

Subject: Re: [EXTERNAL SENDER] RE: Comment on 1434611-23 CHA_Grantee_Terros Health (ref# 1434611)
Date: Friday, November 17, 2023 at 3:23:41 PM Mountain Standard Time
From: Williams, Jenny
To: Schaer, Peter, DeLucca, Libia, Erny, Ann, Collier, Rebecca
CC: Lerma, Gloria, Renta, Jessica

Attachments: image002.png, image003.png, image004.jpg, image005.jpg, image006.png, image001.jpg

Hi Pete, this update took place in July 2022. I have record of it in an IM thread I had sent out to our team and clients at that time. I'm out of the office next week, but I'll leave space for Ann and Rebs to reach out to WF in my absence to see if other WF clients are having this issue. 😊

Jenny Williams

Marketing Traffic Specialist

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From: Schaer, Peter <Peter.Schaer@azblue.com>
Date: Friday, November 17, 2023 at 3:21 PM
To: DeLucca, Libia <Libia.DeLucca@azblue.com>, Williams, Jenny <jenny.williams@azblue.com>, Erny, Ann <ann.erny@azblue.com>, Collier, Rebecca <rebecca.collier@azblue.com>
Cc: Lerma, Gloria <gloria.lerma@azblue.com>, Renta, Jessica <Jessica.Renta@azblue.com>
Subject: Re: [EXTERNAL SENDER] RE: Comment on 1434611-23 CHA_Grantee_Terros Health (ref# 1434611)

Libia and Team,

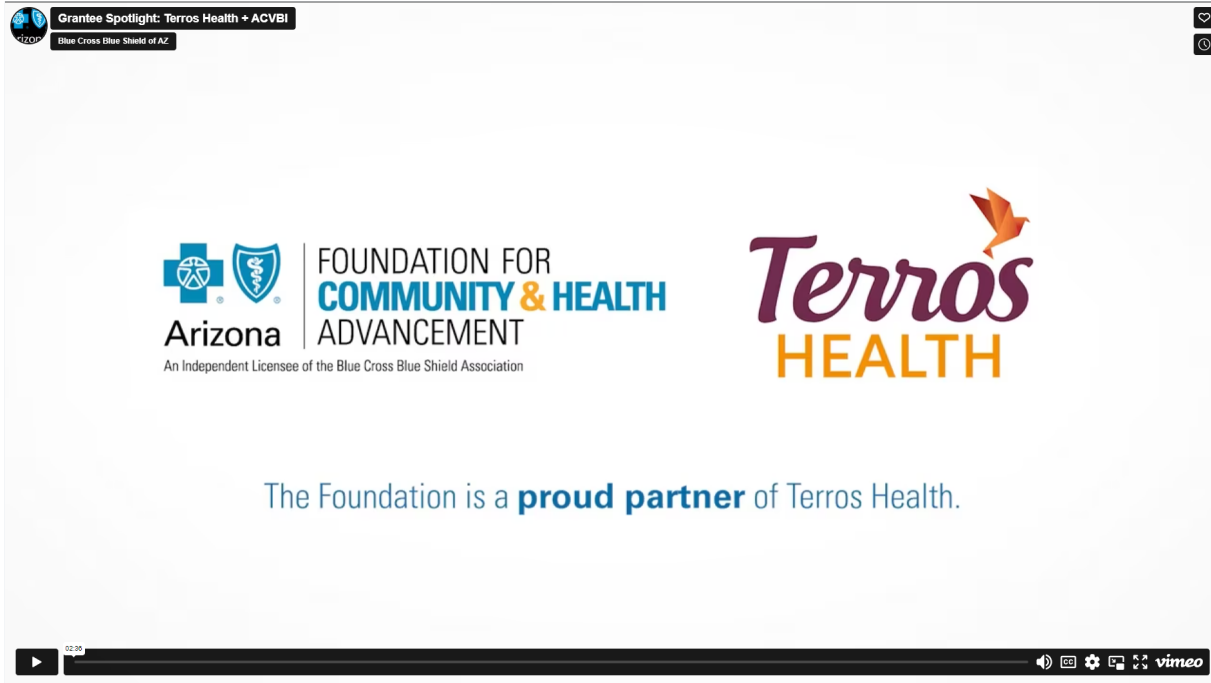
This shouldn't be happening, and we'll reach out to WF and double-check that the CS person entering the work in WF is entering correctly. Your feedback attached to the video time code in the comments is crucial for everyone to see.

Pete

From: DeLucca, Libia <Libia.DeLucca@azblue.com>
Date: Friday, November 17, 2023 at 2:58 PM
To: Schaer, Peter <peter.schaer@azblue.com>, Williams, Jenny <jenny.williams@azblue.com>, Erny, Ann <ann.erny@azblue.com>, Collier, Rebecca <rebecca.collier@azblue.com>
Cc: Lerma, Gloria <gloria.lerma@azblue.com>, Renta, Jessica <Jessica.Renta@azblue.com>
Subject: RE: [EXTERNAL SENDER] RE: Comment on 1434611-23 CHA_Grantee_Terros Health (ref# 1434611)

Same issue on Chrome and Edge.

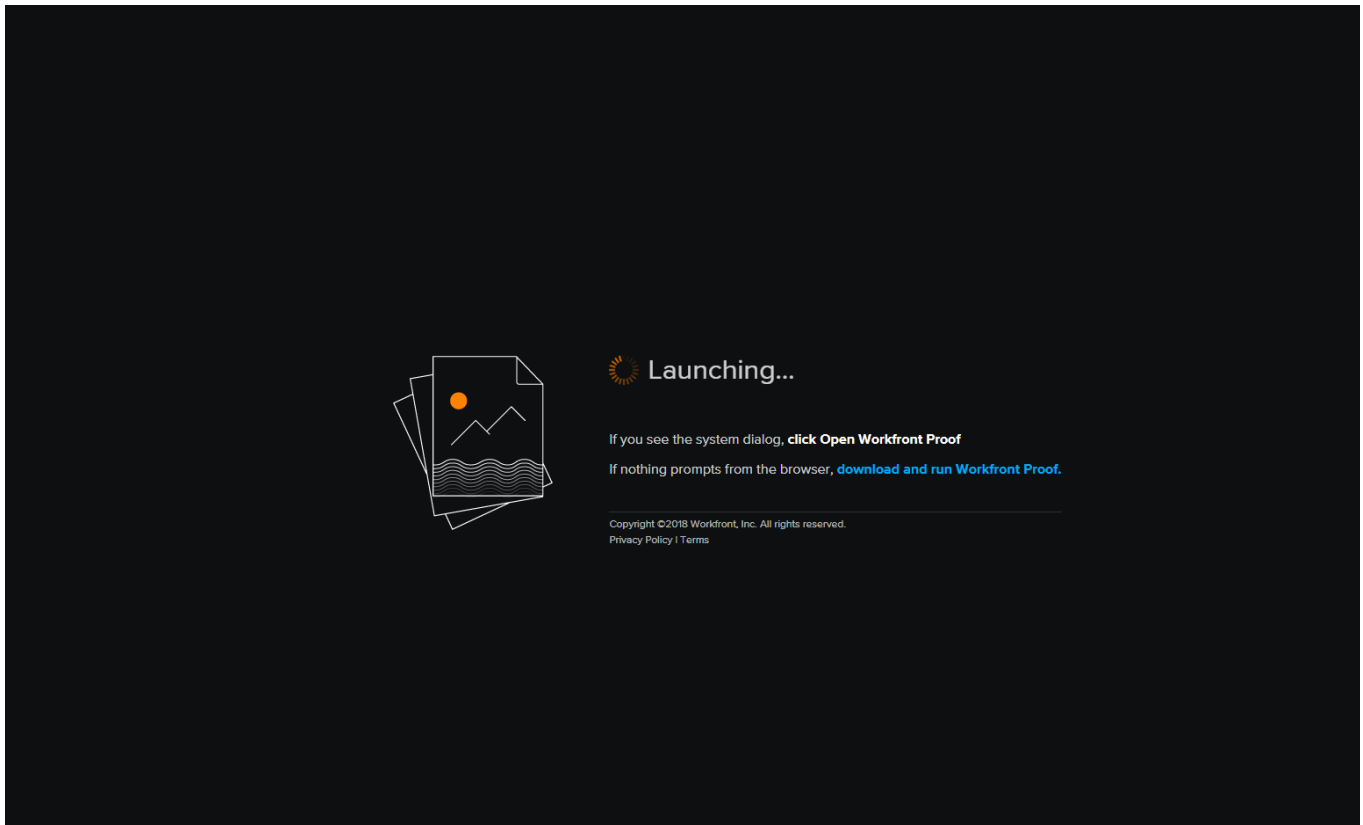
Now you click video it takes you to the vimeo link



Grantee Spotlight: Terros Health + ACVBI

V3F

And if you click on Open Proof it takes you here:

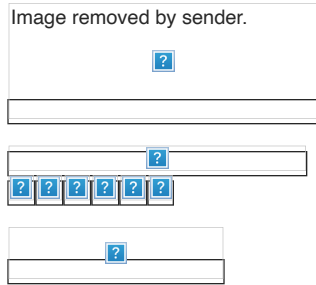


It never launches and I've never had to DOWNLOAD to view a proof. That is not how WF has ever worked so I don't imagine that I would have to, now. The whole point is doing things within the tool that worked up until recently, on the browser. When you download it asks you to install the workfront proof. This happens on both chrome and edge.

Thanks,
Libia

Libia DeLucca

Director, Strategic Communications
C 602-762-9536
Libia.DeLucca@azblue.com •
azblue.com



From: Schaer, Peter <Peter.Schaer@azblue.com>
Sent: Friday, November 17, 2023 11:42 AM
To: Williams, Jenny <Jenny.Williams@azblue.com>; DeLucca, Libia <Libia.DeLucca@azblue.com>; Erny, Ann <ann.erny@azblue.com>; Collier, Rebecca <rebecca.collier@azblue.com>
Subject: Re: [EXTERNAL SENDER] RE: Comment on 1434611-23 CHA_Grantee_Terros Health (ref# 1434611)

Libia,
Could your team take a quick screen capture of what you're seeing on your end? Is your team primary Mac or PC based? Are they using a mobile phone or desktop?

Pete

From: Williams, Jenny <Jenny.Williams@azblue.com>
Date: Friday, November 17, 2023 at 10:24 AM
To: DeLucca, Libia <Libia.DeLucca@azblue.com>, Schaer, Peter <peter.schaer@azblue.com>, Erny, Ann <ann.erny@azblue.com>, Collier, Rebecca <rebecca.collier@azblue.com>
Subject: Re: [EXTERNAL SENDER] RE: Comment on 1434611-23 CHA_Grantee_Terros Health (ref# 1434611)

Hi Libia, not that I know of. The most recent update I've seen is the WF homepage.
Do you mind sharing which browser and version of that browser you are using?

NOTE

Workfront supports only the 100% zooming option for all supported browsers. This also includes the zoom settings in your computer's operating system.

- Chrome
- Firefox
- Safari
- Microsoft Edge (Not Microsoft Edge Legacy)

Browsers Workfront does not support

- Internet Explorer 11 is no longer supported as of the 21.2 release. Microsoft discontinued all support (including severe security vulnerabilities) for IE 7 and IE 8 on January 12, 2016. In addition, IE 9 and IE 10 have also been discontinued in most circumstances. Microsoft's rationale behind this decision was based on the substantial security concerns with the architecture of these browsers that could severely impact users.

Thanks!

Jenny Williams

Marketing Traffic Specialist

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From: DeLucca, Libia <Libia.DeLucca@azblue.com>

Date: Friday, November 17, 2023 at 10:05 AM

To: Williams, Jenny <jenny.williams@azblue.com>, Schaer, Peter <peter.schaer@azblue.com>, Erny, Ann <ann.erny@azblue.com>, Collier, Rebecca <rebecca.collier@azblue.com>

Subject: FW: [EXTERNAL SENDER] RE: Comment on 1434611-23 CHA_Grantee_Terros Health (ref# 1434611)

Good morning,

Has Workfront changed since our recent training? My team and I have not been able to see where to leave comments, approve, or approve with comments like we used to among other changes we see with the tool. Was there a communication we missed about changes that were made to Workfront? I did click on the blue link and didn't see anywhere that I could make comments. I didn't spend too much time trying to find it to be honest.

Please advise.

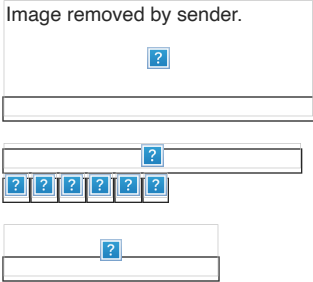
Libia

Libia DeLucca

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From: Jenny Williams <notifications@my.workfront.com>

Sent: Friday, November 17, 2023 9:31 AM

To: Collier, Rebecca <rebecca.collier@azblue.com>; DeLucca, Libia <Libia.DeLucca@azblue.com>

Subject: [EXTERNAL SENDER] RE: Comment on 1434611-23 CHA_Grantee_Terros Health (ref# 1434611)

****STOP! Stop and think before you click a link!****



[1434611-23 CHA_Grantee_Terros Health](#)

[Corporate](#)

REF# 1434611

[See it in Workfront](#)

People included in this update:

Gloria Lerma, Jenny Williams, Jessica Renta, Libia DeLucca, Lisa Inglis, Rebecca Collier and Robert Palmer



Jenny Williams commented:

November 17, 2023 at 9:30 AM (Mountain Standard Time)

Thank you for leaving the comments, [@Libia DeLucca](#) may need to click the blue link once the video proof is being generated to make sure she has the proper software downloaded to make those comments in the proof.

She is also marked as an approver/reviewer.

Team, I'm on PTO next week, I'll make Rebs the traffic manager for this job while I'm away. Rob is also on PTO today.

Jenny

[Comment](#)

Original thread



Jenny Williams

November 16, 2023 at 1:09 PM (Mountain Standard Time)

11/16 Hi [@Gloria Lerma](#) following up on feedback - proof routed on 11/3. ETA?
Jenny



Jessica Renta

November 17, 2023 at 8:32 AM (Mountain Standard Time)

[@Jenny Williams](#) [@Robert Palmer](#) Remember reviewer/approvers changed to Libia and I - not Gloria and Lisa. Gloria is still the moderator though so she can see updates. I left four comments in there (please confirm that you have those) and approved with changes last week. [@Libia DeLucca](#) reviewed yesterday and wasn't able to leave comments (Workfront changed all of the sudden?!) but her only comment/change is that the music is too loud and overpowers the interviews. Can you turn the volume down on the music, or turn the volume up for the speakers - or both? Thanks! Approved with changes from both me and Libia.

[Add This to a Daily Digest](#)

Stop Emails of This Type

