



Question & Answer

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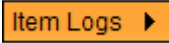
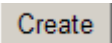
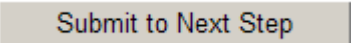
[Can I send invites to contacts not registered in eCommunication?](#)

[Should I forward the emails I get from eCommunication for others to use?](#)



[Can I delete a post after it has been posted?](#)

[How large of a file can I upload to eCommunication?](#)

How do I post a new item?

Login to your project and hover over the  tab. A drop-down box will appear that will contain all the items that are available to choose from. Choose the item you wish to post. The log page for this item will display. Choose the **Post New** link to start a new post. Fill in all available fields and check any other items or drawings you need this item to relate to in the document library once posting is closed. Attach your file(s) and then click the  button. If the posting is designed not to have a workflow, then the post will close immediately. If there is a workflow, it will display the log page and allow you to perform any operations you are able to do with the item being in your "ball-in-court". If you are ready to send the item to the next step in the workflow, click the  button again at the bottom and the "ball-in-court" status will change to the next step.

Why are my files not attaching properly to my post?

When uploading your file, be sure each upload icon changes from a  to a , which indicates a successful upload. If you never get the green check mark, be sure you have the latest [Flash](#) installed and are using [Internet Explorer](#).

Why I am unable to post a new item?

During the configuration of the project items, it was predetermined that certain user roles would have the ability to post certain new items. If you feel like you are supposed to be able to post a new item for a certain item category, please contact your project manager, or contact support at (317) 598-0661, or email at software@easternengineering.com.

What internet browser should I use?

eCommunication is fully compatible with Internet Explorer. You are free to use other browsers, but certain features may not work properly. If you come across a feature not functioning in a different browser, try repeating the feature under Internet Explorer to determine if the failure is because of browser compatibility before contacting support. If the feature still does not work, be sure you have the latest [Flash](#) and [Java](#) also installed. If still no success, contact support at (317) 598-0661, or email at software@easternengineering.com.

Do I need the latest Flash and Java plugins for eCommunication?

Yes, to be fully compatible with eCommunication, Please visit the following websites and install the latest versions of Java (<http://java.com/en/download/installed.jsp>) and Flash (<http://get.adobe.com/flashplayer/>) on your computer. It is okay to install them regardless to be sure they are up to date. Failure to have the latest version may result in the site not performing properly. You can use the following site to test your Flash Player to see if it is up to date: <http://www.adobe.com/software/flash/about> . There is a link on that site that will take you to Adobe if you need to download a current version.

Why can't I see an item that I know is supposed to be posted in the site?

When items are still open in the workflow, viewing is limited to only those that are part of the workflow setup permissions and are displayed in the “**Contacts That Can View This Item**” list. Once item is officially closed, it will then become available to the remainder of the construction team. An exception to this is if that item is marked to be permanently limited to the view log only, which will mean that even when item closes, only individuals on the view list for that item will ever be able to see the posting or the documents in the library.

How can I add a file or make a change to a post after it has been posted?

While an item is still open in the workflow, if you have permissions available for you to **edit** a post (these are determined at setup), then you can visit the item log page under the **Item Logs** tab and choose the **edit** link out to the left of the item you wish to modify. On the edit page, you can change a field property, change/add/delete an item or drawing relationship, or add/delete files that are attached. Click the **Update** button at the bottom once your change has been applied.

Why can't I markup/annotate the file in a post?

Only items that are in your "ball-in-court" via the workflow, or have been forwarded to you by a member in the workflow that had the "ball", are allowed to be annotated.

Do I have to use the online annotation tool, or can I use my own?

You are free to use your own markup software. Simply **view** the file(s) attached to the posting and save them to your computer. Annotate them with your software, then give them a slightly different name (suggest adding "response" or something to end of file name) and then **edit** the post to add an additional file.

What is the difference between "sharing" a post and "forwarding" a post?

Both features are available to a user when a workflow item is in their "ball-in-court". A "share" allows a user to "carbon-copy" other construction team members on the project so they can be added to the "**Contacts That Can View This Item**" list and become a watcher to the item. They will not have any ability to act on the current workflow. The "forward" feature also invites another contact, but sends them the ability to also have "ball-in-court" features, including markups. Once the contact submits his comments/markups/etc, the person who forwarded the item will receive an email and have sole control of item again. These features can be used repeatedly as long as the item remains in your ball-in-court.

Can I get an item back into my ball-in-court if I accidentally submitted it?

The users that have the "ball-in-court" after you have submitted the post will have access to the button **Send Back to Previous Step**. That will revert the item back one step to your ball-in-court. *Be warned this will remove any annotations made to any attached files that were done on step before reverted.*

Can I disable email notifications?

Yes. You can disable all notifications for each project you are assigned to in your user profile. You can then just login to the site and view your dashboard routinely to see items that are waiting for your responses.

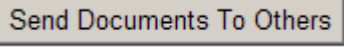
Where can I load custom stamps/signatures/images to use for the online markup tool?

In your user profile, you can load images to be used by the online markup tool.

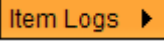
Can I send invites to contacts not registered in eCommunication?

No, users must be registered in the system by our administrators and linked to your project before they can be available to be [shared](#) or [forwarded](#) items.

Should I forward the emails I get from eCommunication for others to use?

No. The emails that are sent by the system have links that contain your credentials embedded within. If you forward those emails to others and they use those links, they will inadvertently be logged in as you. Use the “[Share](#)” or “[Forward](#)” features when item is in your ball-in-court to give access to items to registered users. After item is closed, you can use  button available on item page.

Can I delete a post after it has been posted?

Yes, as long as the item is still open in the workflow and your user permissions are set to allow you to delete, you can visit the item log page under the  tab and choose the **delete** link out to the left of the item you wish to remove a posting.

How large of a file can I upload to eCommunication?

The general “single” file limit is around 25 MBs. If you have a single file that exceeds that size, try breaking it down into parts and uploading them as separate files.