How to Submit Graphic Design, Web Design and Print Shop Job Tickets
Welcome and Introduction

- Thank you for joining us!
- This training is intended for faculty and staff who submit job tickets for Print Shop, Graphic Design, or Web Design services from Public Relations (PR).
- You will learn how to efficiently submit Job Tickets for PR services.
Topics will include:

- Why IssueTrak?
- Location of IssueTrak
- Vocabulary
- Form usage guidelines
- Instructions
- Logging in to IssueTrak
- Job Ticket Requests
Why IssueTrak?

Public Relations and the Print Shop get a lot of requests for help.

- This process gets your job into the queue.
- Both sides - you and PR or Print Shop – whomever your request was with can keep track of the progress.
- Separate job tickets will need to be made for your design needs and print shop needs – they are separate jobs, involving separate tasks and workers in separate locations.
On Campus
FYI > Public Relations > IssueTrak Login

Off Campus
NCCC Home page > Faculty/Staff > IssueTrak Login

Location of IssueTrak
• **Issue Type**: Main category for selecting your overall job request.

• **Sub-Type**: A more specific service pertaining to the Issue Type selected.
Issue Types:

- Print Shop Job Tickets
- Graphic Design Job Tickets
- Web Design Job Tickets
IssueTrak cannot be used for:

- Posting to TV Monitors
- Adding events to College Web calendar
- Requesting a press release
- Scheduling photography for events
- Purchasing of ads (print and Web)
- Creation of Publisher/Word documents
Before submitting a job ticket for Print Shop, Graphic Design, or Web Design request, view applicable instructions to determine best service to suit your needs.

These documents can be found on:

**On Campus:**
FYI > Public Relations

**Off Campus:**
NCCC home page > Faculty/Staff
Log in with the username and password you use for your work computer.

How do I log in?
Once logged in, click on Submit Issue.
1. Provide a **Subject** for your request.
2. Enter a **Full Description** of the issue.
3. Choose an **Issue Type** - click on the **Down Arrow** to show the options, select the one that best defines your request.
4. Choose **Sub-Type** (when applicable) that will give more specific options pertaining to your **Issue Type**.
5. Please enter a “**Required By Date:**” **AT LEAST 14 WORKING DAYS IN ADVANCE.**
6. Click on **Submit Issue** button.
NCCC's Help Desk

Submit Issue

Overview

Issue Status: Open

* Subject:

* Full Description:

* Issue Type:

Subtype 1:

Responsibility

☐ Suppress Email Notifications for this Issue

Resolution Info

Required By Date: [mm/dd/yyyy]
Print Shop
Job Tickets
Topics will include:

- Print Shop Job Ticket PDF
- Submit a Print Shop Job Ticket
- Issue Type: Print Shop
- Include Attachment
When requesting Print Shop work, first use our **Print Shop Job Ticket PDF**.

**On Campus:**
FYI > Public Relations > Print Shop Job Ticket PDF

**Off Campus:**
NCCC home page > Faculty/Staff > Print Shop Job Ticket PDF

- Right-click on **Print Shop Job Ticket PDF**.
- Choose **Save As** or **Save Link As** and download PDF to your desktop.
- Fill out form from the fields.
- Choose ‘File’, then ‘Save As’ to rename document.
# NCCC Electronic Printing Request Form

**ALL FIELDS MUST BE COMPLETED**

This form must be submitted electronically only. Files submitted through our Help Ticket system are only 5MB per attachment. If files are too large to attach to PR Help Ticket, put it on the "E" Drive (Printshop) and note its location under 'special instructions'.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Name</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Phone Ext</td>
<td></td>
</tr>
<tr>
<td>Due Date</td>
<td>The date you need the completed work. ASAP is not an acceptable entry.</td>
</tr>
<tr>
<td>Department</td>
<td></td>
</tr>
<tr>
<td>Title of Material (Be specific)</td>
<td></td>
</tr>
<tr>
<td>Billing Code Number</td>
<td>Must submit a Budget Code # or P/O #. Numbers must be used. Names of codes/depts are acceptable.</td>
</tr>
<tr>
<td># of Originals</td>
<td></td>
</tr>
<tr>
<td># of Copies</td>
<td></td>
</tr>
<tr>
<td>Paper Size</td>
<td>Select</td>
</tr>
<tr>
<td>Paper Color</td>
<td>Select</td>
</tr>
<tr>
<td>Paper Type</td>
<td>Select</td>
</tr>
<tr>
<td>Sides</td>
<td>Select</td>
</tr>
<tr>
<td>Bindery Instructions</td>
<td>Select</td>
</tr>
<tr>
<td>Print File in Color</td>
<td>20.25 each</td>
</tr>
<tr>
<td>Create Room ID Sign</td>
<td>(If yes, please attach Word Document with wording for sign.)</td>
</tr>
</tbody>
</table>
1. Choose **Print Shop** as your **Issue Type** from the drop down listing.
2. Please enter a “**Required By Date:**” AT LEAST 14 WORKING DAYS IN ADVANCE.
3. **Check** the checkbox at bottom of form that says, ‘**Include Attachment’**.
4. Click on **Submit Issue**.
5. Attach completed **Print Shop Job Ticket PDF** to the Job Ticket.
6. Attach job materials you want printed.
7. Click on **Save** to complete your Print Shop Job Ticket.

Submit a **Print Shop Job Ticket**
Issue Type: Print Shop
Include Attachment(s)? (upload screen will display on submit)
• Each attachment can not exceed *5MB.

• You can add as many attachments as you wish.

• If you need to attach any specific file larger than 5MB, please put in on the Print Shop “L” drive in your folder.

• Please keep your “L” drive folders clean. It is not meant to be a storage area, but is for the purpose of placing files too large to attach to a help ticket. If folders are kept clean then there is never an issue of whether we have the correct files for printing or not.

• You are responsible for keeping track of your own documents for future printing.
Graphic Design
Job Tickets
Topics will include:

- Submit a Graphic Design Job Ticket
- Issue Type: Graphic Design
- Sub-Type: Graphic Design
- Include Attachment
1. Choose **Graphic Design** as your **Issue Type** from the drop down listing.
2. Choose **Sub-Type** from the drop down listing that will give more specific options pertaining to your **Issue Type**.
3. Please enter a **“Required By Date:” AT LEAST 14 WORKING DAYS IN ADVANCE.**
4. If including an attachment, **check the checkbox** at bottom of form that says, **‘Include Attachment’**.
5. Click on **Submit Issue**.
6. Attach job materials to your request.
7. Click on **Save** to complete your Graphic Design Job Ticket.
Issue Type: Graphic Design
When creating a Graphic Design Job Ticket, please make note of the following options as they are the considered ‘Sub-Type’ of Graphic Design jobs that can be submitted.

- Advertisements
- Banners
- Book/Booklets
- Brochure
- Business Card
- Business Reply Mail
- Certificate
- Envelope
- Flyer
- Form
- Graphic
- Information Sheet
- And much more!

**Sub-Type: Graphic Design**
Include Attachment(s)? (upload screen will display on submit)

- Submit Issue
- Submit and Close
- Submit and Copy
- Each attachment can not exceed *5MB.

- You can add as many attachments as you wish.

- If you need to attach any specific file larger than 5MB, please put in on the Print Shop “L” drive in your folder.

- Please keep your “L” drive folders clean. It is not meant to be a storage area, but is for the purpose of placing files too large to attach to a help ticket. If folders are kept clean then there is never an issue of whether we have the correct files for printing or not.

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**Attachments**
Important

Designer will submit artwork back to you for final approval. Once approved, you will then have to submit a new job ticket to the Print Shop and attach the approved artwork along with a completed Print Shop Job Ticket PDF.
Topics will include:

- Submit a Web Design Job Ticket
- Issue Type: Web Design
- Sub-Type: Web Design
- Include Attachment
Web Design Job Tickets

1. Choose **Web Design** as your **Issue Type** from the drop down listing.
2. Choose **Sub-Type** from the drop down listing that will give more specific options pertaining to your **Issue Type**.
3. Please enter a “**Required By Date:**” **AT LEAST 14 WORKING DAYS IN ADVANCE**.
4. If including an attachment, **check the checkbox** at bottom of form that says, ‘Include Attachment’.
5. Click on **Submit Issue**.
6. Attach job materials to your request.
7. Click on **Save** to complete your Web Design Job Ticket.

*From IssueTrak*
Issue Type: Web Design
When creating a Web Design Job Ticket, please make note of the following options as they are the considered 'Sub-Type' of Web Design jobs that can be submitted.

- Banner Ad
- Button
- EBlast
- Virtual Booth/Fair Graphics
- Web Form
- Web Page Creation
Include Attachment(s)? (upload screen will display on submit)

<table>
<thead>
<tr>
<th>Task</th>
<th>AssignedTo</th>
<th>Completed</th>
</tr>
</thead>
</table>

Submit Issue  Submit and Close  Submit and Copy
• Each attachment can not exceed *5MB.

• You can add as many attachments as you wish.

• If you need to attach any specific file larger than 5MB, please put in on the Print Shop “L” drive in your folder.

• Please keep your “L” drive folders clean. It is not meant to be a storage area, but is for the purpose of placing files too large to attach to a help ticket. If folders are kept clean then there is never an issue of whether we have the correct files for printing or not.

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Attachments
Questions