



## MESA COMMUNITY COLLEGE COPY MODULE USER GUIDE

We are pleased to offer **TRAC Solution**, a web-based system that allows you to submit your job requests and monitor their status from your desk. Provided in this brochure are instructions for job submission.

### COPY MODULE FEATURES

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When using the TRAC Solution Copy Module there are several things you can do:

- You can easily submit copy jobs, electronically sending all the details as well as the documents to be copied.
- You can quickly track and manage your job through the production process and see real-time project status.
- If you re-run the same job regularly, you can conveniently pull it from the Job History and resubmit it.



### SYSTEM LOGIN

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- Your TRAC Internet address: <HTTPS://mesa-cc.ricohtrac.com>
- Enter your Username (first initial and last name) and password. You will be required to change your password with your first login. If you are on the phone list, you **SHOULD** already be in the system with a Username.
- If you do not have a Username, click the New User Signup link below the Login button. Enter your information into the form, including name, Copy code, email, etc. For your username, select your first initial and your last name.
- Click Signup and your account will be sent to the Copy Center for approval.
- Once you are approved you will receive an email with the link to click on to set your password. Once you've set it you are ready to go!

### UNDERSTANDING THE DESKTOP VIEW

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The Desktop View provides a list of all RICOH services available to you at your site. Examples include: *Desktop, Directory, Mail, Copy, Tools, etc.*

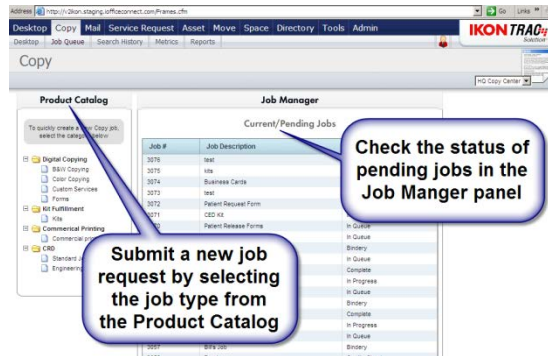
Access the functions of each service area in two ways:

- You can either select the corresponding tab across the top header bar, or
- You can click on the function listed on the Site Map on the left side of your screen.

## INSIDE THE COPY MODULE

Once you've entered the Copy Module, there are several things you can do:

- Many common features are listed on the Task Bar, including Job Queue, Search History, and Metrics & Reports.
- The Product Catalog on the left hand side of the screen is where you can submit job requests.



The Job Manager in the middle of the screen provides a window into the copy center including the real-time status of all jobs currently in production. By clicking on your job number, you can get additional details.

- Below the Job Manager is the Job History, showing your most recently submitted jobs. You can click on a job to review or resubmit it.

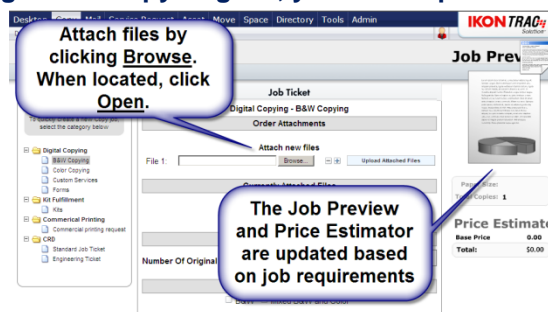
## SUBMIT A JOB REQUEST

- From the Desktop View click on the "Copy" tab, and then the "Submit Job" tab.
- Select "B/W and Color Copying/Printing".
- A job ticket will appear on the next screen, pre-populated with default information.

You can easily submit a job in just five steps:

### STEP 1: ATTACHING FILES

- Attach electronic files to your Job Ticket by clicking Browse. Locate your file on your computer, click Open.
- If you have additional files to add or wish to remove files, click the "+" or "-" buttons
- Once all files are attached click Upload Attached Files
- Once the files are uploaded they will appear under the section titled "Currently Attached Files"
- **If you are submitting a hard copy original, you can skip this step.**



## STEP 2: JOB TICKET SPECIFICS

- Under **Original Type**, click **'Select'** and please mark if your original is digital (attached in Step 1) or Hard Copy.
- Customize your job by selecting options to reflect your project's needs. Enter the quantities requested along with specifying paper size, paper color, and different types of binding or finishing.
- Number of originals is the number of pages in the document. Number of sets is how many copies you want us to make. TRAC will calculate the number of impressions in the Job Preview area. This number can be entered in the quantity for Print Type.
- Some selections such as Custom Tabs or Colored Paper Stock will prompt you for additional information such as quantity or name of the tabs.

For each selection, if you want to provide more detailed instructions you can click on the Add Notes link.

The screenshot shows the IKONTRAC Job Ticket form. A callout box with a blue border and a pointer to the 'Add Notes' link contains the text: "Enter Job Ticket specifics to reflect your projects needs". The form includes sections for Quantities (Number Of Originals, Number Of Sets), Print Type (B&W, Mixed B&W and Color), Paper Size (8.5 x 11, 8.5 x 14, 11 x 17), Paper Stock (20# White, 20# 3-Hole White, 110# Cardstock), Paper Color or Types (White, Blue, Green, Pink, Yellow, Transparencies), Paper Color (White), and Paper Sides (Single Sided, Double Sided). A Job Preview section on the right shows a sample of the printed output and a Price Estimate table.

Price Estimate	
Base Price	0.00
Paper Price	1.00
Total:	\$1.00

## STEP 3: JOB PREVIEW

- A Job Preview appears on the right side of the screen. As job parameters change, so does the Job Preview. This gives you a visual image of what the completed job will look like.
- The Job Preview also provides a price estimate.
- After completing the Job Ticket click **"Next"** at the bottom right-hand corner of the page.

## STEP 4: JOB REQUIREMENTS

Job deadline and delivery requirements must be entered after the Job Ticket is completed.

- Give the job a description. It can be the name of the file, which class it is for, anything descriptive of the copy request.
- Select the due date and time. Add any notes that will be helpful for the completion of your job.
- Note that "ordered by", "deliver to" and "bill to" information can be changed by checking the appropriate boxes. Enter the updated information or search the on-line user directory.

The screenshot shows the IKONTRAC Job Ticket form with the Job Requirements section highlighted. A callout box with a blue border and a pointer to the 'Job Description' field contains the text: "Provide Job Description, Notes and other job requirements such as Date Required and Delivery Requirements". The form includes sections for Job Description, Date Required, Time Required, Notes, Send proof before running job, Delivery Requirements (When Ready, Call When Ready, Hold For Pick-up, Mail Delivery, Change Ordered By Information), and a directory search section.

Price Estimate	
Base Price	0.00
Total:	\$0.00

## STEP 5: READY TO SUBMIT YOUR JOB?

Click “[Submit](#)” in the lower right-hand corner of the screen to send your job to the Copy Center. You will be taken back to the Desktop View and your job’s status will appear in the Job Manager.

**If you are submitting a hard copy original, print out one copy of the job ticket by clicking on the printer icon in the Current/Pending jobs, attach it to your originals and place in the drop box or bring to the RICOH Copy Center as normal.**

## CHECKING THE STATUS OF YOUR JOB

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At any point during the production process you can check the status of your job by logging in and looking at the Job Manager screen.

- All current jobs will be listed under Current/Pending jobs with the current status of the job.
- To view or print a job ticket for a job currently in production, click on the Job Number.
- If you need to make a change to a job already in the production process, please call the Copy Center.

## RESUBMITTING PREVIOUS JOBS

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There are two ways to locate a job that has been completed.

1. If it is a recent job, you can search in the Job History located below Job Manager.
2. Alternatively, you can click on Search History on the Task Bar under the Copy tab. Search by date, job number or job description – enter the search criteria then select Search.

Once you’ve located your job, you can click on [View](#) (on the right hand side) to review the job’s details on the Work Order Summary.

If you want to submit the job for production again (within 30 days only), click Resubmit. Enter the new date required and any new information. Click Submit.

## MODIFY YOUR PROFILE AND PREFERENCES

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Clicking on the Tools tab along the top of the screen allows you to update and modify your profile and preferences

- Choose [Profile](#) to modify your personal information
- Choose [Preferences](#) to modify or update your user preferences. Checking boxes enables the features.

Preferences include:

- Copy Center Alerts – receive an email when your copy jobs are complete.
- Show Help – A blue circle with a question mark appears on most screens. When selected it provides an overview of the particular feature you are using.

Click [Update](#) to save changes

## RICOH COPY CENTER

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If you have any questions, please feel free to contact us. Our staff is happy to answer your questions and to assist you with your projects.

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