PAMS V2

My Desk

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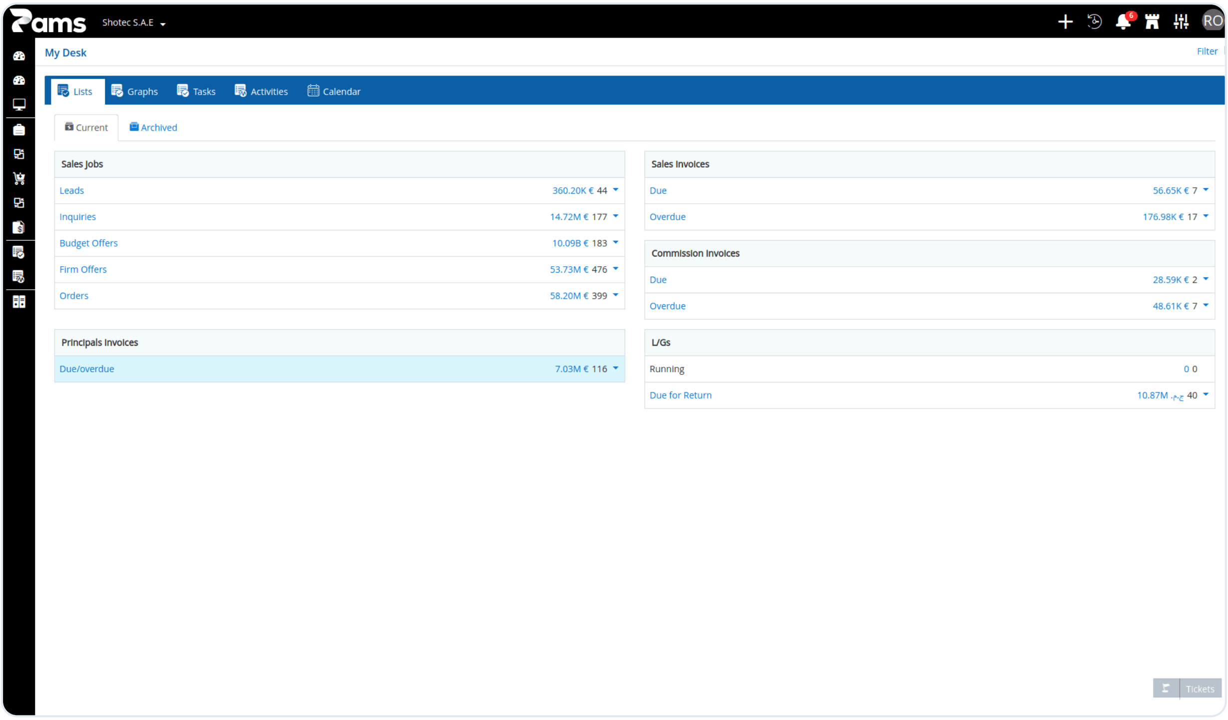
Applications › My Desk2



My Desk

Overview

My Desk provides a central workspace from which you can access available desk actions, including lists, tickets, and file attachments. Use it when you need to work with files in the My Desk area or move to another available application area such as Sales, PM, Purchasing, Warehouse, or Finance.

The available actions on this screen are limited to the controls displayed. Use the attachment area to add files, and confirm your work when the required files are listed.

Workflow

1. Open **My Desk** from the available application navigation.

   Review the available workspace controls before proceeding. You can select **lists** or **Tickets** when you need to open the corresponding available desk action. To move to another business area, use the displayed navigation controls such as **Dashboard**, **Reports**, **Sales**, **PM**, **Purchasing**, **Warehouse**, **Finance**, **Tasks**, **Activities**, or **Data**.

   > **Note:** Use only the navigation area that is relevant to your current work. My Desk is intended as a central access point rather than a replacement for the specialised application areas.

2. Decide whether files need to be added to the current My Desk activity.

   - If no file is required, do not use **Attach**. Review the screen and proceed to confirmation when appropriate.
   - If a file is required, select **Attach** and add the relevant file. Confirm that the file is shown in **files[]** before continuing.

   > **Tip:** Check **files[]** immediately after using **Attach**. This is the available on-screen indication that a file has been added.

3. Confirm the current My Desk entry when the required file information is complete.

   Select **Ok** to confirm the screen. If the file list is incomplete or incorrect, return to **Attach** and update the files before selecting **Ok**.

   > **Warning:** Do not select **Ok** until you have checked **files[]**. The screen does not provide a separate listed action for revising files after confirmation.

Examples

A project manager needs to add a supporting document while working from My Desk.

1. The project manager opens **My Desk** and reviews the available controls.
2. Because a supporting document is required, the project manager selects **Attach**.
3. After adding the document, the project manager verifies that it appears in **files[]**.
4. The project manager checks that no additional file is required.
5. The project manager selects **Ok** to confirm the My Desk screen.

If the project manager instead needs to work on a ticket rather than attach a document, they can select **Tickets** from My Desk and continue using the available ticket action.

Tips

> **Tip:** Use **Attach** only when you need to add a file and verify the result in **files[]** before confirming.

> **Note:** **lists** and **Tickets** are available from My Desk. Select the action that matches the work you need to perform.

> **Warning:** Selecting **Ok** is the available confirmation action. Review the displayed files before using it.

Troubleshooting

Symptom	Likely cause	Fix
The required file is not shown in **files[]**.	The file has not been added through the available attachment action.	Select **Attach** again, add the required file, and verify that it appears in **files[]**.
You are unsure whether the My Desk screen is ready to confirm.	The displayed file list has not been reviewed.	Check **files[]** and confirm that all required files are present before selecting **Ok**.
You need to work in another business area rather than in My Desk.	The required work belongs to a specialised application area.	Use the available navigation control, such as **Sales**, **PM**, **Purchasing**, **Warehouse**, or **Finance**, as appropriate.

Related pages

- My Desk2 — Overview
- My Desk2 — Learning Path