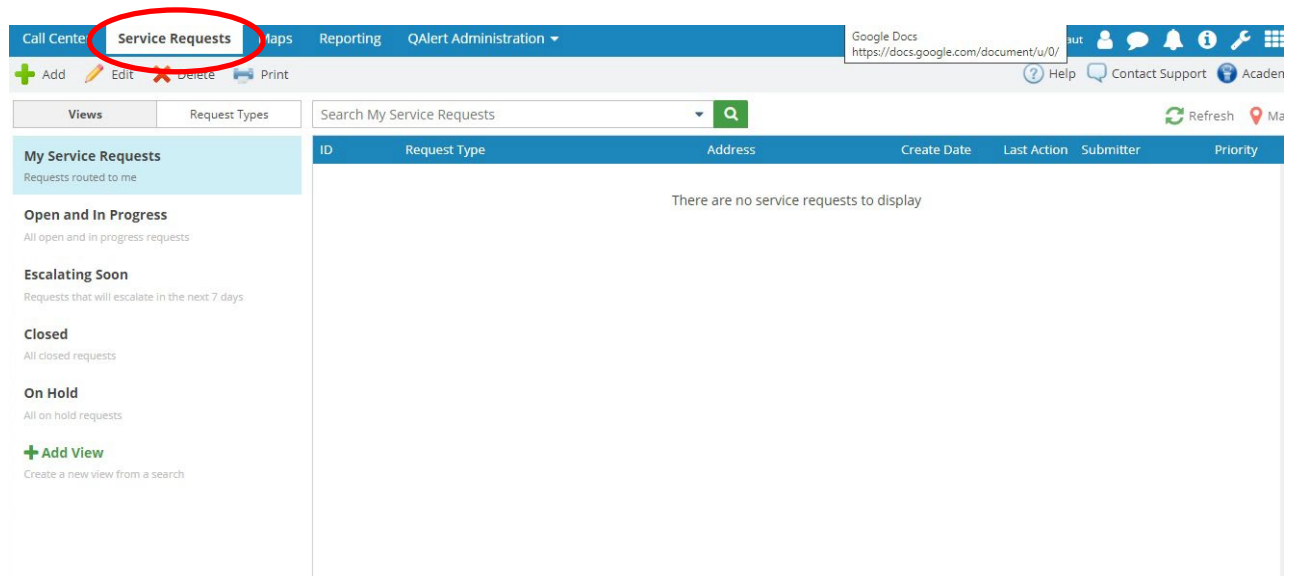
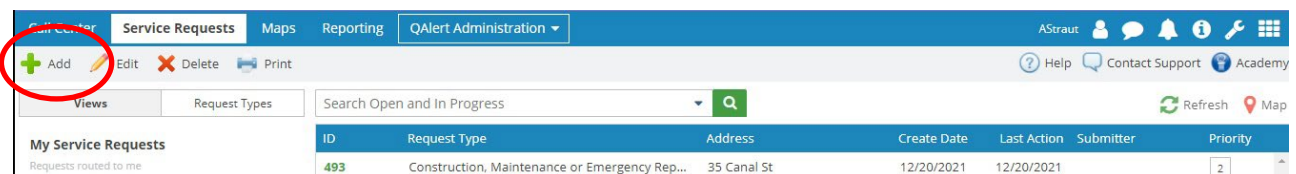


**ENTERING A REPORT:**

- Log into QAlert at <https://deepct.qscend.com/qalert/default.aspx>
- 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.

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.

## • SAVE THE REPORT

– Always hit the **SAVE** button **NEVER USE “SAVE AND CLOSE” or “SAVE AND ADD”**  
Failure to hit save before going back with the back button or closing the report will result in your work not being saved. If you change something with a drop down or fill in a box, click save before doing any other action.

## 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 A REPORT (CHANGE FROM 2-HOUR TO 5-DAY):

- Log into QAAlert
- 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

## Tips for DEEP Electronic Bypass Reporters

VER: 2025-01

ID	Request Type	Address	Create Date	Last Action	Submitter	Priority
493	Construction, Maintenance or Emergency Rep...	35 Canal St Plymouth	12/20/2021 1:04p	12/20/2021 1:04p		2
483	- Bypass / SSO 5 Day Report Form	79 Givens Ave Stamford	12/15/2021 6:21a	12/15/2021 6:28a		2

- 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

**New Service Request**

Status: Open

Request Type: <None Selected>

Created: Now

Last Action: Now

Origin: Control Panel

**What**

Request Type\*

Priority: 2

Comments

Private Notes

+ Add Files Drag and drop files here to upload

**Where**

- 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**

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

**NOTE: ALL REPORTS MUST BE A 5-DAY TO BE COUNTED AS A FINAL REPORT!!!!**

### TO CLOSE A REPORT:

- If the report is not already open, open the report and ensure it has been updated.
- Once the report is open and complete, click on the “Close” tab and a box will pop up.

QAlert Administration

Close Add Activity Save Cancel Close Add Request Delete

History

Activity	Date	User	Comments
Created	2/17/2025 8:42 AM	John_Bodie	Service Request Open - ID 9118 Routed To: Fairfield, LossofEquipment Comments:
Activity entered	3/12/2025 1:14 PM	John_Bodie	Issue has been found, parts have been sourced, lead time 8 - 10 weeks.

What

Request Type\*  
- Loss of WWTP Equipment / Tankage 2 Hour Report

Priority  
2

Comments

Private Notes

Reporting Utility\*  
FAIRFIELD WPCF

Date event began or was discovered\*  
2/17/2025

Approximate Time Event Started\*  
07:30 AM

Weather Conditions\*  
Dry

What equipment or tanks are effected\*  
Automated coarse bar rack. By-passing the unit also takes our grit removal equipment off line.

QAlert Administration

Close Add Activity Save Cancel Close Add Request Delete

History

Activity	Date	User	Comments
Created	2/17/2025 8:42 AM	John_Bodie	Service Request Open - ID 9118 Routed To: Fairfield, LossofEquipment Comments:
Activity entered	3/12/2025 1:14 PM	John_Bodie	Issue has been found, parts have been

What

Request Type\*  
- Loss of WWTP Equipment / Tankage 2 Hour Report

Comments

Reporting Utility\*  
FAIRFIELD WPCF

Date event began or was discovered\*  
2/17/2025

Approximate Time Event Started\*  
07:30 AM

Weather Conditions\*  
Dry

What equipment or tanks are effected\*  
Automated coarse bar rack. By-passing the unit also takes our grit removal equipment off line.

Close Service Request

Reason

Comments

Notify the submitter of these comments

Add Files

Close Request Cancel

- Click on the little arrow in the box and in the dropdown choose "Close - Event Ended"

QAlert Administration

Close Add Activity Save Cancel Close Add Request Delete

History

Activity	Date	User	Comments
Created	2/17/2025 8:42 AM	John_Bodie	Service Request Open - ID 9118 Routed To: Fairfield, LossofEquipment Comments:
Activity entered	3/12/2025 1:14 PM	John_Bodie	Issue has been found, parts have been

What

Request Type\*  
- Loss of WWTP Equipment / Tankage 2 Hour Report

Comments

Reporting Utility\*  
FAIRFIELD WPCF

Date event began or was discovered\*  
2/17/2025

Approximate Time Event Started\*  
07:30 AM

Weather Conditions\*  
Dry

What equipment or tanks are effected\*  
Automated coarse bar rack. By-passing the unit also takes our grit removal equipment off line.

Close Service Request

Reason

- Closed - DEEP Review Completed
- Closed - Event Ended
- Closed - Event Ended
- Duplicate
- Re-Closed - Report Corrected
- Rescinded

Notify the submitter of these comments

Add Files

Close Request Cancel

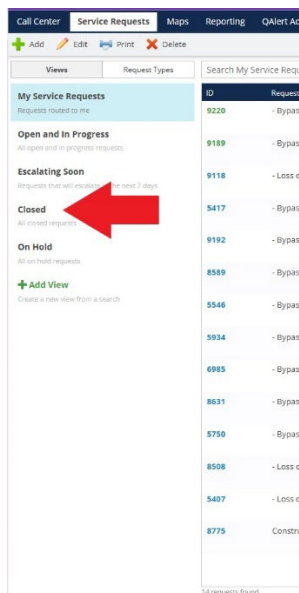
## TO REOPEN A REPORT:

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.

## Tips for DEEP Electronic Bypass Reporters

VER: 2025-01

- Log into QAlert
- Click the “Service Request” tab
- Click on “Closed” in the left column



- Click on the report you wish to work on to open it
- In the popup box, enter any comments you wish to record (not required), you can click notify sender but if you are the sender this seems redundant (we use this to notify you that information is missing or if we're reviewing it for some reason), and click the green box at the bottom that says “Re-Open Request”.

10:25 AM Nick\_Colabella An automated email has been sent to the submitter(s):

10:25 AM

10:18 AM

10:04 PM

10:04 PM

### Re-Open Service Request

Comments

Comments

☐ Notify the submitter of these comments

[+ Add Files](#) Drag and drop files here to upload

[Re-Open Request](#) [Cancel](#)

Report Form

Comments

Private Notes

Comments

inches.

passed for 2

- 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.

### “Actions”

“Print” is discussed above.

“Resend Emails” will resend all the emails related to the routing of the report including to DoAg, DEEP, DPH, etc as routed.