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# POLKADOTS SOFTWARE

## Send-it v3.6 for NEWSflo

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### *How to work with Send-it in a NEWSflo environment*

**Send-it** Jobs | Settings | Disconnect Super-user su2\_jack  
Currently logged onto (Mar 14, 12:35:43)

**Pages (14)** Job 34 - Daily

**File upload**  
1. Select the file that you would like to upload:  
 Browse...  
Or try [Prepage-it upload](#)  
2. Preflight profile:  
  
Send-it

**Notes**  
 8\_page\_magazine.pdf [rename](#) or [download](#)  
jane on Mar 04, 2011 11:15:51

Select all Preview View-it Approve Delete View by:  Size:

001 ✓ 8.8 x 12in	002 ✓ 8.8 x 12in	003 ✓ 8.8 x 12in	004 ✓ 8.8 x 12in	005 ✓ 8.8 x 12in	006 ✓ 8.8 x 12in	007 ✓ 8.8 x 12in
B01 ✓ 12.5 x 22.2in	B02 12.5 x 22.2in	B03 ✓ 12.5 x 22.2in	B04 12.5 x 22.2in	B05 12.5 x 22.2in	B06 12.5 x 22.2in	

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# Introduction

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## About this guide

*Send-it 3.6 for NEWSflo* documents the **Send-it software module when installed, integrated and used in a NEWSflo (newspaper workflow) environment.**

If you need information about Send-it when it is installed and used together with the PrePage-it Web module (which is typically the case with commercial workflow packages such as PrePage-it '10/ PrePage-it '11/ PLATEflo), please consult the separate *PrePage-it Web 3.5 User Guide*.

## How to use this guide

**Chapter 1** – [Send-it Basics](#) (p.6) - contains basic, practical explanations and procedures regarding how to use Send-it, including:

- how to submit jobs via Send-it
- how to softproof them
- how to approve/reject jobs

This chapter covers everything an external customer/supplier needs to know about Send-it. Also, this chapter serves as a primer or introduction for internal operators. Since internal operators have the ability to do everything external customers/suppliers can do, everything described in this chapter applies to them as well.

**Chapter 2** – [Send-it – Beyond the Basics](#) (p.27) – explains Send-it functions/settings that only internal operators are authorized to do. This includes:

- how to set up your external customers/suppliers so they can send you jobs
- creating Send-it user accounts for external customers/suppliers
- verifying the status of jobs submitted by any user

## What is Send-it?

Send-it is an optional module that may be added to an existing Polkadots workflow such as NEWSflo. Send-it is designed for remote job submission, e-proofing and job approval. It gives external customers or suppliers the ability to submit files to *your* RIP for preflighting and RIPping. It also allows them to remotely softproof and approve/reject their own jobs. Once they approve a job, it will appear in your workflow just like jobs that your own operators RIP internally at your company. Once jobs have been approved by external customers, you may take any necessary actions to complete and output the job. In a typical NEWSflo setup, for example, you would set up your publications in whatever way you are accustomed to doing and the remotely submitted pages will then be paired up and output.

Send-it can be accessed by any internal operator who has a Send-it user account. All jobs submitted by external customers via Send-it will be visible to internal operators, who will be able to softproof them if they wish. In addition, operators can also verify status information about submitted jobs, such as: who submitted it? when? in which queue? who approved or deleted a job? etc.

## Training videos

To help you get started, there are some **Training Videos** that give you a quick visual overview, for example:

- Uploading & softproofing pages
- How to install PrePage-it Upload

Please consult your *Polkadots Software* dealer or view them directly from the *Polkadots* web site [http://www.polkadots.ca/support/training\\_videos.asp](http://www.polkadots.ca/support/training_videos.asp).

## Software version

This edition of *Send-it 3.6 for NEWSflo* is based on the version 3.6.1.3 of Send-it (*February 2011*). It has been updated from the original edition, called *Send-it 3.x Practical Guide*, which was based on version 3.0.1.0 (*November 2008*).

## Technical information

Send-it works as a Client-Server application. The Server application is installed on a server machine (typically dedicated). Send-it Clients can then be launched from any web browser on any machine, both internally at the company and externally at any of the company's customers/suppliers.

When Send-it is coupled with NEWSflo (for newspaper production), the workflow is typically configured so that jobs submitted via Send-it automatically appear in the PrePage-it Client. A detailed technical explanation of this setup can be found in the tech note *How to set up Send-it with NEWSflo*.

# Chapter 1 - Send-it Basics

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This chapter covers everything an external customer/supplier needs to know about Send-it. As well, it serves as a primer or introduction for internal operators, who have the ability to do everything external customers/suppliers can do.

In this chapter you will find basic, practical explanations and procedures regarding how to use Send-it.

External customers/suppliers log on to Send-it with Super-User or User accounts (see [User Accounts](#) on p. 28 for more information about Send-it accounts).

## Reminder

The features and options you see in the Send-it interface depend on (i) which Send-it options were purchased and (ii) which user account you are currently logged on with. Therefore your Send-it interface may not show all options/features mentioned in this guide. For more information, see [User Accounts](#) on p. 28.

## What can external customers / suppliers do with Send-it?

### Reminder

Internal operators have the ability to do everything external customers/suppliers can do - this includes everything described in this chapter.

Send-it allows external customers/suppliers to:

- submit jobs to be pre-flighted and RIPped
- see list of RIPped jobs
- view softproofs: low-res **Previews**, PDF softproofs (optional), and **View-it** hi-res softproofs (optional)
- approve/flush pages & jobs

- write and read annotation comments in a View-it softproof
- receive e-mail notifications of events (e.g. approved jobs, errors)

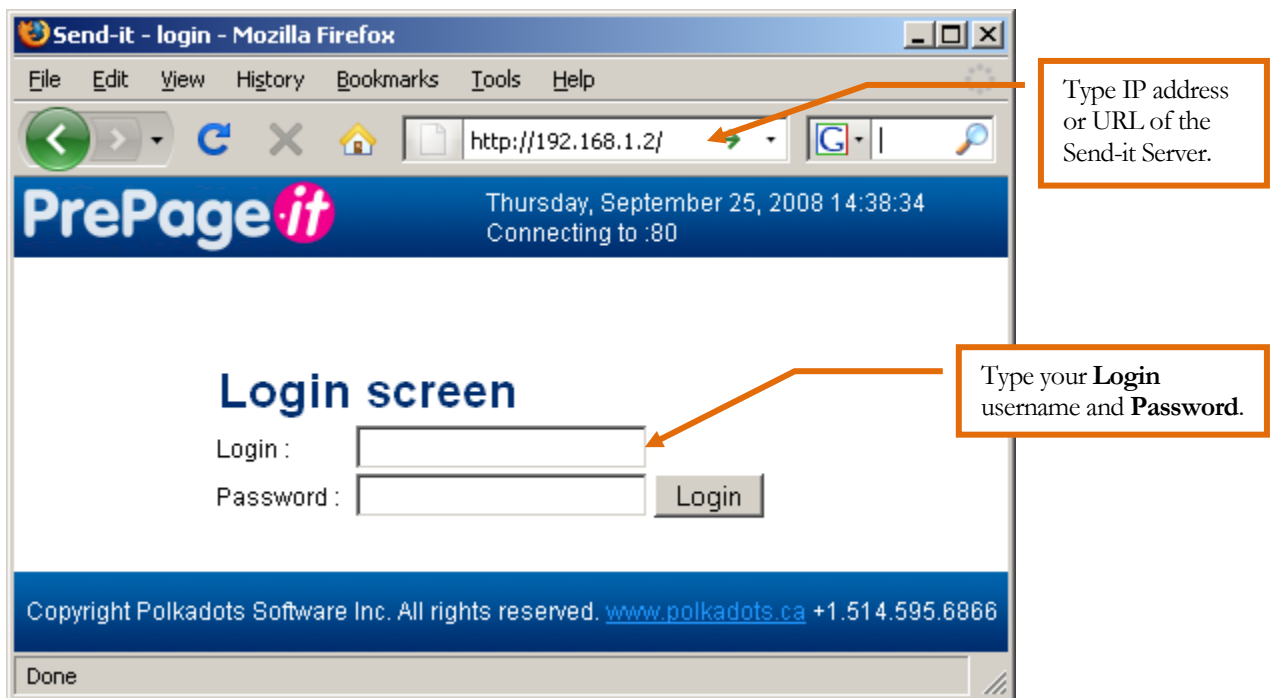
## Launching Send-it

### Note

Send-it Clients can be launched from any workstation equipped with one of the following operating systems: Win XP Pro (or higher), Mac OS 10.4 (or higher).

**Send-it Clients** can be opened in any web browser on any workstation by:

1. Typing the IP address or URL of the Send-it Server.
2. Logging on with your Send-it **Login** username/password.



### IP address

An external customer/supplier must use the external, public IP address or URL of the Send-it Server (add port number if other than port 80).

Internal operators should use the internal, private IP address or URL of the Send-it Server (add port number if other than port 80).

## Web browsers

### Minimum requirements:

- Firefox 2 or 3 (Mac or PC)
- Internet Explorer 7 (PC)
- Safari v.3 (Mac OS 10.4 or higher)

### Browser tips

- it is recommended to use recent versions of web browsers, as listed in the previous section
- avoid adding extra toolbars and add-ons (e.g. Google toolbar, etc.)
- pop-up blockers can prevent some Send-it windows from being displayed
- if portions of the Send-it interface are displayed incorrectly or missing:
  - try to reload/refresh the web page using the web browser's **Reload** or **Refresh** command
  - try clearing the web browser's cache or temporary internet files
  - see the section [Basic Troubleshooting Tips](#) on p.43 for details

## How to submit job pages - Overview

The procedure below describes how to create a job with Send-it, including how to upload, softproof, and approve/reject job files.

### Create a job name

1. Click the **Jobs** link, then click the **New** button to create a new job name/folder.

Jobs | Settings | Disconnect Super-user su2\_jack  
Currently logged onto (Feb 10, 15:45:32)

Filter:

Info Owner Created Status

Create new job - Mozilla Firefox

http://127.0.0.1/cgi-bin/track-it?action=jobcreate&jid=0

### Create new job

Give a name and an owner for your job. The following character will be automatically filtered: \ / : " < > | ? \* . Setting the owner will make the job visible for this user and the ones in the upper level of the hierarchy. Also, when a document has been submitted to the job, its name **cannot** be changed anymore.

Job name:

Owner:

Make this job visible for the entire group.

Done

Give a Job name.

Select the job's **Owner** (see **Tip** below).

Tip

If an operator creates a job and they want that job to be visible to a particular customer, then select that customer as the **Owner**. In addition, you can make a job visible to every user under the **Owner** by checking the box **Make this job visible for the entire group**.

The new job will be listed in the **Job List**.

Send.it Jobs | Settings | Disconnect Super-user su2\_jack  
Currently logged onto

### Job List

Filter:

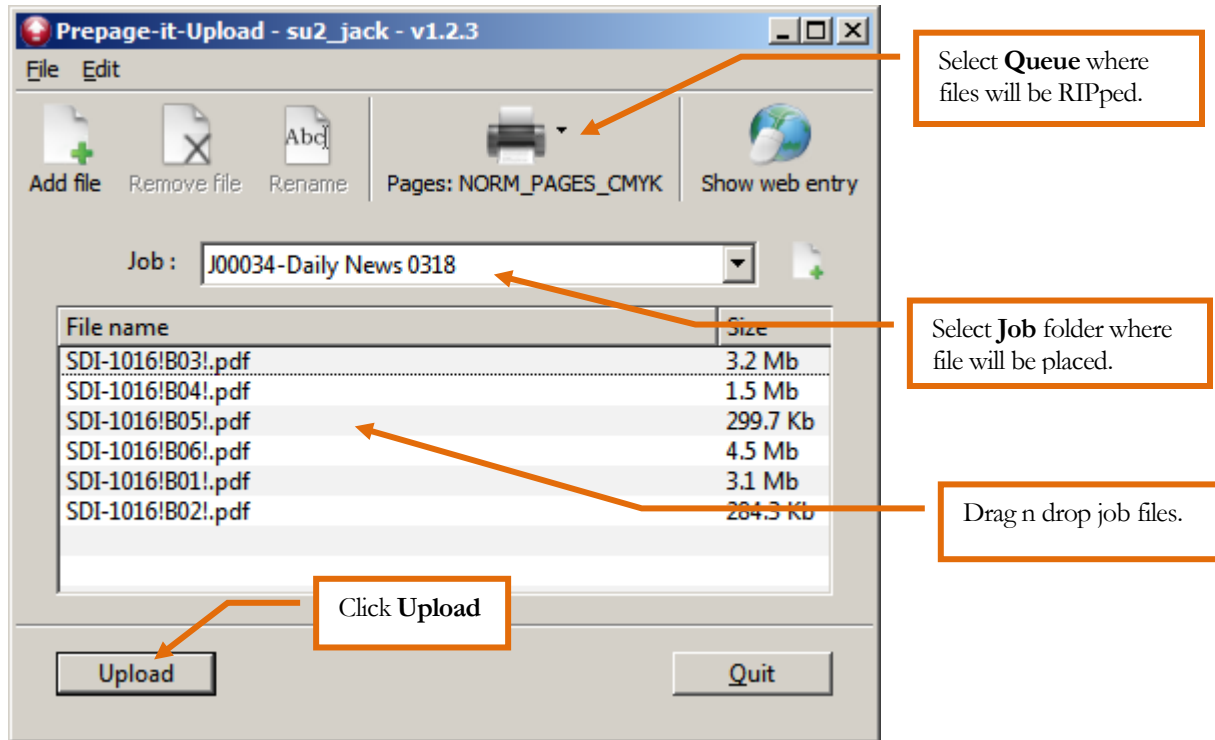
<input type="checkbox"/>	ID	Name	Info	Owner	Created
<input type="checkbox"/>	34	<u>Daily News 0318</u>		su2_jack	2011-02-10 15:43:15
<input type="checkbox"/>	33	ABC	8p., 4 colors	su2_jack	2011-02-10 13:02:02

## Single Pages

1. Upload pages in one of the following ways:

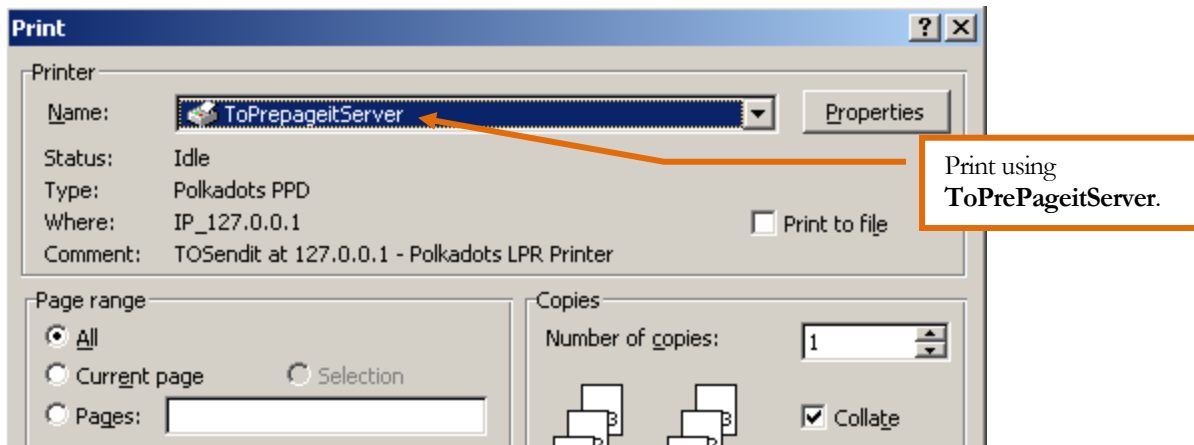
*Method A: PrePage-it Upload:* (see [Uploading Files](#) on p.14 for a detailed explanation)

Log on to PrePage-it Upload, select the new job folder you just created, then select a suitable **Pages** queue. Finally drag and drop the page files you want preflighted and RIPped, then click the **Upload** button.



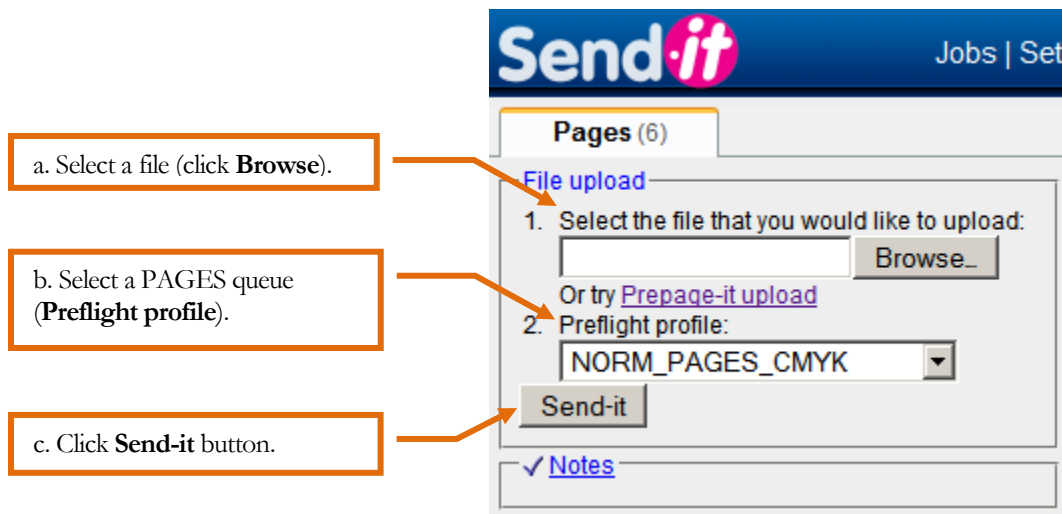
*Method B: PrePage-it Printer:* (see [Uploading Files](#) on p.14 for a detailed explanation)


Log on to PrePage-it Upload, select the new job folder you just created, then select a suitable **Pages** queue (see previous figure). Next, print a job file from any Mac or PC application, selecting **ToPrePageitServer** as the printer. Finally, go back to the **PrePage-it Upload** window and click the **Upload** button.

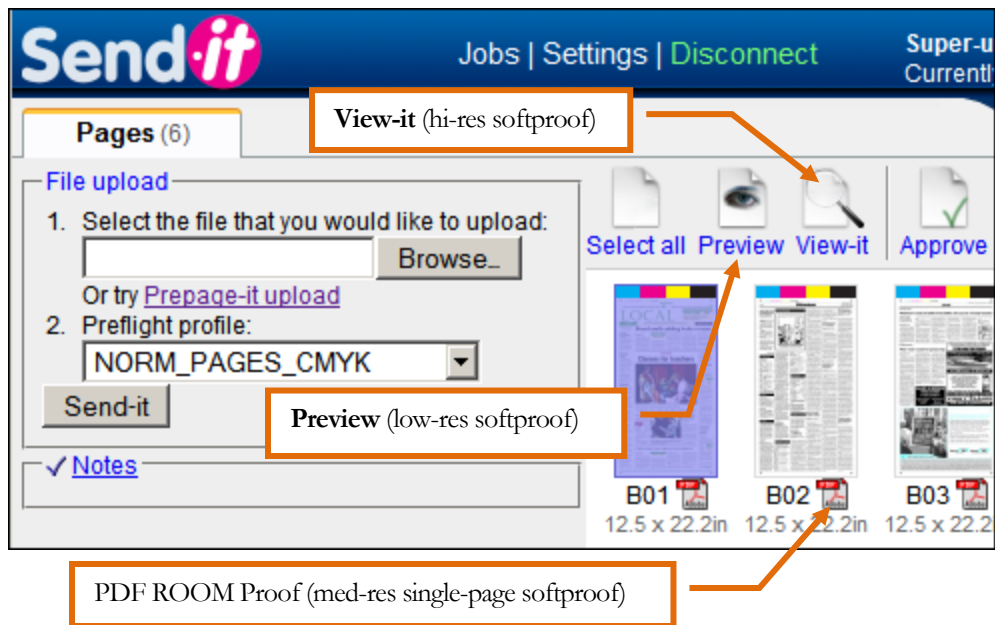


Method C: Web Interface:

Click on the link of the new job you just created, then click the **Pages** link. Now upload a page from the **File Upload** panel so it can be preflighted and RIPped.



2. Softproof single pages from the **Pages** tab in one of the following formats:
  - a low-res **Preview**
  - b med-res PDF (optional - click PDF icon  if available)
  - c hi-res **View-it** softproof (optional – click View-it link if available)

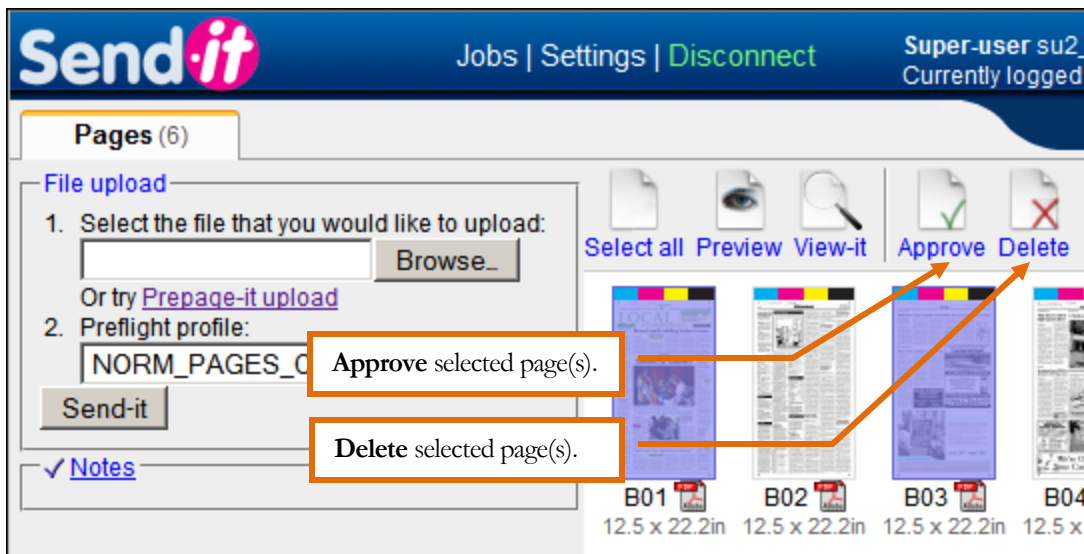


## Note

**Med-Res PDF** proofing files are available for softproofing from the **PDF** icon on the condition that they have been already produced by the PrePage-it queue during RIPping.

### 3. Approve pages / jobs in the following way:

- If you are set up with page approval, then select one or more pages and click the **Approve** button from the **Pages** window.
- or*
- If you are set up with job approval, then when all pages are ok, **Approve** the whole job from the **Job List** window.
- or*
- If a page or job is not good, you can **Delete** selected page(s) or **Flush** the entire job.



**Send-it** Jobs | Settings | Disconnect Super-user su2\_ Currently logged

**Pages (6)**

File upload

1. Select the file that you would like to upload:

Or try [Prepage-it upload](#)

2. Preflight profile:

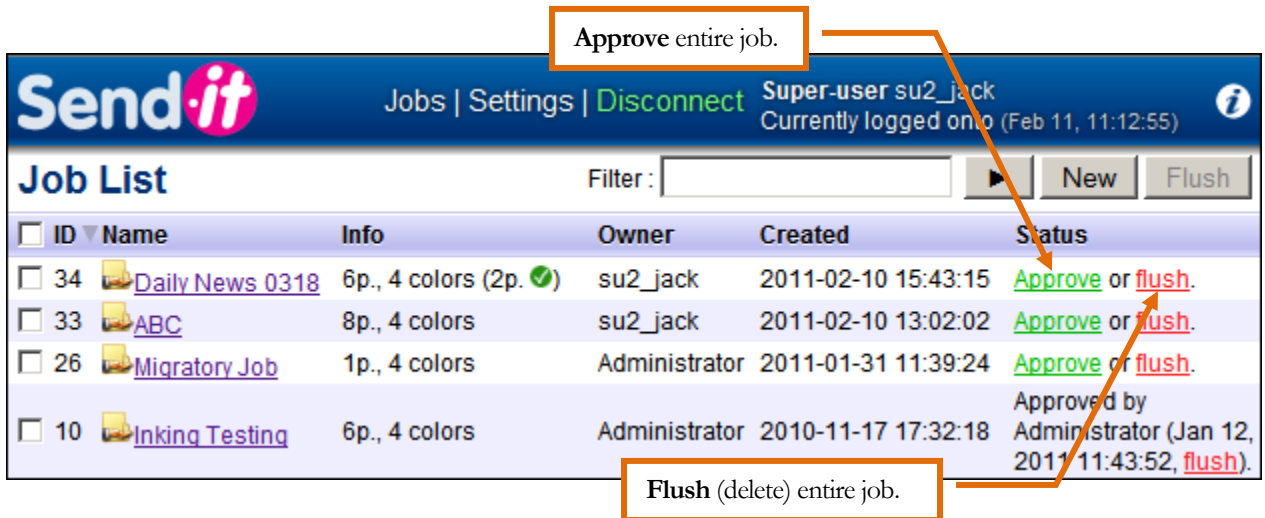
[Notes](#)

Select all Preview View-it Approve Delete

B01 B02 B03 B04  
12.5 x 22.2in 12.5 x 22.2in 12.5 x 22.2in 12.5 x

Approve selected page(s).

Delete selected page(s).



**Send-it** Jobs | Settings | Disconnect Super-user su2\_jack Currently logged on (Feb 11, 11:12:55)

**Job List** Filter:

<input type="checkbox"/>	ID	Name	Info	Owner	Created	Status
<input type="checkbox"/>	34	Daily News 0318	6p., 4 colors (2p. )	su2_jack	2011-02-10 15:43:15	<a href="#">Approve</a> or <a href="#">flush</a> .
<input type="checkbox"/>	33	ABC	8p., 4 colors	su2_jack	2011-02-10 13:02:02	<a href="#">Approve</a> or <a href="#">flush</a> .
<input type="checkbox"/>	26	Migratory Job	1p., 4 colors	Administrator	2011-01-31 11:39:24	<a href="#">Approve</a> or <a href="#">flush</a> .
<input type="checkbox"/>	10	Inking Testing	6p., 4 colors	Administrator	2010-11-17 17:32:18	Approved by Administrator (Jan 12, 2011 11:43:52, <a href="#">flush</a> ).

Approve entire job.

Flush (delete) entire job.

## Note

Send-it approval may be configured on a per-job or per-page basis. If you are set up with page approval, then rather than approving the entire job, you must approve individual pages – you will not have the option of approving the entire job as shown in the figure above.

## Tip

As an alternative, a page may also be approved from within the **View-it** softproof window.

## Important

When the terms **Flush** / **Reject** / **Delete** are used in reference to a page or job, they all have the same meaning i.e. the RIPped files will actually be deleted from the hard disk.

## Uploading Files

The general procedure for submitting a job is outlined in the section [How to submit job pages - Overview](#), starting on p.8. This section explains the specifics about how to install the PrePage-it Upload and PrePage-it Printer and how to use these tools to upload files.

### Uploading Overview

In Send-it there are currently three methods for submitting job files to the RIP:

- Web Interface's **File Upload** (**Pages** tab)
- PrePage-it Upload utility
- PrePage-it Printer (**ToPrePageitServer**)

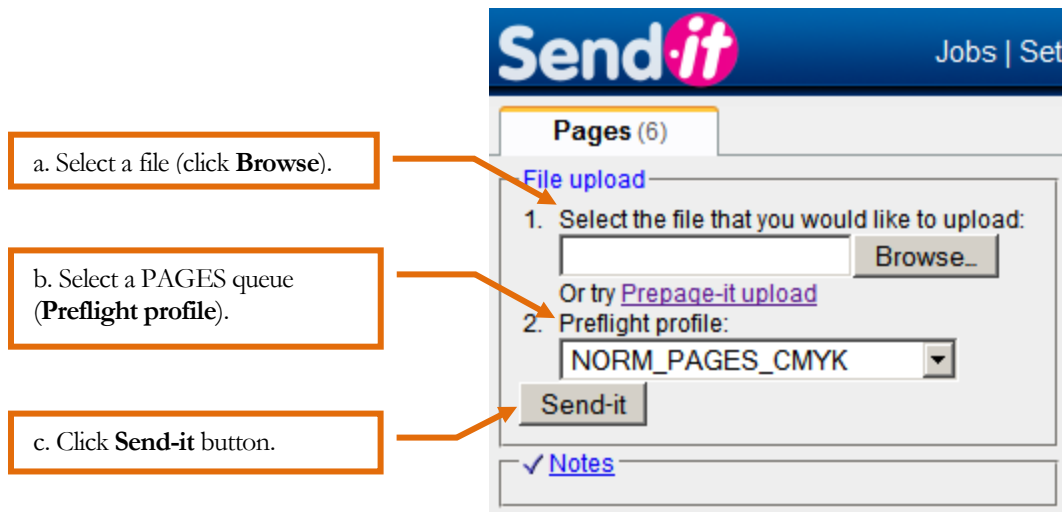
## Note

The Java applet that was used for uploading files in prior versions has been replaced by the PrePage-it Upload utility.

The terms submitting/uploading/printing files here all refer to the same thing: submitting job files to a PrePage-it RIP queue in order to be processed i.e. preflighted, rasterized, etc.

### Web Interface

The **File Upload** panel within the **Pages** tab of the web interface allows you to submit job files directly from the web interface (see figure below). However it is disadvantaged by the fact that you can only upload one file at a time.



### PrePage-it Upload & Printer

Two other methods exist for submitting jobs: PrePage-it Upload and PrePage-it Printer. These are separate, external utilities that can be used without logging on to Send-it. PrePage-it Upload allows you to submit PS or PDF jobs by dragging and dropping them onto the **PrePage-it Upload** window. The PrePage-it Printer utility creates a printer called **ToPrePageitServer**, which you can use to print jobs to RIP queues from any application. These tools can be installed and used on Mac or PC workstations.

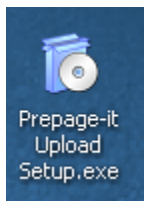
PrePage-it Upload/Printer provide more convenient ways of submitting jobs. PrePage-it Upload allows you to drag multiple job files onto the **PrePage-it Upload** window. The PrePage-it Printer allows you to print jobs in the intuitive manner that many operators are used to doing.

#### Note

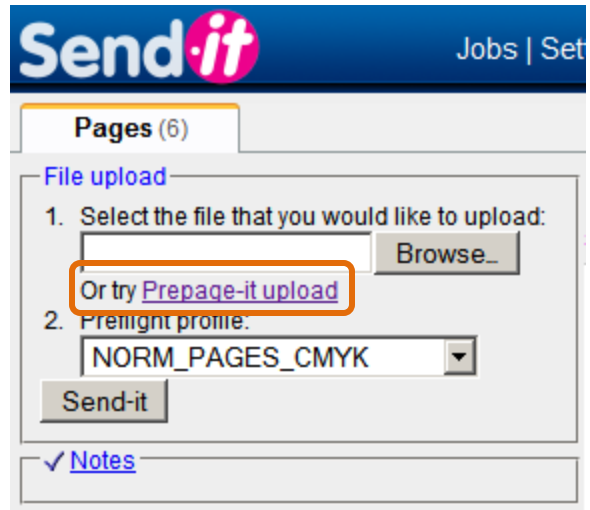
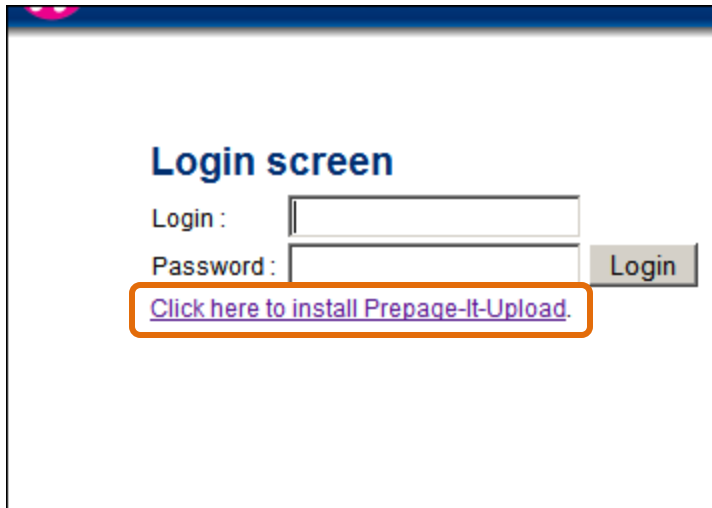
The PrePage-it Upload and PrePage-it Printer tools can be used on Windows XP Pro (or higher) and Mac OS 10.4 (or higher).

### Installing PrePage-it Upload & Printer

The PrePage-it Upload Setup is an installer which installs both the PrePage-it Upload and PrePage-it Printer tools. It must be installed on each workstation where these tools will be used. There are two installers – one for Mac (zip) and one for PC (exe).



These installers can be downloaded either from the Send-it **Login screen** by clicking the link **Click here to install Prepage-it Upload** or from the Send-it **File Upload** panel by clicking the link **Or try Prepage-it Upload**.



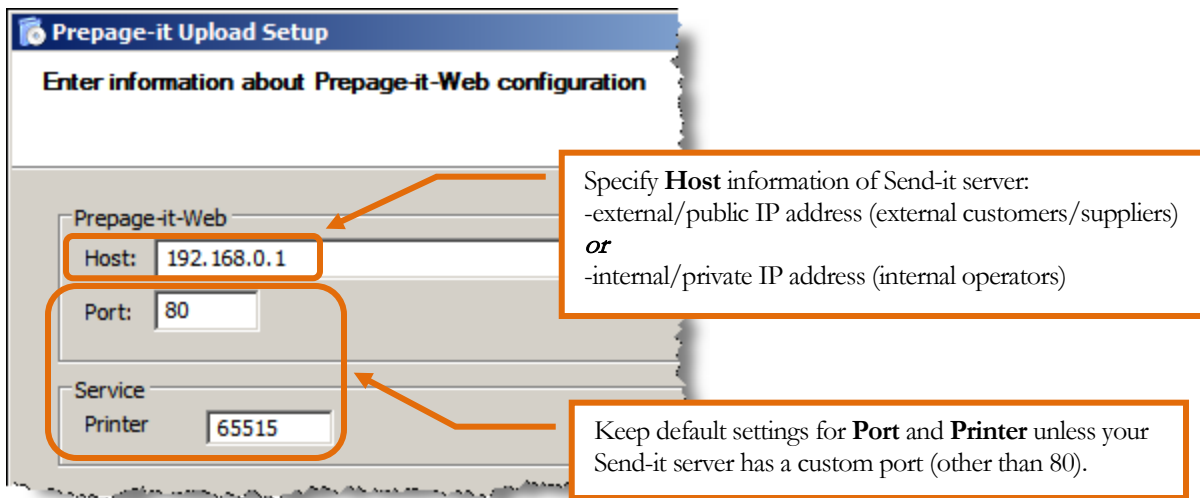
To install:

1. Launch the PrePage-it Upload Setup and follow the instructions provided.

#### Warning

When PrePage-it Upload is installed on a Mac OS X 10.5, a security feature prevents the PrePage-it Printer from being created. Therefore this security feature must be disabled in the Mac OS X **System Preferences** before running the PrePage-it Upload Setup. A detailed account of this topic can be found in the tech note *PrePage-it Upload & Mac OS 10.5*.

2. When prompted with the following window, you should provide the Send-it **Host** information i.e. the IP address or URL of the server machine.

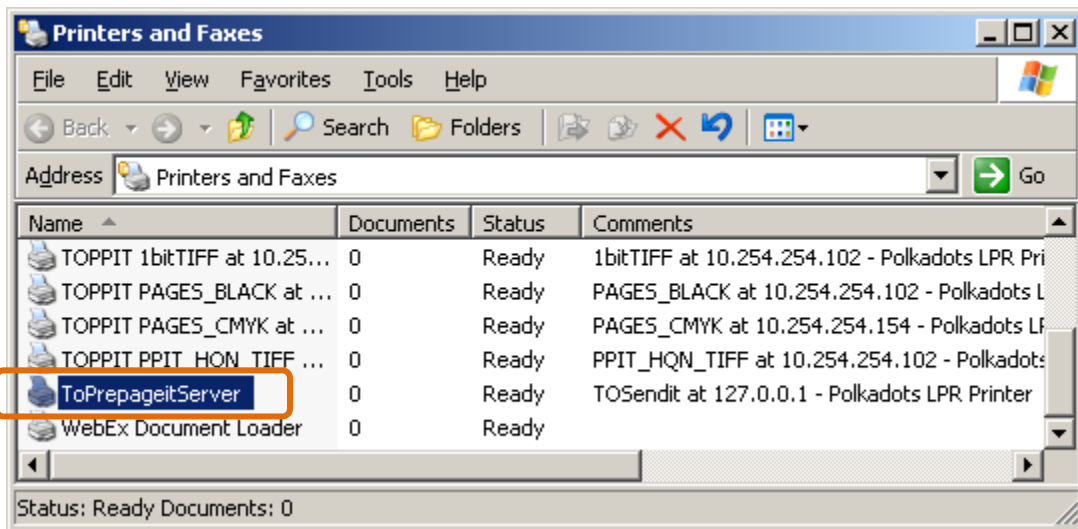


**Note**

For external customers/suppliers who install PrePage-it Upload, the Send-it **Host** information must be the external, public IP address or URL of the server machine. Internal operators must provide the internal, private IP address or URL of the Send-it server.

3. The **Port** and **Printer Service** settings can usually be left at their defaults. If you need to change them, you may do so at this point. Note that if the port used by your Send-it server is different from the default port 80, then it is important to specify the correct **Port** setting here.

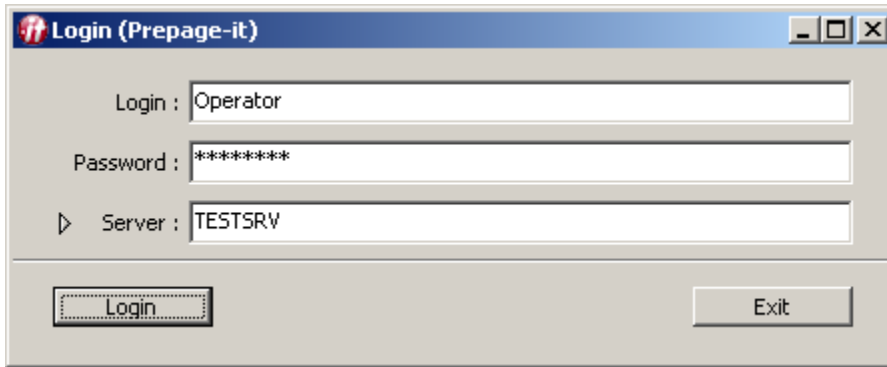
After a successful installation, you will see two items added: the **PrePage-it Upload** application (on the Windows **Desktop** or the Mac **Applications** folder) and a printer called **ToPrePageitServer**.



## Submitting jobs with PrePage-it Upload & Printer

The following procedure outlines how to submit jobs via the PrePage-it Upload or PrePage Printer. This single procedure describes both tools.

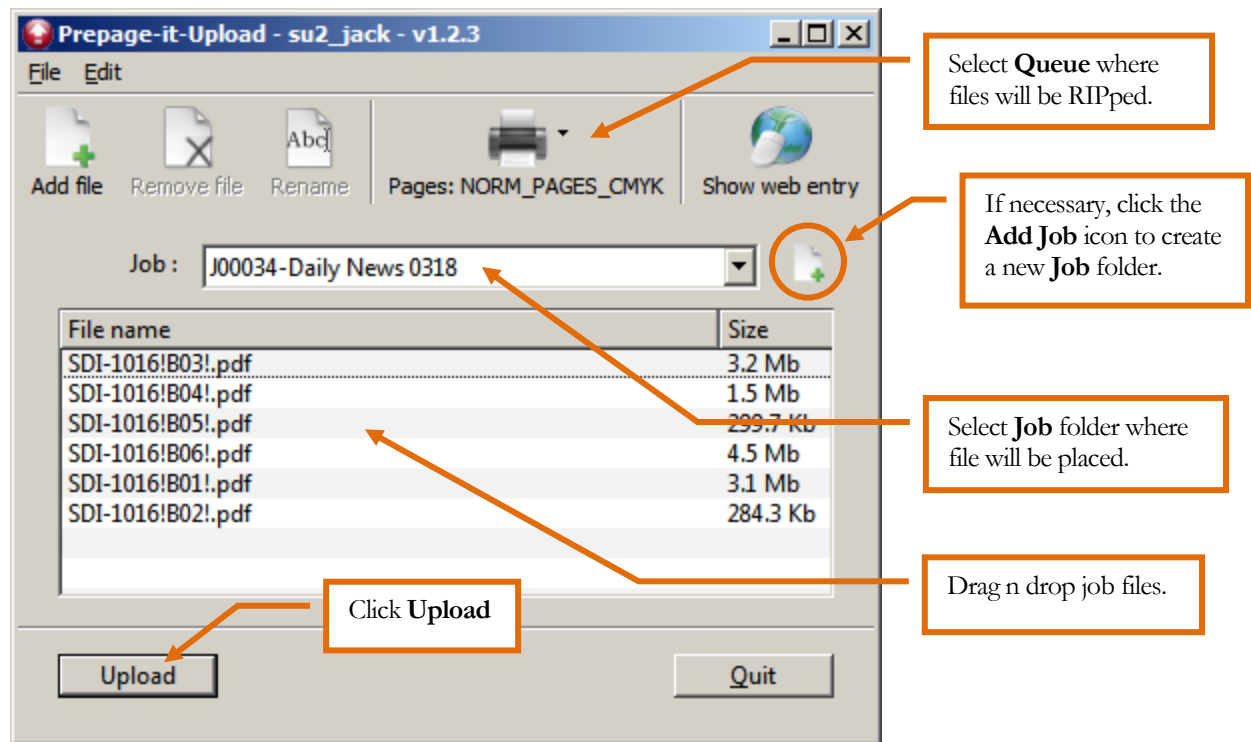
1. Launch the PrePage-it Upload application and log in with your Send-it account. If necessary, click the **Server** arrow and select your server.



2. In the **PrePage-it Upload** window shown below, specify the **Job** and **Queue** where you want to submit a file. If necessary, create a new **Job** folder by clicking **File > Add Job** or by clicking the **Add Job** icon.

### Note

The **Job** folder and **Queue** that you select here applies whether you drag and drop files onto the **PrePage-it Upload** window or print them using the PrePage-it Printer.



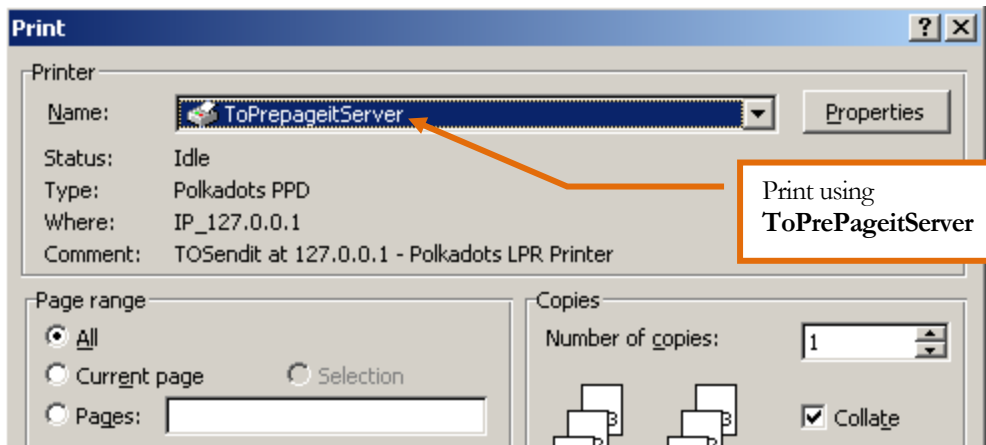
### Tip

In a typical workflow setup, the **PrePage-it Upload** application window should always be kept open when you are submitting jobs, whether by drag n drop *or* by printing. If it's closed, you will be automatically prompted to log on to **PrePage-it Upload** after you've submitted a file via the PrePage-it Printer.

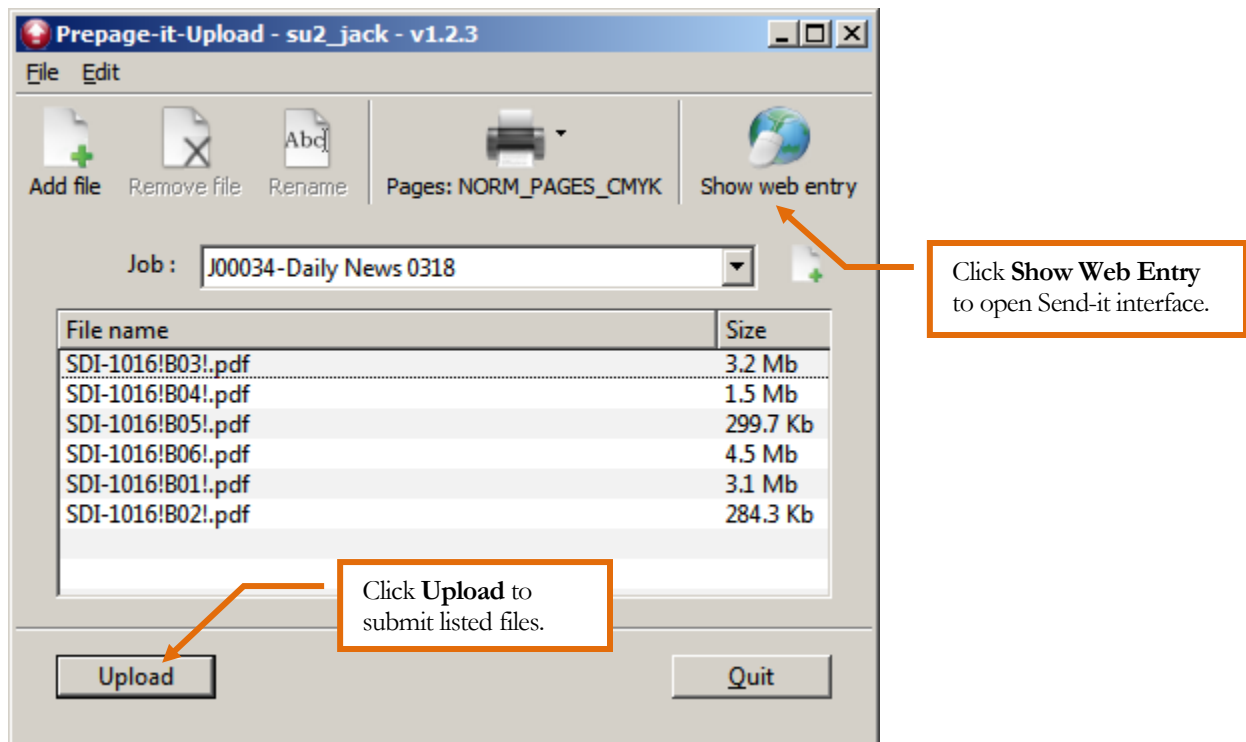
3. **Drag and drop:** If you want to drag and drop PS or PDF files, drag them unto the **PrePage-it Upload** window (figure above).

**-or-**

**Print** To print a file from an application, select the **ToPrePageitServer** printer when printing from your application (figure below).



4. When all files appear in the **PrePage-it Upload** window, regardless how they were submitted, click the **Upload** button.



### Tip

To automatically open the Send-it window, click the **Show Web Entry** button.

## Viewing Tools

### View-it

View-it is an optional, payable module that may be added to Send-it.

View-it is a high-resolution softproof of the RIPped data, showing the actual rasterized job as it will be printed on the plate. The proof is shown in a web browser and includes a number of tools for easy viewing (zooming, rotation), color information, approval/rejection, measuring (angles, distance) and annotation comments. Colors can be viewed individually or together.

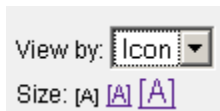
To know more about View-it:

- watch a quick video tutorial directly from the *Polkadots* web site [http://www.polkadots.ca/support/training\\_videos.asp](http://www.polkadots.ca/support/training_videos.asp)
- consult the View-it 3.0 Help page by clicking the (**Help**) link from inside the View-it 3.0 window

### Preview

Clicking the **Preview** toolbar button will show quick, low-resolution previews of all selected RIPped pages. These previews can be downloaded or saved to your hard disk by clicking the **Download** button from inside the **Preview** window. A zipped file will be created containing a TIFF or JPG preview of each selected page.

### View modes



Job pages can be viewed in one of the following modes, as selected in the **View By** dropdown menu (shown above):

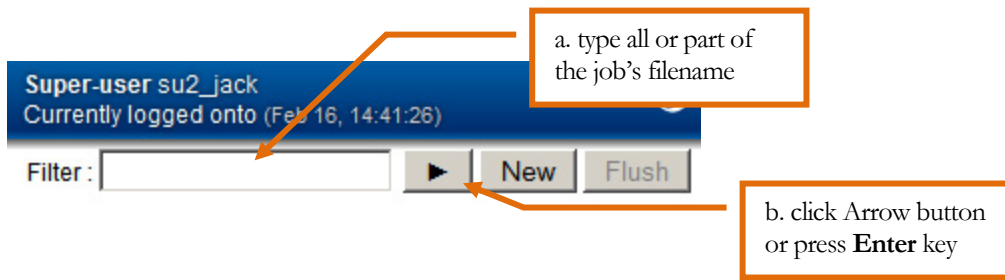
- **View by Icon**
- **View by List**

**View by Icon** shows the thumbnail preview of pages. You can change the size of the thumbnails by clicking one of the **[A]** links.

**View by List** displays information about pages without showing any preview. Information includes original filename, page size, colors, etc. This view allows you to list many more pages at once.

### Job Filter

The Job Filter helps you to quickly find a job when your **Job List** has become too long to scan through visually.



In the **Filter** box found at the top of the **Job List** window, you can filter out the job list by typing all or part of a job name. After typing the filter characters, press **Enter** (on keyboard) or click the **Arrow** button.

It will filter the job list down to only those jobs containing the specified filter characters anywhere in the job name.

To return to the full job list, empty the **Filter** box and press **Enter**.

## Selection of pages

Here is a list of techniques for selecting pages in Send-it:

- You can select multiple adjacent pages by clicking inside a page and dragging the mouse across all other desired pages. You can also deselect pages in the same way. In addition, this procedure can be repeated in order to select several “groups” of non- adjacent pages inside the same job e.g. p.4-7, 12-19, 22-26. (**Icon View** only)

### Note

Please note the selection procedure described above (i.e. dragging across pages) is not supported in Internet Explorer, only in Firefox and Safari.

- You can select a list of consecutive pages by (i) clicking on the first page and (ii) **Shift**+clicking the last page you wish to select. (**List View** only)
- You can select a page while automatically deselecting all other selected pages. To do so, middle-click or **Shift**+click a page. (**Icon View** only)
- You can click the **Select All** toolbar button. (**Icon & List View**)
- You can click individual pages. (**Icon & List View**)

### Tip

Pages can be deselected in exactly the same way as they are selected.

## External User Accounts

Some external customers/suppliers have more than one employee in their company who uploads pages to Send-it and approves/rejects jobs. To manage this, employees of an external supplier may be attributed a Super-User account or a User account.

Suppliers that have a Super-User account can create additional User accounts for employees of their own company, for example, one account per employee. Alternatively, a supplier with multiple employees can have everyone submit pages to Send-it and approve/reject jobs using the same Super-User account. To decide which of these two setups would be more suitable for a given supplier, the following factors should be considered:

- Send-it will keep a record of the main actions taken by each user account. That is, every time a file is submitted/approved/rejected, the records will show the filename, timestamp and username for each action taken by any user.
- When logged in to Send-it with a Super-User account, you can create one or more additional User accounts - when logged in with a User account, you cannot create or manage other User accounts.
- A Super-User can be authorized to see signatures whereas a User can never be authorized to see signatures, only pages.

### Note

Since Users cannot create or manage other user accounts, the **Settings** tab is only visible to Super-Users - not Users. The **Settings** window is where user accounts are managed.

### Tip

All the information that Operators need to know about user accounts can be found in the section [User Accounts](#) on p.28.

## Super-Users

A Super-User works for a supplier or client of the main company. He/she would typically be the supplying company's prepress manager or person responsible for creating and submitting jobs destined to be printed at the main company's printing press.

A Super-User can do anything that a User can do, as well as a few other things. They can:

- create Users

- list/softproof/approve/reject job pages from their own user group (i.e. jobs submitted by themselves or a User they have created)
- list and submit files to Pages and Upload Only queues (except hidden queues)

## Users

Users also work for a supplier or client of the main company. However, unlike the Super-User, they cannot manage user accounts and they can never see signatures, only pages. Also, a User can only see their own jobs - other User's jobs are inaccessible.

They can:

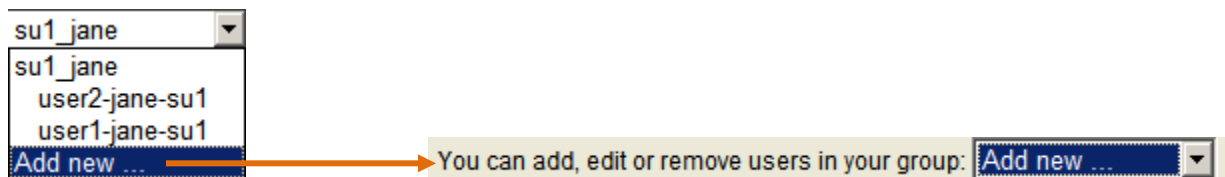
- list/softproof/approve/reject only their own jobs (i.e. pages)
- list and submit files to Pages queues and Upload Only queues (except hidden queues)

## How to manage external user accounts

A Super-User can create and modify Send-it user accounts for their own employees (i.e. Users).

To create a new User:

1. In the **Settings** tab, select **Add New** from the dropdown list.



2. Specify the required **User information**:

## Settings

You can add, edit or remove users in your group:

**User information :**

Class :

Login :

Full name :

Description :

Password :

Confirm :

- Login**, **Password** and **Confirm** are required. **Full Name** and **Description** are optional.
- Class** is determined automatically - it cannot be changed manually.
- Click the **Add** button.

To modify settings for a User:

- Select a User from the dropdown list.

## Settings

You can add, edit or remove users in your group:

**User information :**

Class :

Login :

Full name :

Description :

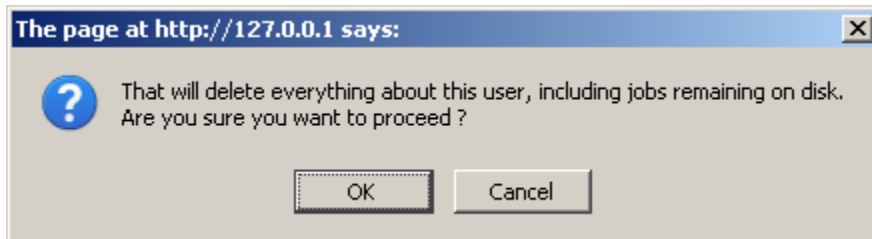
Password :

Confirm :

- Make the required changes and click the **Modify** button.

## Note

To remove a user, select the user from dropdown list and click the **Delete** button. This will delete everything associated with the user, including jobs on the hard disk (see figure below).



## Chapter 2 - Send-it – Beyond the Basics

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This chapter contains additional explanations and procedures about Send-it which regard only internal operators.

### Reminder

In addition to what is explained in this chapter, internal operators also have the ability to do everything external customers/suppliers can do, which includes everything described in [Chapter 1 - Send-it Basics](#) (starting on p.6).

Internal operators log on to Send-it with Operator accounts (see [User Accounts](#) on p. 28 for more information about Send-it accounts).

### What can internal operators do with Send-it?

Send-it allows internal operators to do everything external customers/suppliers can do, plus some additional functions, as listed below:

- set up external customers/suppliers so they can send jobs to your RIP - this includes creating Send-it user accounts for external customers/suppliers
- verify the status of jobs submitted by any user, including:
  - **Upload History** (list of submitted, uploaded files with corresponding date/queue/username)
  - **Operation History** (list of actions executed by users e.g. approval, deletion, overwrite a page)
- view and manage jobs being processed by Send-it queues (**Queue Management** window)
- use Send-it tools, including:
  - **Renumber** pages
  - **PDF Booklet** (create PDF softproof booklet of selected pages)
  - **Proof** (hard proof pages to one of your printers)

- **Merge Colors** (merge two colors from the same page into a single plate color)

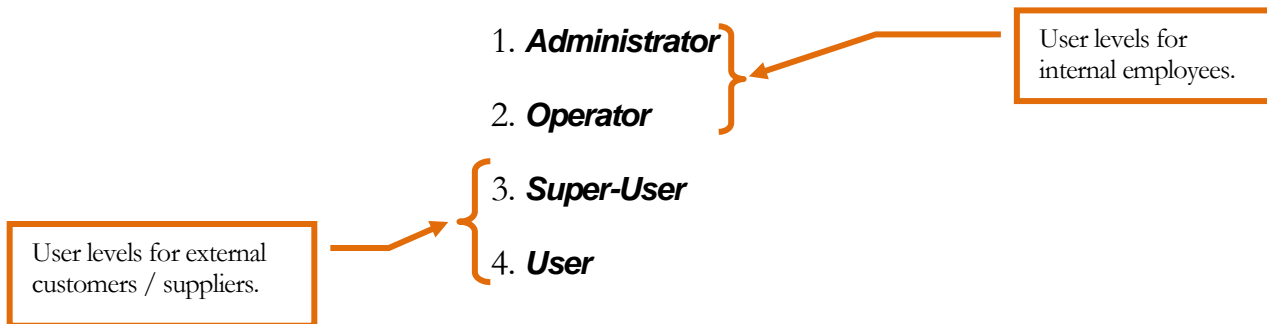
## User Accounts

This section contains more detailed information on user accounts.

### General info

Send-it has 4 levels or “classes” of users: Administrator, Operator, Super-User and User.

From highest to lowest rights/permissions:



Levels 1 and 2 (Administrator and Operators) are internal employees of the company who purchased Send-it.

Levels 3 and 4 (Super-Users and Users) are their customers/suppliers i.e. those external to your company who submit files to your RIP.

### Note

For information regarding Super-User and User accounts for external customers/suppliers, please refer to the section [External User Accounts](#) on p.23.

For further information about setting up your customers, refer to the section [How to set up your external customers/ suppliers to use Send-it](#) on p.33.

Note that *all* levels of users can:

- create jobs
- submit files to Pages and Upload Only queues (see note below)

### Tip

Any queue can be configured as visible to some users and invisible to others. Therefore if a user is configured so that all queues are made invisible to him, he will not be able to submit jobs.

## Administrator

There is one Send-it Administrator. The administrator can:

- create any type of user account i.e. Operator/Super-User/User
- set general Send-it preferences in the **Settings** tab:
  - visibility of queues (for all users)
  - e-mail (staff) notifications
  - server configuration
- list/softproof/approve/reject all jobs
- do everything Operators/Super-Users/Users can do

### Note

Administrator configuration should only be performed by personnel who are technically trained with Send-it and Polkadots workflows in general.

### Tip

The administrator logs on with username = admin. A default password will be supplied to you by your dealer, but it can be changed at any time by the administrator.

## Operators

Operators are a company's internal employees. They can:

- list/softproof/approve/reject all jobs
- do everything Super-Users/Users can do
- create Super-User accounts
  - decide which queues a Super-User can see (**Queue Visibility**)

- do queue management from the **Queues** tab
- see **Status** information for all jobs

A more detailed list can be found in the section [What can internal operators do with Send-it?](#) on p.27.

#### Reminder

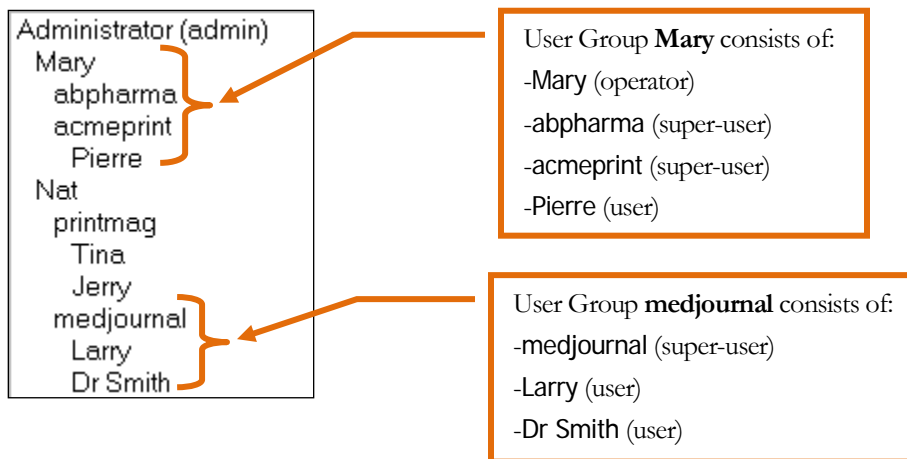
For information regarding Super-User and User accounts for external customers/suppliers, please refer to the section [External User Accounts](#) on p.23.

#### Tip

To see the Send-it interface that your customers/suppliers are using when they submit jobs to you, create a Super-User or User account and log on with that account.

#### User groups

A User Group refers to a “user” and all others below him in the user hierarchy, as illustrated in the examples below.



#### Owner

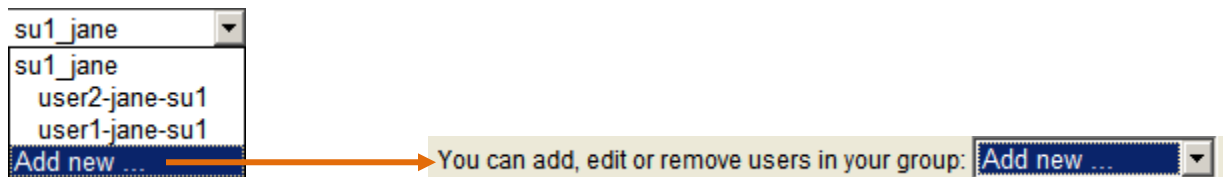
If you want a job that you are creating to be visible and accessible to a particular user (e.g. one of your customers/suppliers), then select them as **Owner**. For example, an internal Operator can create a job which is visible to an external supplier (e.g. Super-User) by choosing them as the owner of the job.

You can designate someone as the owner of a job when you create a new job (see figure below). In addition, you can make the job visible to every user under the owner (i.e. his entire user group) by checking the box **Make this job visible for the entire group**.

## Managing user accounts

### Creating a new user

1. In the **Settings** tab, select **Add New** from the dropdown list.



2. Specify the required **User information**:

**Settings**

You can add, edit or remove users in your group:

**User information :**

Class :

Login :



Full name :

Description :

Password :

Confirm :

Allow super-user to access signatures tab

- a **Login, Password** and **Confirm** are required. **Full Name** and **Description** are optional.
  - b **Class** is determined automatically - it cannot be changed manually.
  - c Access to the **Signatures** tab is not normally required for external suppliers, therefore uncheck **Allow super-user to access signatures tab**.
  - d Click the **Add** button.
3. Now that the user has been created, re-select it from the dropdown list and set the **Queue Visibility** for this user (i.e. which RIP queues this user will be able to see and upload files to):
- a For each queue, specify whether it should be visible  or hidden .
  - b Click the **Modify** button.

**Settings**

You can add, edit or remove users in your group: **Mary**

**User information :**

Class : Super-user

Login : Mary

Full name :

Description :

Password : ●●●●●●●●●●●●●●●●

Confirm : ●●●●●●●●●●●●●●●●

Allow super-user to access signatures tab

**Queue visibility for this super-user :**

NORM\_PAGES\_CMYK :

NORM\_PAGES\_K :

NORM\_PAGES\_SPOT :

NORM\_PAGES\_CMYK\_Ink-it :

Upload only :

Note : users in this group will inherit the sa

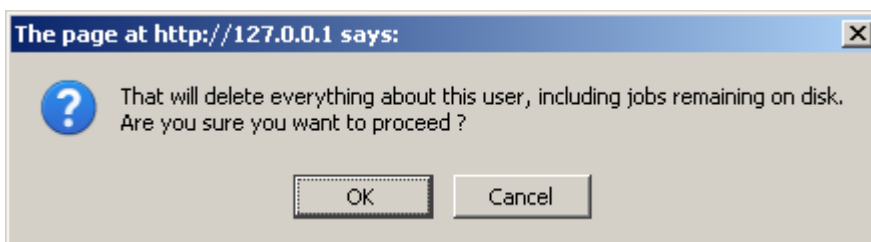
**Modify** **Delete**

Modifying / Deleting an existing user

You can modify the settings for a user by selecting their username from the dropdown list (see previous figure), making the required changes and clicking the **Modify** button. Similarly, you can completely delete a user by clicking the **Delete** button.

#### Note

Removing a user will delete everything associated with the user, including jobs on the hard disk (see figure below).

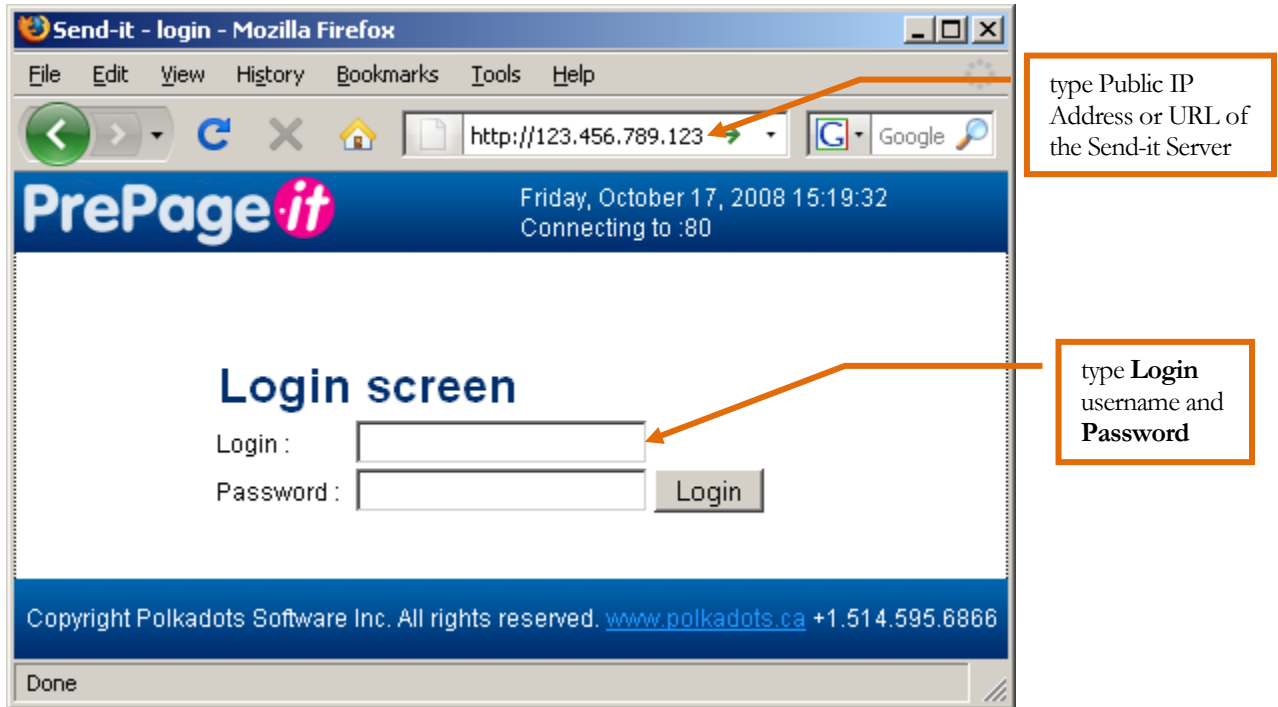


## How to set up your external customers/ suppliers to use Send-it

The following is a summary of the main points regarding (i) how to set up Send-it for your customers/suppliers and (ii) some specifics on how they can work with it:

- each one of your customers/suppliers should be assigned at least one Super-User account

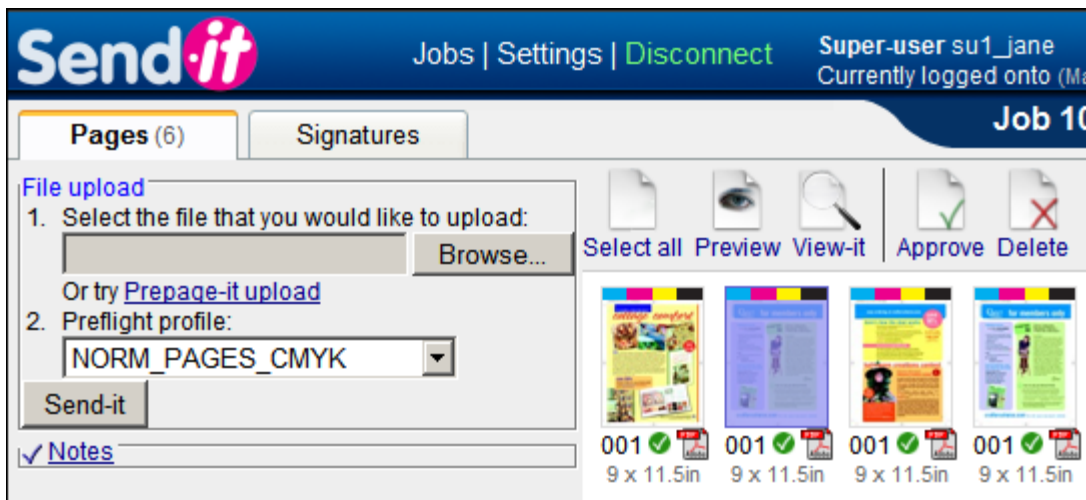
- the Super-User can manage user accounts for his own company, that is he can create User accounts for any other employee of his company who needs to submit jobs, softproof them, etc.
- if you prefer, the Administrator can create User accounts for a customer/supplier rather than letting the Super-User do this
- all Super-Users and Users will be able to log on to Send-it from their own workstation by (i) typing your Send-it Server's External, Public IP Address or URL into any web browser and (ii) logging on with their Login name and Password



### Tip

If you don't know the external, public IP address of your Send-it Server, open a web browser directly on the server machine and go to the following web site: <http://www.whatismyip.com/>. If in doubt, please refer to your network administrator.

- the Send-it interface for external customers is similar to the one for internal operators, except that the Send-it logo is shown in the top left corner and Super-Users and Users have limited access and functionality



- Super-Users and Users will be able to submit pages to your PrePage-it/RIP queues, softproof them and approve/reject them, just like your own internal operators do

### Tip

If you wish to prevent some Super-Users and Users from submitting jobs directly into a PrePage-it queue, you can hide the queues and ask them to submit via the [Upload Only](#) queue (see p.36 for details).

- internal operators will also be able to softproof and approve/reject jobs that have been submitted by external customers/suppliers
- annotation comments can be written by anyone directly in a View-it softproof and will be visible to everyone
- once a job is approved, internal operators can take over and complete the job in whatever way they are accustomed to doing, depending on the workflow setup:
  - in a NEWSflo setup: create and enable a publication in the Publication Planner, then let NEWSflo pair the pages together
  - or*
  - in a commercial setup: impose the low-res pages in your usual imposition application, then print/resend your imposition back to PrePage-it in order to create the 1-bit TIFFs and output the plates

## Queues (Preflight profiles)

Queues, or Preflight profiles, determine how pages are preflighted and RIPped after they're uploaded. Send-it lists two types of queues: **Pages (Normalize)** and **Upload Only**.

In this section we explain the difference between these two types of queues, as well as some basic queue management that can be carried out by a Send-it Operator or Administrator.

### Pages (Normalize) queues

NORM\_PAGES\_CMYK  
 NORM\_PAGES\_K  
 NORM\_PAGES\_SPOT

These queues preflight and process single-pages, RIPping them into rasterized, contone pages. As a result, all pages are “normalized” into a uniform, standard file type.

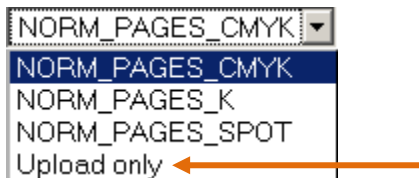
Typically, pages are processed through one of these queues:

- NORM\_PAGES\_CMYK → forces a page to CMYK (4 plates max.)
- NORM\_PAGES\_K → forces a page to the black plate (1 plate max.)
- NORM\_PAGES\_SPOT → preserves all plate colors (process + spots) in a page

Each RIPped page includes:

- hi-res separations (for output)
- med-res component (for proofing)
- low-res page (for imposition or page pairing / containing OPI link to hi-res)

### Upload Only

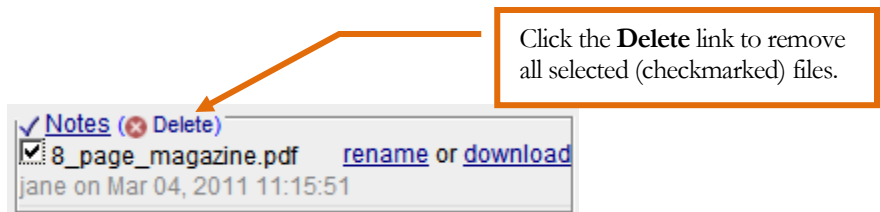


The **Upload Only** queue provides a way of exchanging files between Users/Super-users (external suppliers/customers) and Operators (internal company). Similar to an FTP Client, it can be used to upload and download files between a company and its suppliers. Anyone with a Send-it account can upload any type of file. This means that not only can users transfer PS or PDF jobs, but also files that cannot be sent directly to a RIP e.g. native Quark/InDesign/text files.

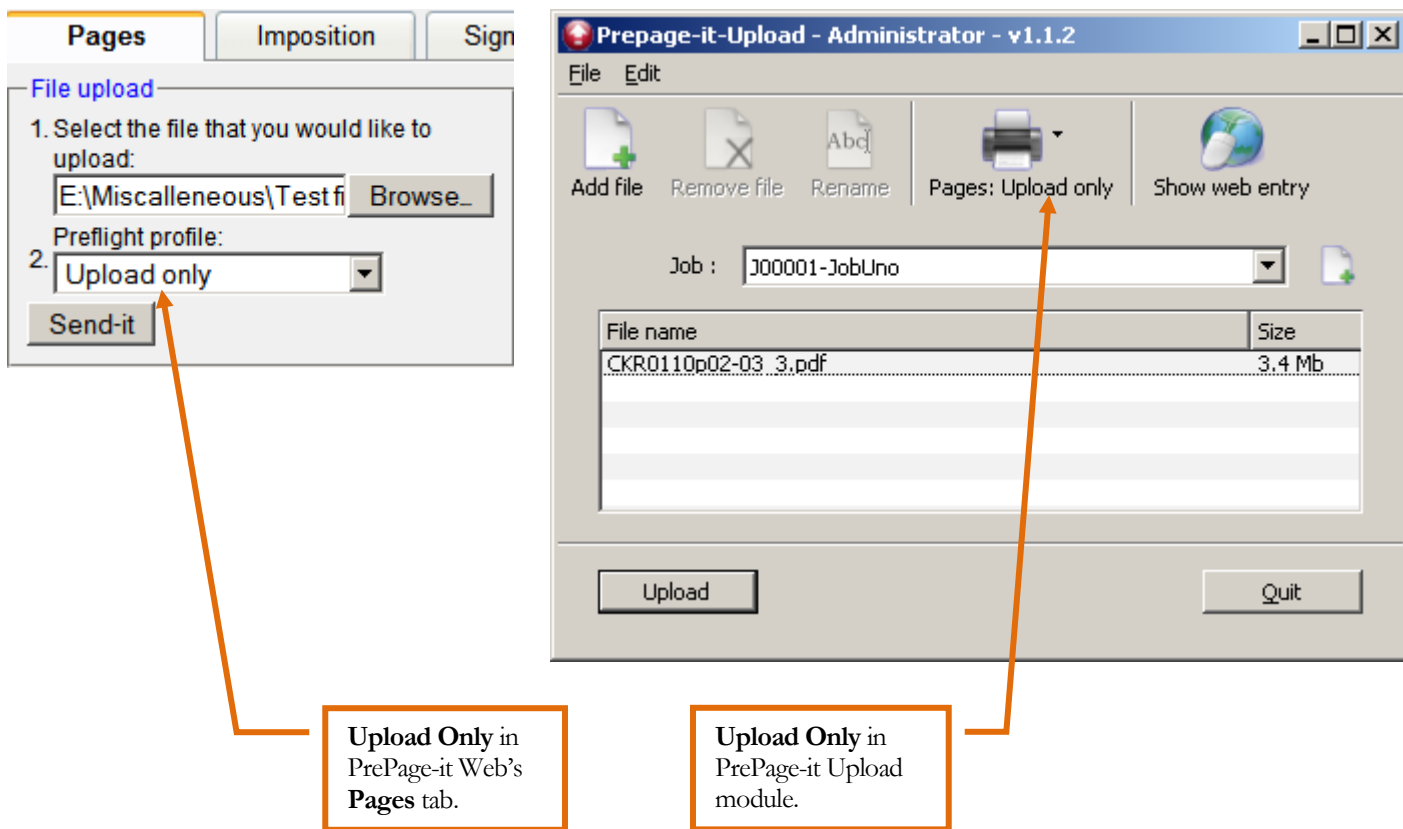


When a job is submitted to the **Upload Only** queue, it will appear in the **Notes** panel of the **Pages** tab (see figure above). Once it is listed in the **Notes** panel of a job, any operator or user who has access to that particular job can download a copy of the file to their workstation.

- clicking **Download** allows you to save the file on your hard disk
- the file will remain in the **Notes** panel until it is deleted by putting a checkmark next to the file and then clicking the **Delete** link



If a file is submitted with PrePage-it Upload, the **Job** folder as well as the queue **Pages:Upload Only** must be specified.



**Tip**

You can prevent a customer/supplier from submitting jobs directly to a RIP queue by hiding all queues except the **Upload Only** queue.

## Upload Only - sample workflow

One possible use for the Upload Only “queue” is for external suppliers/customers who might have difficulty submitting their own jobs and therefore require the simplest possible method for uploading their files. Such a method could be implemented through the following procedure:

1. Create a job folder for your customer.
2. Have your customer upload their pages to that job folder using the **Upload Only** queue.
3. Locate their pages in the **Notes** panel and submit them to the appropriate RIP queue.
4. Afterwards, they will be able to see the softproofs of their job and can then approve the pages if acceptable.

## Queue Management

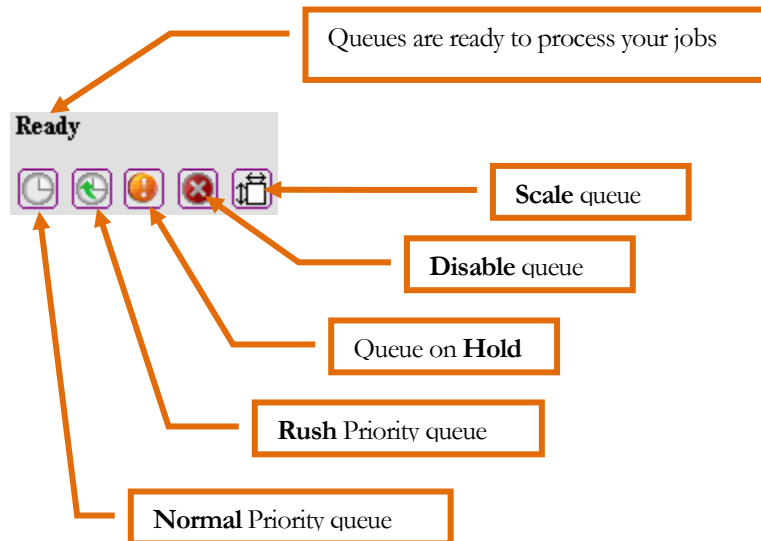
The **Queue Management** window allows you to view and manage jobs being processed by Send-it queues.

The screenshot displays the PrePage.it Queue Management interface. At the top, a blue navigation bar contains the PrePage.it logo, navigation links for 'Jobs | Queues | Settings | Disconnect', and the user's role 'Administrator' with the text 'Administrator Currently logged onto'. Below the navigation bar, the main title 'Queue management' is shown. The interface is divided into several sections:

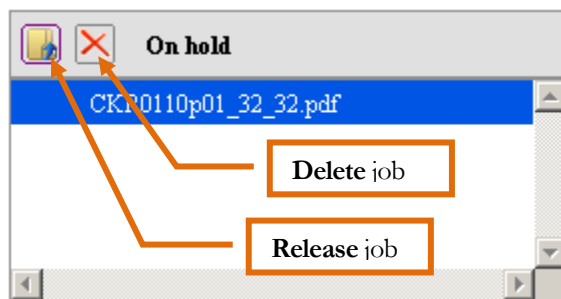
- Left Panel:** A tree view showing the RIP1 process. The '1-Normalize' folder is selected and highlighted in blue. Underneath it, several sub-folders are listed, including 'NORM\_PAGES\_CMYK', 'NORM\_PAGES\_K', and 'NORM\_PAGES\_SPOT'. Other folders include '1-Furnitures', '2-Assembly', and '3-CTP\_CTF'.
- Right Panel:** Two queue management panels are visible. The top one is titled 'NORM\_PAGES\_CMYK' and shows a 'Waiting' status with a refresh icon and a 'Submit' button. The bottom one is titled 'On hold' and also shows a refresh icon and a 'Submit' button.
- Callout:** An orange arrow points from a text box to the 'Queues' link in the navigation bar. The text box contains the instruction: 'Click the **Queues** link to display the Queue Management window.'

## Queue Status

- **Ready** is displayed when the RIP is started and ready to process your jobs, otherwise the display shows **Stopped** or **Suspended**



- the status of a queue is set to **Normal** by default, but it can be changed to **Rush**, **Hold** or **Disable**
  - **Rush**: jobs submitted to queues set to Rush Priority will be processed before jobs submitted in other queues
  - **Hold**: jobs submitted to queues on **Hold** will not be processed until you release them – they will be listed in the **On Hold** window until you select the job and click the **Release** button (note: if you decide not to process a job, you can delete it)

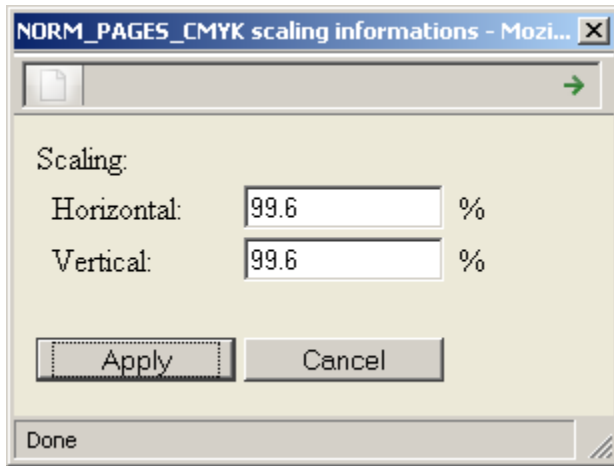


- **Disable**: makes a queue inactive – it will not process any jobs

## Queue Scaling

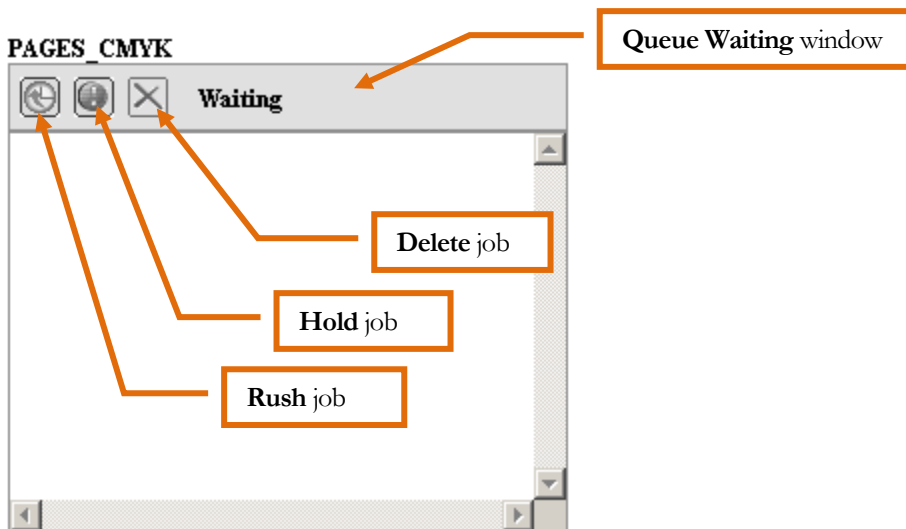


- a queue can be set with a **Scaling** value so that all jobs going through that queue will be scaled by the specified amount



#### Job Status

- when a job is waiting to be processed, it is displayed in the **Queue Waiting** window – from here you can set or change the status of an individual job by clicking the **Rush**, **Hold** or **Delete** button



#### Reset job

- occasionally a job may get stuck and jam the system, preventing other jobs from being processed - if this occurs, try clicking the **Reset** button as this is often sufficient to unblock the system



## Status / History

Status information about a job can be useful:

- for tracking job progress and operator activity
- as a reference
- for troubleshooting

### Upload history

File	Submit date	Author	Queue	Status
14_error_on_DCS_creation.pdf	Nov 05, 2009 16:23:50	Nat	NORM_PAGES_SPOT	Processed.
CMYKP_QuarkAdobe.ps	Nov 05, 2009 16:16:39	Nat	NORM_PAGES_SPOT	Error
HIBOU_dc_2001004.IFP	Nov 05, 2009 16:16:14	Nat	NORM_PAGES_SPOT	Processed.
HIBOU_CV.ICT	Nov 05, 2009 16:15:37	Nat	NORM_PAGES_SPOT	Processed.
CMYK_UnknownSpot.ps	Nov 05, 2009 16:06:46	Nat	NORM_PAGES_CMYK	Processed, all pages deleted
CKR0110p14-15_14.pdf	Nov 05, 2009 16:06:14	Nat	NORM_PAGES_CMYK	Processed.
K0110_p10-11_10.pdf	Nov 05, 2009 16:05:45	Nat	NORM_PAGES_CMYK	Processed, all pages deleted
KR0110p02-03_3.pdf	Nov 05, 2009 16:05:18	Nat	NORM_PAGES_CMYK	Processed.
SDI-1016!A07!.pdf	Nov 05, 2009 16:04:23	Nat	NORM_PAGES_CMYK	Processed.
HEJO_036.pdf	Nov 05, 2009 16:03:38	Nat	NORM_PAGES_CMYK	Processed.
CKR0110p14-15_15.pdf	Nov 05, 2009 16:03:08	Nat	NORM_PAGES_CMYK	Processed.
SDI-1016!A06!.pdf	Nov 05, 2009 16:02:10	Nat	NORM_PAGES_CMYK	Processed.

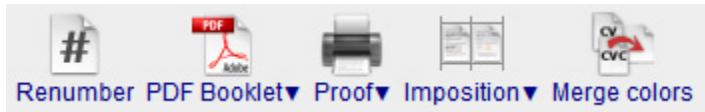
### Operation history

Action	Author	Date ▲	Comment
Delete page	Jane	2009-11-06 09:34:46	Page 1 of job K0110_p10-11_10.pdf
Approve page	Jane	2009-11-06 09:34:31	Page 1 of job KR0110p02-03_3.pdf
Delete page	Administrator	2009-11-05 16:08:08	Page 2 of job CMYK_UnknownSpot.ps
Delete page	Administrator	2009-11-05 16:08:08	Page 1 of job CMYK_UnknownSpot.ps

Each job includes a **Status** tab (see figure above), which shows the **Upload History** and **Operations History** for that job:

- **Upload History** shows information about all uploaded files (filename, date, user, etc.)
- **Operations History** shows information about operations that are carried out after files are uploaded (e.g. deletions, approvals)

## Send-it tools



### Renumber

- use this tool if you want to correct or change the page numbering of selected pages
- select single or multiple pages
- if multiple pages are selected, the number you specify will be for the first selected page – subsequent pages will be numbered consecutively

### PDF Booklet

- download a low-resolution or medium-resolution PDF booklet
- by clicking the toolbar button **PDF Booklet**, all selected pages are gathered into a multiple-page PDF

### Proof

- print hard proofs of selected pages
- click the **Proof** button and select the desired proofing queue/printer from the dropdown list

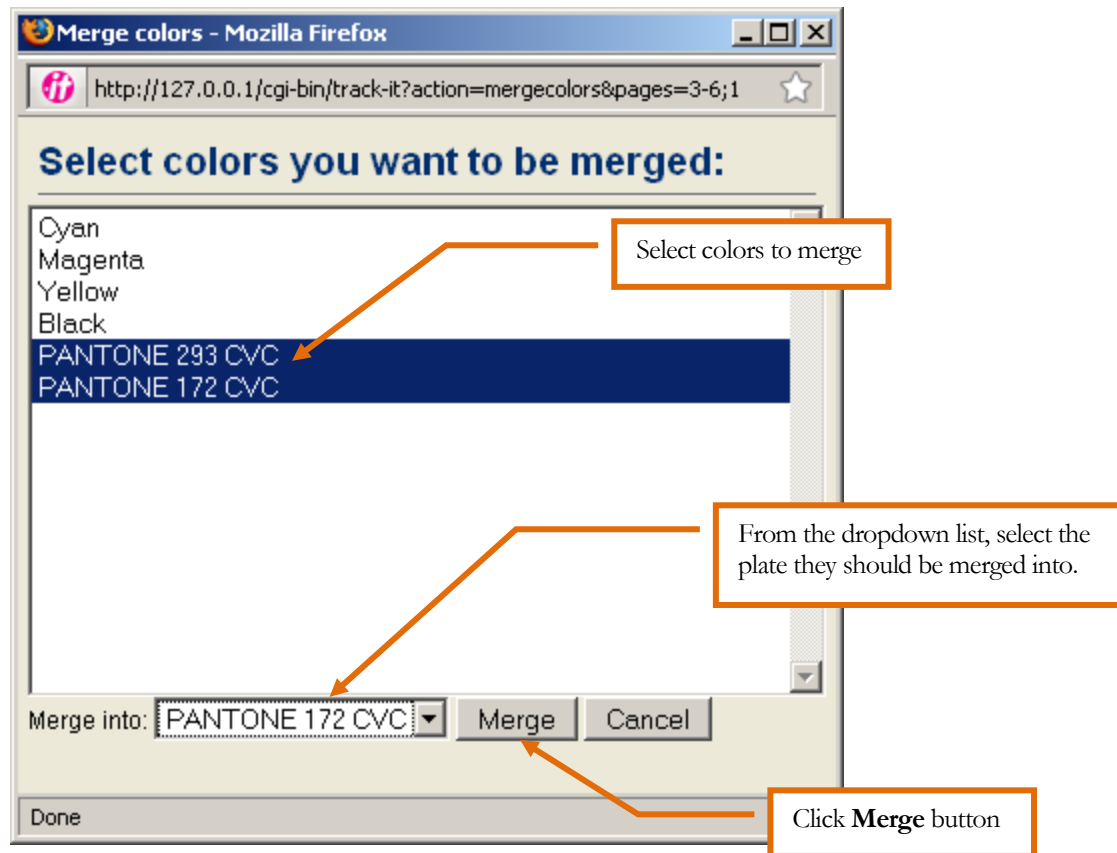
### Merge Colors

This tool allows you to merge together two (or more) color plates from the same page into a single plate color. A typical use of the Merge Colors tool is with pages where two plate colors with similar names (e.g. Pantone 123 CV and Pantone 123 CVC) were unintentionally produced and were actually supposed to be on the same plate.

#### How to merge colors

To merge two colors of a RIPped page:

1. Select the page and click the **Merge Colors** toolbar button.
2. Select the two colors you want to merge (e.g. Pantone 293 CVC and Pantone 172 CVC in the figure below).
3. Select the plate they should be merged into (Pantone 172 CVC in figure below).
4. Click the **Merge** button.



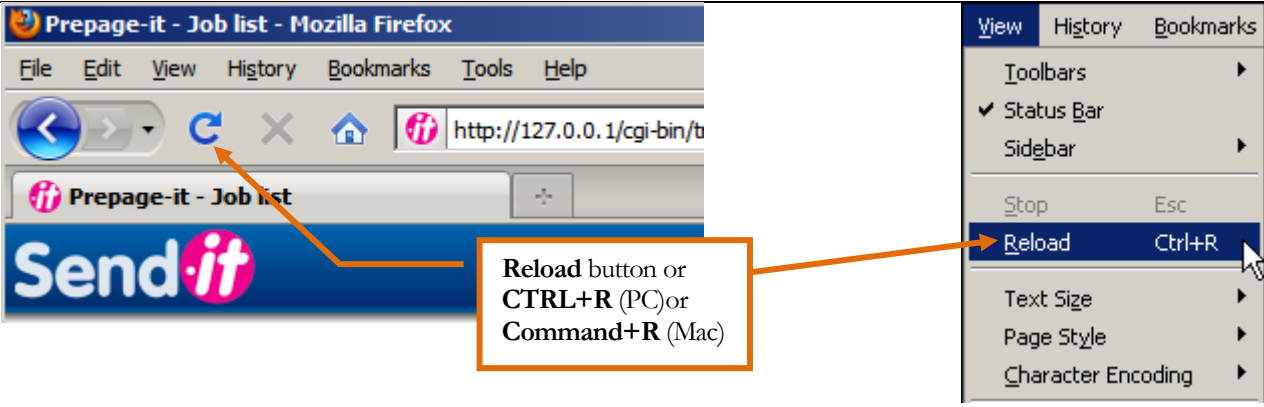
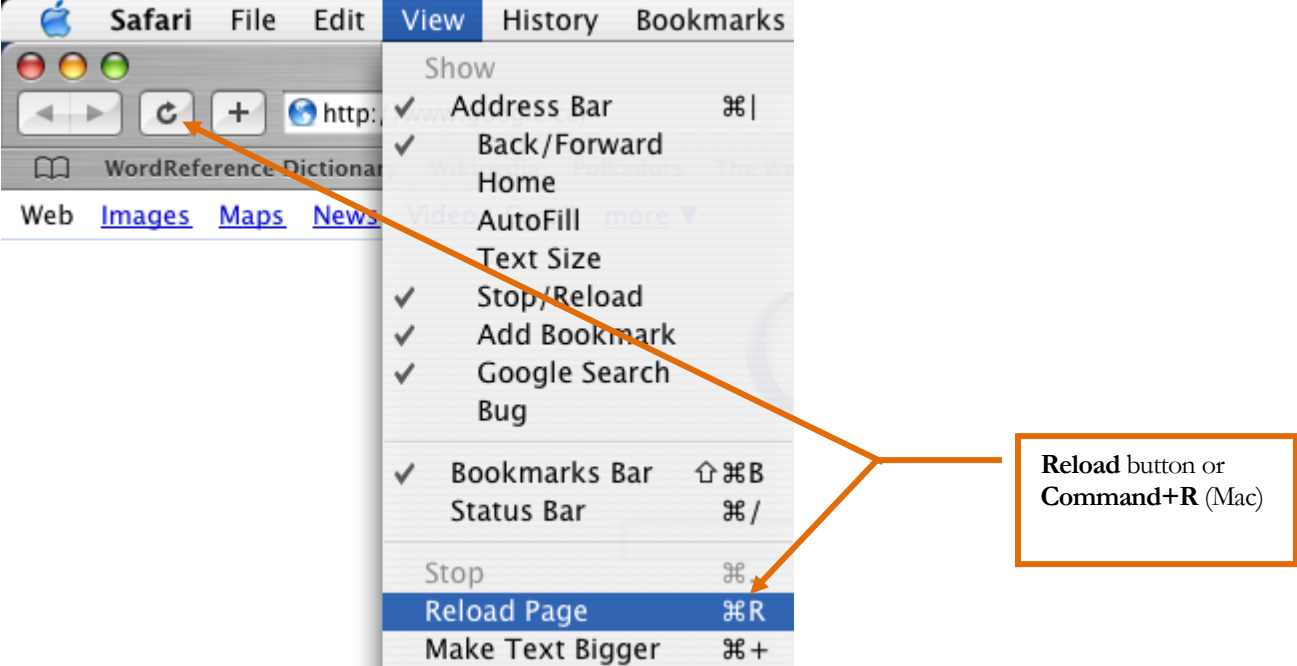
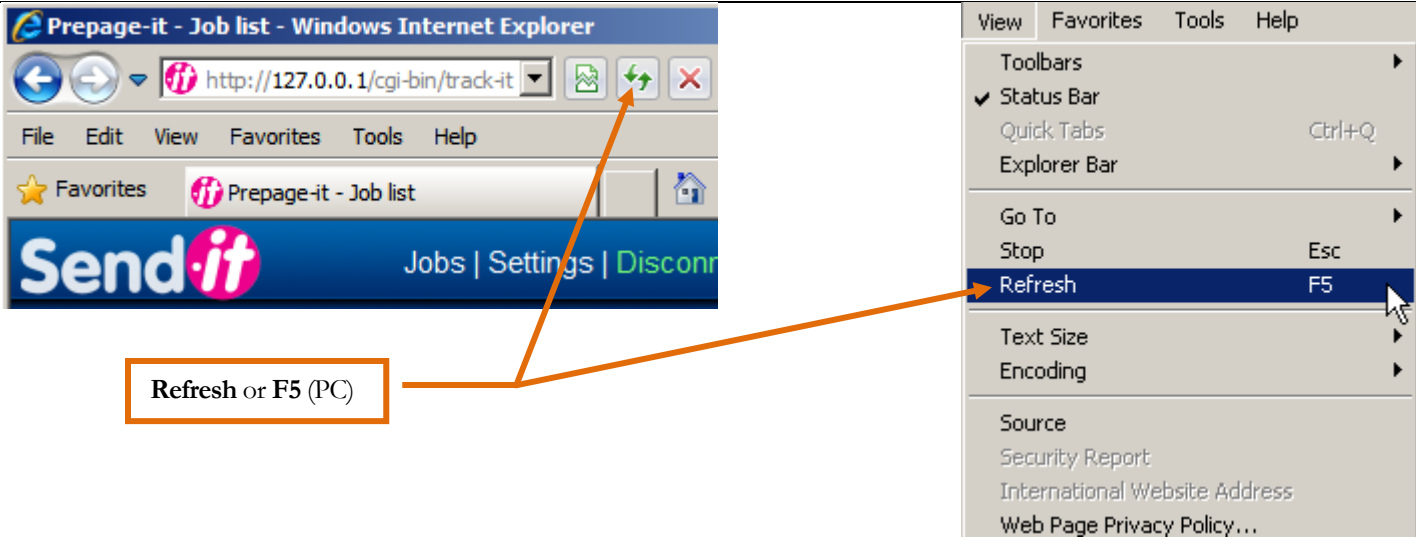
## Basic Troubleshooting Tips

This section includes some basic troubleshooting guidelines and tips in a question and answer format.

*Q: If portions of the Send-it interface are displayed incorrectly or missing?*

*A:* Try to **Reload/Refresh** the web page. Web browsers generally have a Reload or Refresh command (see figure below).

## Refresh / Reload a web page

F I R E F O X	 <p>Prepage-it - Job list - Mozilla Firefox</p> <p>File Edit View History Bookmarks Tools Help</p> <p>http://127.0.0.1/cgi-bin/t</p> <p>Prepage-it - Job list</p> <p>Send.it</p> <p>Reload button or CTRL+R (PC) or Command+R (Mac)</p> <p>View History Bookmarks</p> <ul style="list-style-type: none"> <li>Toolbars</li> <li>✓ Status Bar</li> <li>Sidebar</li> <li>Stop Esc</li> <li>Reload Ctrl+R</li> <li>Text Size</li> <li>Page Style</li> <li>Character Encoding</li> </ul>
S A F A R I	 <p>Safari File Edit View History Bookmarks</p> <p>http:</p> <p>WordReference Dictionary</p> <p>Web Images Maps News</p> <p>Reload button or Command+R (Mac)</p> <p>View History Bookmarks</p> <ul style="list-style-type: none"> <li>Show</li> <li>✓ Address Bar ⌘  </li> <li>✓ Back/Forward</li> <li>Home</li> <li>AutoFill</li> <li>Text Size</li> <li>✓ Stop/Reload</li> <li>✓ Add Bookmark</li> <li>✓ Google Search</li> <li>Bug</li> <li>✓ Bookmarks Bar ⌘ B</li> <li>Status Bar ⌘ /</li> <li>Stop ⌘</li> <li>Reload Page ⌘ R</li> <li>Make Text Bigger ⌘ +</li> </ul>
I N T E R N E T  E X P L O R E R	 <p>Prepage-it - Job list - Windows Internet Explorer</p> <p>File Edit View Favorites Tools Help</p> <p>http://127.0.0.1/cgi-bin/track-it</p> <p>Favorites Prepage-it - Job list</p> <p>Send.it Jobs   Settings   Disconn</p> <p>Refresh or F5 (PC)</p> <p>View Favorites Tools Help</p> <ul style="list-style-type: none"> <li>Toolbars</li> <li>✓ Status Bar</li> <li>Quick Tabs Ctrl+Q</li> <li>Explorer Bar</li> <li>Go To</li> <li>Stop Esc</li> <li>Refresh F5</li> <li>Text Size</li> <li>Encoding</li> <li>Source</li> <li>Security Report</li> <li>International Website Address</li> <li>Web Page Privacy Policy...</li> </ul>

**A2:** If this doesn't work, try erasing the web browser's cache and then **Reload/Refresh** the web page. Try this, for example, if you notice a display problem occurring after a software update.

To clear the web browser's cache:

- Firefox: click **Tools > Clear Private Data** or **Clear Recent History**
- Safari: click **Safari > Reset Safari**
- Internet Explorer: click **Tools > Internet Options > Browsing History > Delete**

*Q: Some windows are not opening when you click a link in the Send-it Client?*

**A1:** Make sure you are using recent versions of web browsers.

**A2:** Pop-up blockers can prevent some Send-it windows from being displayed – try de-activating them.

**A3:** Avoid adding extra toolbars and add-ons (e.g. Google toolbar, etc.).

*Q: In a workflow which includes a dedicated Send-it Server and the PrePage-it Client: if 2 customers submit jobs with identical filenames, the second job may show up in the same PrePage-it Client folder as the first job.*

**A:** If this occurs, you should do the following in the PrePage-it Client:

1. Rename the files from the second job.
2. If necessary, manually create a new job folder for the second job.
3. Now drag & drop the RIPped pages belonging the second job over to the correct folder.



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