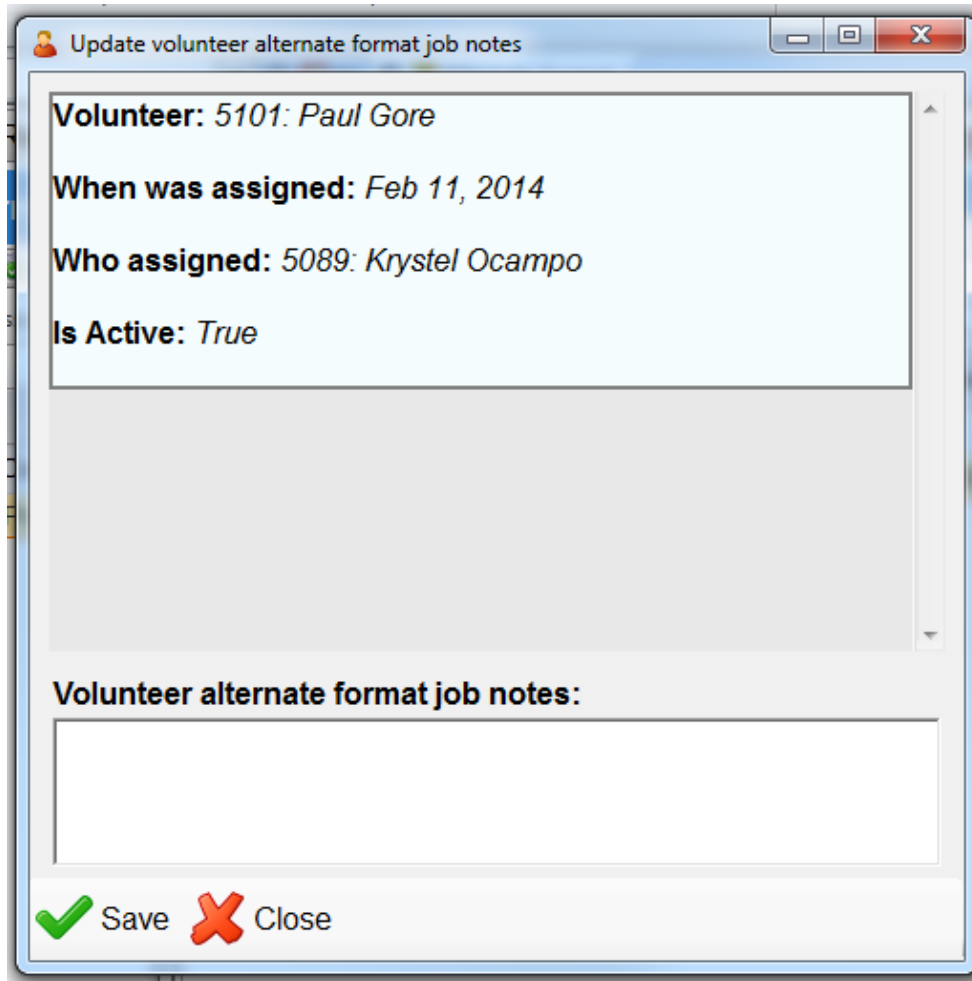


Step 1: Go to the “Manage alternate format job volunteers” screen

Step 2: Select a volunteer

Step 3: Click on Delete Volunteer

How to change volunteer notes

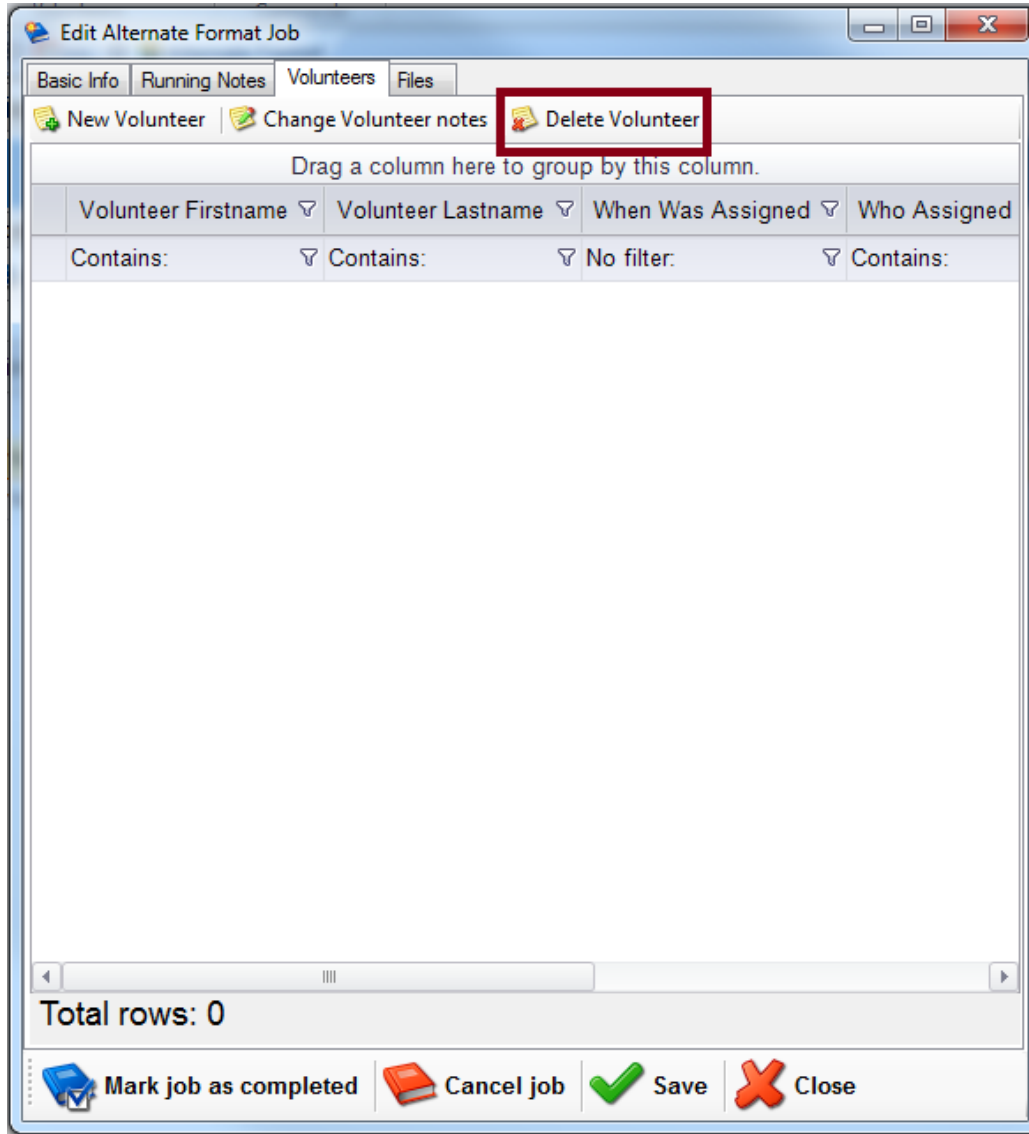


Step 1: Go to the "Volunteers" tab

Step 2: Click on "Change Volunteer notes"

Step 3: A screen like this should pop-up. Add or edit the notes in here.

How to remove a volunteer (from the list)

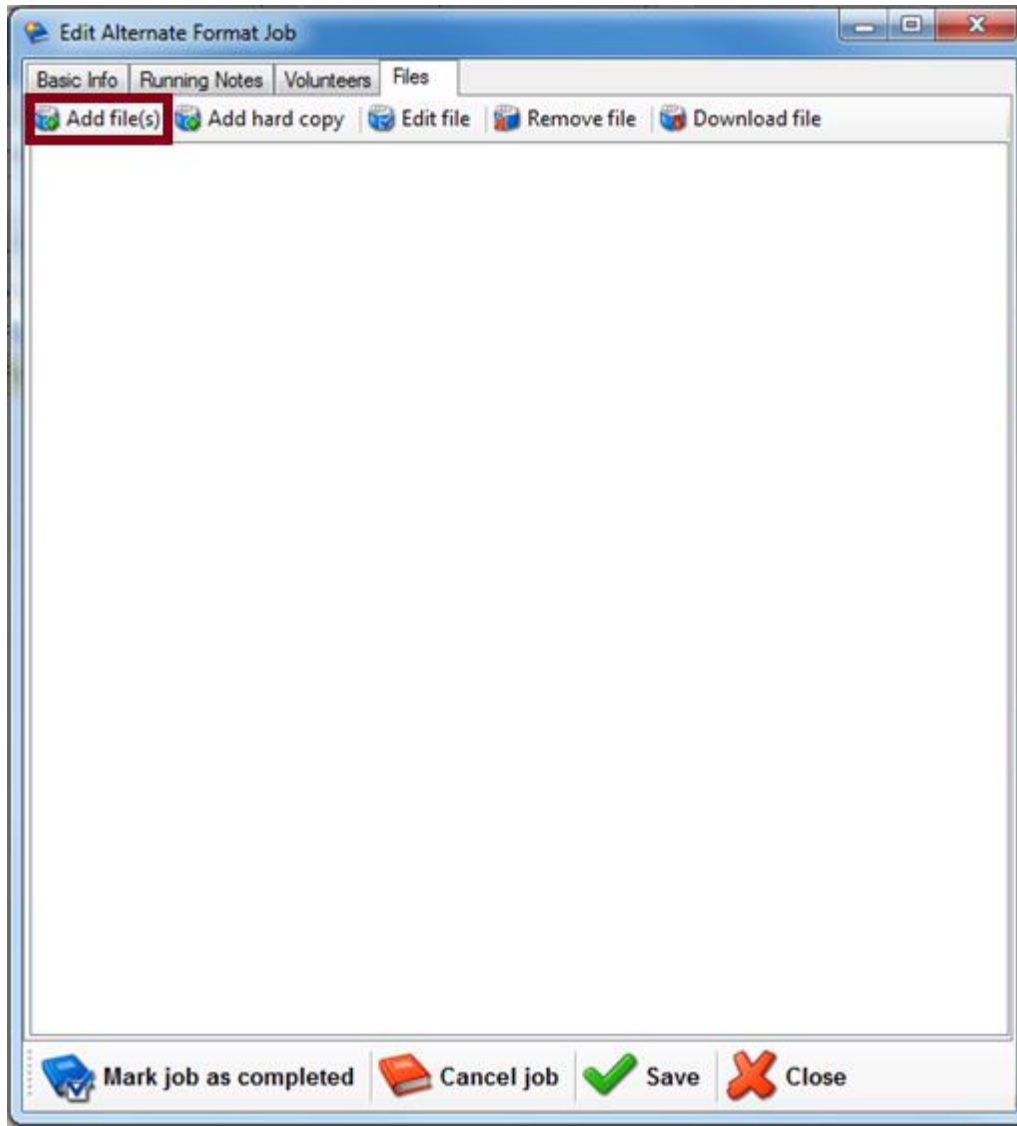


Step 1: Go to the “Volunteers” tab

Step 2: Select a volunteer

Step 3: Click on “Delete Volunteer”

How to add files

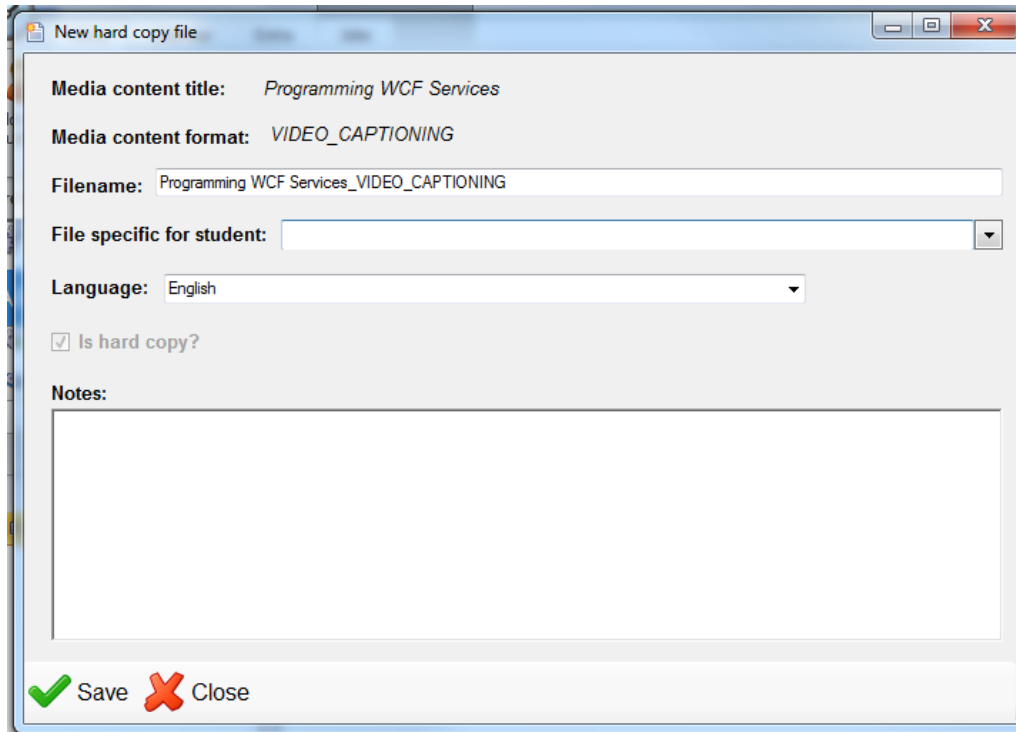
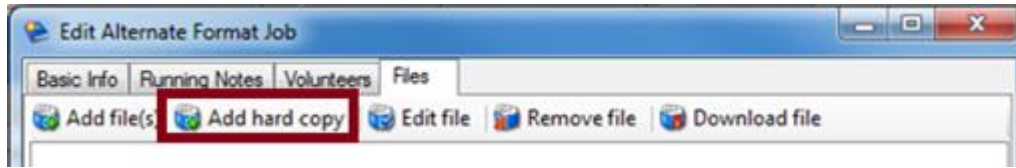


Step 1: Go to the “Files” tab

Step 2: Click on “Add File(s)”

Step 3: Select the files that you want to add.

How to add a hard copy



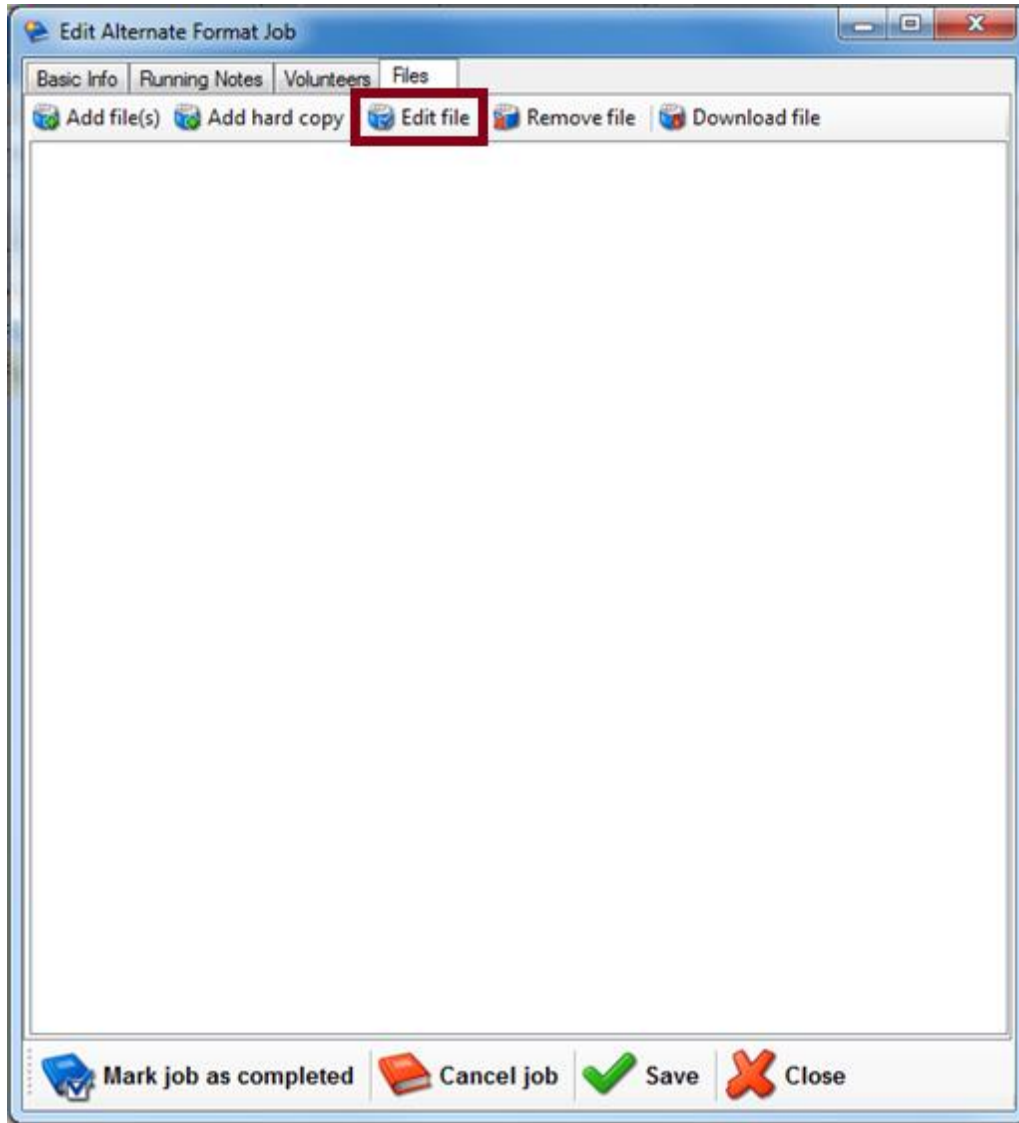
Step 1: Go to the “Files” tab

Step 2: Click on “Add hard copy”

Step 3: A pop-up screen should appear

Step 4: Add the hard copy’s information

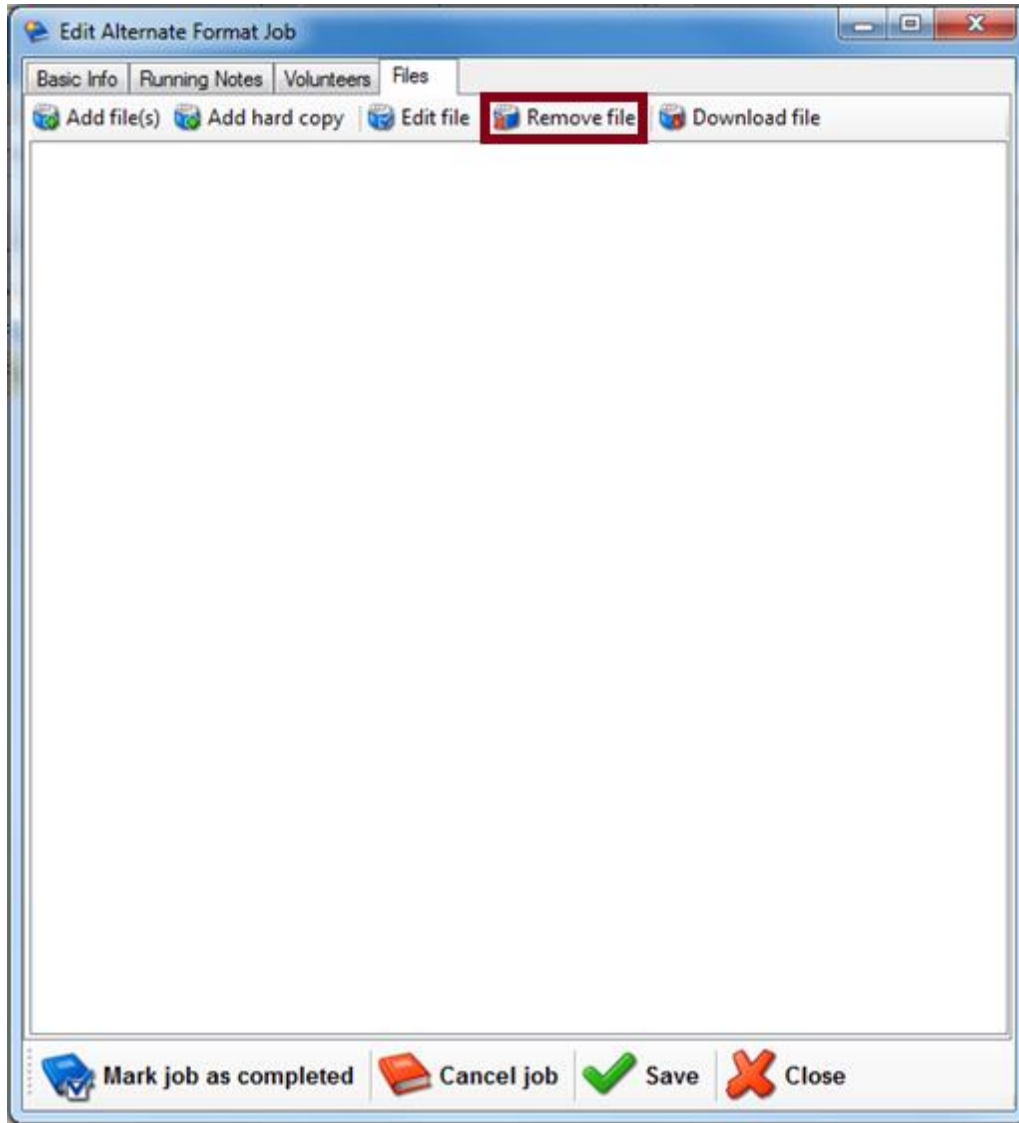
How to edit a file



Step 1: Go to the “Files” tab

Step 2: Click on “Edit file”

In-progress: How to remove a file

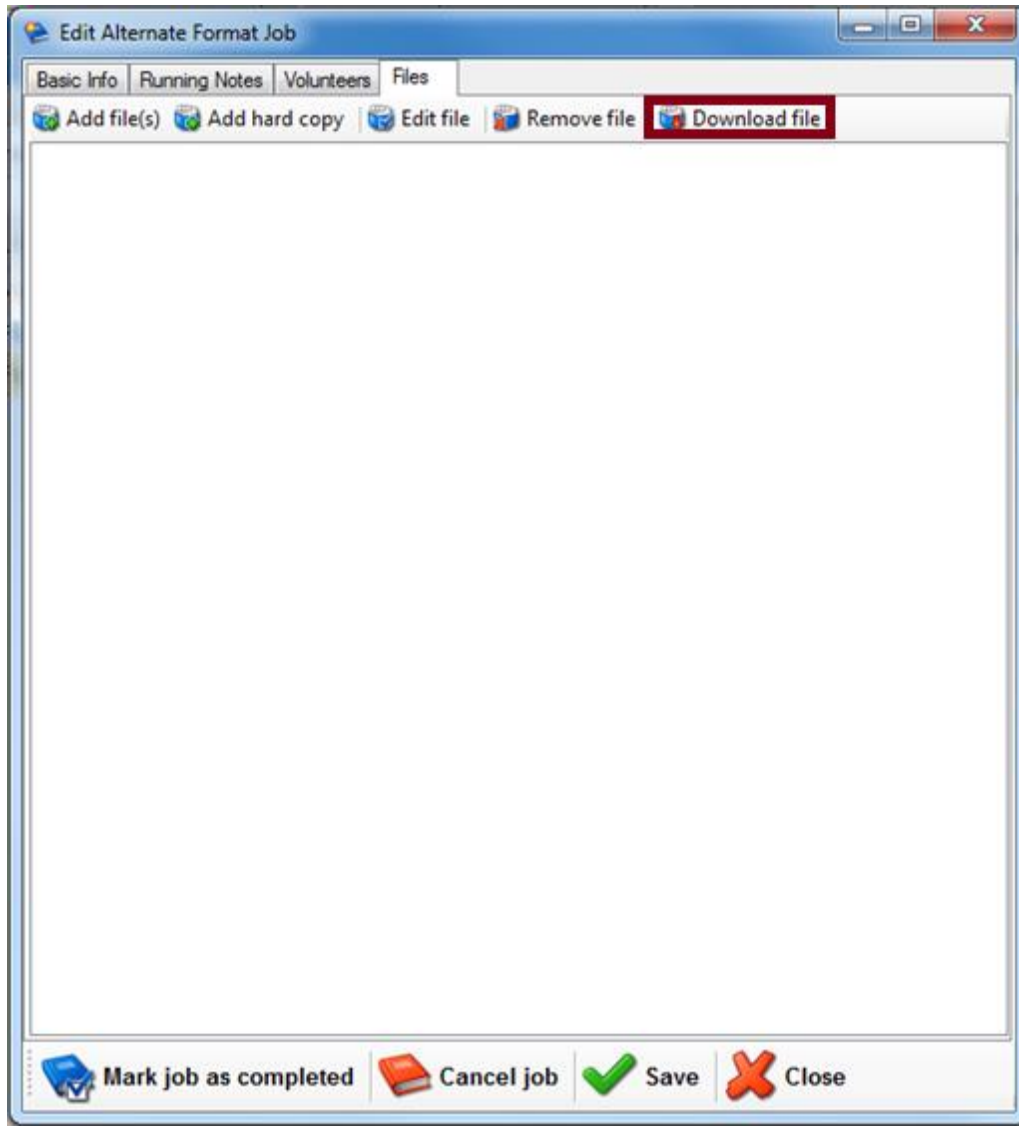


Step 1: Go to the “Files” tab

Step 2: Select the file you want to remove

Step 3: Click on “Remove File”

In-progress: How to download a file

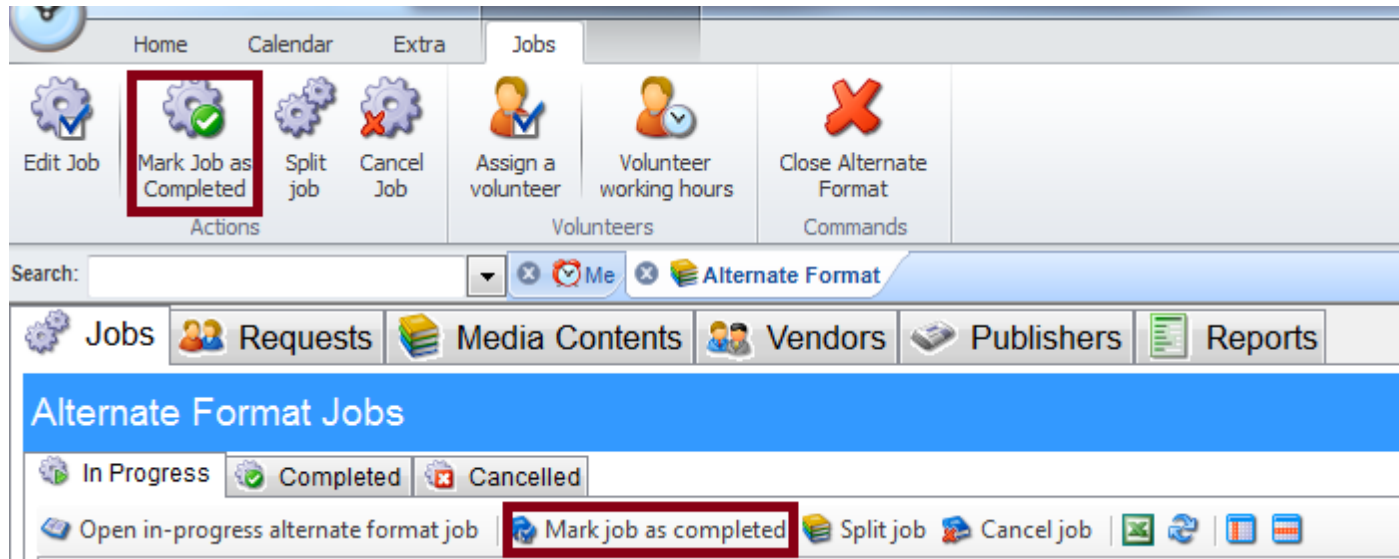


Step 1: Go to the “Files” tab

Step 2: Select on the file you want to download

Step 3: Click on “Download file”

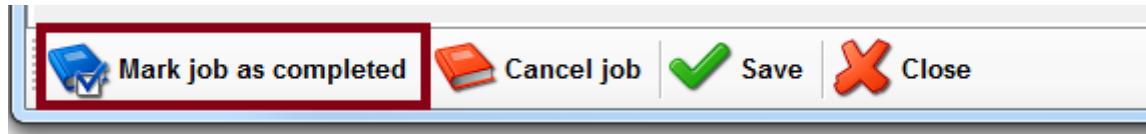
In-progress: How to mark job as completed



There are three ways to mark a job as completed.

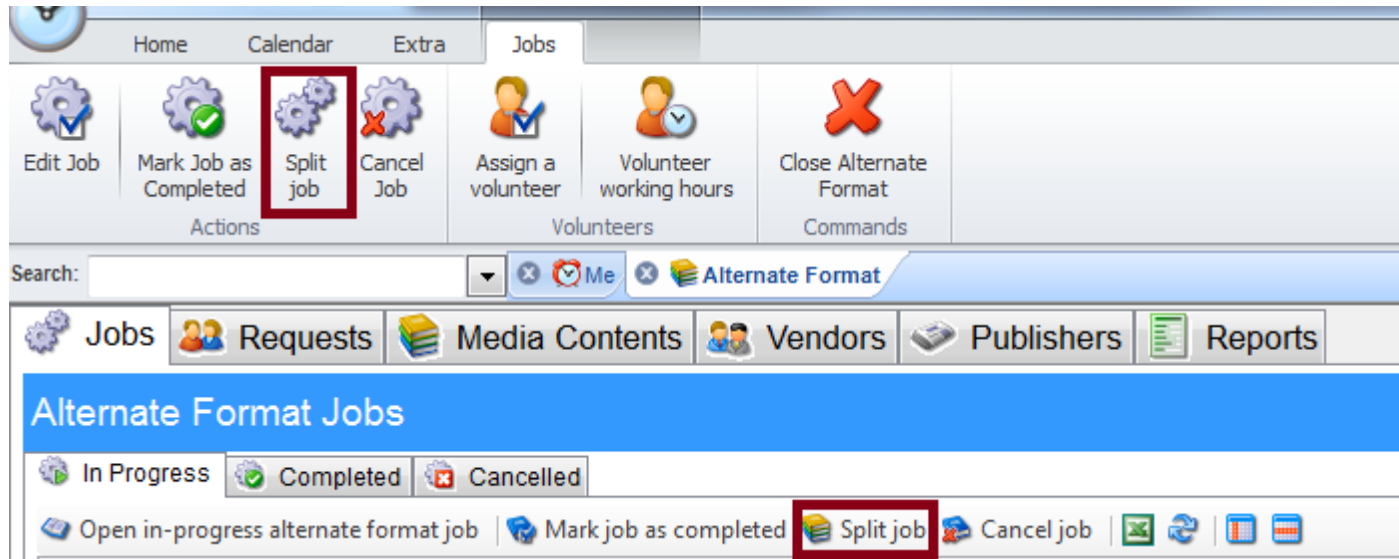
You can select it from the ribbon bar. See photo.

Or under the Jobs > In Progress tab > Mark as job completed. See photo.



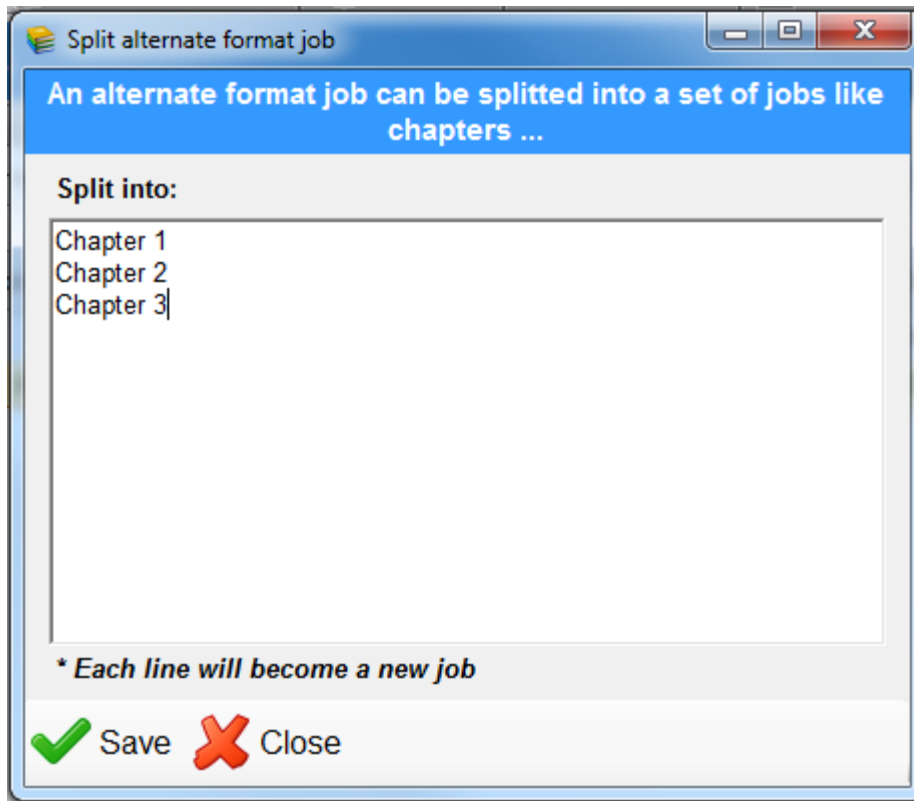
Also, when you open the job, there's an option at the bottom that says "Mark job as completed".

In-progress: How to split a job



There's two ways to split a job:

1. Ribbon bar. See photo.
2. Under Jobs > In Progress > Split Job. See photo.

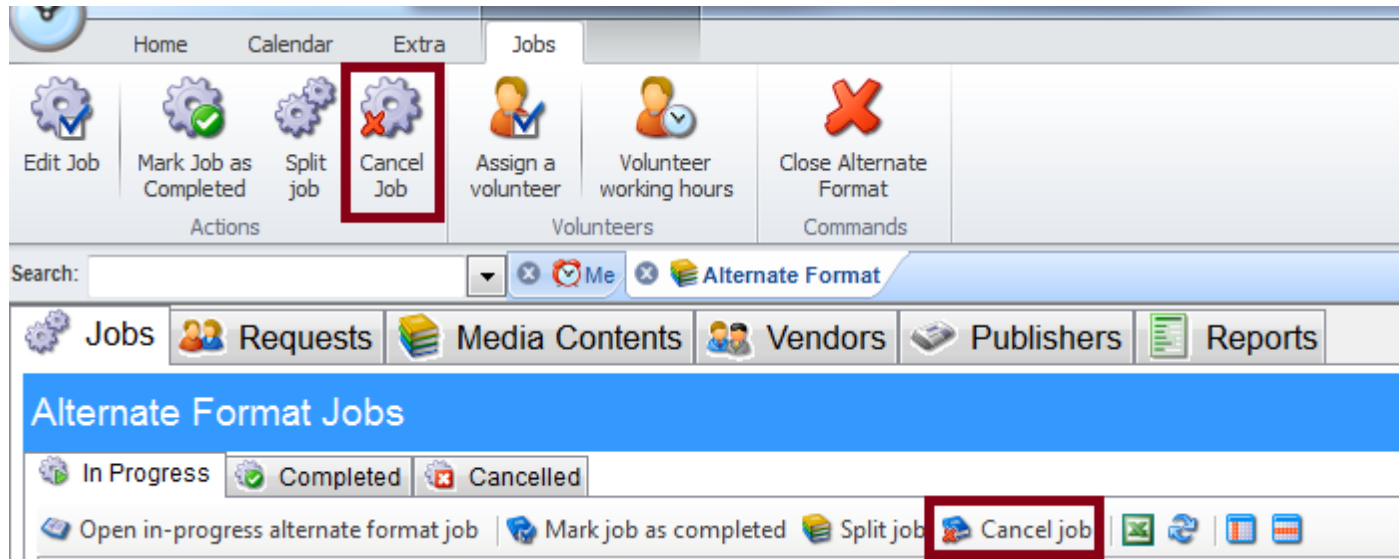


Once you clicked on the split job button, there would be a pop-up screen like this. See photo.

To split the job, type in the title. For every title it will become a job.

Split job: This is to separate the jobs into sub-jobs. For example, there's a book with 5 chapters, and the student only needs Chapter 1, 2, and 3. They don't need Chapter 4 or 5. So you're not going to create a job for Chapter 4 and 5.

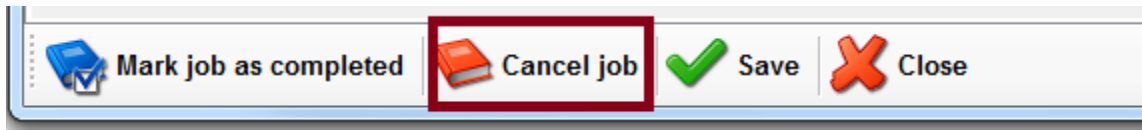
In-progress: How to cancel a job



There are three ways to cancel a job.

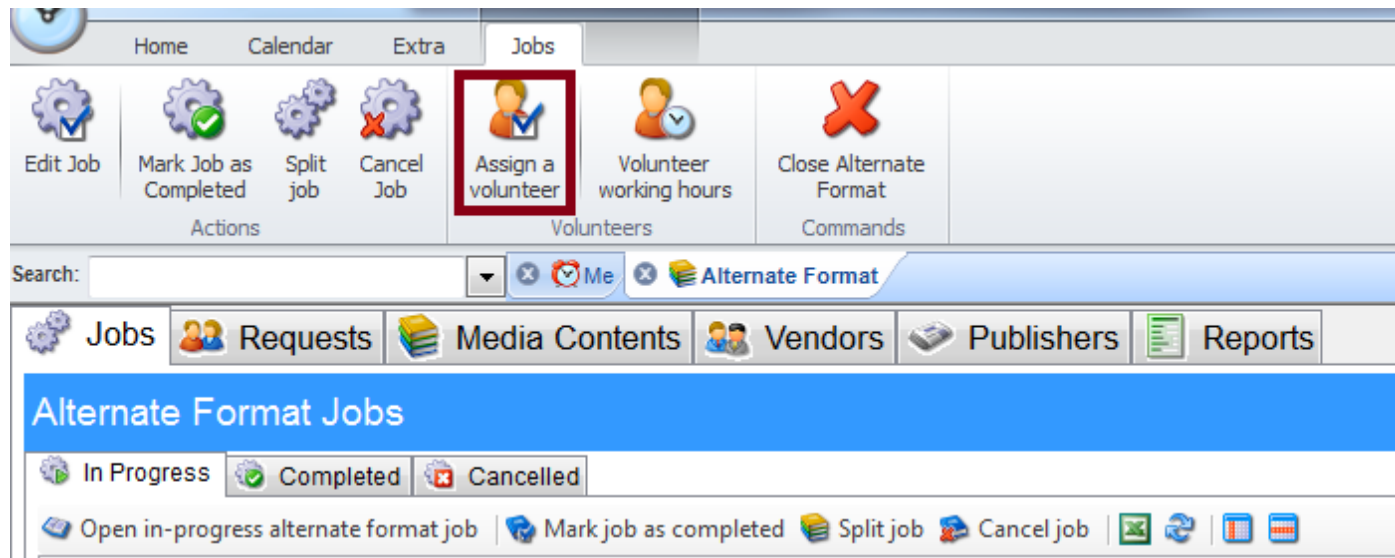
You can select it from the ribbon bar. See photo.

Or under the Jobs > In Progress tab > Cancel Job. See photo.

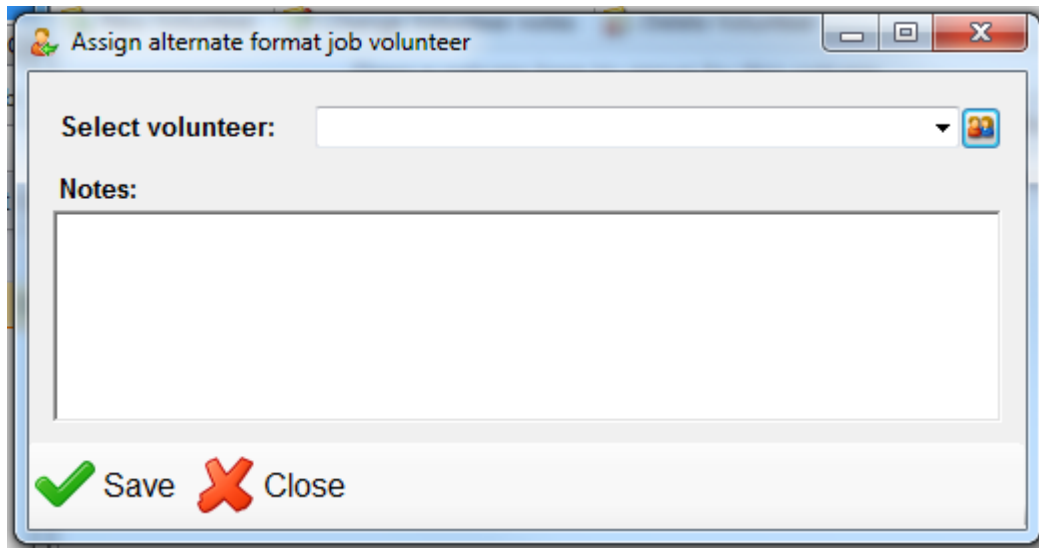


Also, when you open the job, there's an option at the bottom that says "Cancel Job".

In-progress: How to assign a volunteer



On the ribbon bar, there's a button to "Assign a volunteer". Click on it.

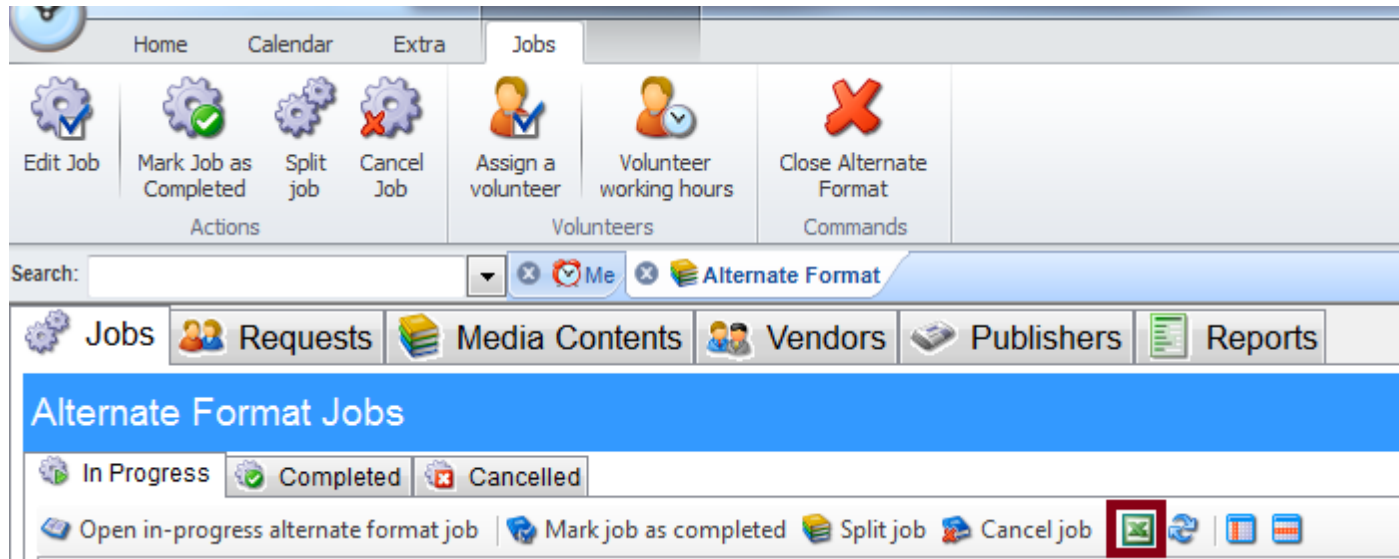


You should get a screen like this. It will have a drop-down menu, Notes, and a button where you can add the volunteers.

Click on the button on the right to add new volunteers in the list.

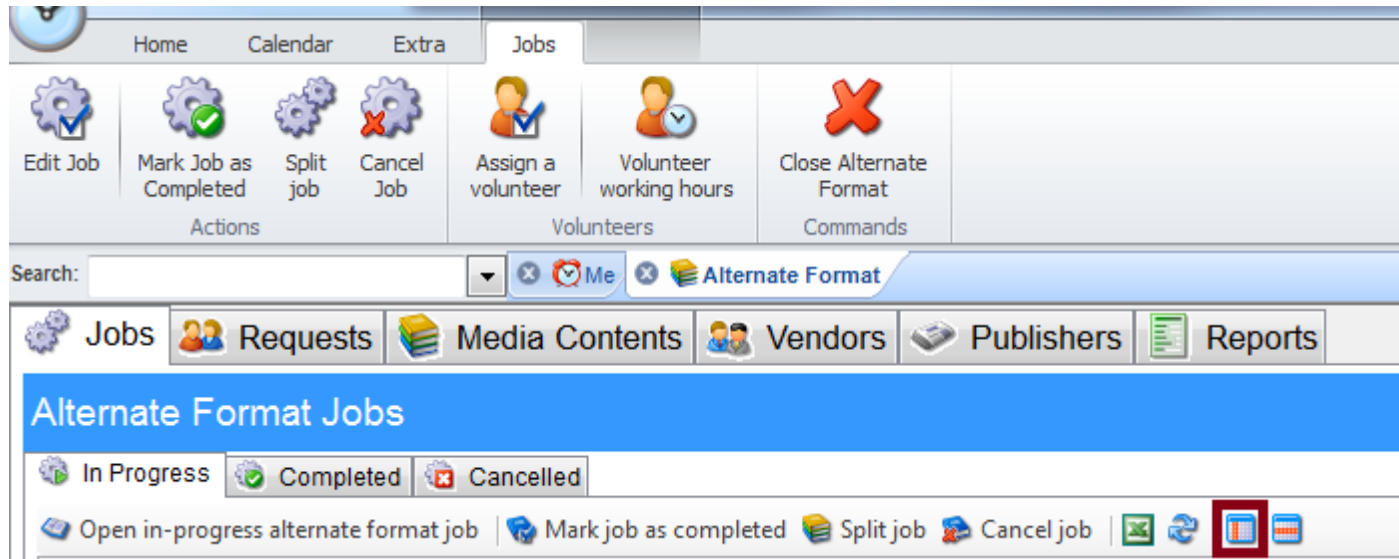
Or select from the drop-down menu.

In-progress: How to export to Excel



To export the Jobs in-progress, go to Jobs > In Progress > Excel button
Or you can also right-click, and select “Export to Excel”

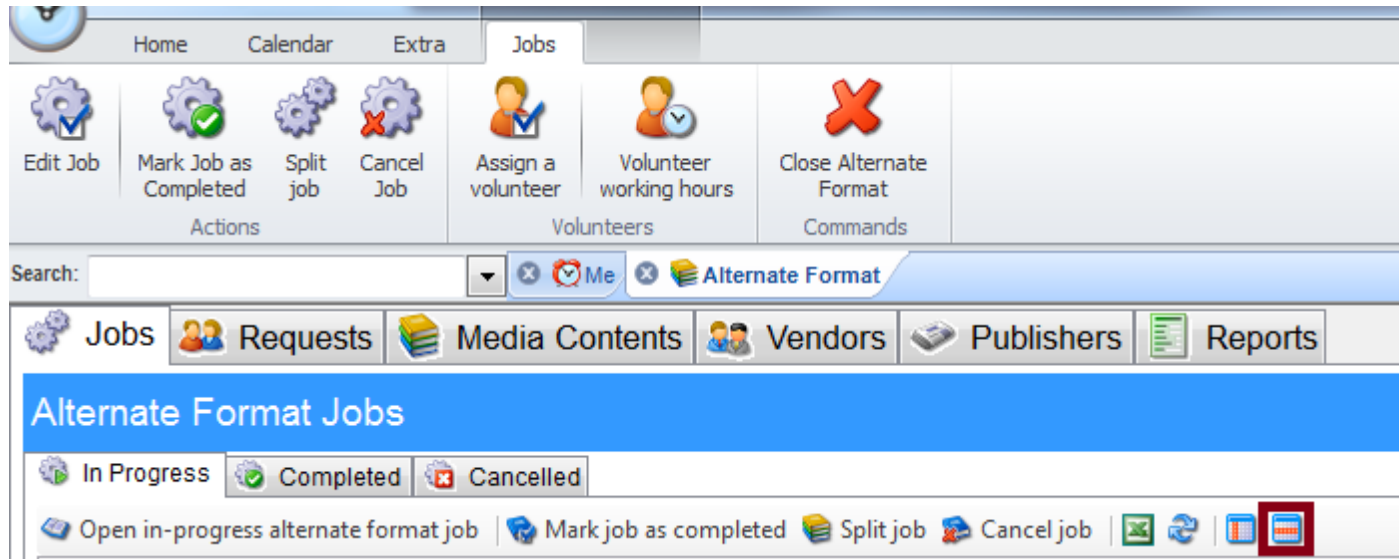
In-progress: How to Show/Hide Columns



To export the Jobs in-progress, go to Jobs > In Progress > button on the right. See photo.

Or you can also right-click, and select “Show/Hide Columns”

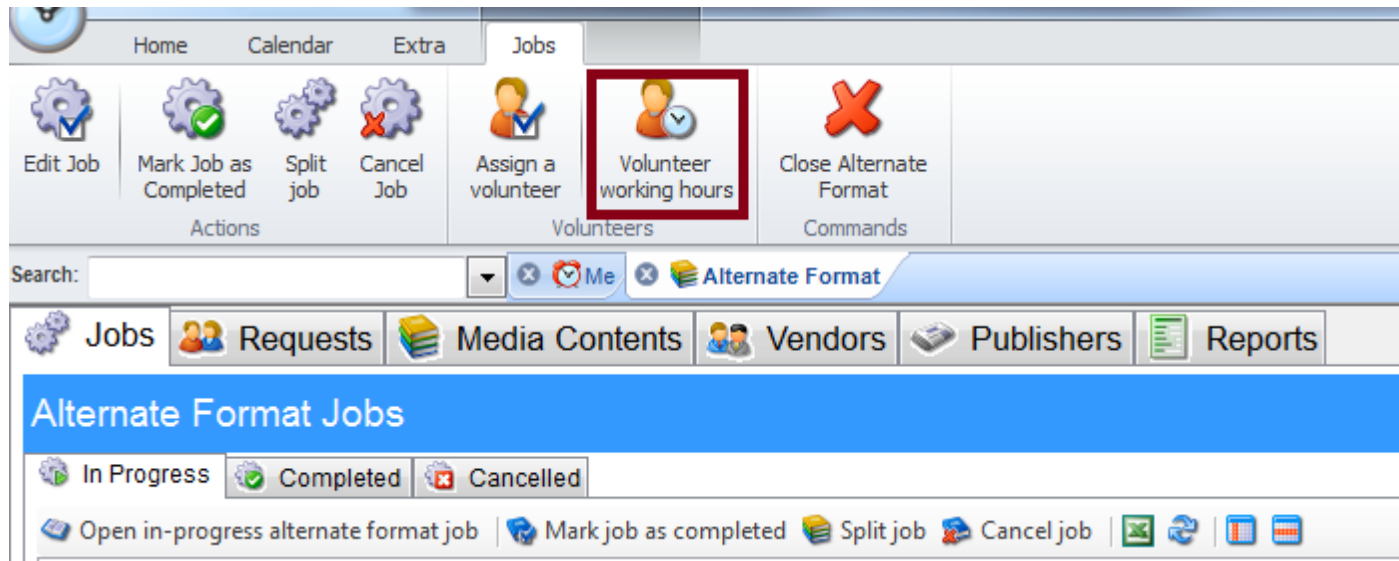
In-progress: How to add/remove row formatting



To export the Jobs in-progress, go to Jobs > In Progress > button on the right. See photo.

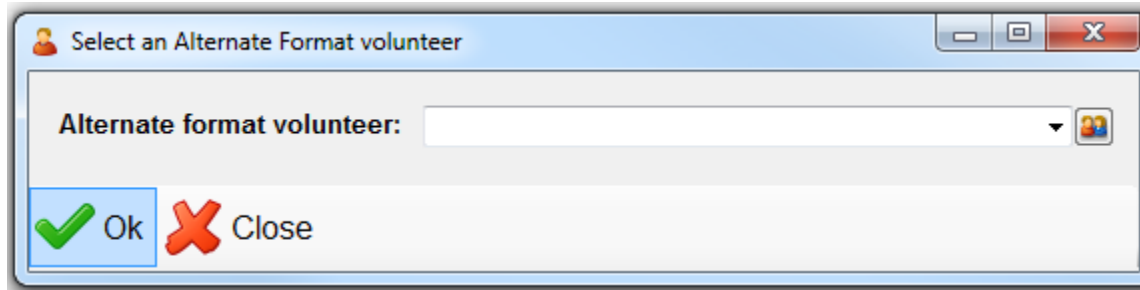
Or you can also right-click, and select “Show Row Formatting”

In-progress: How to manage volunteer working hours



Step 1: Go to the Jobs tab

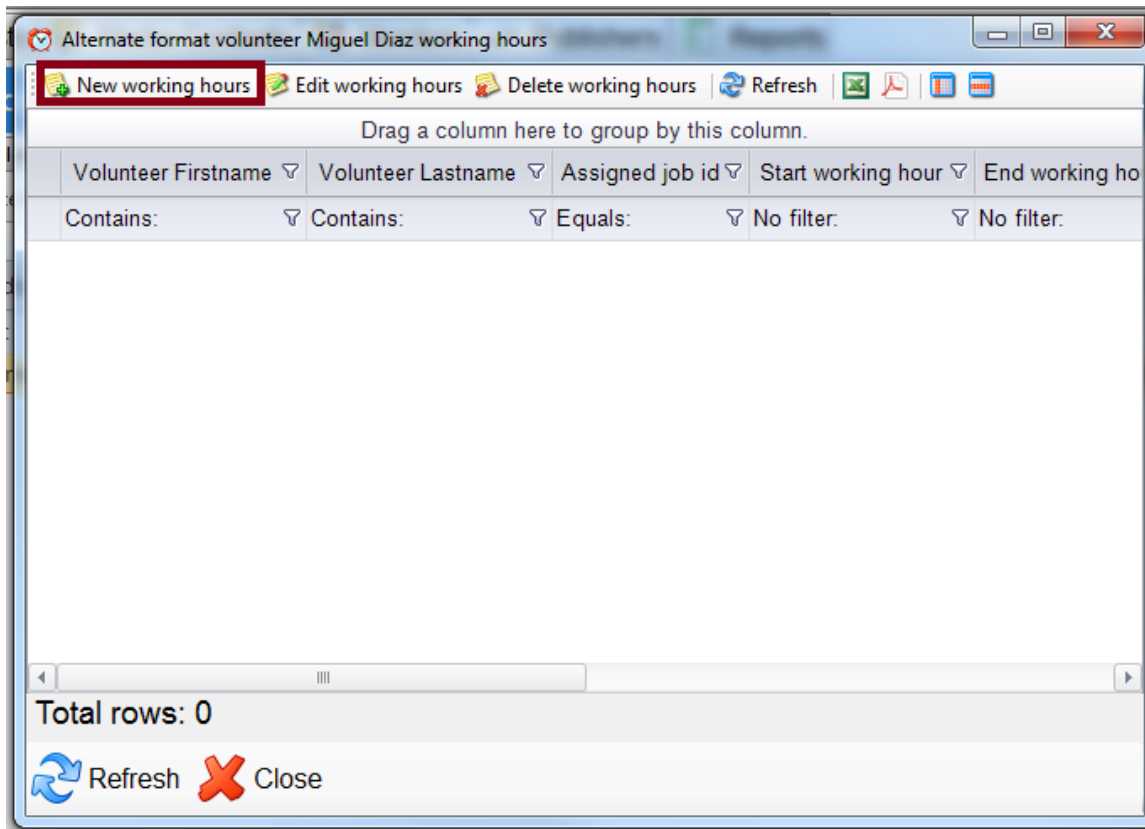
Step 2: On the ribbon bar, click on the “Volunteer Working Hours” button.



A pop-up box should appear after clicking the “Volunteer Working Hours” button.

It will have a drop down list for the volunteer’s name.

Or you can add the volunteer by clicking on the button on the right.



Volunteer working hours: New Working Hours

Once you select the volunteer, you will get a screen like this.



Click on “New working hours” to add their working hours.



You can also right-click to add the working hours



Add volunteer job working hours

Volunteer working hours added by Krystal Ocampo on February 11, 2014



Volunteer: Karen Geul

Alternate format job: 157. Organic Chemistry in DIGITAL TEXTBOOK DAISY  

Start working hours: February 1, 2014 12:00 PM  

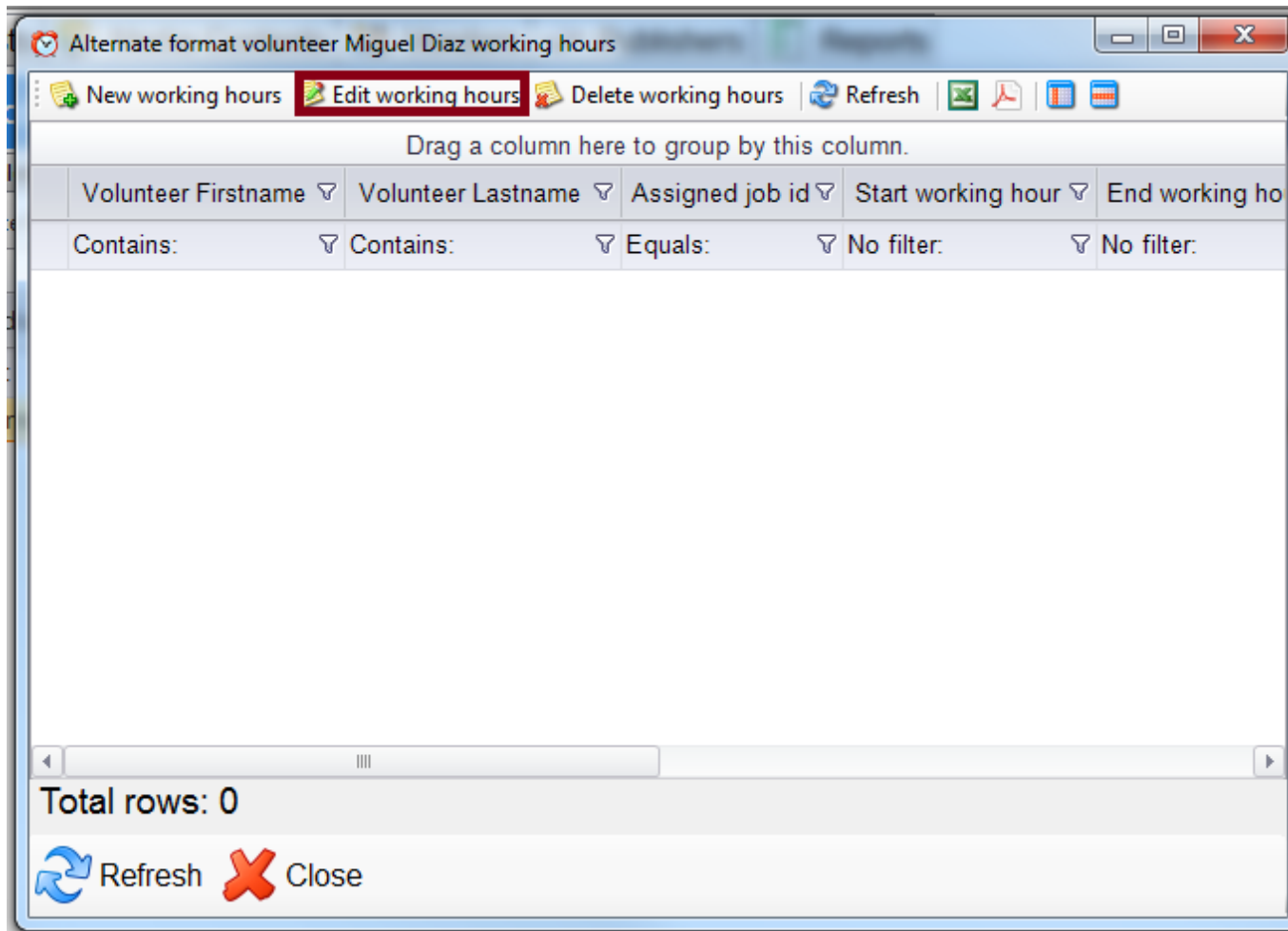
End working hours: February 1, 2014 2:00 PM  

Notes:

 Save  Close

Once you click on the “New working hours”, you will get a screen like this.

Enter the volunteer working hours.



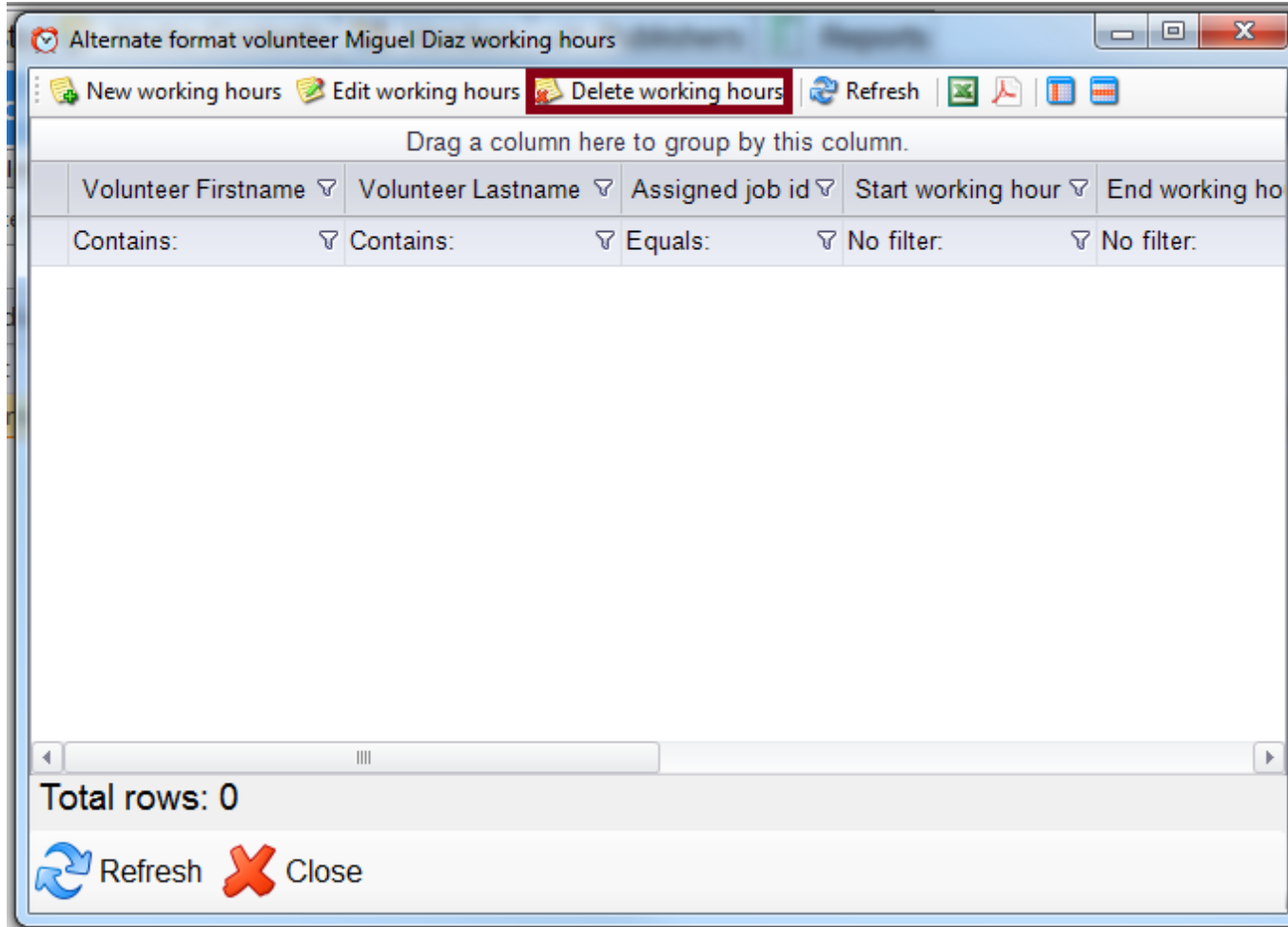
Volunteer working hours: Edit working hours

To edit the working hours, just select from one from the list and then click on “Edit working hours”

You can also

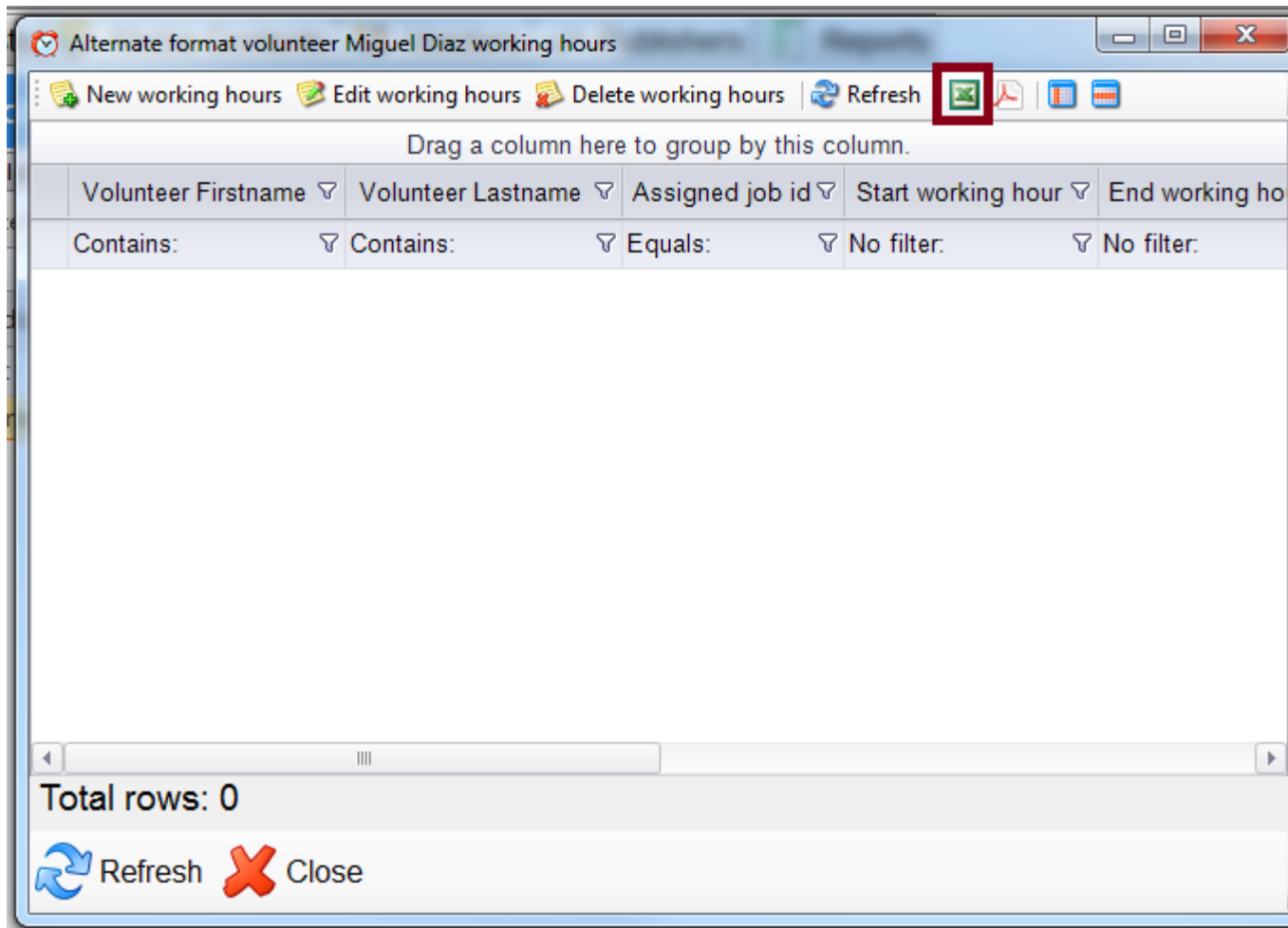
right-click to edit the working hours.

Volunteer working hours: Delete working hours



To edit the working hours, just select from one from the list and then click on “Edit working hours”

You can also right-click to edit the working hours.

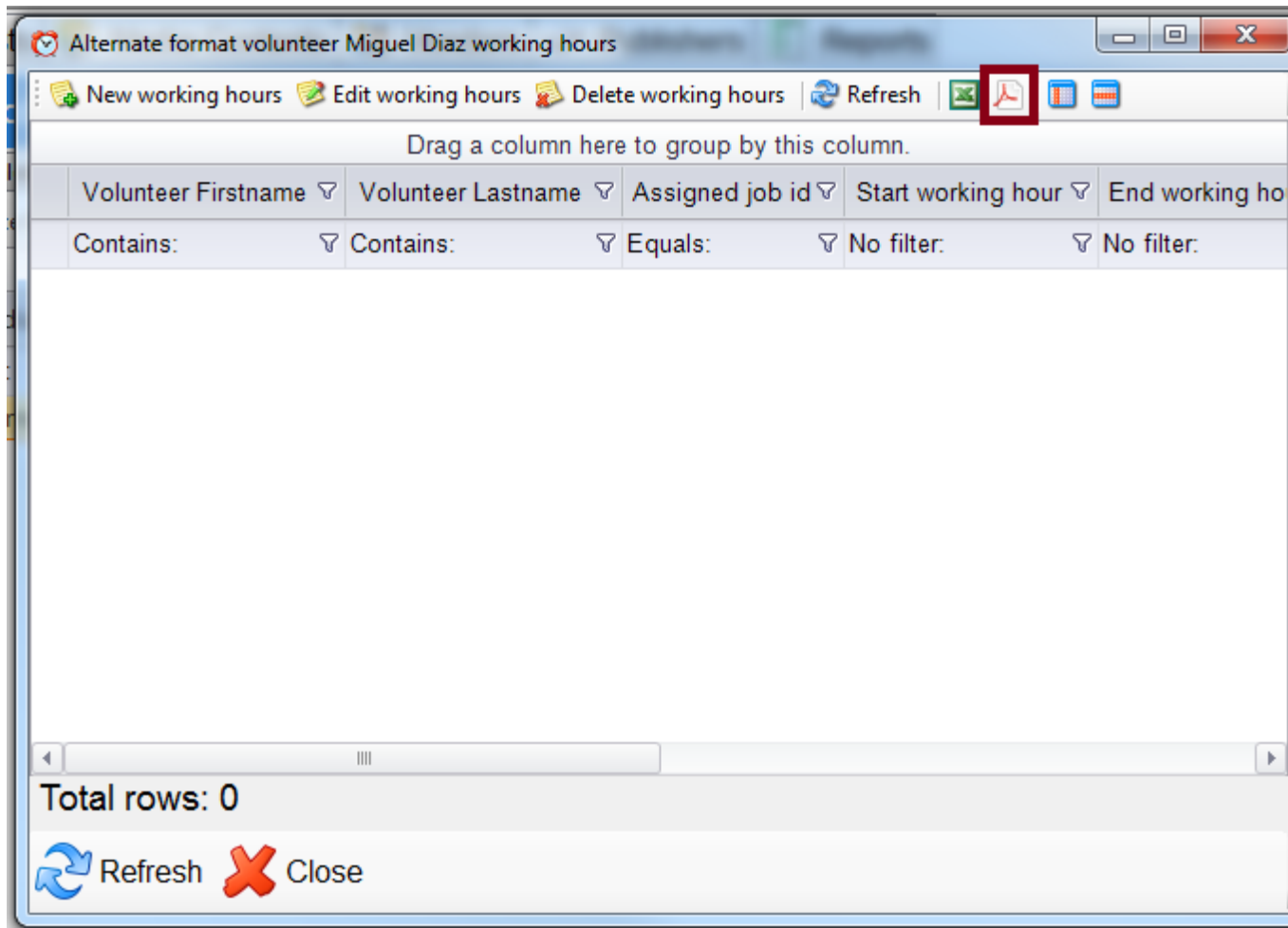


Volunteer working hours: Export to Excel

Step 1: Go to “Volunteer Working Hours”

Step 2: Select a volunteer

Step 3: Select the Excel Sheet button on the right.



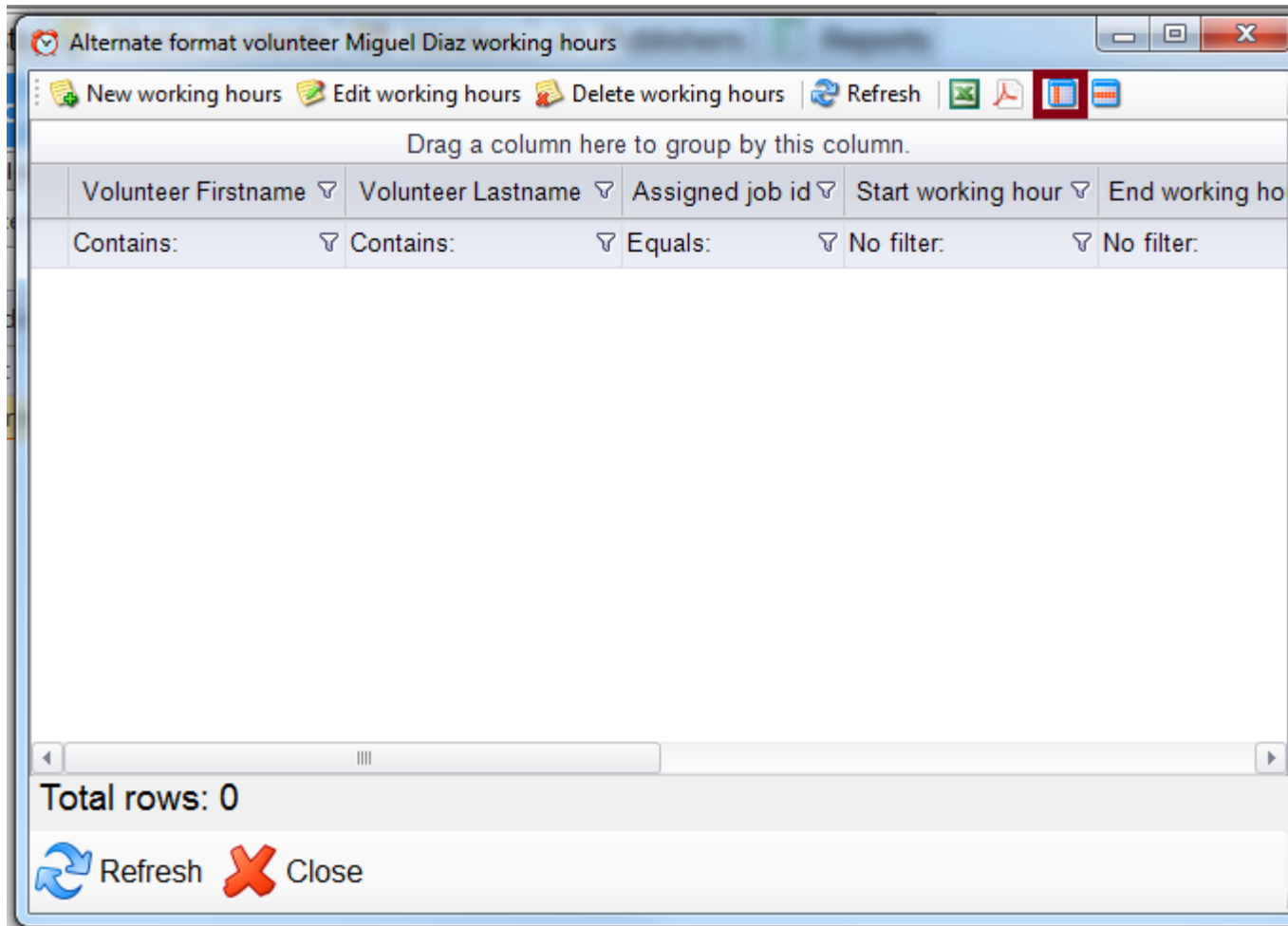
Volunteer working hours: Export to PDF

Step 1: Go to “Volunteer Working Hours”

Step 2: Select a volunteer

Step 3: Select the PDF button on the right.

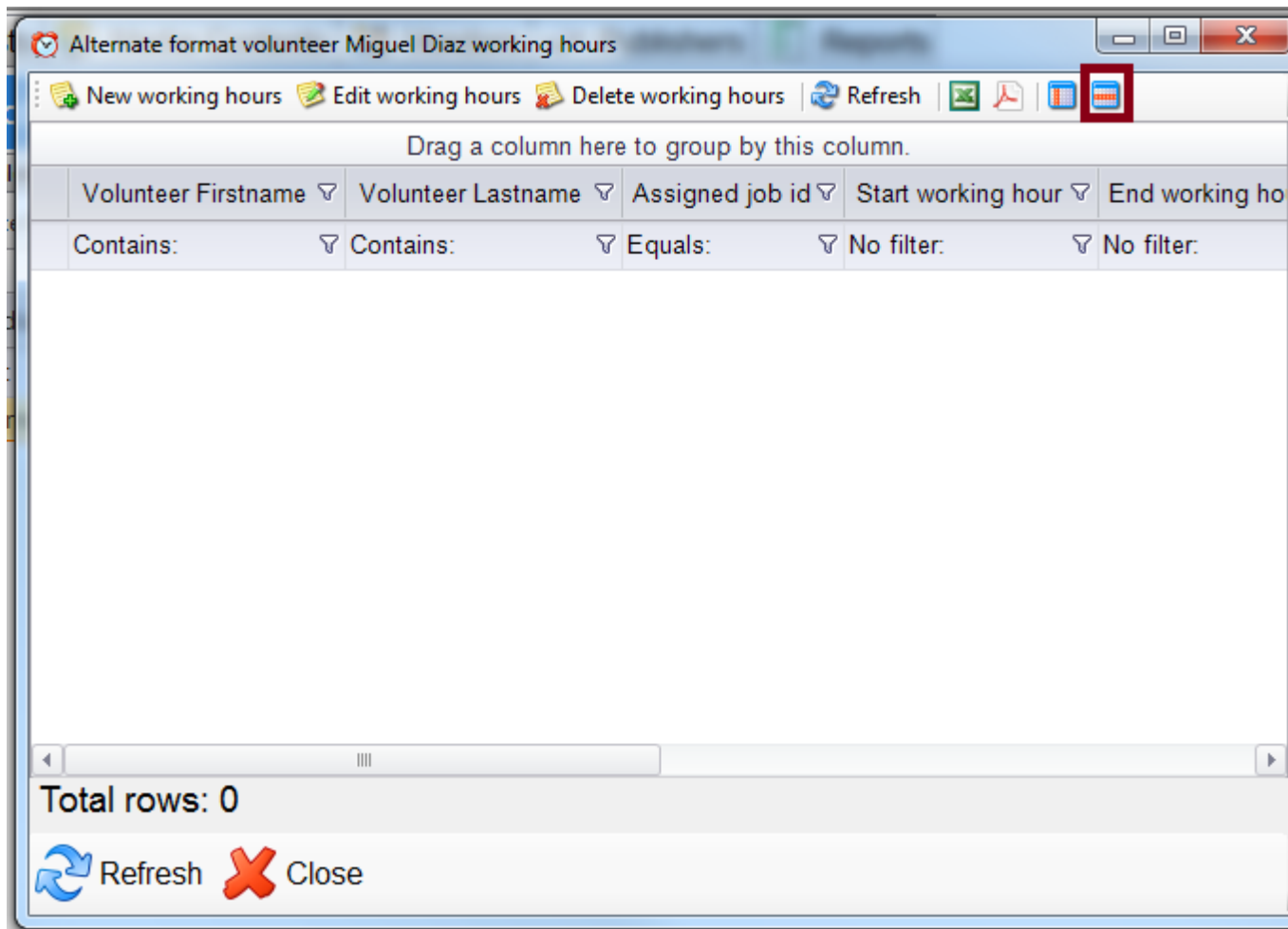
Volunteer working hours: Show/Hide Columns



Step 1: Go to “Volunteer Working Hours”

Step 2: Select a volunteer

Step 3: Select the button on the right. See photo.



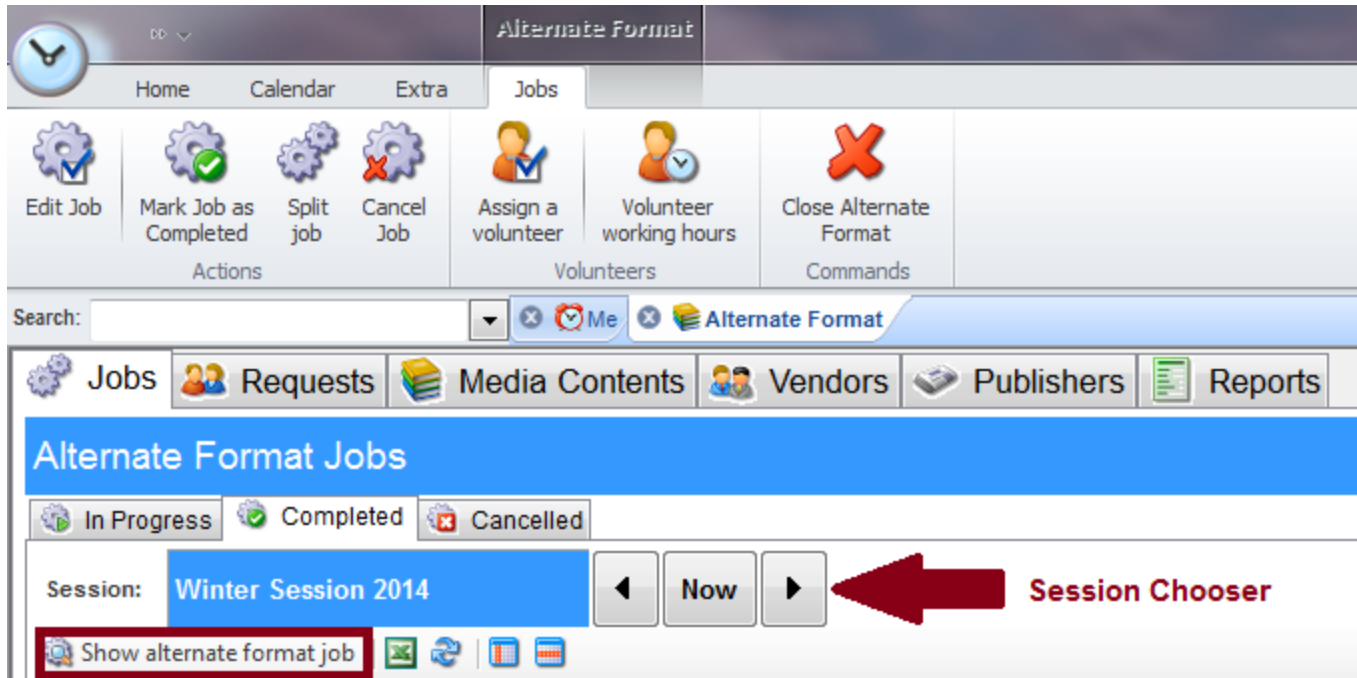
Volunteer working hours: Row Formatting

Step 1: Go to “Volunteer Working Hours”

Step 2: Select a volunteer

Step 3: Select the button on the right. See photo.

Completed: How to open a job

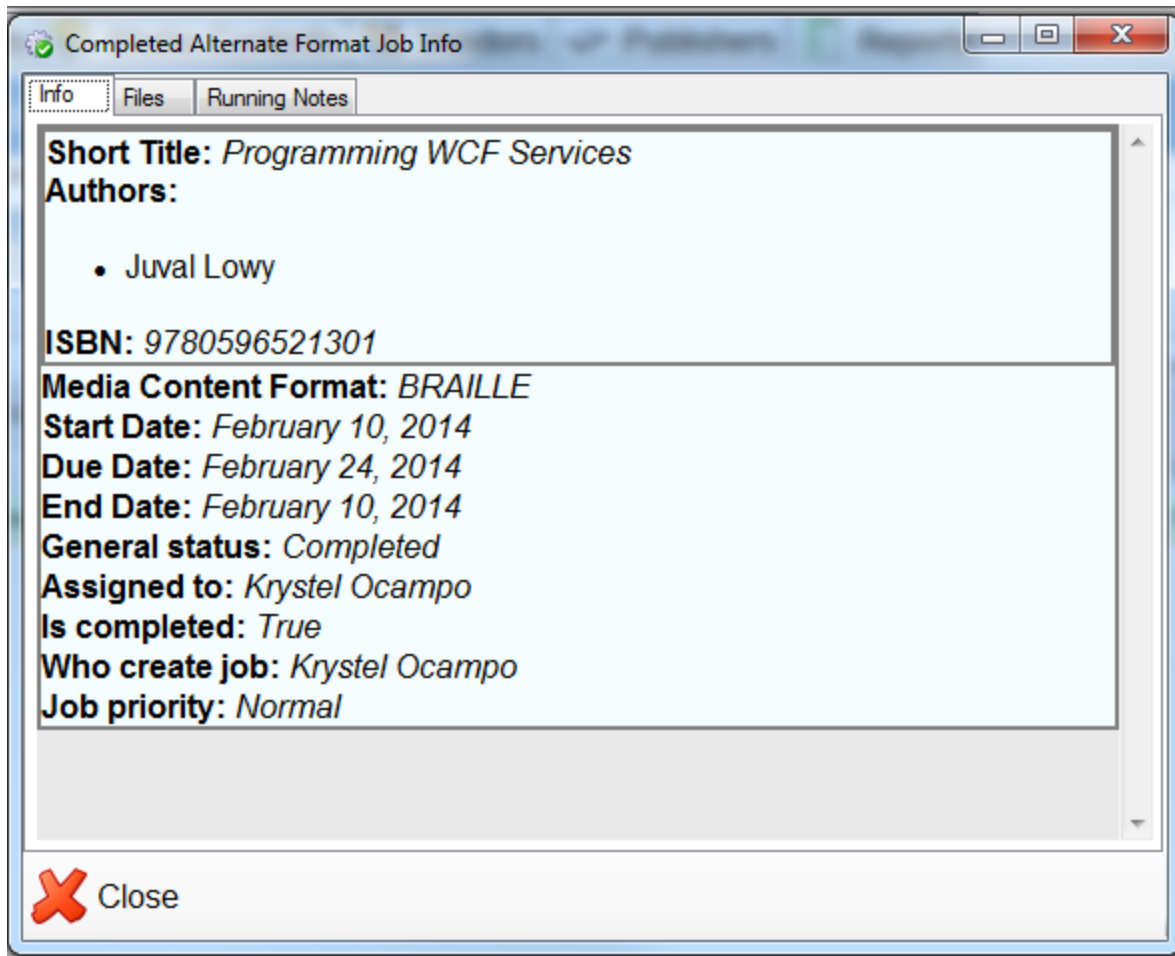


Step 1: Jobs > Completed

Step 2: Always make sure, you're in the right session.

Step 3: Click on "Show alternate format job"

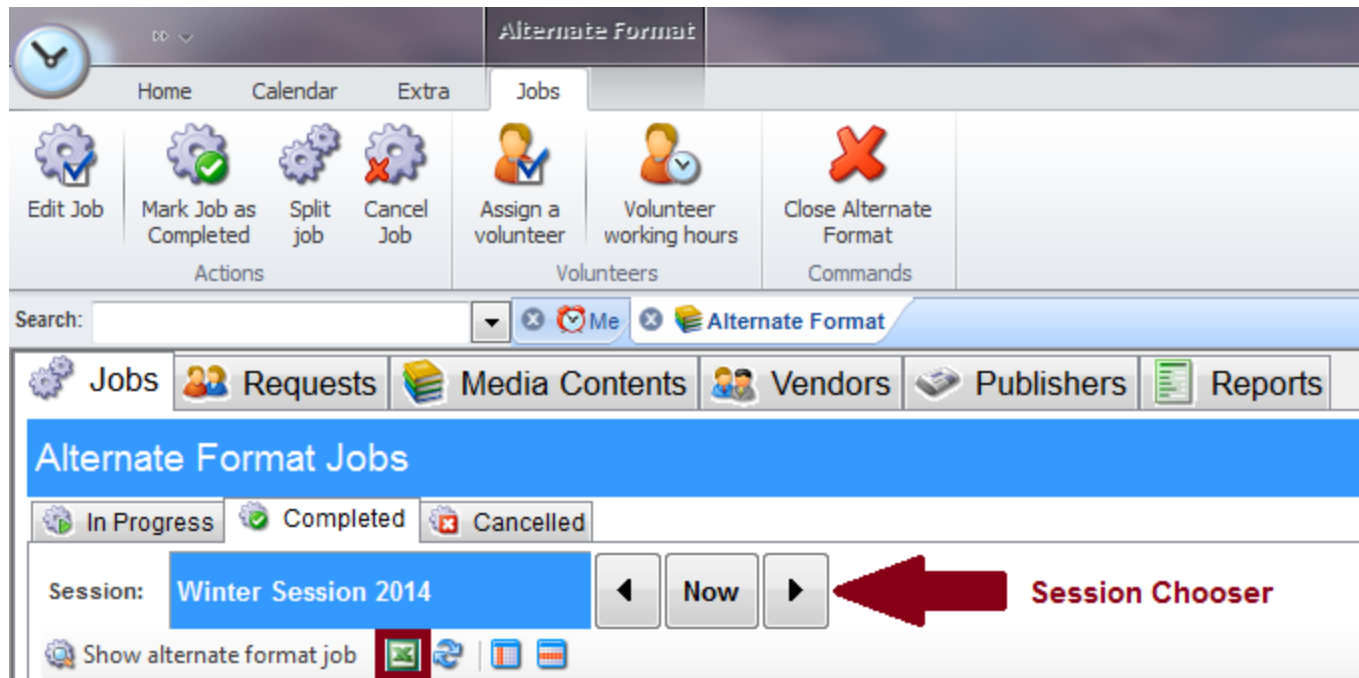
You can also double-click on the selected job or right-click and select "Show alternate format job"



This is the screen that will pop-up when you open a completed job.

It'll have three tabs: Info, Files, and Running notes

You're not going to be able to edit any of this information. You can only download the file.



the Excel button

Complete d: How to export to Excel

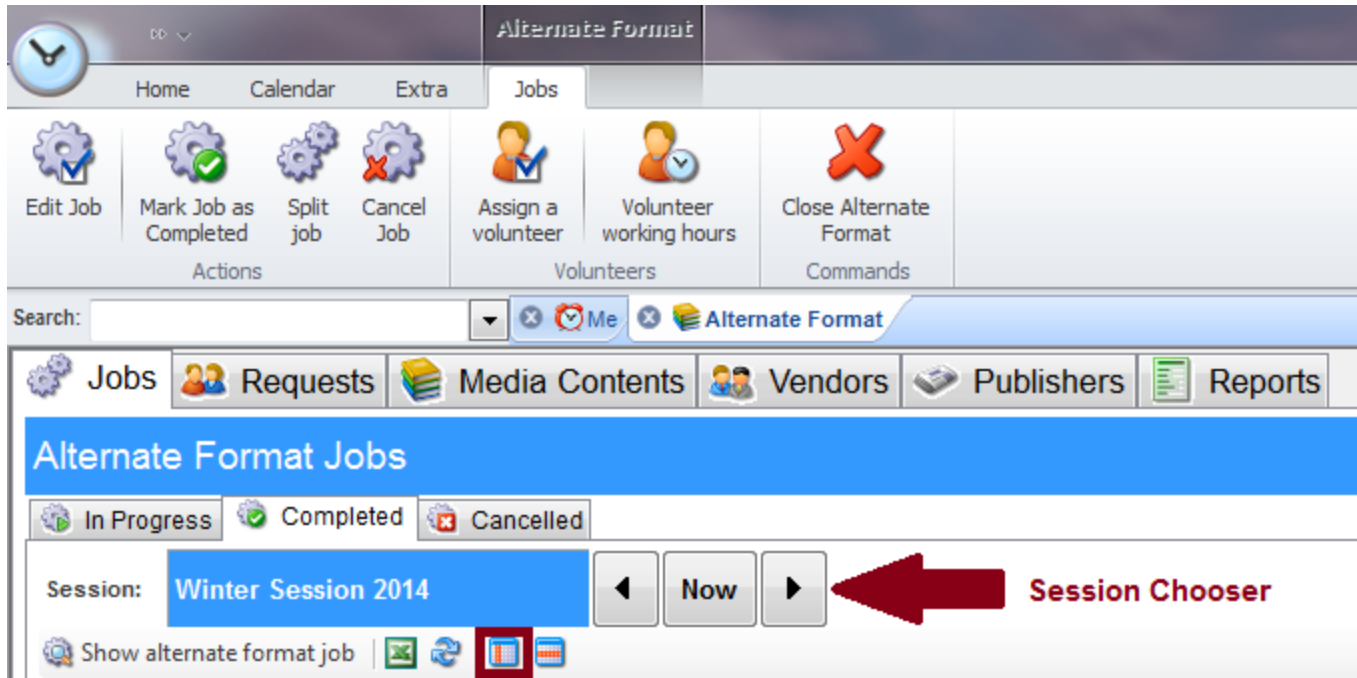
Step 1: Jobs > Completed

Step 2: Always make sure, you're in the right session.

Step 3: Click on

You can also double-click on the selected job or right-click and select "Export to Excel"

Completed: How to Show/Hide Columns



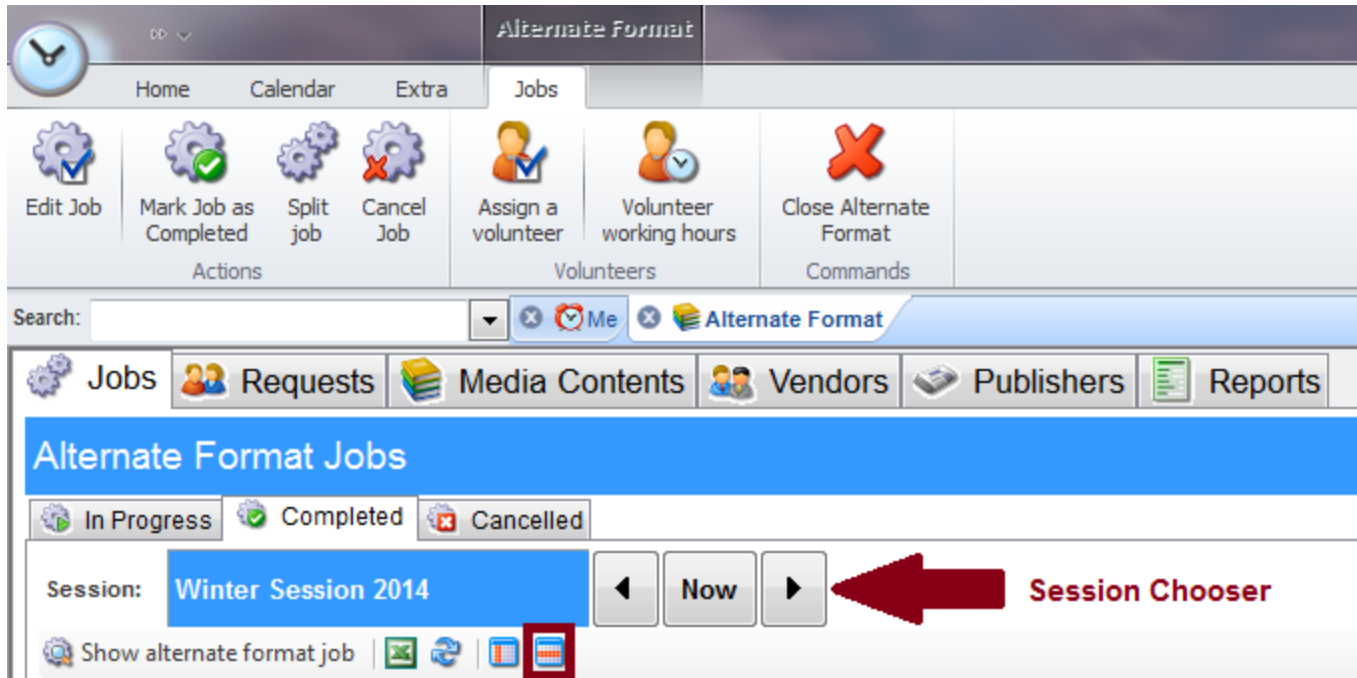
Step 1: Jobs > Completed

Step 2: Always make sure, you're in the right session.

Step 3: Click on the button on the right. See photo.

You can also double-click on the selected job or right-click and select "Show/Hide Columns"

Completed: How to add/remove row formatting

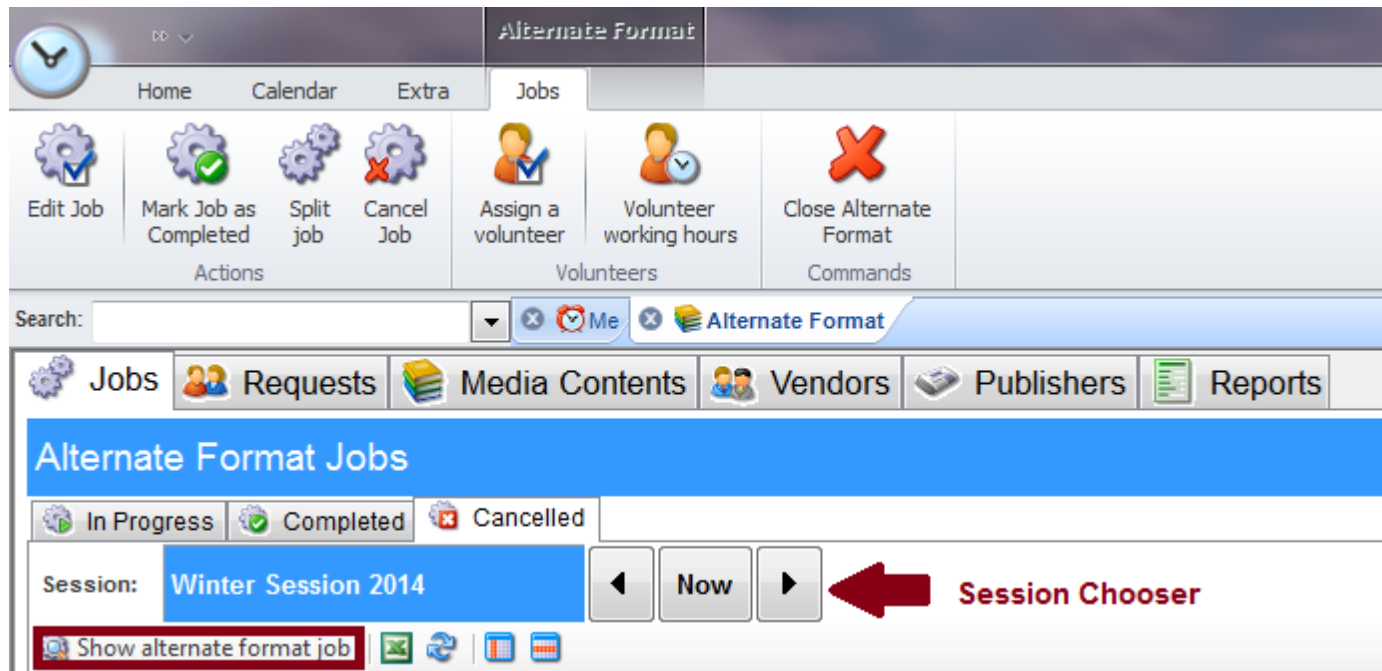


Step 1: Jobs > Completed

Step 2: Always make sure, you're in the right session.

Step 3: Click on the button on the right. See photo.

You can also double-click on the selected job or right-click and select "Show Row Formatting"



Cancelled: How to open a job

Step 1: Jobs > Cancelled

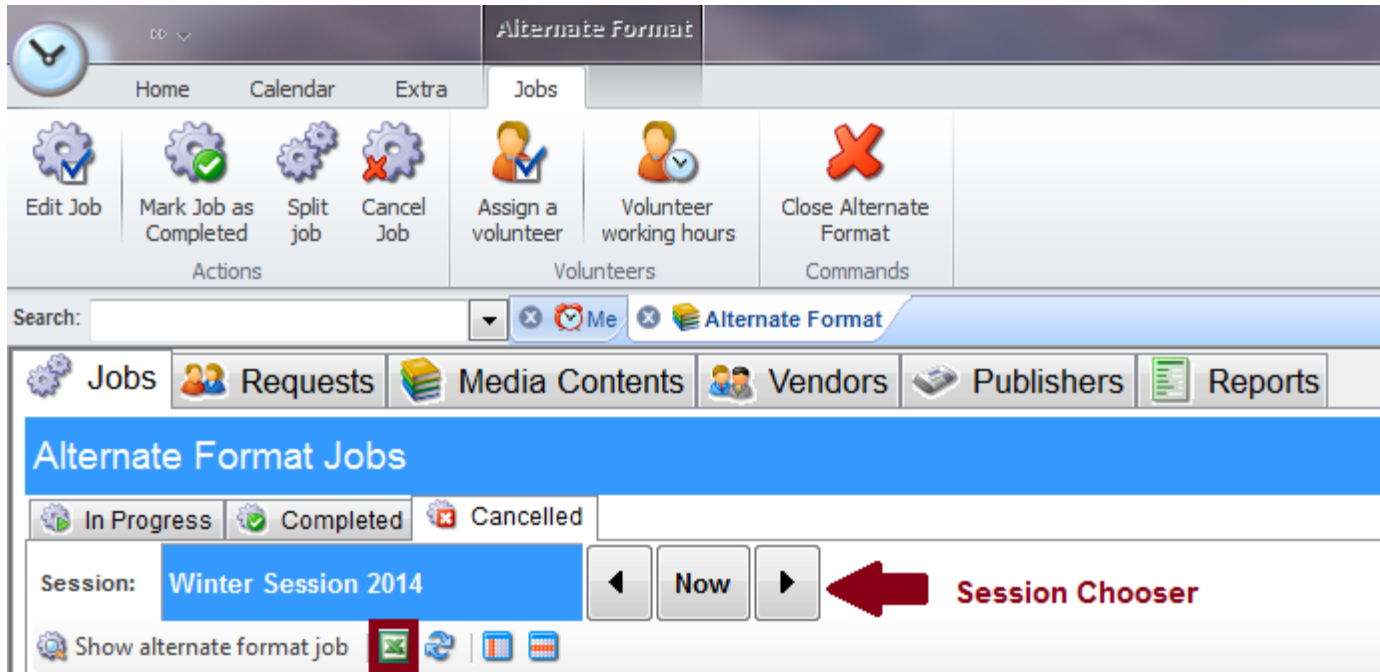
Step 2: Always make sure, you're in the right session.

Step 3: Click on "Show alternate

format job"

You can also double-click on the selected job or right-click and select “Show alternate format job”

Cancelled: How to export to Excel

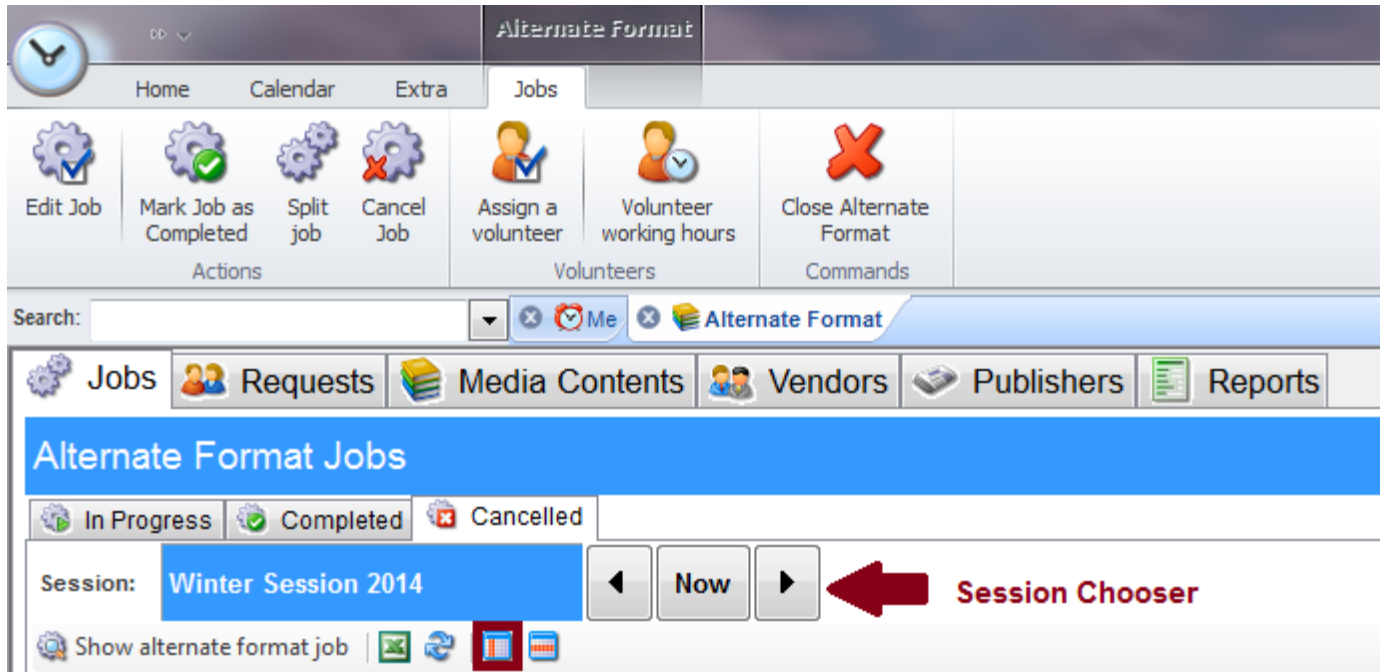


Step 1: Jobs > Cancelled

Step 2: Always make sure, you're in the right session.

Step 3: Click on the Excel button.

Cancelled: How to Show/Hide Columns

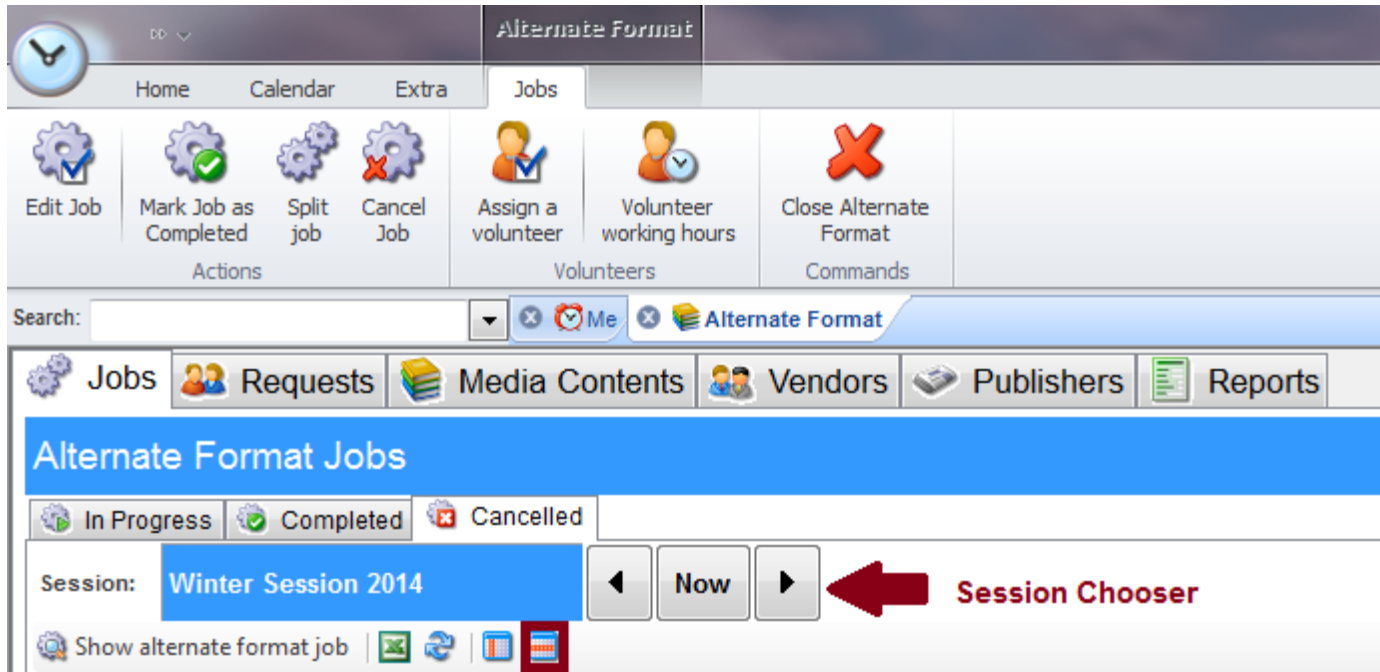


Step 1: Jobs > Cancelled

Step 2: Always make sure, you're in the right session.

Step 3: Click on the button on the right. See photo.

Cancelled: How to add/remove row formatting

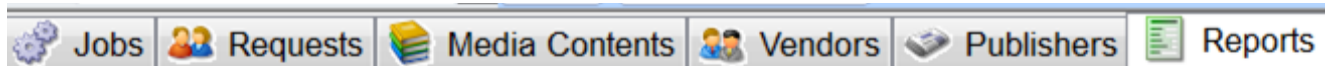


Step 1: Jobs > Cancelled

Step 2: Always make sure, you're in the right session.

Step 3: Click on the button on the right. See photo.

REPORTS

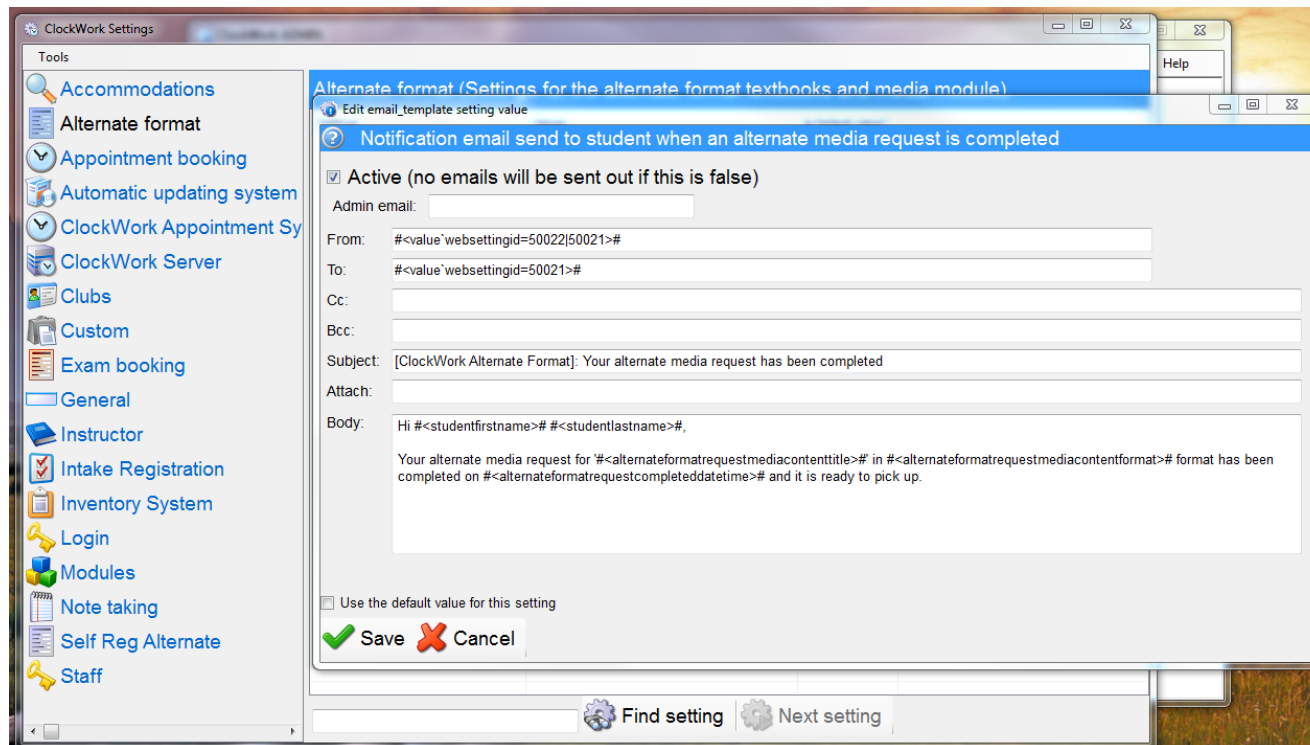


Alternate Format Reports

- Completed Student Media Requests by dates
- Completed Student Media Request
- In progress media jobs by staff
- In progress media jobs
- In progress Student Media Request by student_no
- In progress Student Media Request
- Job spending times
- Media job timeline
- Overdue jobs
- Student media requests by status and dates
- Student media requests per status and student
- Volunteers total working hours by dates
- Completed Media Jobs by dates
- Completed media jobs

ADMIN

How to change the notification sent to students when a request is completed.



Go to: ClockWork Admin > Settings > Web module settings > Alternate Format > Emails > Notification email send to student when an alternate media request is completed

How to attach dynamic forms to a category.

Step 1: Create a form

Go to: Admin > Data Forms > Manage Data Forms > Create new form > Alt Format Content

Step 2: Attach the forms you've just created to the following settings

Go to: Admin > Settings > ClockWork Main Settings > Alternative Format

Settings for everyone

Everyone settings

Miscellaneous

Forms

Buttons

Appointments

Users

Students

Accommodations

Exams

Courses

Alternative Format

Inventory

System

Drag a column here to group by this column.

Group	Title	Su...	Is d...	Value
Contains:	Contains:	C...	Co...	
Alternative Format	Screen number for alternate textbook media content format.		<input type="checkbox"/>	160
Alternative Format	Screen number for audio file media content format.		<input type="checkbox"/>	161
Alternative Format	Screen number for video file media content format.		<input type="checkbox"/>	162
Alternative Format	Screen number for course pack media content format.		<input checked="" type="checkbox"/>	-1
Alternative Format	Comma separated list of report ids for Alternate Format system		<input checked="" type="checkbox"/>	50250...
Alternative Format	Media content require proof of purchase default value		<input checked="" type="checkbox"/>	False

FAQ

1. How to add Proof of Purchase

To add a proof of purchase, go to

2. How to add alternate format files

To add alternate format files, go to the Media Content tab, open a

3. How to add volunteers

4. How to add volunteer notes