Machine Shop Job Management System

External Customers Guide

Version 2.0

This is a step by step guide on how to use the MSJM Job Management System:
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Creating a Machine Shop Job Management System Account (External Customers Only)

Go to:

https://mercuryweb.berkeley.edu/MachineShopGuest/GuestLogin.jsf

Click on “Create Account”
• Enter your First Name:
• Enter your Last Name:
• Enter your Email:
• Enter your Phone #:
• Enter your Password:
• Confirm your Password:

Click on “Create Account” once you have entered all the information.

You will receive an email for Mshop@silicon.eecs.berkeley.edu stating that an account has been created. It will also ask you to click a link to verify your account.
How to reset your password:

Click on “Reset Password”, enter you email address, and then click on “Reset Password”.

Email: 

Password: 

Login  Reset Password

Create Account

Reset Password  Cancel

Logout
You will receive an email from Mshop@@silicon.eecs.berkeley.edu stating that a request to reset the password associated with the email has been received. Click on the link below to reset your password using our secure server.

External Machine Shop Customer’s Home Screen

Click “Submit a Job Request” to enter in your Machine Shop Work Request.

Click “View My Jobs” to see all the jobs that you have submitted, status of a job, or any information on a job you have submitted.
How to Submit a Job Request:

- Choose your department:
- Choose a Job Type: (External)
- Enter in your PI.
- Please enter your Grant Administrator
- Job Title: Please enter a Job Title of the work you are requesting.
- Description: Please enter in a brief description of the job.
- Comments: Please leave any comments if it is needed

If you would like to request a change to a submitted job please contact MSHOP Staff for a consult.

What happens after you submit the job request?
1. You as the requestor and your Pi will receive an automated email stating that your job request has been received. If you would like a consult, please schedule a date and time to review your job.

2. Once the Machine Shop Work Order has been reviewed by Machine Shop Management, they will provide you with an estimate Labor and Materials Cost.

3. An email will go out to your GA requesting an approval and a chartstring.

4. As soon as the Machine Shop receives both, the job will be assigned to one of the mechanicians.

5. The mechanician assigned to the job will leave comments on that particular job if requested by the customer.

6. Please click on . This will take you to Details page of the job request. You will be able to see any uploaded documents and comments.

7. Once the job is completed, the mechanicians will notify the customer via email.
## Understanding the Action Flow of a submitted Machine Shop Job Request:

**External Customer:**

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<tr>
<td><strong>External Job Request was submitted</strong></td>
<td></td>
<td>MSHOP Admin will assign the task of estimating the job to one of the MSHOP Mechanicians.</td>
<td>MSHOP Mechanician will complete the estimate for final review by Mshop Admin.</td>
<td>MSHOP Admin will review, enter estimate, and upload estimate to the job request.</td>
<td>Your Machine Shop Work Order (327 - External) has been reviewed and forwarded to your GA/PI for approval. Machine Shop Staff estimate labor and material costs as: Labor $4475 Materials $1000</td>
<td>External PI/PIA will reply via email with an Approval and Chart of Account.</td>
<td>MSHOP Admin will assign task/job to Mechanic.</td>
<td>MSHOP Mechanician will log in the hours worked on their TIME LOGS, leave any comments, complete the task/job assigned.</td>
<td>MSHOP Admin will mark the job as complete.</td>
<td>Machine Shop job request (328 - External) has been completed Dear (Firstname, Lastname), your work order. Please come to 187 Cory Hall to pick up your finished product. If you do not have a product to pick up, this is a notification that your work request has been completed. Thank you.</td>
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