

A Quick Guide to Write for Collaborators

A Quick Note about Requesting Web Support

As a Wrike collaborator you can view support requests' submitted (All folder), participate in work discussions (@tagging), and receive notifications, in Wrike and via Email; however; you will not be able to create or submit requests. To request website support send an email to websupport@erau.edu and your request will be triaged and an available staff member will acknowledge the work (by @tagging you) and correspond with you via Wrike (by @tagging).

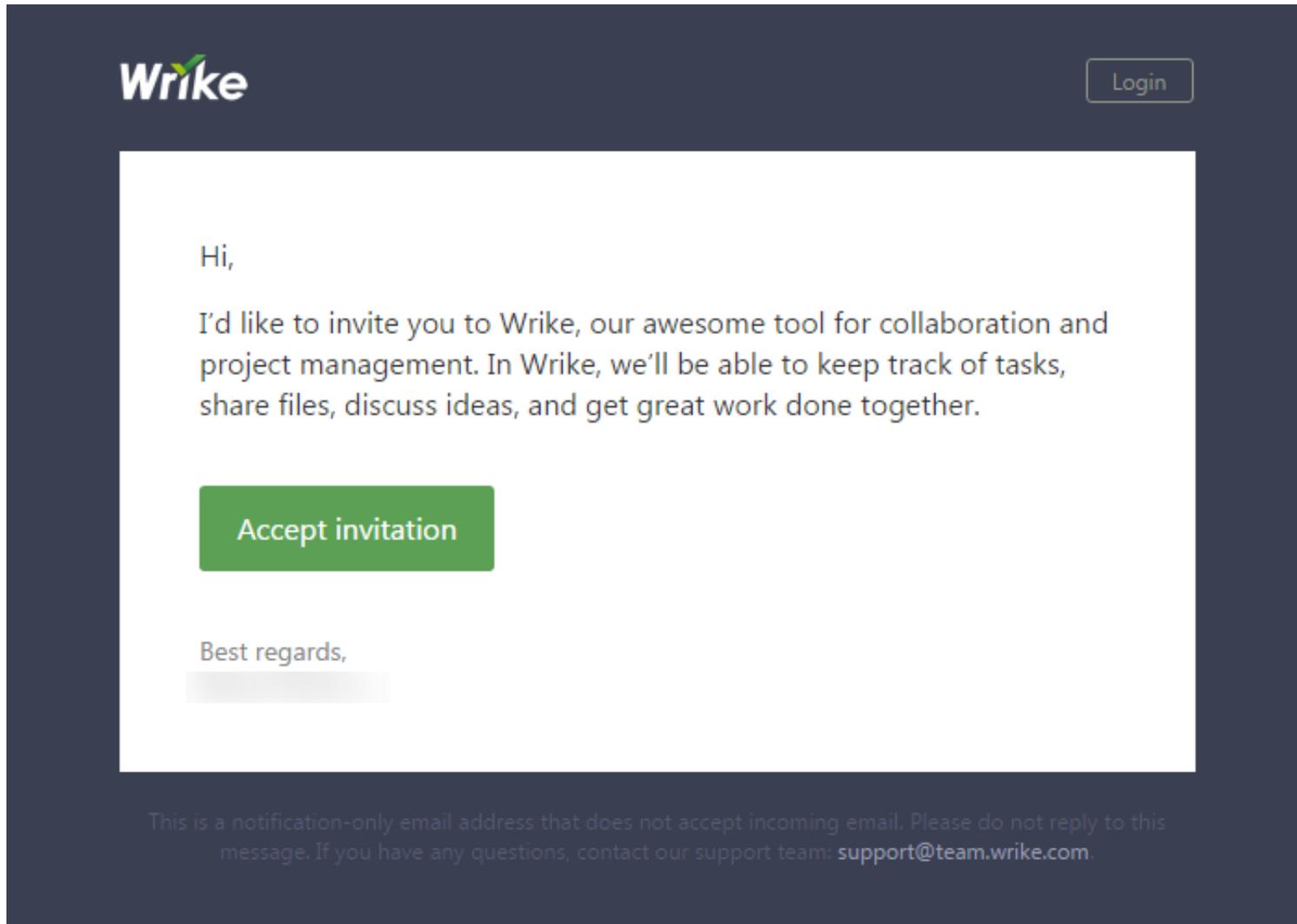
The screenshot displays the Wrike interface with several callout boxes and arrows:

- Top Left:** A callout box points to the 'ALL' folder in the 'FOLDERS' section, stating: "You should see your request in either the My Work or All."
- Top Center:** A callout box points to the notification bell icon, stating: "If you're @tagged, you'll see notifications here."
- Center:** A callout box points to a task titled "Websupport task sent via email", stating: "When staff @tag you the request will show up in either My Work or All."
- Bottom Right:** A callout box points to a mention notification from "Ben Jones Jr.", stating: "If work is assigned to you from a project, you'll see that here."

See the enlarged view of the above image in the '[View Web Support Tasks](#)' section 1 -3 below.

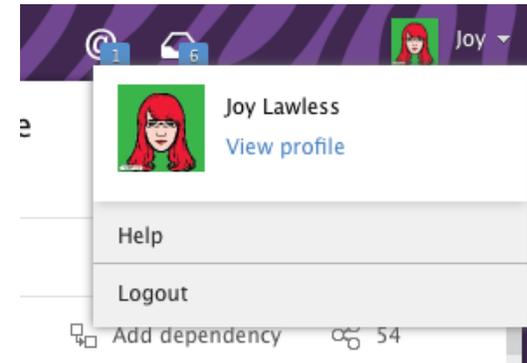
Accept Wrike Invitation

When you get the email, click the link to activate your account. Wrike is connected to the University's single-sign on system (SSO) and you should use your University credentials (username and password) to setup and sign into your Wrike account.



Setup Your Profile

Upon logging in please setup your profile and change your notification settings. Go into your account profile: on the top right by your name, click on the pulldown and click on the "view profile" link. It's helpful to use a real photo to see who is assigned.

A screenshot of a user profile setup page. On the left is a navigation sidebar with "Profile", "Accounts", "Apps", and "Email addresses". The main content area is titled "Profile" and contains a profile picture placeholder with an "Upload photo" link. Below are input fields for "First Name" (containing "Firstname"), "Last Name" (containing "Lastname"), "Title" (containing "My Title"), "Company Name", "Location", and "Phone number" (containing "386-226-6000"). At the bottom is a "Settings" section with "Time zone" (set to "(GMT-04:00) Eastern Time (US & Can:)" and "Language" (set to "English"). Red arrows point to the "Profile" sidebar item, the "Upload photo" link, the "First Name" field, the "Last Name" field, the "Phone number" field, and the "Time zone" dropdown.

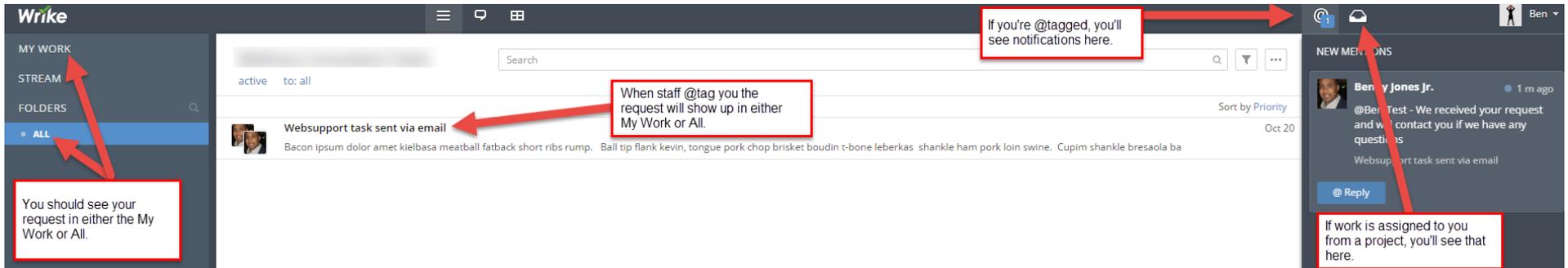
Set Your Notifications

Once in your Profile, select the **Email Addresses** icon from the list on your left-side. Choose when you want to receive the daily To-Do email. Then click on the blue link for “Notification of changes” top open up the options and uncheck the box for whatever you don’t want emails for. ***Please choose frequency of notifications: Immediate (which is default) or Once Daily. Selecting Never will mean you have to be in Wrike to receive any notifications.**

The screenshot shows the 'Emails' and 'Notifications' settings in Wrike. On the left sidebar, the 'Email addresses' option is highlighted with a red arrow pointing to a callout box that says 'Click email addresses to change notification preferences.' The 'Emails' section has a table with columns: 'Emails sent from' (containing '@gmx.com' and an 'Add email address' input), 'Create tasks in account' (empty), 'Folder' (set to 'Folders'), and 'Type of tasks' (set to 'Backlogged'). Below this is the 'Notifications' section. Under 'Todo emails', there is a checked box for 'Send daily at' with a time of '5:00 AM'. A red arrow points to this with a callout: 'If you're assigned work, Wrike will send a daily reminder of your most current tasks.' Under 'Notification of changes', there is a list of checkboxes: 'Task or folder created', 'Comments added', 'Task status changed', 'Task description changed', 'Task dates changed', 'Task moved to another folder', and 'New task assigned/Assignees changed'. A red arrow points to this list with a callout: 'Wrike will notify you of the following systems changes. Change them based on your preferences. Wrike can over communicate so pay attention to this section and uncheck anything that doesn't add value.' At the bottom, there is a question 'How often would you like to receive notifications?' with a dropdown menu set to 'Immediately'. A red arrow points to this with a callout: 'Select how often you want to receive notifications: immediately, once a day, or never.'

Viewing Web Support Requests in Wrike (1)

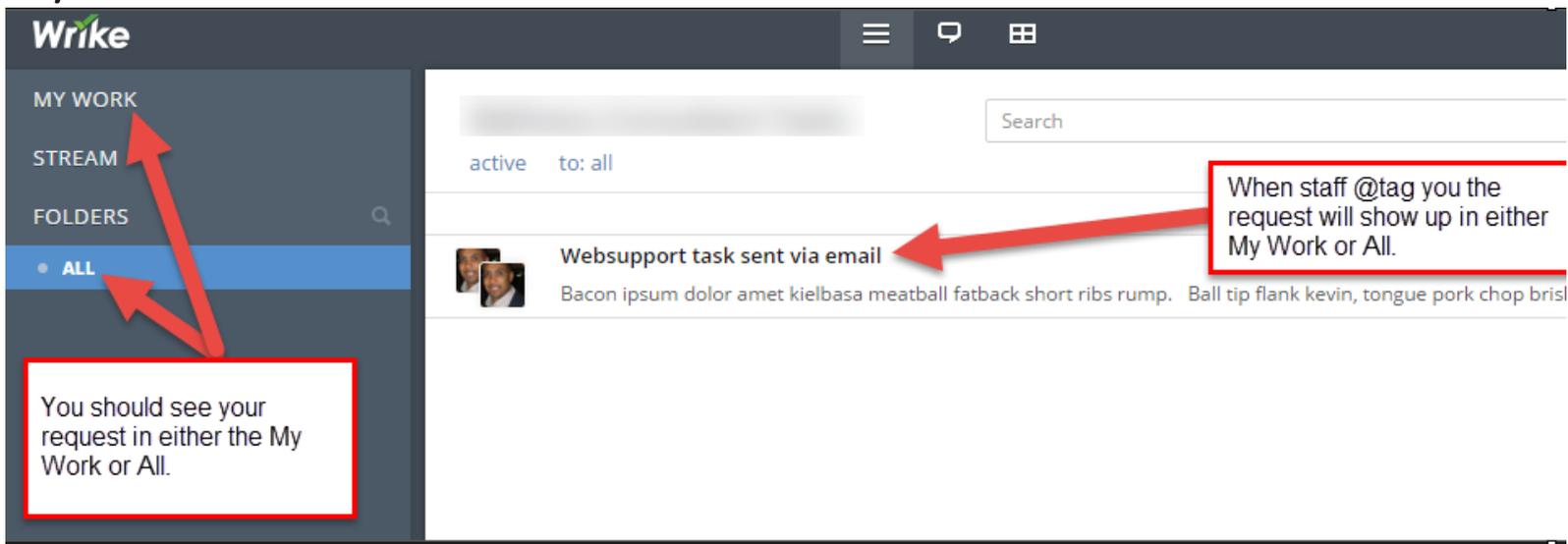
You should see all requests via the **All folder** tab on the left-side of Wrike and be able to correspond to all requests (by @tagging the staff member). If you need to submit a different request, send an email to websupport@erau.edu.



The screenshot shows the Wrike interface with the 'All' folder selected in the left sidebar. A task titled 'Websupport task sent via email' is visible in the main workspace. A notification in the 'NEW MENTIONS' sidebar shows a message from 'Ben Jones Jr.' mentioning the user. Red arrows and text boxes highlight key features:

- Top right:** A box states, "If you're @tagged, you'll see notifications here." with an arrow pointing to the notification icon.
- Left sidebar:** A box states, "You should see your request in either the My Work or All." with arrows pointing to the 'MY WORK' and 'ALL' folders.
- Main workspace:** A box states, "When staff @tag you the request will show up in either My Work or All." with an arrow pointing to the task title.
- Right sidebar:** A box states, "If work is assigned to you from a project, you'll see that here." with an arrow pointing to the notification.

My Work & All folders



This screenshot focuses on the 'All' folder in the Wrike interface. A task titled 'Websupport task sent via email' is visible in the main workspace. A red arrow and text box highlight the task:

- Main workspace:** A box states, "When staff @tag you the request will show up in either My Work or All." with an arrow pointing to the task title.
- Left sidebar:** A box states, "You should see your request in either the My Work or All." with arrows pointing to the 'MY WORK' and 'ALL' folders.

Viewing Web Support Requests in Wrike (2)

You should see all requests via the **All folder** tab on the left-side of Wrike and be able to correspond to all requests (by @tagging the staff member). If you need to submit a different request, send an email to websupport@erau.edu.

Wrike

MY WORK
STREAM
FOLDERS
• ALL

active to: all

Search

When staff @tag you the request will show up in either My Work or All.

Websupport task sent via email

Bacon ipsum dolor amet kielbasa meatball fatback short ribs rump. Ball tip flank kevin, tongue pork chop brisket boudin t-bone leberkas shankle ham pork loin swine. Cupim shankle bresaola ba

Sort by Priority

Oct 20

If you're @tagged, you'll see notifications here.

NEW MENTIONS

Ben Jones Jr. • 1 m ago

@Ben Test - We received your request and will contact you if we have any questions

Websupport task sent via email

@ Reply

If work is assigned to you from a project, you'll see that here.

@Tagging & Assignments

If you're @tagged, you'll see notifications here.

NEW MENTIONS

Ben Jones Jr. • 1 m ago

@Ben Test - We received your request and will contact you if we have any questions

Websupport task sent via email

@ Reply

If work is assigned to you from a project, you'll see that here.

Viewing Web Support Requests in Wrike (3)

You should see all requests via the **All folder** tab on the left-side of Wrike and be able to correspond to all requests (by @tagging the staff member). If you need to submit a different request, send an email to websupport@erau.edu.

The screenshot displays the Wrike interface. On the left, the 'MY WORK' sidebar shows the 'ALL' folder selected. A red box with an arrow points to this folder, containing the text: "You should see your request here in the all folder and if you're assigned any project tasks that work will appear in My Work." The main view shows a task titled "Websupport task sent via email" assigned to "Benny". A red box with an arrow points to the assignee, containing the text: "Person assigned to do the work". Below the assignee, a date range "Oct 19 - Oct 20 (2d)" is shown, with a red box and arrow pointing to it: "Dates when work will or should be completed". To the right of the date, an "Attach files" button is visible, with a red box and arrow pointing to it: "Any attached files will appear here". The task description contains placeholder text. Below the task, a comment from "Benny" is visible, with a red box and arrow pointing to it: "All @tagged conversations will show here and it's the basis for how you see the work in the ALL folder. @tagged messages will show in Wrike and via Email. And you can reply via Email as well." At the bottom, there is an "Add comment" input field.

Apps you can integrate with Wrike

Wrike can be used with the following applications



Wrike Android App

The power of Wrike on your Android device

Configure



Wrike iOS App

The power of Wrike on your iOS device

Configure



Gmail

Manage tasks and projects right from Gmail

Configure



Chrome Extension

Create Wrike tasks from any webpage

Configure



Zapier

Connect Wrike to your team's favorite apps

Configure

More information:

<https://www.wrike.com/help/free-ios-app/>

<https://www.wrike.com/help/free-android-app/>

<https://www.wrike.com/help/single-sign-using-saml/#one-time-passwords>