

LAMBERT & REHBEIN

DATE 17 July, 2009

CONTACT BRENT WOOLGAR

Intranet User Guide

TABLE OF CONTENTS

1.0	INTRODUCTION	1
2.0	ACCESSING THE L&R INTRANET	1
3.0	INTRANET STRUCTURE	1
3.1	HOME	2
3.2	RESOURCES	8
3.3	DIVISIONS	10
3.4	REDBOOK	12
3.5	IT HELPDESK	18
4.0	CONCLUSION	19

Document Control Page

Revision	Date	Description	Author	Signature	Verifier	Signature	Approver	Signature
0	17.07.09	First Issue	AB				BW	

LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

1.0 INTRODUCTION

This manual has been prepared for users of the Lambert & Rehbein Intranet Site.

The following sections contain instructions on how to access resource information that the site offers.

2.0 ACCESSING THE L&R INTRANET

To access the Lambert & Rehbein Intranet click on your Internet Explorer icon on your desktop. This will automatically default to the Lambert & Rehbein Intranet Home Page.

3.0 INTRANET STRUCTURE

There are five (5) tabs that navigate you to the subject areas as follows:

- Home
- Resources
- Divisions
- Redbook
- IT Helpdesk

LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

3.1 HOME

This is the intranet welcome page, where you will find the Date, News & Information, the Weather and the Phone Directory.

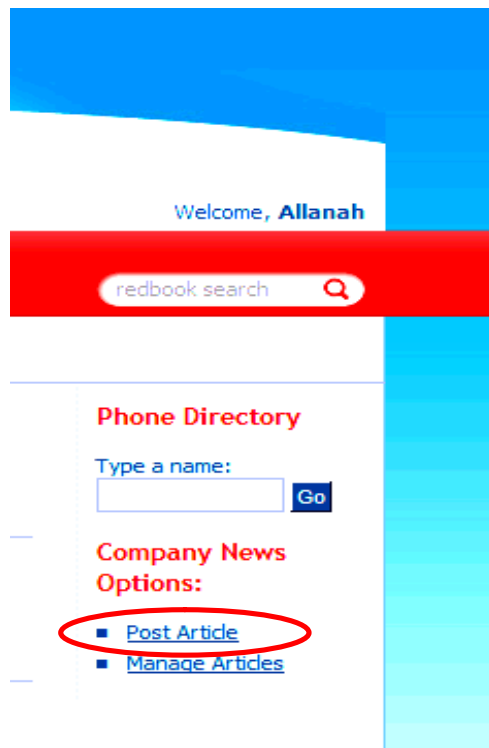
3.1.1 NEWS & INFORMATION

To post news and information (Management Users Only) you will need to go to the far right of the page where you will see the Company News Options. Firstly click on 'Post Article' as circled below in Diagram 1(a). A new page will appear for inserting new articles.

If staff wish to post news and information articles, please consult their Manager for access.

Post Articles

Diagram 1 (a)



LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

Format Articles

To format the article there is a 'Headline' option and a 'Text' option. Simply place your cursor on the area and start typing. There is also a Toolbar to format your article in more detail. Once you have prepared the article, press the blue 'Submit' command. You can cancel an article also by pressing the red 'Cancel' command.

Diagram 1 (b)

The screenshot shows the 'New Article' form on the Lambert & Rehbein website. The form is titled 'New Article' and has a 'Headline' field and a 'Text' field. The 'Headline' field contains the text 'Lambert & Rehbein Welcomes Baby Messer'. The 'Text' field contains the text 'On June 16th, Cameron and Lisa Messer welcomed the birth of their first bundle of joy. A baby boy named Ethan James. Congratulations Cam!!!'. A rich text toolbar is positioned above the 'Text' field, containing various formatting options like bold, italic, underline, font color, background color, bulleted list, numbered list, link, unlink, insert image, and insert video. To the right of the form is an 'Options' section with a 'Post Article' button. At the bottom of the form are two buttons: 'Submit' (blue) and 'Cancel' (red). Arrows point from the text in the 'Headline' and 'Text' fields to the 'New Article' title, and arrows point from the 'Submit' and 'Cancel' buttons to the bottom of the form.

LAMBERT & REHBEIN
start

home resources divisions redbook it helpdesk

Welcome, Allanah

Company News redbook search

New Article

Headline: Lambert & Rehbein Welcomes Baby Messer

Text:

B I U ABC Styles Paragraph Font family Font size

On June 16th, Cameron and Lisa Messer welcomed the birth of their first bundle of joy. A baby boy named Ethan James. Congratulations Cam!!!

Options:

- Post Article

Submit Cancel

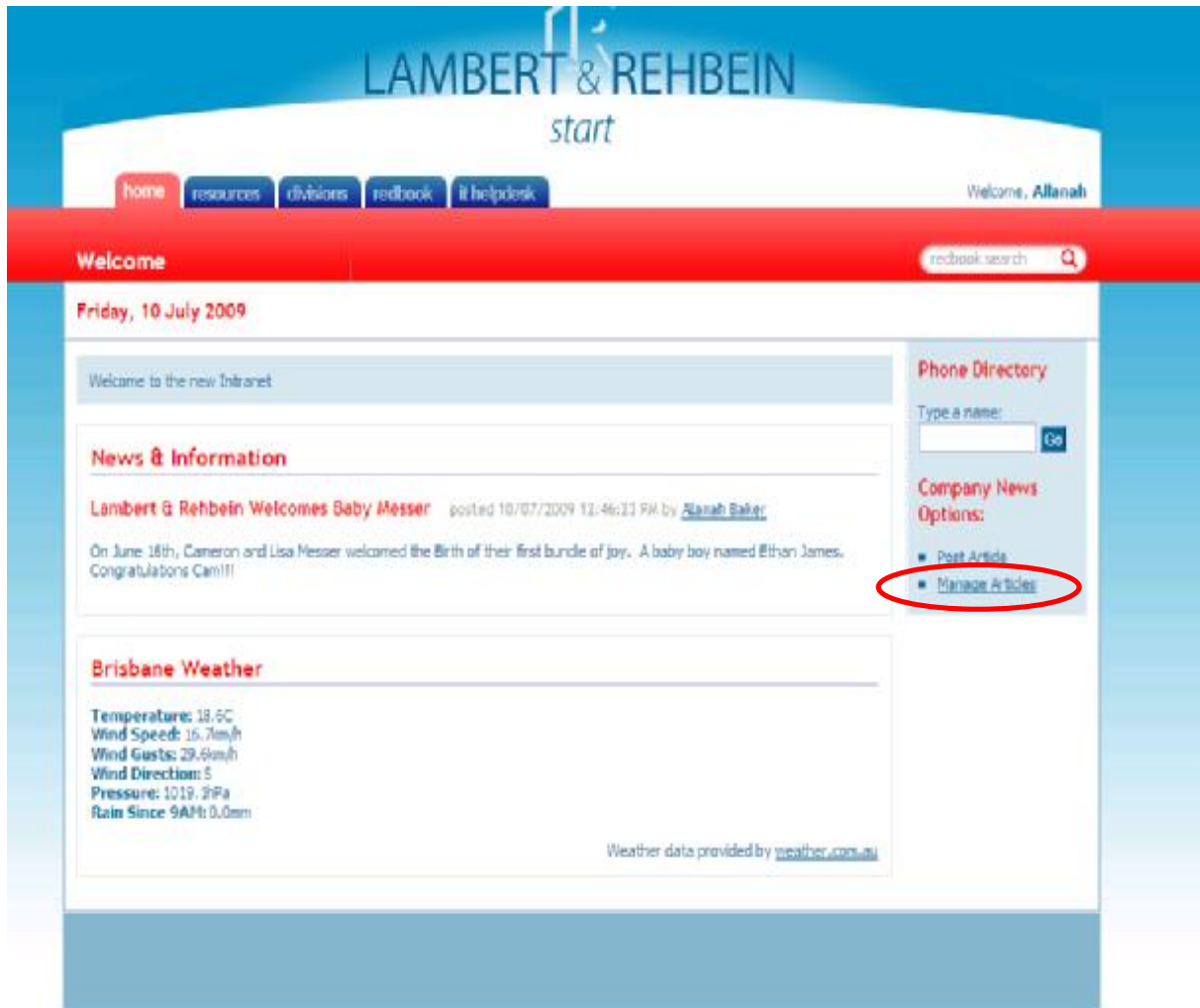
LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

Manage Articles

Once the article has been posted it will appear in the News & Information section on the home page. To manage the article you go to the Company News Options and click on the 'Manage Articles' icon.

Diagram 1 (c)



LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

This will take you to a window where you can then edit or delete the article that you have posted just by pressing the 'Edit' or 'Delete' icons as per the diagram below.

Diagram 1 (d)



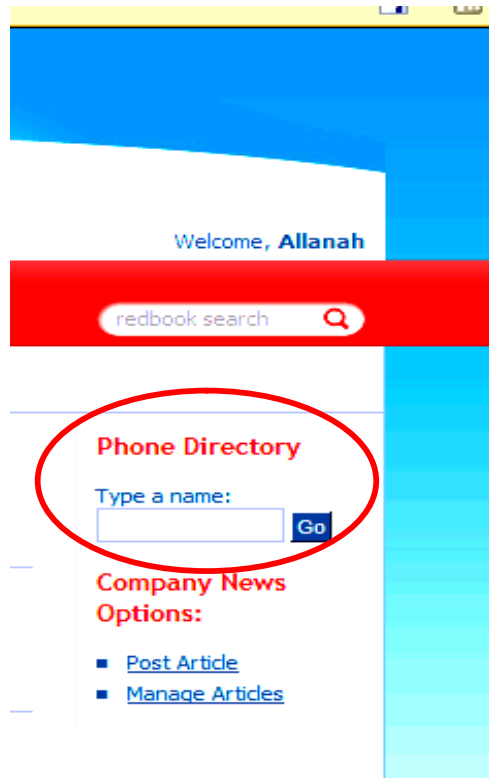
LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

3.1.2 PHONE DIRECTORY

Type the employee's name that you are searching for and press go.

Diagram 2 (a)



Welcome, **Allanah**

redbook search

Phone Directory

Type a name:

Company News Options:

- [Post Article](#)
- [Manage Articles](#)

LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

This is an example of what you will see after doing a search for an employee. A list of the Lambert & Rehbein National Offices phone numbers are on display to refer to also.

Diagram 2 (b)

The screenshot shows the Lambert & Rehbein internal website. At the top, the company logo 'LAMBERT & REHBEIN start' is displayed. Below the logo is a navigation bar with links: 'home', 'resources', 'divisions', 'redbook', and 'it helpdesk'. A 'Welcome, Allanah' message is visible on the right. A red banner across the page reads 'Phone Directory' and includes a 'redbook search' input field with a magnifying glass icon. Below the banner, the 'Search' section contains a text input field labeled 'Type a name:' and a 'Go' button. The 'Office Phone Numbers' section features a table with three columns: 'Name', 'Phone Number', and 'Fax Number'. The table lists five locations: Brisbane, Canberra, Cairns, Melbourne, and Wide Bay, each with its respective phone and fax numbers. Below this, the 'Search Results' section displays a profile for Kirsten Forward, a Receptionist in Administration, Brisbane. Her profile includes a photo, her name, title, location, email address (Kirsten.F@lar.net.au), extension (327), and mobile number.

Name	Phone Number	Fax Number
Brisbane	0732509000	0732509001
Canberra	0262626590	0262626595
Cairns	0740316788	0740316799
Melbourne	0393254166	0393284255
Wide Bay	0741941355	0741941399

Kirsten Forward
Receptionist
Administration, Brisbane
Kirsten.F@lar.net.au
Extension: 327
Mobile:

LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

3.2 RESOURCES

This page offers you the latest version of Lambert & Rehbein's Employee Guidelines and the Brisbane Office Layout.

Diagram 3 (a)



LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

Diagram 3 (b)

Please note that the Library Database is coming soon to the Resources Section.



LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

3.3 DIVISIONS

The Division Tab will lead you to each department of the Lambert & Rehbein Group.

Diagram 4 (a)

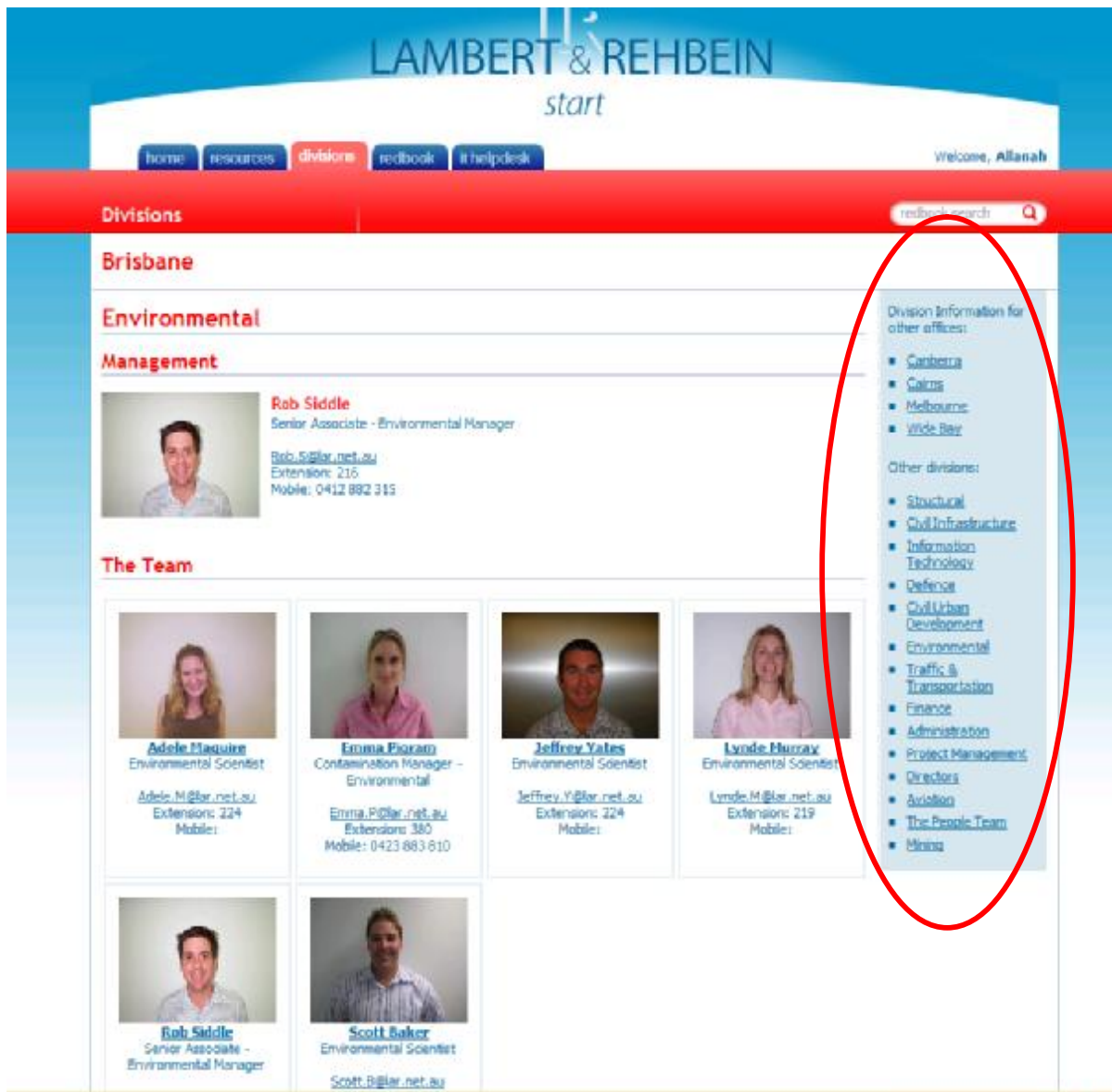


LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

Accessing a particular department will reveal photos and contact details of staff members working for that discipline. To the right of the page you will also notice Lambert & Rehbein offices nationally and another cue list for other divisions.

Diagram 4 (b)

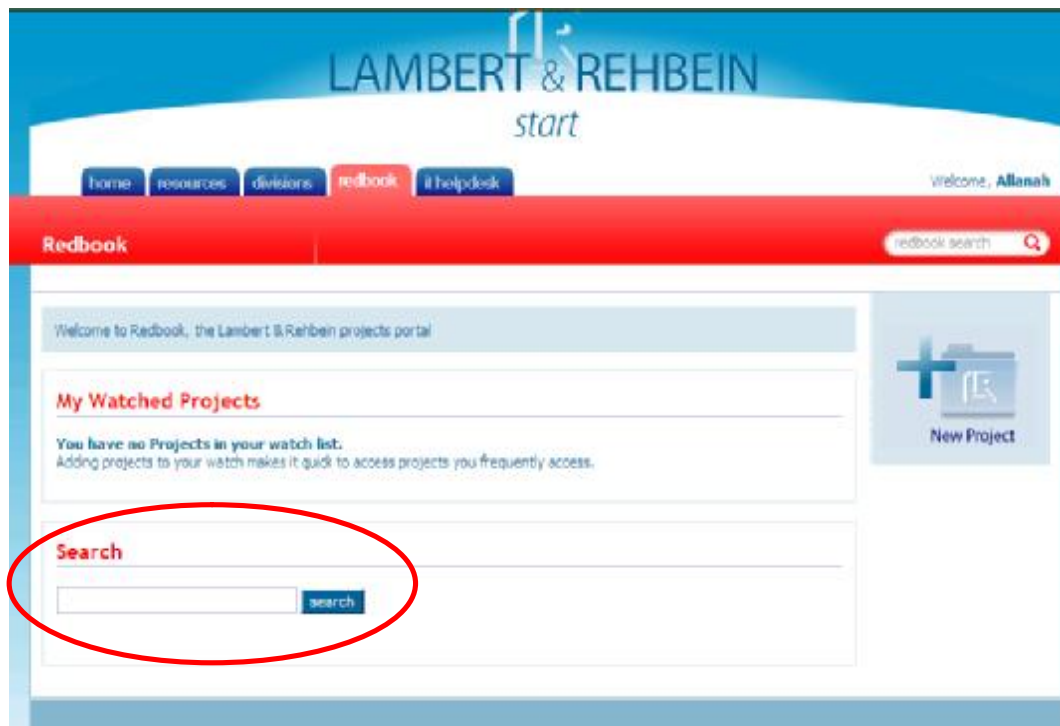


3.4 REDBOOK

Redbook enables you to search for current projects.

You can search for a project by entering the Job Number, Project Title or Sector i.e. Public Housing.

Diagram 5 (a)



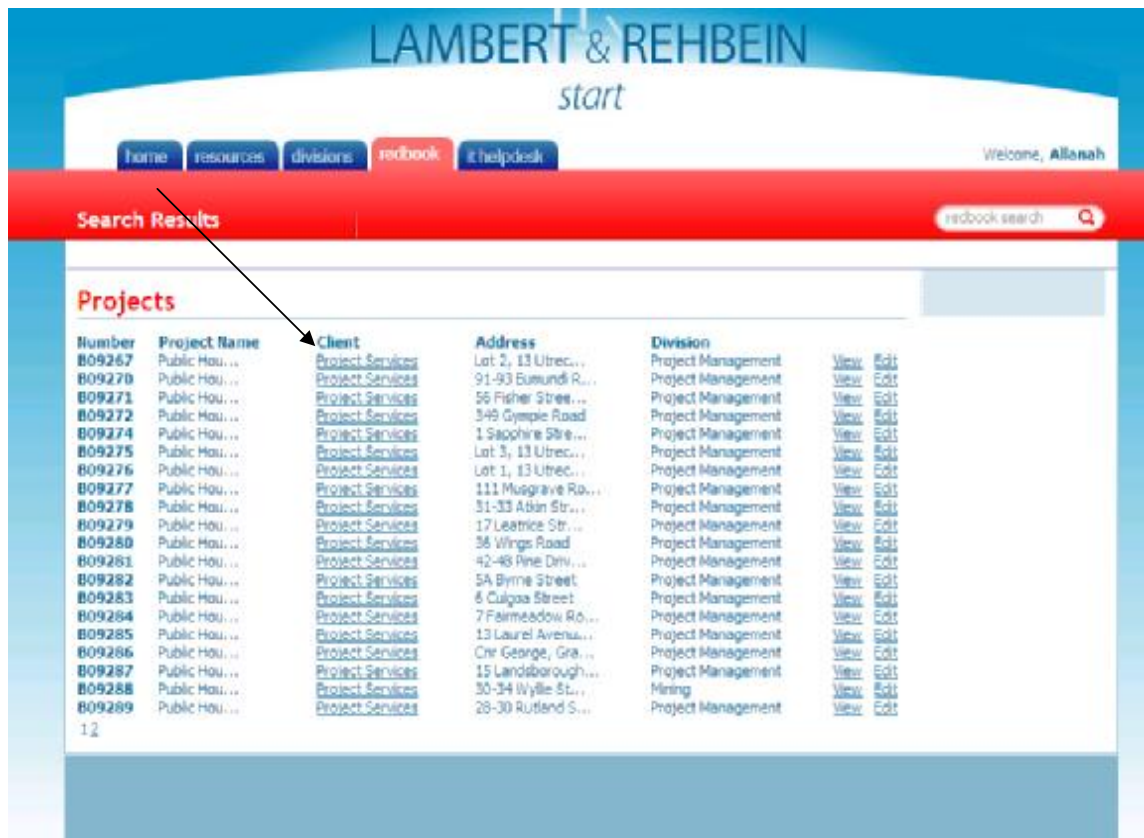
LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

When you have entered in the sector you are given a list of projects for you to select from. This Window will give you the Project Number, Project Name, Client, Address of the Project and what division it falls under.

Please note that the 'Edit' icon will appear for Management only.

Diagram 5 (b)



The screenshot shows the 'start' page of the Lambert & Rehbein intranet. The page has a blue header with the company name and a red navigation bar with links for 'home', 'resources', 'divisions', 'redbook', and 'it helpdesk'. A 'Welcome, Allannah' message is on the right. Below the navigation bar is a red 'Search Results' header. The main content area is titled 'Projects' and contains a table with the following columns: Number, Project Name, Client, Address, Division, and View/Edit links. The table lists 19 projects, all managed by 'Project Services'.

Number	Project Name	Client	Address	Division	View	Edit
809267	Public Hou...	Project Services	Lot 2, 13 Utrec...	Project Management	View	Edit
809270	Public Hou...	Project Services	91-93 Eumundi R...	Project Management	View	Edit
809271	Public Hou...	Project Services	56 Fisher Stree...	Project Management	View	Edit
809272	Public Hou...	Project Services	549 Gympie Road	Project Management	View	Edit
809274	Public Hou...	Project Services	1 Sapphire Stre...	Project Management	View	Edit
809275	Public Hou...	Project Services	Lot 3, 13 Utrec...	Project Management	View	Edit
809276	Public Hou...	Project Services	Lot 1, 13 Utrec...	Project Management	View	Edit
809277	Public Hou...	Project Services	111 Musgrave Ro...	Project Management	View	Edit
809278	Public Hou...	Project Services	31-33 Atkin Str...	Project Management	View	Edit
809279	Public Hou...	Project Services	17 Leatrice Str...	Project Management	View	Edit
809280	Public Hou...	Project Services	38 Wings Road	Project Management	View	Edit
809281	Public Hou...	Project Services	42-48 Pine Driv...	Project Management	View	Edit
809282	Public Hou...	Project Services	5A Byrne Street	Project Management	View	Edit
809283	Public Hou...	Project Services	6 Culgoa Street	Project Management	View	Edit
809284	Public Hou...	Project Services	7 Fairmeadow Ro...	Project Management	View	Edit
809285	Public Hou...	Project Services	13 Laurel Avenu...	Project Management	View	Edit
809286	Public Hou...	Project Services	One George, Gra...	Project Management	View	Edit
809287	Public Hou...	Project Services	15 Landsborough...	Project Management	View	Edit
809288	Public Hou...	Project Services	30-34 Wylie St...	Mining	View	Edit
809289	Public Hou...	Project Services	28-30 Rutland S...	Project Management	View	Edit

LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

If you select 'Client' it will take you to client information specifics, contact information and addresses. It will also give you a list of projects that Lambert & Rehbein have been commissioned for from that particular client.

On the right hand corner there is an option (for Managers only) to edit the client or create a new project.

Diagram 5 (c)

The screenshot shows the 'Client Details' page. At the top, there is a navigation bar with links: home, resources, divisions, redbook, and helpdesk. The 'redbook' link is highlighted. Below the navigation bar, the page title is 'Client Details'. On the right side, there is a search bar labeled 'redbook search' and a 'Client Options' menu. The 'Client Options' menu is circled in red and contains two links: 'Edit Client' and 'Create New Project'. The main content area is divided into several sections: 'Project Services', 'Client Information', 'Contact Information', 'Addresses', and 'Projects for Project Services'. The 'Client Information' section contains fields for Name, AGNo, ACNo, Client Types, and Client Location. The 'Contact Information' section contains fields for First Name, Last Name, Phone Number, Fax Number, and E-Mail Address. The 'Addresses' section contains fields for Street Address, Address, Suburb, State, Postcode, Postal Address, Address, Suburb, State, and Postcode. The 'Projects for Project Services' section contains a table with columns: Project Number, Name, Address, Address, Type, and Division. The table has one row with the following data: Project Number 804567, Name William Street, Address Various, Address Gladstone, Type Commercial Residential, and Division Structural.

Project Number	Name	Address	Address	Type	Division
804567	William Street	Various	Gladstone	Commercial Residential	Structural

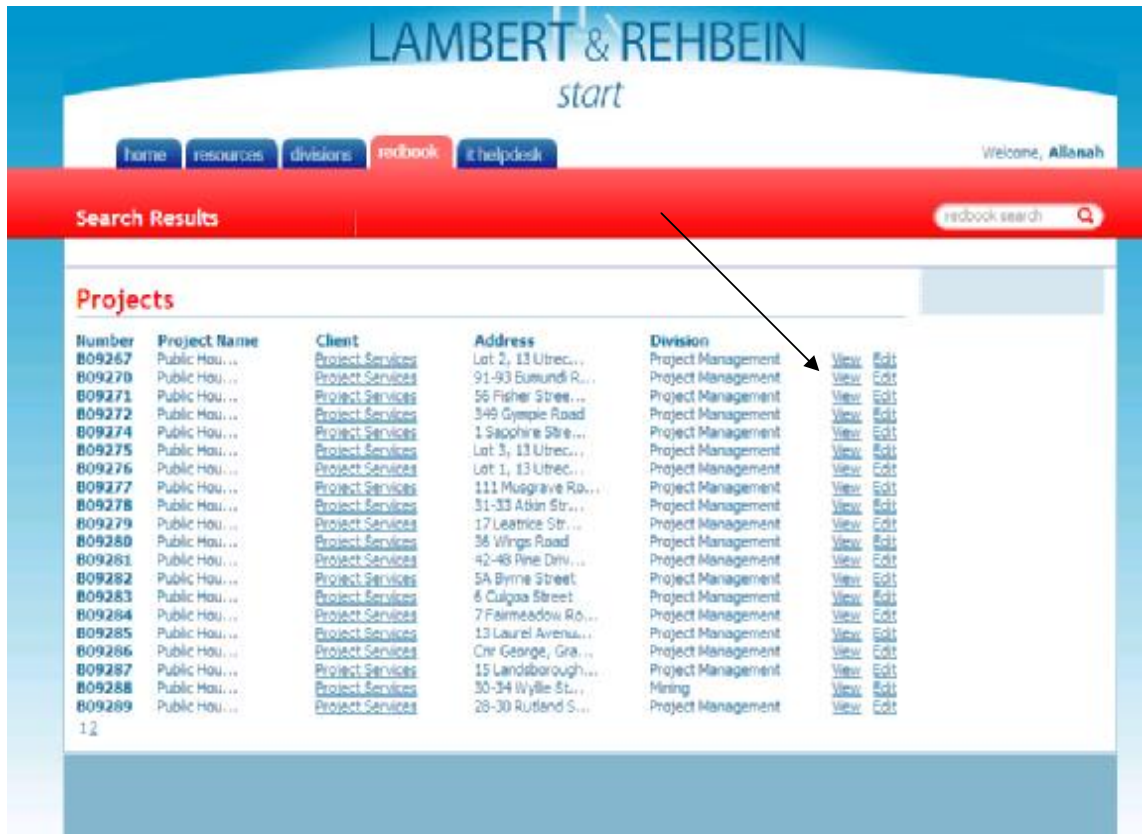
LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

Project Watch is another useful tool to operate. In *Diagram 5 (d)* notice the 'View Icon'. By selecting this you will access another window where you will see the 'Watch Project' command – see *Diagram 5 (e)*.

Please note that the 'Edit' icon will appear for Managers only.

Diagram 5 (d)



The screenshot shows the 'start' page of the Lambert & Rehbein intranet. The page has a blue header with the company name and a red navigation bar with links: home, resources, divisions, redbook, and it helpdesk. A search bar is on the right. Below the navigation bar, there is a 'Search Results' section. The main content area is titled 'Projects' and contains a table with columns: Number, Project Name, Client, Address, and Division. Each row in the table has a 'View' and 'Edit' link in the 'Division' column. A red arrow points to the 'View' link for the first project.

Number	Project Name	Client	Address	Division	View	Edit
809267	Public Hou...	Project Services	Lot 2, 13 Ultec...	Project Management	View	Edit
809270	Public Hou...	Project Services	91-93 Bursund R...	Project Management	View	Edit
809271	Public Hou...	Project Services	56 Fisher Stree...	Project Management	View	Edit
809272	Public Hou...	Project Services	349 Gympie Road	Project Management	View	Edit
809274	Public Hou...	Project Services	1 Sapphire Stre...	Project Management	View	Edit
809275	Public Hou...	Project Services	Lot 3, 13 Ultec...	Project Management	View	Edit
809276	Public Hou...	Project Services	Lot 1, 13 Ultec...	Project Management	View	Edit
809277	Public Hou...	Project Services	111 Musgrave Ro...	Project Management	View	Edit
809278	Public Hou...	Project Services	31-33 Abbin Str...	Project Management	View	Edit
809279	Public Hou...	Project Services	17 Leatrice Str...	Project Management	View	Edit
809280	Public Hou...	Project Services	36 Wings Road	Project Management	View	Edit
809281	Public Hou...	Project Services	42-48 Pine Driv...	Project Management	View	Edit
809282	Public Hou...	Project Services	5A Byrne Street	Project Management	View	Edit
809283	Public Hou...	Project Services	6 Culgaas Street	Project Management	View	Edit
809284	Public Hou...	Project Services	7 Fairmeadow Ro...	Project Management	View	Edit
809285	Public Hou...	Project Services	13 Laurel Avenu...	Project Management	View	Edit
809286	Public Hou...	Project Services	Cnr George, Gra...	Project Management	View	Edit
809287	Public Hou...	Project Services	15 Landsborough...	Project Management	View	Edit
809288	Public Hou...	Project Services	30-34 Wylie St...	Mining	View	Edit
809289	Public Hou...	Project Services	28-30 Rutland S...	Project Management	View	Edit

LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

When you select this command the subject project will then be filed in your 'Watch Projects' section – see Diagram 5 (f) for an example of how your projects will display.

Diagram 5 (e)

The screenshot displays the 'Project Details' page for project B09271: Public Housing Job. The page is divided into several sections:

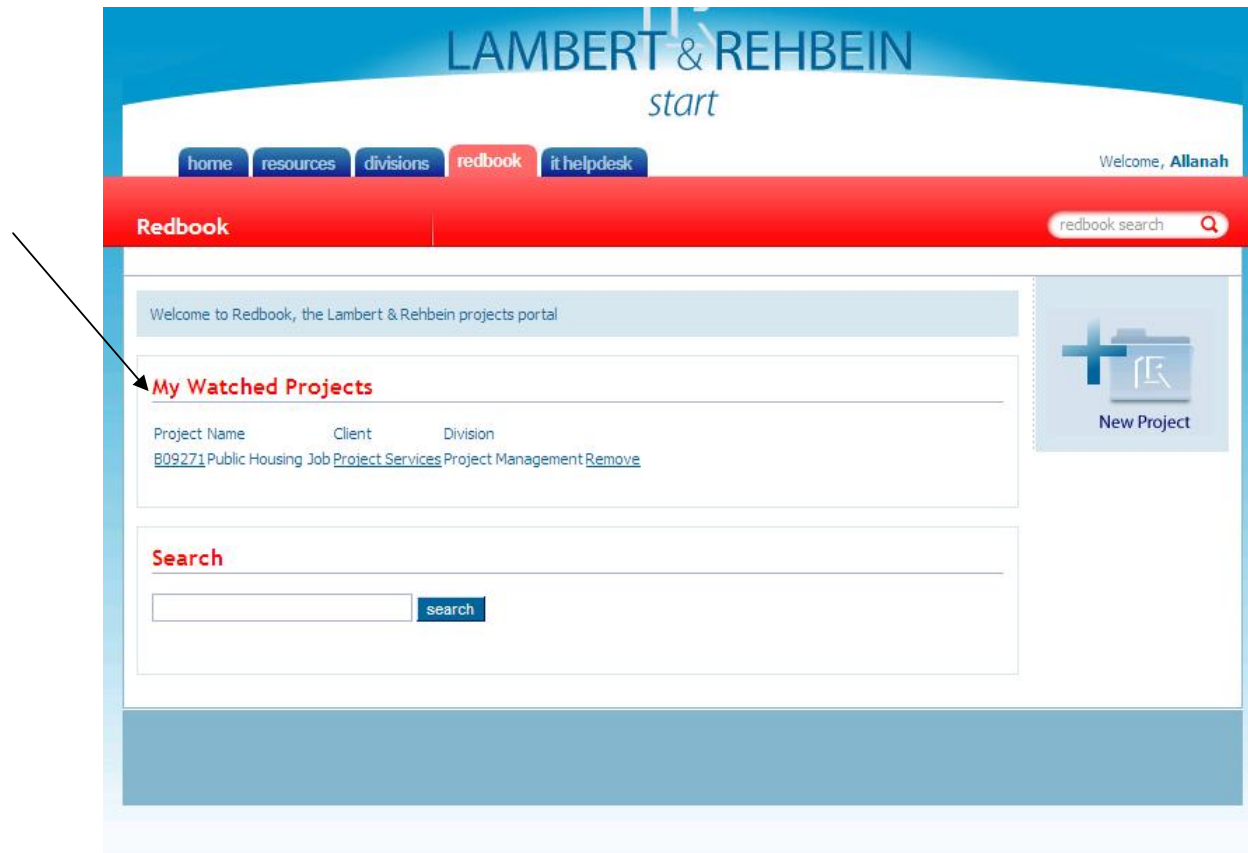
- Project Information:**
 - Name: Public Housing Job
 - Client ID: 11414
 - Client Name: Project Services
 - Address: 56 Fisher Street
 - Suburb: East Brisbane
 - Location: Brisbane, QLD
 - Type: Residential
 - Status: Open
 - Start Date: 02/07/2009
 - End Date:
- Client Representative Contact Information:**
 - Name: Jeremy Bacon
 - Telephone: 07 5237 0152
 - Mobile: 0400 323 785
 - E-Mail Address: 0
- Internal Information:**
 - Division: Project Management
 - Project Director: Grant Woodar
 - Project Manager: Melanie Hill
- Details:**
 - Project Value \$: 0
 - Description:

At the bottom of the page, there are two buttons: 'Watch Project' and 'Edit Project'. The 'Watch Project' button is circled in red.

LAMBERT & REHBEIN

ENGINEERS . MANAGERS . SCIENTISTS

Diagram 5 (f)



3.5 IT HELPDESK

To launch a ticket with helpdesk press on the Helpdesk Tab. Your computer name should automatically default. Place in all issues in the 'Problem Description Section' and then press the submit button, this includes error messages on your PC and any printer problems that you encounter.

You can also do a screen capture upload. Capturing what is on your screen can help diagnose the problem and find the solution more efficiently. You do this by pressing the 'Browse' command and downloading the specific file.

Diagram 6

The screenshot shows the 'New helpdesk request' form on the Lambert & Rehbein intranet. The form is titled 'New helpdesk request' and includes the following fields and sections:

- From:** Allanah Baker
- Computer Name:** A text input field with a red 'Field Required' error message next to it.
- What is the problem in relation to:** A text input field.
- Problem Description:** A large text area with the instruction: 'Include details of any error messages, printer names, etc.'
- Screen Capture Upload:** A section with the instruction: 'Capturing what is on your screen can help us to diagnose and fix the problem faster.' Below this instruction is a 'Browse...' button, which is circled in red in the image.
- Submit:** A blue button at the bottom of the form.

A red arrow points from the left margin to the 'What is the problem in relation to:' field. The top of the page features a navigation bar with links for 'home', 'resources', 'divisions', 'redbook', and 'it helpdesk'. A search bar labeled 'redbook search' is also present.

4.0 CONCLUSION

We trust you find the Intranet a useful tool for locating resourceful information.

Should you require any clarifications or queries regarding the Lambert & Rehbein Intranet Site please do not hesitate to contact the IT Department.