

General

Upon logging into the portal, a transcription customer will see a listing of their transcription jobs. The displayed jobs are the ones that were submitted by the person to whom the login account is associated.

These jobs will be displayed in rows with columns consisting of the fields displayed below.

Job ID	Job Name	Status	Service Level	Due Date	Dictation Date	Dictation Length	User	Date Completed	Date Closed	Notes
<input type="checkbox"/> TR-JOB-02666	Luigi	Revising	7	2/16/2012	2/7/2012 12:49 PM	00:00:06	Finn McMissle	2/7/2012		

This list displays the transcription jobs whether they were submitted through the online process by uploading a recording or by the call in dictation system. The instructions for uploading an online recording are in the Create Job section of this guide. The instructions for the call in recording process can be found in the help files entitled:

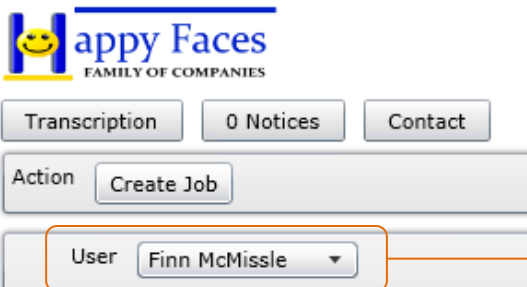
Dictation System Commands

Dictation System Help Tips

Filtering

User Filter

As mentioned above, the list initially displays the jobs that are associated to the logged in user. For those users that have access to view other users' jobs, this can be accomplished using the User filter.



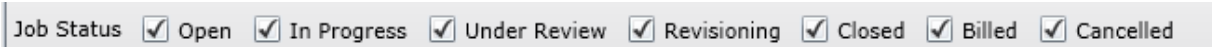
The screenshot shows the Happy Faces logo and navigation buttons: Transcription, 0 Notices, and Contact. Below these is an Action bar with a Create Job button. At the bottom, there is a User filter dropdown menu currently set to Finn McMissle.

The User Filter allows a user to display jobs by the selected User from their available list.

By default, when a user logs in the view will be for their own list only. There is also an option to display 'All' to see all of the jobs associated to all of the users that an individual has access to view.

Job Status Filter

The transcription jobs list can also be filtered by the 'Job Status'. This allows for a user to see only the jobs that they wish to see.



By default when a user logs in the list will display all of the jobs assigned regardless of the status. To remove items from view, simply uncheck the status that you wish to not display. The list will refresh to only display the desired (checked) jobs statuses. The jobs are not removed or deleted from the system, they are simply removed from the displayed view for easier access and browsing.

The Job Statuses listed are relative to where in the process of transcription the particular job is.

Open	Indicates that the job is has been received and the transcriptionist is being assigned. From this status, there is the opportunity to download and listen to the recording that is being transcribed. Other functionality is not enabled for this status.
In Progress	Indicates that the job has been assigned to a transcriptionist and the work is being performed. From this status, there is the opportunity to download and listen to the recording that is being transcribed. Other functionality is not enabled for this status.
Under Review	indicates that the transcription is complete and ready to be accepted or sent for revision. To access the document, select 'Download' from the document column. To accept it, select the 'Accept' button. To send it for revision, select the 'Revise' button and enter any notes desired. The document can also be uploaded from this status as well, if there are suggestions to be made from within the document. There will be an email sent to the user account to indicate when a job has reached this status.
Revisioning	Indicates that the job has not been accepted as complete and requires additional work.
Closed	indicates that the job has been completed and accepted. From this status, there is the opportunity to download and view the document. Other functionality is not enabled for this status.
Billed	Indicates that the job has been billed. From this status, there is the opportunity to download and view the document. Other functionality is not enabled for this status.
Cancelled	Job has been administratively cancelled

Job Actions (Buttons)

When a job is selected, there is displayed towards the bottom of the screen a collection of buttons for all of the tasks that can be performed for that particular job.

Rename – Allows a user to rename a job. This will affect the Job Name as it is displayed.

Download Audio – Allows a user to listen to the recording that is associated to the job.

Upload Audio – Allows a user to upload an audio file.

Download Document – Allows a user to download the document for the selected job.

Upload Document – Allows a user to upload a document. Typically this is done when corrections were made to the document.

Revise – This is to be selected when changes are to be made by the transcriptionist to the document.

Accept – Closes the job.

Multi-Select

Multiple jobs can be selected using the checkbox in the left hand column. When there are multiple jobs selected, the Job Actions that can be performed for all of the jobs selected determine which buttons are displayed towards the bottom. With multiple jobs selected you can do things such as download multiple audio files or multiple documents. Note that if a task is not allowed for a status, then it will not be available to select.

When downloading multiple audio files or documents, a zip file will be created that contains all of the desired files.

Create Jobs

In most cases the call in dictation system will be used to record the audio for transcription. However, you are able to use the 'Create Jobs' button to upload an audio file for dictation as well.

The fields to fill out when creating a job are:

Job Name – Enter the name of the job as you wish it to be displayed.

Service Level – This will be either 1,3,5, or 7 days.


Additional Services – Select additional services. Typically 'None' is selected.

Verbatim
Corrected Grammar
Time Stamps
None (Default)

Audio File – Browse to the audio file to be uploaded.

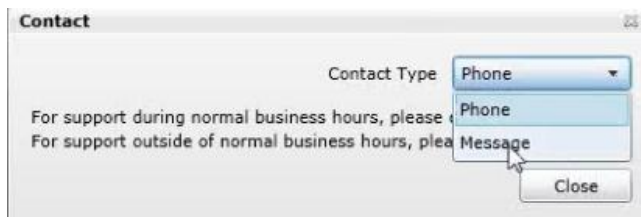
By selecting 'OK' the audio file is uploaded and the job is created. A job creation email will be sent for notification.

Contact Us

There is a Contact button always available towards the top of the screen to allow for easy communication with us. 

By selecting 'Contact' you will be provided with choices as to the means of communication. The initial displayed choice is our phone contact information. This will display phone numbers that are best to call for reaching us for assistance.

From the selection list, there will also be other means of communication. By selecting 'Message' a message box will appear to allow for sending a message.



Once 'Message' is selected as the contact type there will be fields to fill out to indicate further details of the message.

Reference – What the message is in reference to, what it is about.

Message – Feel free to enter into this box the details of the message.

Return Contact Method – How you would like to have a reply.

Return Contact Information – Enter an email address if email chosen above and phone number if phone number chosen above.