

Creative Division System

# User Manual

Version 2.0

22/09/2021

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## Introduction

This User Manual (UM) provides the information necessary for client-side & printer-side to effectively use the Creative Division System.

For more information you can directly contact Creative Division:

1. Arif (ext. 9414)
2. Ajwad (ext. 9415)
3. Amirun (ext. 9416)
4. Qistina (ext. 9417)

## Setup

### Set-up Considerations

Creative Division System screens are designed to be viewed at a minimum screen resolution of 800 x 600. To optimize your access to the system:

1. Please disable pop-up blockers prior to attempting access to the Creative Division System.
2. We recommend using Google Chrome browser version 5.0 or higher.
3. Please make sure you have a connection to internet.
4. The link to access Creative Division System “<https://portal.e-crea7ive.com>”.

## Getting Started (Client-side)

The following sections provide detailed, step-by-step instructions on how to use the various functions or features of the Creative Division System.

***Note:*** *For client-side, you will be provided only one account for each department.*

### Login & Logout

**3.1.1 How to login?**

**Step 1**

To login, open this link on your browser, <https://portal.e-crea7ive.com>, once you have opened the link, you will see the login page.

Graphical user interface

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**Step 2**

Next, enter your Email, in the “Email” field. Then, you can proceed to enter your password in the “Password” field.

**Step 3**

When you are ready, click on the Login button to access your Creative System account. Now, you are already logged in to the system as a user & you will see dashboard of the Creative System on the screen.

Graphical user interface, application

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**3.1.2 How to logout?**

**Step 1**

Once you log in to Creative System you will see the dashboard as the front page. To logout, click on the dropdown button on the top right. Then, click on logout.

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### Account & Profile

**3.2.1 How do I update my profile?**

**Step 1**

On your dashboard, navigate to the dropdown menu on the top right of your screen, click on “Profile”.

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**Step 2**

Now, you will be in Profile page, and you can proceed to update your profile.

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***Note:*** *You are allowed to change or update all your information except your email.*

**3.2.2 How do I change my password?**

**Step 1**

On your dashboard, navigate to the dropdown menu on the top right of your screen, click on “Setting”.

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**Step 2**

Now, you will be in Profile page, and you can proceed to change your password.

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### Job Request

**3.3.1 How do I request a job?**

**Step 1**

On your dashboard, navigate to the menu navigation tab on the left of your screen, click on “Request New Job”.

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**Step 2**

You will see on your screen “New Job” form. Please fill in all the information according to your job request.

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**Step 3**

Next, please check thoroughly all the information you already filled in. Once you satisfied with all the information, click the green “Submit” button on the bottom right of your screen.

Graphical user interface

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***Important:***

* *Please make sure all the information you filled in is the correct information to avoid false information.*
* *Minimum dateline for (Normal Job) is 1 days from the day the job is requested.*
* *Minimum dateline for (Urgent Job) is 3 days from the day the job is requested.*

***Note:*** *If you are not certain about the information, feel free to contact Creative Division.*

**Step 4**

After you clicked the “Submit” button the please wait for a while for the system to process & save your information.

***Note:*** *Loading time vary depending on your internet connection. Make sure you have a stable internet connection.*

**Step 5**

Once your job request is successfully created. You will be provided with a job ticket for your references.

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***Note:*** *You may cancel your job request before admin acknowledge the job request.*

*After your job request successfully submitted, you can check your requested job status on your dashboard.*

**3.3.2 How do I track my job request status?**

**Step 1**

On your dashboard, you can see your job list table. You may click on “Open Ticket” button to show more details of the job.

Graphical user interface, application, Teams

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***Note:*** *You can sort according to row of the table using “up arrow” and “down arrow” or search using search field on the top right of each table using “keyword” of your requested job information.*

**Step 2**

Once you click on “Open Ticket” button, it will show full details of the job ticket.

Graphical user interface, application

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Top section:

* Job Ticket ID
* “Cancel This Job” button.

***Note:*** *You can only cancel your job request before admin acknowledge the job.*

Graphical user interface, application, Teams

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Middle section:

* Ticket status & information.
* Job details.

***Note:*** *You may track your job status using the job status tracker on the left.*

Graphical user interface, application

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Bottom section:

* Ticket Activities
* Chat

***Note:*** *You may communicate with admin/designer through the chat box. Every activity of the job will be updated on the ticket activities section.*

### Meeting Request

**3.4.1 How do I request for a meeting?**

**Step 1**

On your dashboard, navigate to the menu navigation tab on the left of your screen, click on “Request Meeting”.

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**Step 2**

You will see on your screen “Request Meeting” form. Please fill in all the information according to your meeting request.

Graphical user interface, application, Teams

Description automatically generated

**Step 3**

Next, please check thoroughly all the information you already filled in. Once you satisfied with all the information, click the green “Submit” button on the bottom right of your screen.

Graphical user interface

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***Important:*** *Please make sure all the information you filled in is the correct information to avoid false information.*

***Note:*** *If you are not certain about the information, feel free to contact Creative Division.*

**Step 4**

After you clicked the “Submit” button the please wait for a while for the system to process & save your meeting request.

***Note:*** *Loading time may vary depending on your internet connection. Make sure you have a stable internet connection.*

**Step 5**

Your meeting request have been successfully submitted. Please wait for the administrator to check and approve your meeting request.

***Note:*** *If you want to cancel your meeting request, please contact Creative Division.*

*After your meeting request have been approved by the administrator, you can check your requested meeting status on your dashboard.*

**3.4.2 How do I track my meeting request status?**

**Step 1**

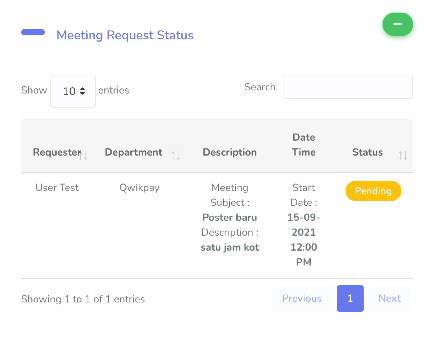
On your dashboard, navigate to the menu navigation tab on the left of your screen, click on “Request Meeting”.

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**Step 2**

Next, on the page, you will see “Meeting Request Status” table on the right side.



### Webmail

**3.5.1 How to access webmail?**

**Step 1**

To login your webmail, open this link on your browser, <https://portal.e-crea7ive.com/webmail>

**Step 2**

Next, enter your “Email Address” and “Password”, then click login.

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**3.5.2 How to change my webmail password?**

**Step 1**

Navigate to the navigation tab on the left-side of your screen. Click on “Webmail Home” button.

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**Step 2**

Scroll bottom and navigate to “Edit Your Settings” section and click on “Password & Security”.

Graphical user interface, application

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**Step 3**

Now you can insert your new password and confirm new password, then click “Save”.

Graphical user interface, text, application, email

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## Getting Started (Printer-side)

The following sections provide detailed, step-by-step instructions on how to use the various functions or features of the Creative Division System.

***Note:*** *For printer-side, you will be provided only one in the system.*

### Login & Logout

**4.1.1 How to login?**

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### Managing Printing Job

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