

ENTERING A REPORT:

- Log into QAlert
- Click the "Service Request" tab
- Click "Add" (plus sign in upper left)
- In the "WHAT" section, use the "Service Request" dropdown to choose the report
 - If there is an arrow next to the report type, click on the arrow to choose the correct report.
 - Be sure to choose the correct report as choosing the wrong report type means you will not be able to see or update it
- **SAVE THE REPORT**
 - Always hit the SAVE button NEVER USE "SAVE AND CLOSE" or "SAVE AND ADD"

TIP: if the event is OVER (such as a manhole bypass) and you have all the info, you can open a 5-day report instead of a 2-hour and complete it instead of doing the 2-hour first, converting and completing a 5-Day report.

NOTES:

The "Comment" section is used for 24-hour updates, comments to/from DEEP, etc.

We have not been using the "Private Notes" but it can be seen by anyone with the login

The rest of the report is similar to the old electronic reports

The "WHO" section does not need to be completed as the form has your info attached based on your login

TO UPDATE OR CLOSE A REPORT:

- Log into QAlert
- Click the "Service Request" tab
- The report should show up in "MY Service Requests" or "Open and in Progress" - click on the report you wish to work on
- If the event is over, you will need to update the report to a 5-day report. In the "WHAT" section, use the "Service Request" dropdown to choose the report
- Once the report has been converted to a 5-day report, scroll down and update the "WHAT" section making sure to fill out the new blocks
- Click on "Save" to **SAVE THE REPORT**
- Go to "Actions", choose "Close" and in the dropdown choose "Close - Event Ended"

TIP: IF THERE IS NO END DATE AND TIME, YOU HAVE NOT UPDATED THE REPORT TO A 5-DAY REPORT

TO REOPEN A REPORT:

Whether you accidentally hit "Save and Close", did not change it to a 5-day report or need to add more information, you may need to reopen a report.

- Log into QAlert
- Click the "Service Request" tab
- The report should show up in "Closed" - click on the report you wish to work on

- Click on “Actions” and click on “Re-Open” You can write a comment in the comment box that pops up or just click “Re-Open Request”.
- Follow the instructions above.

DESCRIPTIONS OF SOME OF THE TAB/BUTTON CHOICES:

“ADD” button in **“My Service Requests”** and **“Open and in Progress”**

This is the button you use to open a new report!

“Edit” button in **“My Service Requests”** and **“Open and in Progress”**:

This button would be used to open and edit a report. Since clicking on the report to open it is required and automatically opens it ready to edit, it is not used.

“Delete” button in **“My Service Requests”** and **“Open and in Progress”**:

The delete button will not remove the report from the public website, just from your list of reports that you can see. At this time, we recommend using the “Close – Duplicate” option noted above.

“Print” button is always available.

You can print a report at any time 2-hour, 5-day, open or closed. This feature will PDF the report, you can save it and then email it to whomever needs a copy.

“Actions” available in **“My Service Requests”** and **“Open and in Progress”**:

“Add Activity” will bring up a popup where you can write a note to add to the report. This is the place to add a note such as: “Date / Time Event still ongoing, waiting for contractor to complete repairs.”

“Re-Route” generally won’t be used. It is for re-routing the ownership of a report to someone else. DEEP may use this to reroute a report to a municipality should they have to enter a report on your behalf.

“Link” generally won’t be used. Reports can be linked if they are the same, but DEEP generally won’t be using it.

“On Hold” generally won’t be used. This is for other types of reports not sewage related.

“CLOSED” drop down contains:

“Closed - Event Ended” – The usual choice for closing a report.

“Duplicate” – The choice for closing a duplicate report

“Re-Closed - Report Corrected” – if you reopen a report to make a correction such as spelling, better location, update an end time that you noticed was wrong.

“Rescinded” – You started a report and no longer need it. No bypass occurred and no sewage left the system. The report was started as required and no event occurred.

“Actions” available in **“Closed”**:

“Add Activity” will bring up a popup where you can write a note to add to the report.

“Re-Open” is discussed above.