

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.

Tips for DEEP Electronic Bypass Reporters

VER: 2025-01

New Service Request

Status: Open

Request Type: - Bypass / SSO 2 Hour Report Form

Priority: 2

Comments:

Private Notes:

Reporting Utility:

Incident type: Sewage Bypass

Knowledge Base

• 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.

Call Center Service Requests Maps Reporting QAlert Administration

Back Save Save + Close Save + Add Clear Form

New Service Request

Status: Open

What

Request Type: - Bypass / SSO 2 Hour Report Form

NOTES:

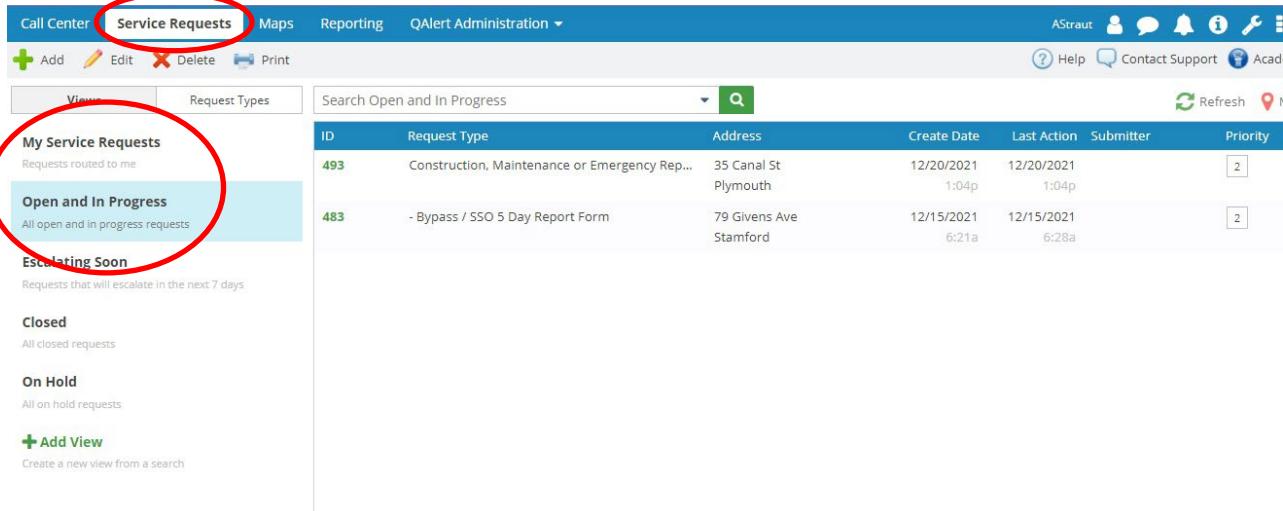
The “Comment” section is used for 24-hour updates, comments to/from DEEP, etc.
We have not been using the “Private Notes” but it can be seen by anyone with the login
The rest of the report is similar to the old electronic reports
The “WHO” section does not need to be completed as the form has your info attached based on your login

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

- Log into 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

Tips for DEEP Electronic Bypass Reporters

VER: 2025-01



Call Center **Service Requests** Maps Reporting QAlert Administration ▾

My Service Requests
Requests routed to me.

Open and In Progress
All open and in progress requests

Escalating Soon
Requests that will escalate in the next 7 days

Closed
All closed requests

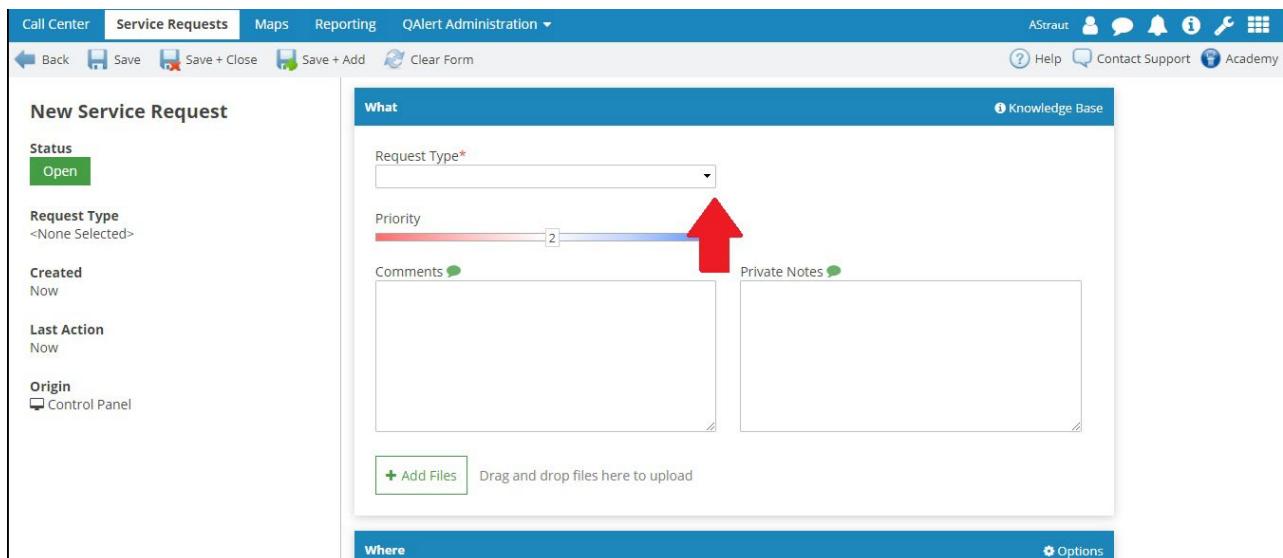
On Hold
All on hold requests

Add View
Create a new view from a search

Search Open and In Progress

| 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



Call Center Service Requests Maps Reporting QAlert Administration ▾

Back Help Contact Support Academy

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

Where

Options

Drag and drop files here to upload

- 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.

Tips for DEEP Electronic Bypass Reporters

VER: 2025-01

Service Request 9118

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

Created
2/17/2025 8:42 AM

Last Action
3/12/2025 1:14 PM

Department
LossOfEquipment

Origin
Control Panel

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 6 - 10 weeks. |

What

| Request Type* | Priority |
|--|--|
| - Loss of WWTP Equipment / Tankage 2 Hour Report | 2 |
| Comments | Prompts Comments |
| Private Notes | 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.

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 6 - 10 weeks. |

What

| Request Type* | Priority |
|--|--|
| - Loss of WWTP Equipment / Tankage 2 Hour Report | 2 |
| Comments | Prompts 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.

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

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](#) Drag and drop files here to upload

Close Request **Cancel**

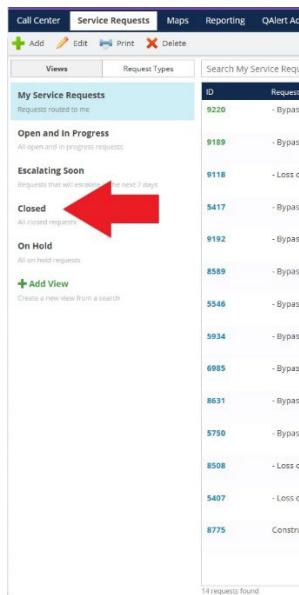
TO REOPEN A REPORT:

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

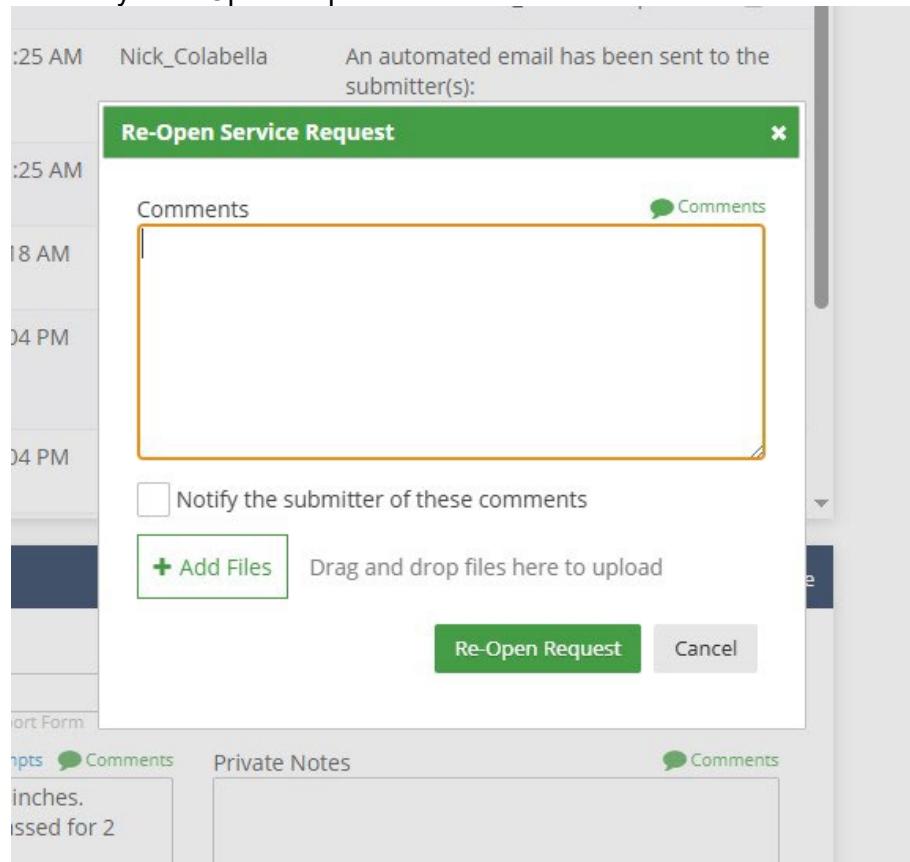
VER: 2025-01

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



| My Service Requests | |
|---------------------------------|---------------|
| Views | Request Types |
| Requests routed to me | |
| Open and In Progress | |
| Escalating Soon | |
| Closed | |
| On Hold | |
| All closed requests | |
| + Add View | |
| Create a new view from a search | |
| 14 requests found | |

- 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”.



- 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.