



Mobile311 Web Interface FAQ

Changing Data displayed on the Map

[How do I change the date range?](#)

[How do I display work requests?](#)

[How do I see Breadcrumbs?](#)

[How do I change the base map layers?](#)

[How do I search for an address?](#)

Interacting with the Map and Data

[How do I select a single point?](#)

[How do I select multiple points?](#)

[How do I print the map I'm looking at?](#)

[How do I mark a point from the desktop?](#)

Reports

[How do I sort a report?](#)

[How do I see where a point on a report is on the map?](#)

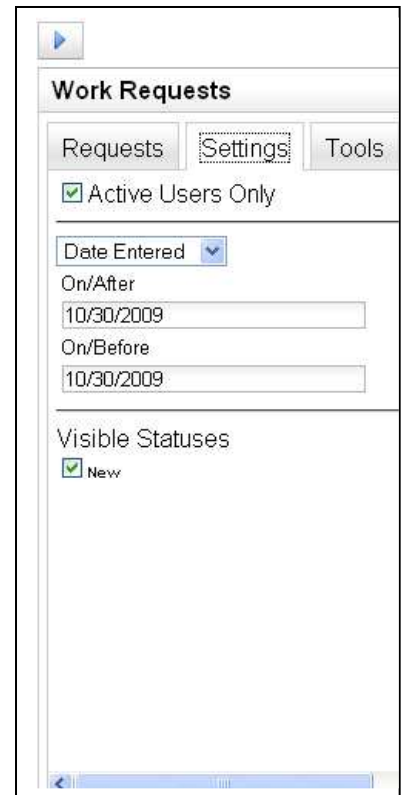
[How do I mark a request complete?](#)

Multimedia

[How do I view photos or hear audio?](#)

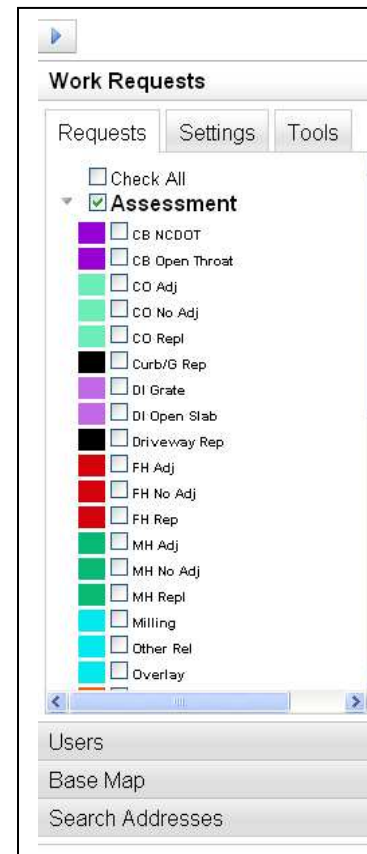
How do I change the date range?

- 1.) Click on either the Work Requests or Users header in the Sidebar
- 2.) Click on the Settings Tab
- 3.) Click in the Date field and select a date from the calendar



How do I display work requests?

- 1.) Click the Work Request header in the Sidebar
- 2.) In the Requests tab, check the boxes next to the requests you want to see



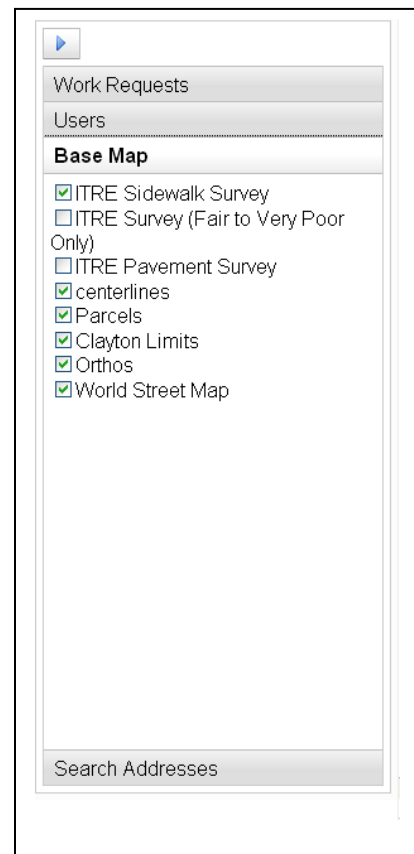
How do I see Breadcrumbs?

- 1.) Click on the Users Header in the Sidebar
- 2.) Click on the Settings tab
- 3.) In the drop down box, choose "Show Breadcrumb Trail"
- 4.) Click in the date box and select a date from the calendar to see Breadcrumbs from the date you wish
- 5.) If you don't see breadcrumbs, make sure the User you want to see is checked on in the Users tab
- 6.) If the User is checked on and you still don't see Breadcrumbs, there may not be any for that User on that date. Try selecting a different date.



How do I change the base map layers?

- 1.) Open up the Base Map menu by clicking on the **Base Map** header in **The Sidebar**.
- 2.) **Check or uncheck** the boxes to turn a base map on or off.
- 3.) Allow a few seconds for the map to update.



How do I search for an address?

- 1.) Click on the Search Addresses header in the Sidebar.
- 2.) Fill in at least the city and state of the location and click "Search Address". The more of the address you have, the easier it will be to find.
- 3.) If there are multiple results, they will be listed in the Sidebar. you to that location on the map
- 4.) A red box with the address will appear at the location on the map. Be sure to hit Clear Selection before using any other tools.



Work Requests

Users

Base Map

Search Addresses

Address
111 main street

City (required)
Clayton

State (required)
NC

Zip

Search Address


Addresses

111 E Main St, Clayton, NC, 27520


111 W Main St, Clayton, NC, 27520

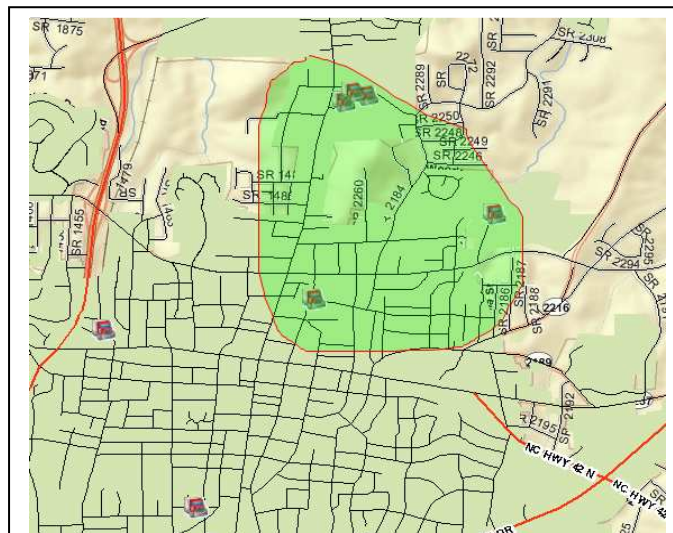
Clayton, NC

How do I select a single point?


Select the **Select** tool  and click on a user icon, breadcrumb arrow, or a work request point. A data box will appear with 3 tabs: M311 users, breadcrumbs, and work requests. Select the tab that corresponds to the type of data you selected.

How do I select multiple points?

Click the **Select** tool  and draw around the units you want to select. A data box will appear with 3 tabs: M311 users, breadcrumbs, and work requests. Each tab will show the data for the corresponding unit.




How do I print the map I'm looking at?

Click **Print Map**  at any time to print out the current map view.

To print a report, use your web browsers print function under File> Print or hit Ctrl+P.

How do I mark a point from the desktop?

- 1.) Zoom In to desired location or search an address.
- 2.) Select the **Flag Tool** . Click as close as possible to location to bring up **Add Work Request** box.
- 3.) Select the appropriate department from the drop down box and then select the type of work request. Some work request types may allow you choose the status of the point and to write comments.
- 4.) Click the check mark to complete or the X to cancel.
- 5.) Upon completion a dialogue box will pop up with the address the request was located and the unique ID number. Click ok to make the box disappear. Your new point will now appear on the map.

Add Work Request


Department

Request

Comments

How do I sort a report?

To sort your report, click on the blue heading at the top of a column to sort by that column.

8 Work Requests											
 Mark All <input type="button" value="New"/> Save Changes Download to Excel Close Report											
<u>Id</u>	<u>Change Status</u>	<u>Address</u>	<u>Street Name</u>	<u>Work Type</u>	<u>Date Flagged</u>	<u>Flagged By</u>	<u>Latitude</u>	<u>Longitude</u>	<u>Modified Date</u>	<u>Photo(s)</u>	<u>Comments</u>
8467	New	502	John St	MH Adj	10/29/2009 4:06:17 PM	clay1	35.64281781	-78.45664566	10/29/2009 4:06:17 PM		
8463	New	703	Joyner St	Milling	10/29/2009 4:04:02 PM	clay1	35.64280446	-78.45657314	10/29/2009 4:04:02 PM	View	Depth (inches): 1.25 Overlay (inches): 1.25 ti 49'
8465	New	703	Joyner St	Milling	10/29/2009 4:05:24 PM	clay1	35.64279945	-78.45664891	10/29/2009 4:05:24 PM	View	Depth (inches): 1.25 Overlay (inches): 1.25 ti 26'
8450	New	501	Ohara St	Curb/Gr Rep	10/29/2009 3:49:26 PM	clay2	35.6434361	-78.45781589	10/29/2009 3:49:26 PM	View	Type: none Length: Width:
8451	New	501	Ohara St	Patching Loc	10/29/2009 3:50:15 PM	clay1	35.64334881	-78.45790582	10/29/2009 3:50:15 PM	View	Depth (inches): 4 Area (sq Ft): 7 (1x7) tree rd heaving pavement
8449	New	503	Ohara St	CB NCDOT	10/29/2009 3:48:28 PM	clay1	35.64319906	-78.45793639	10/29/2009 3:48:28 PM		
8448	New	503	Ohara St	CB NCDOT	10/29/2009 3:48:17 PM	clay2	35.64323869	-78.45802095	10/29/2009 3:48:17 PM	View	
8445	New	513	Ohara St	MH Adj	10/29/2009 3:44:52 PM	clay2	35.64239522	-78.45882032	10/29/2009 3:44:52 PM	View	

How do I see where a point on a report is on the map?

Each ID number on the report is linked to a point. Clicking the number will bring the map up and will zoom to that point.

How do I mark a request complete?

All of the request statuses in a report can be changed at once by using the drop down box at the top of the page.

Individual statuses can be changed with the drop down boxes next to the ID numbers.

Statuses can also be changed in the info bubble on the map view when selecting a single data point.

How do I view photos or hear audio?

1. Click the Pictures or Audio link in the results bubble from the map view or click the links on the far right in the report view.
2. A new window will pop up with the picture or audio file.
3. If there are multiple files, there will be buttons in the left column to switch between pictures or audio.
4. Audio files must be downloaded first. When prompted, click open or save to hear the file.



Photos

1.jpg

Audio

1.wav

