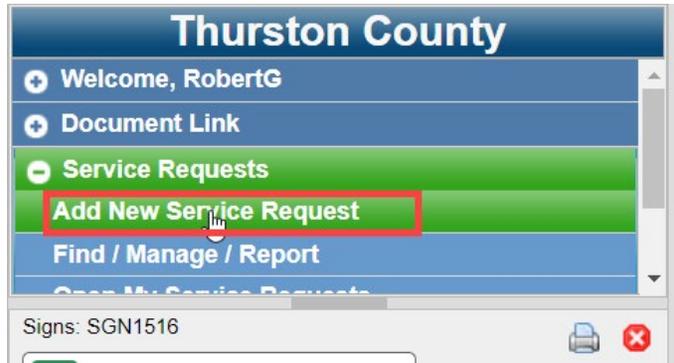


After Selecting the Sign in VUEWorks (or multiple Signs), create a New Service Request



If just one location, Set Point, if not then Do Not Set Point

DOWNED OR DAMAGED SIGN THAT NEEDS TO BE FIXED OR REPLACED

The screenshot shows a web application window titled "Manage Service Requests". At the top, a blue banner contains the text "DOWNED OR DAMAGED SIGN THAT NEEDS TO BE FIXED OR REPLACED". The application interface includes a filter status "Filter is OFF - Current list contains 100 out of 4087 Service Requests" and navigation tabs for "Form View", "Table View", "Filter", "Reports", and "Assets". The main form area displays details for an "Unassigned" request, including fields for "Type", "Depart/Division", "Group", "Issue", "Location", and "Assigned To". A "Create Service Request Point" dialog box is overlaid on the form, asking "Do you want to set the location of the Service Request Point on the Map?". The dialog features two green buttons: "Set Point" (highlighted with a red box) and "Do Not Set Point". A red annotation "Only if just one sign" is placed above the "Set Point" button. Below the buttons is a checkbox labeled "Remember my answer". The background form also shows a "Status" dropdown set to "Open", "Date / Time Occurred" as "01/30/2020 9:23 AM", and "Date / Time Responded To" with a "Now" button. At the bottom of the application, there are buttons for "Save", "Delete", "New", "Print...", and "Close", along with a pagination indicator showing "1 of 100".

After selecting point on the map or manually typing it in to the form, fill out the rest of the form.

**Manage Service Requests**

Filter is OFF - Current list contains 100 out of 4087 Service Requests

-- Select Field --

**Form View** | Table View | Filter | Reports | Assets

ID: **Unassigned**    Logged By: [Gregory Roberts](#) 01/30/2020 09:23 AM

Type \* PW - Traffic Requ

Depart/Division \* (PW) Transportati

Group Signs

Issue\* Down / Damaged Sign

Location: DENMARK ST SW @ .105 mi S of SR 12

Assigned To: Unassigned 01/30/2020 9:23 AM

Status: **Open**    Date / Time Occurred: 01/30/2020 9:23 AM

Date / Time Responded To: **Now**

Send Email to Notification List on Save

Check on Assets Tab (make sure correct sign or signs are attached).

### Manage Service Requests

Filter is OFF - Current list contains 100 out of 4087 Service Requests

-- Select Field --

**Form View** | Table View | Filter | Reports | Assets

ID: **Unassigned** | Logged By: [Gregory Roberts](#) | 01/30/2020 09:23 AM

Type \* **PW - Traffic Requ** | Depart/Division \* **(PW) Transportat** | Group **Signs** | Issue\* **Down / Damaged Sign** | Location: **DENMARK ST SW @ .105 mi S of SR 12** | Assigned To: **Unassigned** | 01/30/2020 9:23 AM

Status: **Open** | Date / Time Occurred: **01/30/2020 9:23 AM** | Date / Time Responded To: **Now**

Send Email to Notification List on Save

**Details** | Linked Calls | Documents | Work Orders | **Assets** | Comments

Add Assets: **From Map** | **From Current Selection** | **From Facility** | **Add To Selection** | **Clear Selection**

	Location Asset	Asset ID	Layer or Facility	GIS Location	Name
1	<input checked="" type="checkbox"/>	<a href="#">SGN1516</a>	Signs	DENMARK ST SW @ .105 mi S of SR 12	

**Double check the correct assets are attached**

Export To Excel | Remove All | 1 of 1 | 20

\* Required Fields

**Save** | **Delete** | **New** | **Print...** | **Close** | 1 of 100

DOWNED OR DAMAGED SIGN THAT NEEDS TO BE FIXED OR REPLACED

Make sure Send Email to Notification List is unchecked and hit Save prior to going to Details Tab.

Manage Service Requests

Filter is OFF - Current list contains 100 out of 4087 Service Requests

Form View Table View Filter Reports Assets

ID: Unassigned Logged By: Gregory Roberts 01/30/2020 09:23 AM

Type \* PW - Traffic Requ

Depart/Division \* (PW) Transportat

Group Signs

Issue\* Down / Damaged Sign

Location: DENMARK ST SW @ .105 mi S of SR 12

Assigned To: Unassigned 01/30/2020 9:23 AM

Status Open Date / Time Occurred 01/30/2020 9:23 AM

Date / Time Responded To Now

Send Email to Notification List on Save

Details Linked Calls Documents Work Orders Assets Comments

Description: 41 / 2048 Response:

PLEASE UPGRADE THE W3-1 STOP AHEAD SIGN..

**Clarify sign number in description**

Caller Requests Confidentiality  Yes

Caller Information Occupant Information

\* Required Fields

Save Delete New Print... Close

1 of 100

Pay attention to see when Emails get sent, as don't want to send an email every time you hit Save, but do what to send an email when done making all the changes and Saves and want the Crew Chief to know about the Service Request.

### Manage Service Requests

Filter is OFF - Current list contains 100 out of 4087 Service Requests

-- Select Field --

**Form View** | Table View | Filter | Reports | Assets

ID: 0130203    Logged By: [Gregory Roberts](#) 01/30/2020 09:23 AM

Type \* PW - Traffic Requ

Depart/Division \* (PW) Transportati

Group Signs

Issue\* Down / Damaged Sign

Location: DENMARK ST SW @ .105 mi S of SR 12

Assigned To: Unassigned 01/30/2020 9:23 AM

Status: Open    Date / Time Occurred: 01/30/2020 9:23 AM

Date / Time Responded To: [Now]

Send Email to Notification List on Save

**Make sure it is checked, check recipients**

**Details** | Linked Calls | Documents | Work Orders | Assets | Comments

Description: PLEASE UPGRADE THE W3-1 STOP AHEAD SIGN..

Response:

Caller Requests Confidentiality:  Yes

Caller Information: Conv from [User 1] [User 2]

Occupant Information: [Dropdown]

\* Required Fields

Service request saved

Save | Delete | New | Print... | Close

1 of 100

DOWNED OR DAMAGED SIGN THAT NEEDS TO BE FIXED OR REPLACED

Changing from Status from Open to Close is considered a Change so uncheck Email before changing status and recheck after Status has been changed and then Save so Crew Chief knows it has now been closed.

**Manage Service Requests**

Filter is OFF - Current list contains 100 out of 4087 Service Requests

-- Select Field --

**Form View** | Table View | Filter | Reports | Assets

ID: 0130203    Logged By: Gregory Roberts 01/30/2020 09:23 AM

Type \* PW - Traffic Requ

Depart/Division \* (PW) Transportat

Group Signs

Issue\* Down / Damaged Sign

Location: DENMARK ST SW @ .105 mi S of SR 12

Assigned To: Unassigned 01/30/2020 9:23 AM

Status: Open    Date / Time Occurred: 01/30/2020 9:23 AM

Date / Time Responded To: [Now] [ ] [ ]

**Uncheck email before Close**

Send Email to Notification List on Save

**Details** | Linked Calls | Documents | Work Orders | Assets | Comments

Description: PLEASE UPGRADE THE W3-1 STOP AHEAD SIGN..

Response:

Caller Requests Confidentiality  Yes

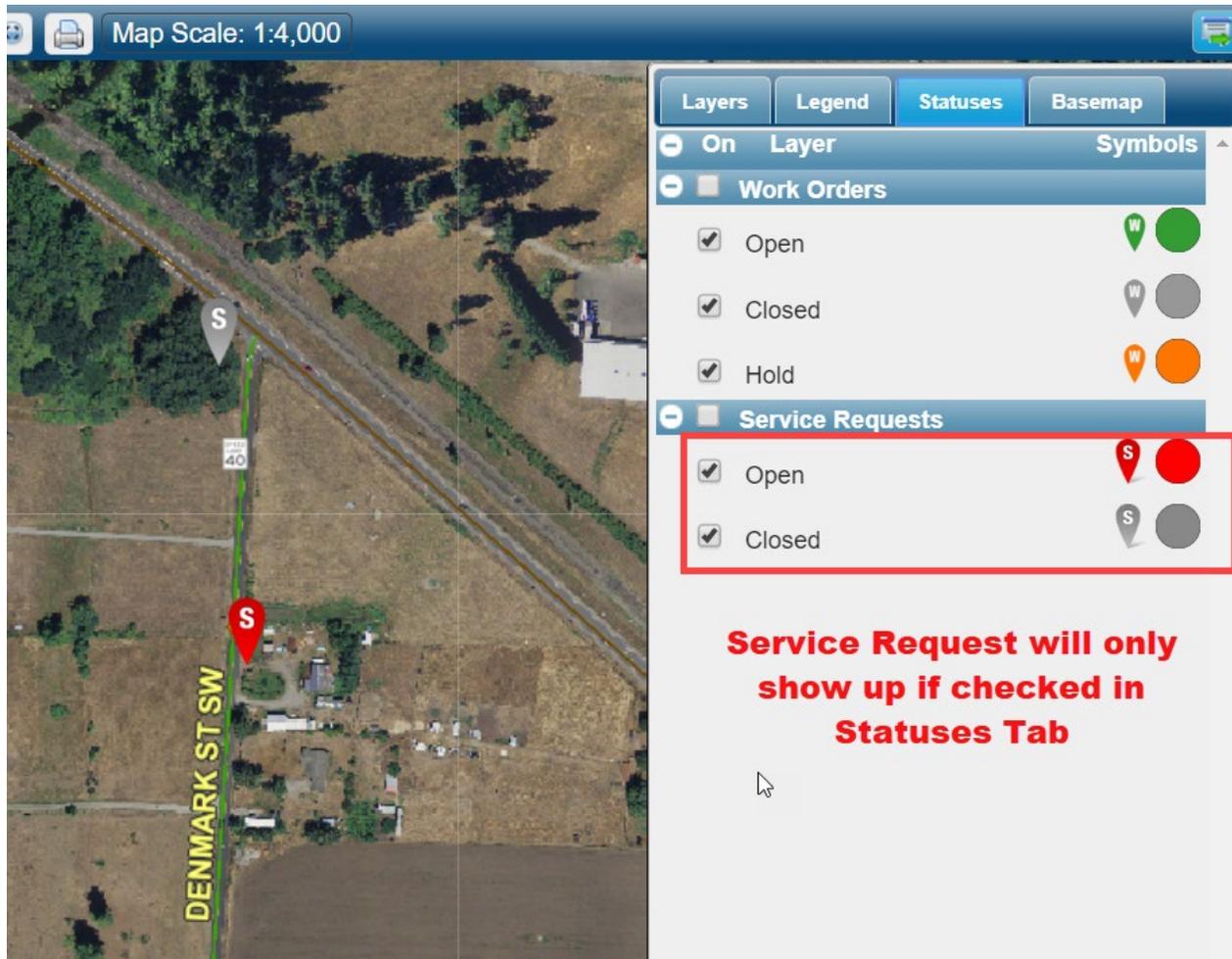
Caller Information    Occupant Information

\* Required Fields

Save   Delete   New   Print...   Close    1 of 100

DOWNED OR DAMAGED SIGN THAT NEEDS TO BE FIXED OR REPLACED

To see the new Service Request on the map, make sure to turn on Service Requests on the Statuses Tab.



From here, Crew Chief will take the Service Request and assign it to someone. When you get assigned a SR from Crew Chief you create a Work Order upon completion of the job.