



# Mobile311 Web Interface User's Manual

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# Getting Started

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1. The easiest way to get started is to visit [www.mobile311.com](http://www.mobile311.com). Under the Mobile311 logo on the homepage is a hyperlink that says “View the Mobile311 Map”. This will connect you to the login screen to get started.

Or if you prefer, in your favorite browser, go to <http://map.mobile311.com> to get to the login screen. There is a notice on the login screen letting our older clients know that this is an updated version of our old web interface.



The screenshot shows a login form with a red header bar containing the text "Sign In". Below the header, there are two input fields: "User Name:" and "Password:". A "SignIn" button is located at the bottom right of the form.

## Please Read

You will be signed in to the latest web version of Mobile311.

*To use the previous version:*

First - Sign in.

Then - Click the link at the top right of the page that says "Previous Web Portal".

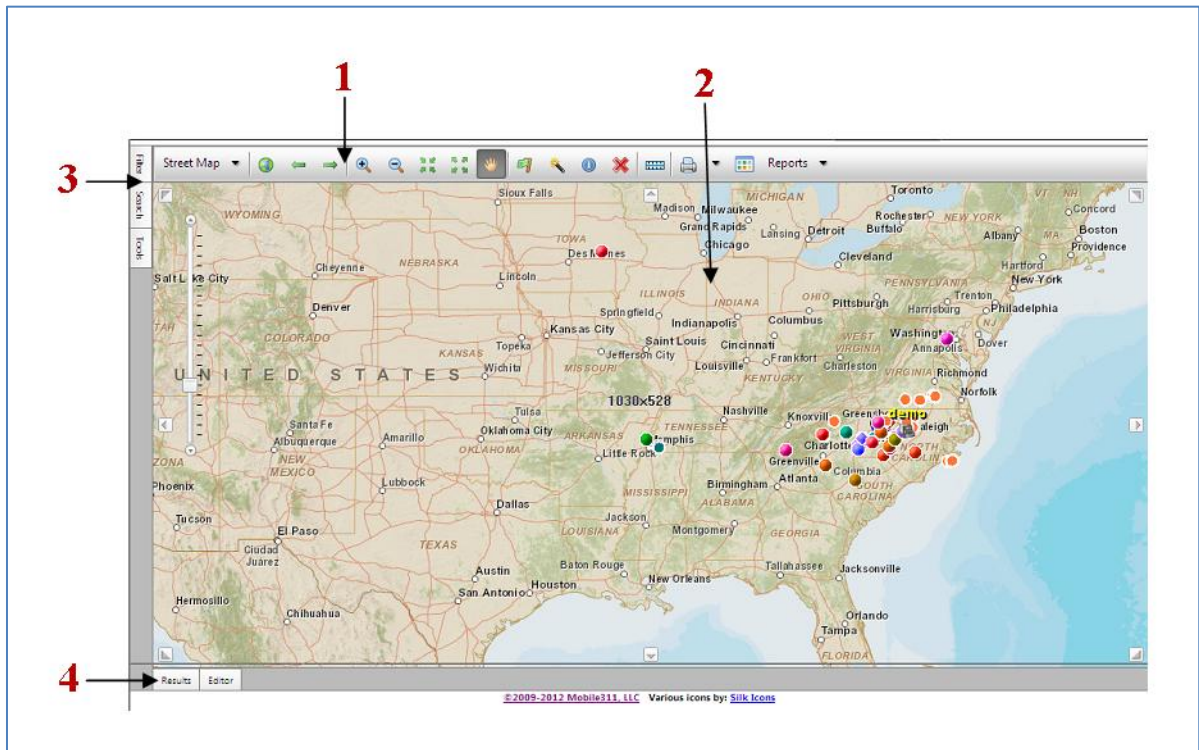
[Visit our demo site](#)

2. If you already have an account, enter your **username** and **password** and click the Log In button. If you do not have a username and password set up, visit [www.mobile311.com/Support/CreateUsername.aspx](http://www.mobile311.com/Support/CreateUsername.aspx) to send in your information and receive password authorization within 48 hours.

If you are using the **demo site**, click “**Visit Our Demo Site**”.

# The Layout

At startup, you will see your initial extent (For demo users this is North America. For registered accounts this will be your desired view) along with all the controls. There are **4 main sections**.

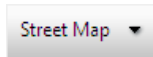


1. **The Toolbar**
2. **The Map**
3. **Collapsible Sidebar** (Roll over Sidebar with your mouse to open. Use the pushpin icon to keep panel expanded.)
4. **Collapsible Data Grid** (Roll over Data Grid with your mouse to open. Use the pushpin icon to keep panel expanded.)

# The Toolbar

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The toolbar controls how you interact with the map and data points. All you have to do to activate a tool is click on it. Initially, the **Zoom In** tool is activated after log in; you can double-click directly onto a selected area on the map to get a closer view.



**Street Map**- Allows user to switch Map from Street view to Satellite view.



**Initial Extent**- Returns the map to the level of zoom at login.



**Previous Extent &**



**Next Extent**- Zooms out or in one level from current view.



**Zoom In and**



**Zoom Out**- Select button and click over map to zoom in or out of an area.



**Fixed Zoom In and**



**Fixed Zoom Out**- Click to zoom in or out by a fixed amount.



**Pan**- Click and drag to scroll across the map.



**Flagging Tool**- Allows the desktop user to input a work request.



**Select Tool**- Click to select a single point or lasso to select many points.



**Identify Base Data Tool**- Click to see base map data.



**Clear Selection**- Erase current selection of data points.



**Measure**- Click on areas of the map to calculate length and area of segments.



**Print Map**- Will print current view of the map. (with or without legend)



**Insight Dashboard**- Pops up a user-friendly Administrative reporting tool in a new browser window.



**Report Submenu**- Allows you to access reports by *Work Item Details*, *Work items Summary*, *Breadcrumbs*, or *Assignments*.

# The Sidebar

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**The Sidebar** allows you to choose what data is shown on the map. Roll over the **Sidebar Tabs** with your mouse to open. Use the pushpin icon to keep panel expanded.

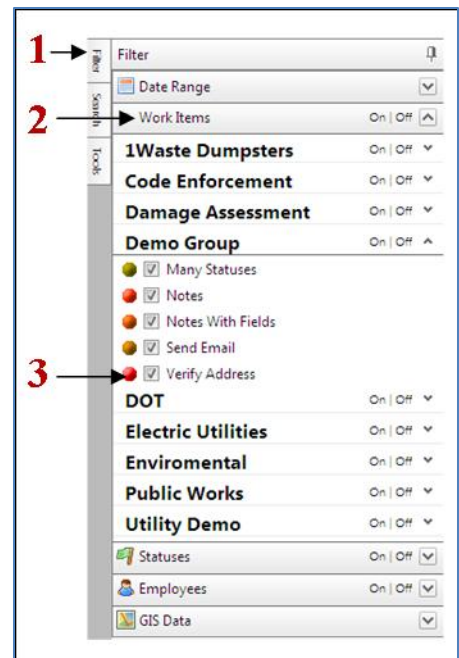
Upon login, the only data shown are the current locations of all your Mobile311 users.

**1. Side Tabs-** Click on each tab to pop out the corresponding layer of the sidebar onto the map.

- a. **Filter-** Change date range, etc.
- b. **Search-** Search by work request ID, employee, breadcrumb ID, or address
- c. **Tools-** Change map size, save personalization, etc.

**2. Headers-** Click on a header to bring up menu.

- a. **Date Range-** View data collected over a specified time period
- b. **Work Items-** View request data by Department
- c. **Statuses-** Track work requests by status of completion
- d. **Employees-** Isolate data by employee
- e. **GIS Data-** Locate specific points



**3. Filters-** Check or Uncheck a box to reveal or hide a data point.

# The Data Grid

The **Data Grid** displays data from the base map layers and appears after using the **Identify Base Data tool**, among other tools. Just click on the **Identify Base Data tool** and then click on a portion of the map that you would like GIS data from. The Data Grid will pop up below the map filled with GIS data from the location selected. Use the pushpin icon to keep the panel expanded.

1. **Tabs**- Click or roll over tabs to expand data grid
2. **Headers**- Click a column header to sort the data by that value
3. **Collapse Data Grid**- Using the pushpin feature allows the data grid to stay open until you are ready to close.
4. **Base Map Layers**- Reports data based on map layers- Major Roads or Centerlines

The screenshot shows a GIS application interface. At the top is a toolbar with various icons. Below the toolbar is a map of the Eastern United States, showing states like Indiana, Ohio, West Virginia, Virginia, North Carolina, and Maryland. Major cities like Indianapolis, Columbus, Dayton, Cincinnati, Lexington, Charleston, Roanoke, Lynchburg, Portsmouth, Virginia Beach, Norfolk, Richmond, Washington, Arlington, Baltimore, Philadelphia, and Atlantic City are labeled. Below the map is a 'Results' panel. The 'Results' panel has several tabs: 'Work Items', 'Employees', 'Breadcrumbs', and 'GIS Data'. The 'GIS Data' tab is selected. Below the tabs is a 'Choose Layer' dropdown menu set to 'Major Roads'. Below the dropdown is a table with the following columns: ROADID, ROAD\_NAME, ZIP, START\_ADDR, END\_ADDR, RIGHT\_STAR, RIGHT\_END, LEFT\_START, LEFT\_END, COMMENT, RD\_USE, PRE\_DIR, STREET\_NAM, and STREET\_T. The table contains four rows of data for 'NC HWY 49 S' in ZIP 27239. At the bottom of the 'Results' panel are 'Results' and 'Editor' tabs. Red numbers 1, 2, 3, and 4 are overlaid on the interface: 1 points to the 'Editor' tab, 2 points to the 'GIS Data' tab, 3 points to the pushpin icon, and 4 points to the 'Choose Layer' dropdown menu.

ROADID	ROAD_NAME	ZIP	START_ADDR	END_ADDR	RIGHT_STAR	RIGHT_END	LEFT_START	LEFT_END	COMMENT	RD_USE	PRE_DIR	STREET_NAM	STREET_T
S 49S	NC HWY 49 S	27239	8000	8130	8000	8130	8001	8129		N		NC HWY 49	
S 49S	NC HWY 49 S	27239	8200	8376	8200	8376	8201	8375		N		NC HWY 49	
S 49S	NC HWY 49 S	27239	8400	8558	8400	8558	8401	8557		N		NC HWY 49	
S 49S	NC HWY 49 S	27239	8600	8683	8600	8682	8601	8683		N		NC HWY 49	


# Interacting with the Map

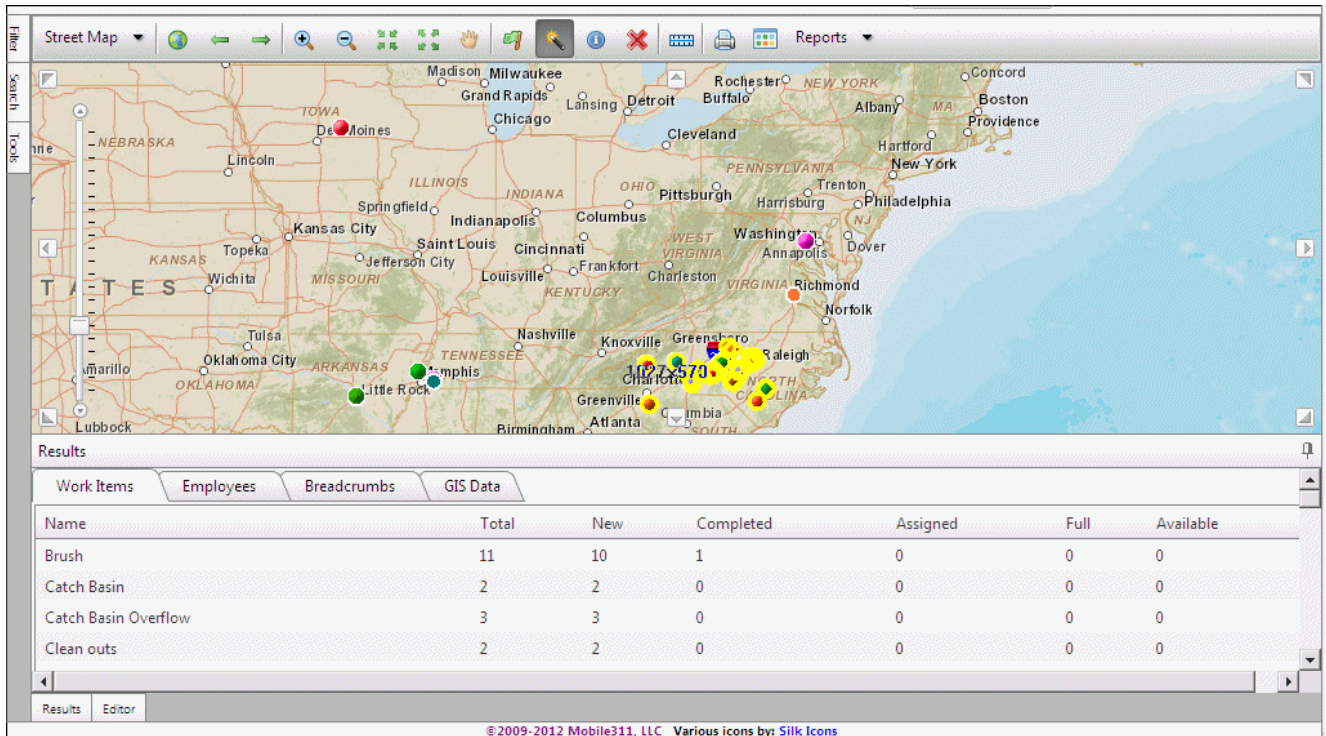
## A) Zooming in and Zooming out

Select the **Zoom In** tool.  Click and drag over the area you want to zoom in on.

To zoom out, just click the **Zoom Out** button  until the desired extent is reached.

## B) Selecting single work requests, breadcrumbs, or users

Use the **Select** tool  and draw around the units you want to select. Wait just a moment, and the data grid will pop up below and fill with information from the selected area. Each tab (Work Items, Breadcrumbs, and Employees) will show the data for the corresponding unit. Click on the pushpin feature in the upper right corner of the data grid to keep box expanded.



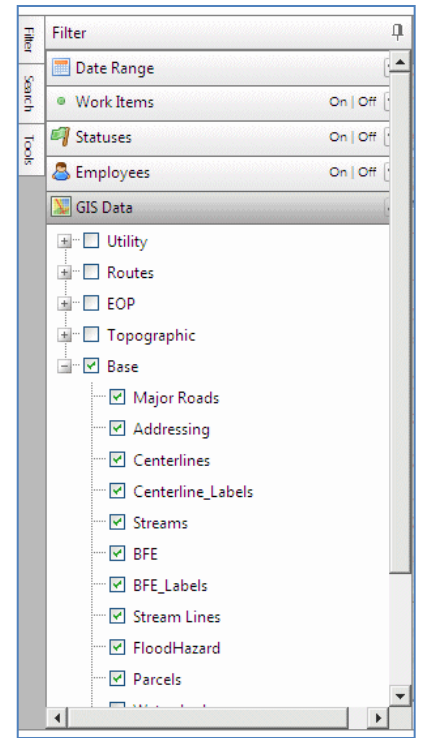
Name	Total	New	Completed	Assigned	Full	Available
Brush	11	10	1	0	0	0
Catch Basin	2	2	0	0	0	0
Catch Basin Overflow	3	3	0	0	0	0
Clean outs	2	2	0	0	0	0

If at any time you want to erase your selection, click **Clear Selection** 


### C) Changing the Base Map


Base maps display your GIS data, everything from parcels to fire hydrants, through the Mobile311 interface.

1. Open up the Base Map menu by clicking on the **GIS Data** header in **The Sidebar**. Don't forget to use the pushpin to keep the sidebar expanded while you are changing the settings.
2. **Check or uncheck** the boxes to turn a base map on or off.
3. Allow a few seconds for the map to update.








### D) Using the Identify Base Data Tool

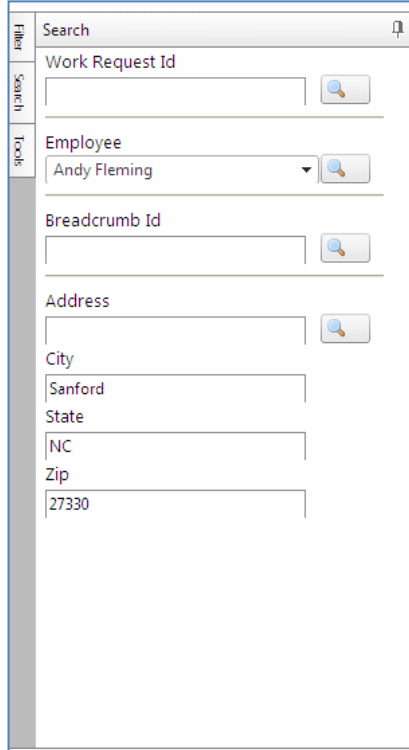
The **Identify Base Data tool**  can reveal data associated with the base maps currently displayed.

1. Click the **Identify Base Data tool**  in the **Toolbar**.
2. Click on the area of the map you want to identify data.
3. Data will appear in the **Data Grid** below the map

ROADID	ROAD_NAME	ZIP	START_ADDR	END_ADDR	RIGHT_STAR	RIGHT_END	LEFT_START	LEFT_END
S1193	OLD NC HWY 49	27205	4300	4309	4300	4308	4301	4309
S1193	OLD NC HWY 49	27205	4200	4267	4200	4266	4201	4267
S 49S	NC HWY 49 S	27205	1287	1596	1288	1596	1287	1595

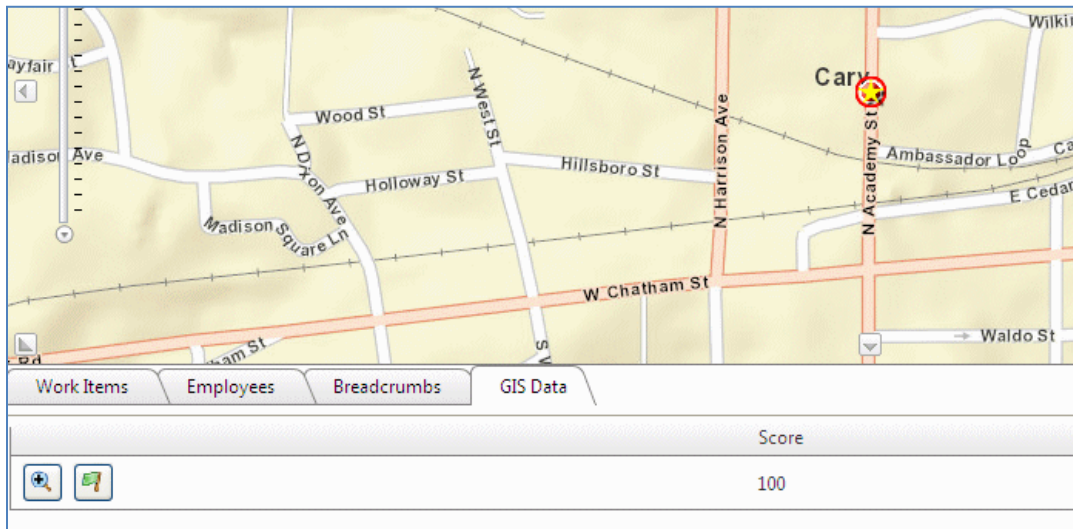
## E) Searching for an address

1. Click on the **Search** header in **the Sidebar**.
2. There are four search options. You can choose to run a search by *Work Request ID*, *Employee*, *Breadcrumb ID*, and *Address*.
3. When you search for an address, fill in at least the city and state of the location and click  to search. The more address information you have, the easier it will be to find.
4. A golden star  will appear on the map at the location. For more information, expand the **Data Grid** below the map to show a *New Work Request* button  and *Go to Address* button. 
5. Be sure to hit **Clear Selection**  before using any other tools.



The sidebar contains a search interface with the following fields and options:

- Filter**: Search
- Search**: Work Request Id (with search icon)
- Tools**: Employee (dropdown menu showing "Andy Fleming" with search icon)
- Breadcrumb Id (with search icon)
- Address (with search icon)
- City: Sanford
- State: NC
- Zip: 27330



# Interacting with the Data

## A) Work Requests

After data has been collected from the phone application, you can interact with and filter work requests via the **Filter tab** of the **Sidebar**.

### Work Items Header

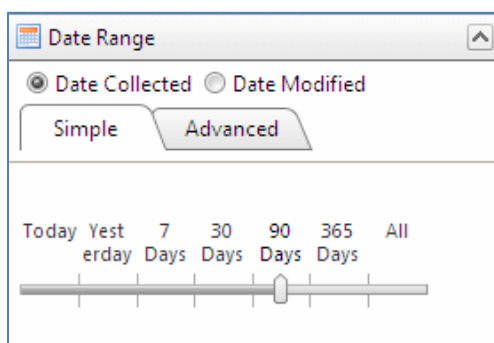
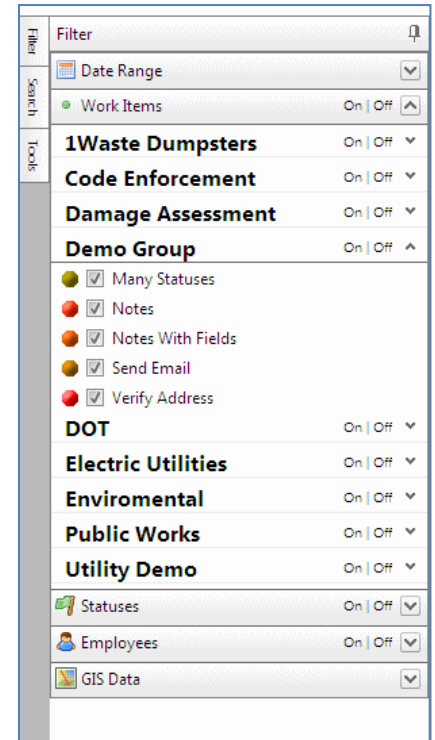
In this section, you will turn different work request types on and off. You can do this individually or you can check on entire work request groups at once.

The small arrows next to the work group titles can be used to show or hide groups, but has no effect on what is shown on the map.

### Filters

Once you have turned on the type of work requests you want to see, you can filter by several variables:

- **Date Range**- Select *Date Collected* or *Date Modified* from the Date Range header. Use the scroll feature to change the date range. (See the scroll feature in the picture below.)
- **Statuses**- Check or uncheck boxes to turn on and off.
- **Employees**- Check or uncheck boxes to turn on and off by employee.



## Flagging a work request from the desktop

Work requests can be input from the computer.

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.
4. Upon completion a dialogue box will pop up with the unique ID number.

## Work Request Data

To see the data, location, time, and more of a work request:

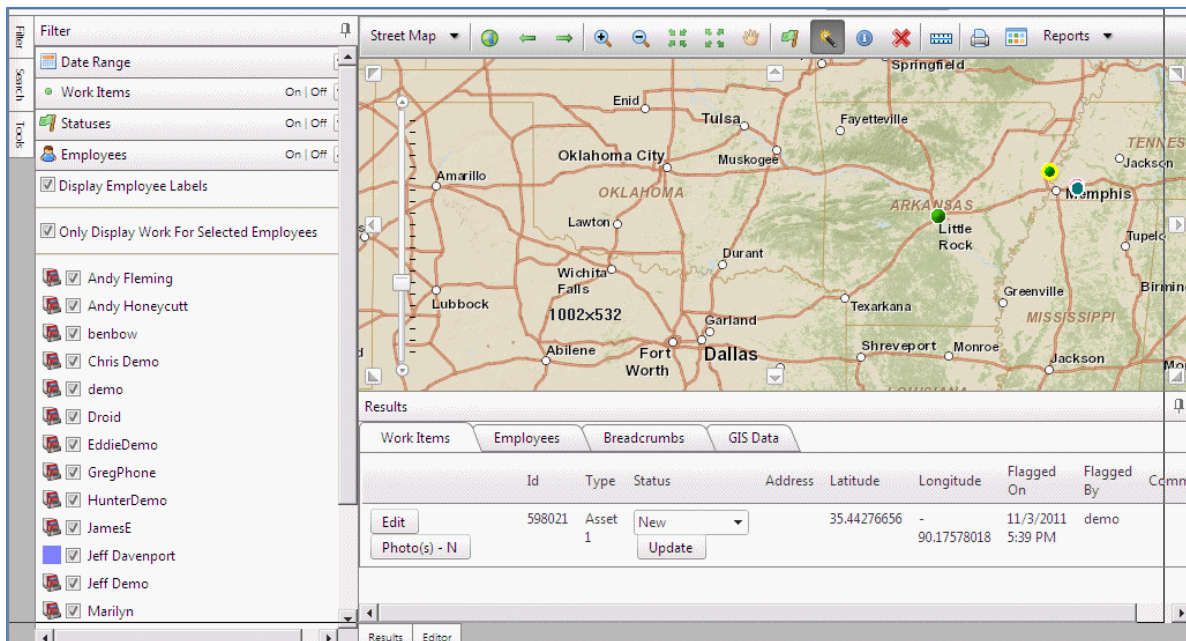
1. Use the **Work Items** header of **the Sidebar** to filter the work requests to your liking.
2. Use **Select Tool** to select a single or multiple points.
3. Details of the selected work requests will pop up in the data grid below the map.

	Id	Type	Status	Address	Latitude	Longitude	Flagged On	Flagged By	Comments
<a href="#">Edit</a> <a href="#">Photo(s) - Y</a>	596643	Send Email	Assigned	5573 Joe Dean Trl	35.53780951	-79.37621964	11/2/2011 7:27 PM	demo	Test This Out

## B) Employees

The **Employees section** of the **Sidebar** allows you to filter information by the users/employees who posted it. In the Employees section, verify that the box is checked next to all active employees' names so that they can be searched for. By using the breadcrumbs data for a particular employee, Management can get an accurate view of what a worker is doing and where they have been.

To identify an employee from a specific work request or location, use the **Select tool** and draw around the area/units you want to select. The Employee tab in the data grid below will fill with information from the selected area.



The screenshot shows a GIS application interface. On the left is a sidebar with a 'Filter' section containing 'Date Range', 'Work Items', 'Statuses', and 'Employees'. Below this are checkboxes for 'Display Employee Labels' and 'Only Display Work For Selected Employees'. A list of employee names with checkboxes follows, including Andy Fleming, Andy Honeycutt, benbow, Chris Demo, demo, Droid, EddieDemo, GregPhone, HunterDemo, JamesE, Jeff Davenport, Jeff Demo, and Marilyn. The main area is a map showing Oklahoma and Arkansas with various cities labeled. A red polygon is drawn around a location near Little Rock, Arkansas. Below the map is a 'Results' section with tabs for 'Work Items', 'Employees', 'Breadcrumbs', and 'GIS Data'. The 'Employees' tab is active, showing a table with columns: Id, Type, Status, Address, Latitude, Longitude, Flagged On, Flagged By, and Comment. The table contains one row with the following data:

Id	Type	Status	Address	Latitude	Longitude	Flagged On	Flagged By	Comment
598021	Asset	New	1002x532	35.44276656	-90.17578018	11/3/2011 5:39 PM	demo	

### Breadcrumbs Data

Mobile311 units frequently check in with GPS satellites and keep track of where a unit has been. This is called **breadcrumbs**. To see a unit's breadcrumbs:

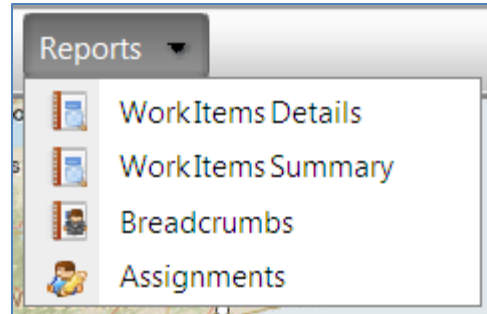
1. Under the **Tools** tab in the **Sidebar**, click the box **Display Breadcrumbs**.
2. Set the date that you are running a search for.
3. In the toolbox above the map, click on the drop-down **Reports** menu and select **Breadcrumbs**.
4. A new browser window will pop up with the full report of that day's breadcrumbs. To get a better view of an individual breadcrumb, simply click on the ID number, which will link to a view of the location on the map. For more information on this report, see page 16.

## C) Reports

Mobile311 reports offer an organized way to view large amounts of data in a single window. There is one main Administrative Report-



**Insight Dashboard**, as well as four other main reports in the top toolbar:



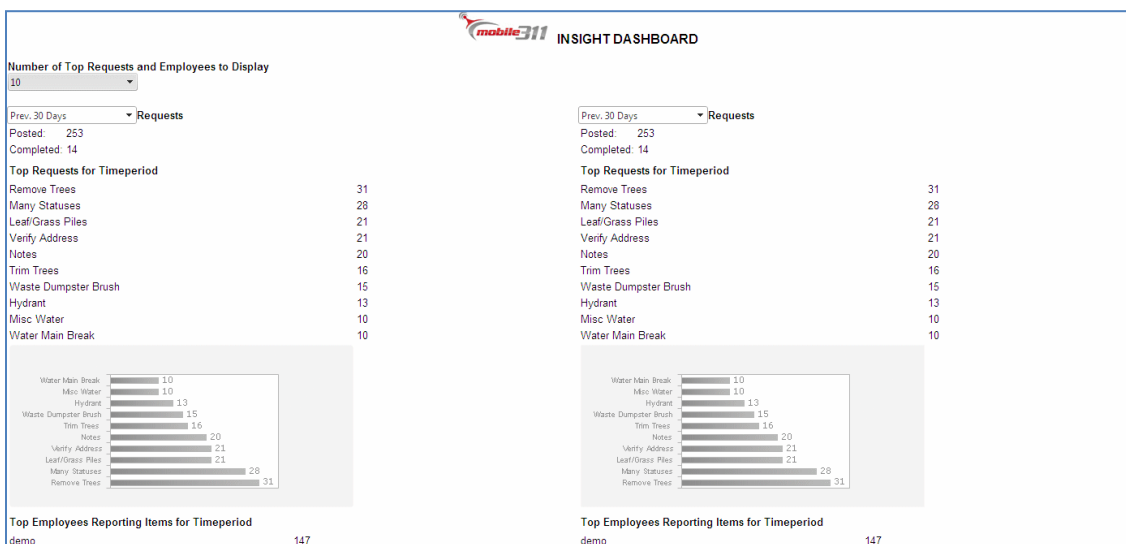
**Work Items Details, Work Items Summary, Breadcrumbs, and Assignments.**

### Insight Dashboard

This report can be reached by the **Dashboard** button on the toolbar. The **Insight Dashboard** report will pop up in a new browser window, allowing Administrators a user-friendly, comparative report of Work Requests and Employee activity.

Here is a breakdown of the info you can customize in the **Insight Dashboard**.

- **Number of Top Requests and Employees to Display-** Changing this will vary the number of data points to compare.
- **Requests-** This filters the results based on a date range.
- **Top Requests for Timeperiod-** This section contains a list of the most commonly reported work items, also in chart form.
- **Top Employees Reporting Items for Timeperiod-** This section contains a list of the Employees reporting most frequently, also in chart form.




## Displaying Reports

To show one of the four other main reports, simply click the **Reports** pull-down menu. The selected report will pop up in a new browser window.

## Work Items Detail

Here's a breakdown of the information you can find in the **Work Items Detail** Report.

By clicking on each arrow button,  you can expand the record for further information.

- **ID#**- this unique 4 digit number helps to quickly and easily locate this specific point.
- **Status**- whether the point is pending, verified, or completed. This can be changed from the desktop.
- **Address**- the closest address to the point.
- **Type**- this is the type of work request that was marked.
- **Flagged**- this is the date and time the point was marked.
- **Flagged by**- this is the name of the user that marked the point.
- **Modified Date**- this is the date and time of the latest changes made to the work item.
- **Last Modified By**- this is the name of the user that made any changes to the work item.
- **Time Open**- Days, Hours and Minutes the work item has been open.
- **Photo(s)**- Any photos taken at the time of the request will be seen here. There is also an option to add a photo retroactively.
- **Comments**- text notes entered by the user.
- **Latitude and Longitude**- GPS coordinates of the point.

797 Work Requests														
<span>mobile311</span> <span>Mark All</span> <span>New</span> <span>Save Changes</span> <span>Download To Excel</span> <input type="checkbox"/> Split Comments <input type="checkbox"/> All Uppercase <span>Close Report</span>														
Page 1 of 8 <span style="float: right;">Item 1 to 100 of 797</span>														
	Id	Change Status	Address	Street Name	Work Type	Date Flagged	Flagged By	Modified Date	Last Modified By	Time Open	Photo (s)	Comments	Latitude	Longitude
>	542465	Full		H	Waste Dumpster Brush	9/21/2011 7:40:25 AM	demo	9/21/2011 7:40:52 AM	demo	91 days 13 hrs 43 mins	<a href="#">Add</a>	Hardwood	35.669058000000000	-78.749559999999997
>	542471	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:42:32 AM	demo	9/21/2011 7:42:43 AM	demo	91 days 13 hrs 41 mins	<a href="#">Add</a>	Hdwd	35.669136000000002	-78.749879999999999
>	542474	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:43:58 AM	demo	9/21/2011 7:44:18 AM	demo	91 days 13 hrs 39 mins	<a href="#">Add</a>	Hdwh	35.669248000000003	-78.749800000000005
>	542476	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:45:11 AM	demo	9/21/2011 7:45:21 AM	demo	91 days 13 hrs 38 mins	<a href="#">Add</a>	Hdwd	35.669283000000000	-78.749831999999998
>	542478	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:45:45 AM	demo	9/21/2011 7:45:59 AM	demo	91 days 13 hrs 37 mins	<a href="#">Add</a>	Hddw	35.669288999999999	-78.749830000000003
>	542479	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:46:25 AM	demo	9/21/2011 7:46:37 AM	demo	91 days 13 hrs 37 mins	<a href="#">Add</a>	Hd	35.669352000000003	-78.749616000000003
>	542482	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:47:28 AM	demo	9/21/2011 7:47:38 AM	demo	91 days 13 hrs 36 mins	<a href="#">Add</a>	Hd	35.669320999999997	-78.749579999999993
>	542485	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:48:52 AM	demo	9/21/2011 7:48:59 AM	demo	91 days 13 hrs 34 mins	<a href="#">Add</a>	Hd	35.669305999999999	-78.749521000000001
>	542492	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:50:18 AM	demo	9/21/2011 7:50:27 AM	demo	91 days 13 hrs 33 mins	<a href="#">Add</a>	Hd	35.669293000000003	-78.749485000000007
>	542503	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:51:23 AM	demo	9/21/2011 7:51:32 AM	demo	91 days 13 hrs 32 mins	<a href="#">Add</a>	Hd	35.669123999999997	-78.749397999999999
>	542505	Full	4027	Truelove	Waste Dumpster Brush	9/21/2011 7:52:44 AM	demo	9/21/2011 7:52:55 AM	demo	91 days 13 hrs 30 mins	<a href="#">Add</a>	Hd	35.669384000000001	-78.749581000000006

## Work Items Summary

Here's a breakdown of the information you can find in the **Work Items Summary Report**.

- **Work Type**- this is the name of the work request.
- **Total**- numbers of each work request.
- **Assigned**- total number of requests assigned to other users.
- **Available**- total number of requests listed as available to other users.
- **Completed**- total number of requests listed as completed.
- **Full**- number of requests that have been fulfilled
- **New**- number of new requests


797 Work Request(s)						
mobile311						
Download To Excel <input type="checkbox"/> All Uppercase <input type="checkbox"/> Close Report						
Work Type	Total	Assigned	Available	Completed	Full	New
Asset 1	9	0	0	8	0	1
Brush	19	0	0	10	0	9
Catch Basin	2	0	0	0	0	2
Catch Basin Overflow	4	0	0	0	0	4
Clean outs	2	0	0	0	0	2
Crack	6	0	0	0	0	6
Cross Pipe Location	6	0	0	2	0	4
Dead Animal	8	0	0	1	0	7
Ditch Stopped Up	2	0	0	2	0	0
Down Line	3	0	0	1	0	2
Flat Cutting Not Performed	1	0	0	0	0	1
Guard Rail Start	1	0	0	0	0	1
Guard Rail Stop	1	0	0	0	0	1
Guy Wire Broken	1	0	0	0	0	1
Hazard Tree Not Removed	3	0	0	0	0	3
Hydrant	13	0	0	2	0	11
Illegal Burning	9	0	0	0	0	9
Illegal Business	2	0	0	0	0	2
Illegal Dump Location	2	0	0	0	0	2
Illegal Misc Dumping	4	0	0	0	0	4
Illegal Tire Dumping	3	0	0	0	0	3
Incomplete	1	0	0	0	0	1

## Breadcrumbs

Mobile311 units frequently check in with GPS satellites and keep track of where a unit has been. This is called **breadcrumbs**. To see a unit's breadcrumbs:

- D) Under the **Tools** tab in the **Sidebar**, click the box **Display Breadcrumbs**.
- E) Set the date that you are running a search for (still inside the Breadcrumbs section).
- F) In the toolbox above the map, click on the drop-down **Reports** menu and select **Breadcrumbs**.
- G) A new browser window will pop up with the full report of that day's breadcrumbs. To get a better view of an individual breadcrumb, simply click on the ID number, which will link to a view of the location on the map.

518 Breadcrumbs




 All Uppercase

Page 1 of 6 Item 1 to 100 of 518

Id	Employee	Date Collected	Latitude	Longitude
8223317	demo	12/1/2011 1:11:28 PM	35.35242766000000	-80.17995932000000
8223318	demo	12/1/2011 1:11:28 PM	35.35259712000000	-80.17990419000000
8223320	demo	12/1/2011 1:11:28 PM	35.35243045000000	-80.17995606000000
8223288	demo	12/1/2011 1:12:00 PM	35.35243045000000	-80.17995606000000
8223289	demo	12/1/2011 1:12:00 PM	35.35243045000000	-80.17995606000000
8223290	demo	12/1/2011 1:12:00 PM	35.35259809000000	-80.17990232000000
8223291	demo	12/1/2011 1:12:00 PM	35.35259809000000	-80.17990232000000
8223292	demo	12/1/2011 1:12:00 PM	35.35081030000000	-80.19479151000000
8223293	demo	12/1/2011 1:12:00 PM	35.35081030000000	-80.19479151000000
8223295	demo	12/1/2011 1:12:00 PM	35.35080857000000	-80.19479320000000
8223296	demo	12/1/2011 1:12:00 PM	35.35080857000000	-80.19479320000000
8223297	demo	12/1/2011 1:12:00 PM	35.35081016000000	-80.19479331000000
8223298	demo	12/1/2011 1:12:00 PM	35.35081016000000	-80.19479331000000
8223299	demo	12/1/2011 1:12:00 PM	35.35061625000000	-80.19481662000000
8223300	demo	12/1/2011 1:12:00 PM	35.35074271000000	-80.19477610000000
8223301	demo	12/1/2011 1:12:00 PM	35.35074030000000	-80.19482085000000
8223305	demo	12/1/2011 1:12:00 PM	35.35257554000000	-80.19465154000000
8223306	demo	12/1/2011 1:12:00 PM	35.35788644000000	-80.19456163000000
8223308	demo	12/1/2011 1:12:00 PM	35.35796189000000	-80.19454546000000
8223309	demo	12/1/2011 1:12:00 PM	35.35796668000000	-80.19454017000000

## Assignments

The **Assignments** Report is a straightforward document that lists each active employee with their corresponding number of open assignments. By clicking on each arrow button,  you can expand the record for further information on each open work request for that employee.

Assignments by Employee

Employee	Number of Open Assignments
> Andy Fleming	1
> benbow	6
> demo	4
> Droid	13
> EddieDemo	2
> GregPhone	2
> JamesE	3

## Jump Between a Report and the Map

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

## Changing Request Status

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.

## Saving Changes

After making changes to a report, make sure to click the **Save Changes** button at the top of the page.


## Downloading to Microsoft<sup>®</sup> Excel

Clicking **Download to Excel** at the top of the report will begin a download of an .xls file of the data. When prompted, click Save to save the file to your computer.

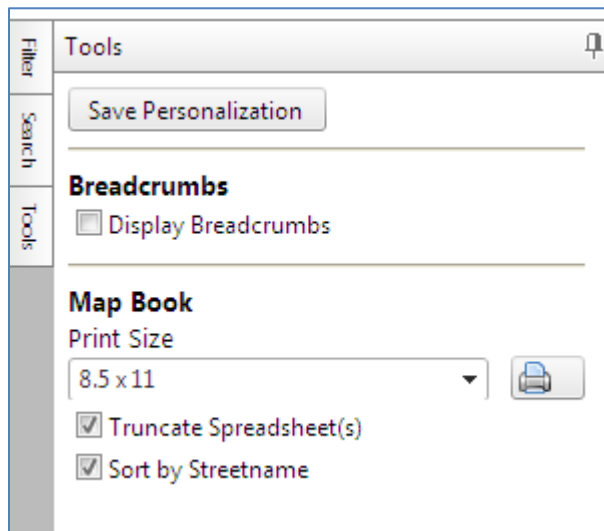
# Printing

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## Printing the Current Map View

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

To change the map's size, go to the **Tools** tab in the sidebar. There, you can change the page layout to 8.5x11 or 11x17.



## Printing a Report

To print a report, use your web browser's print function under File>Print or hit C.