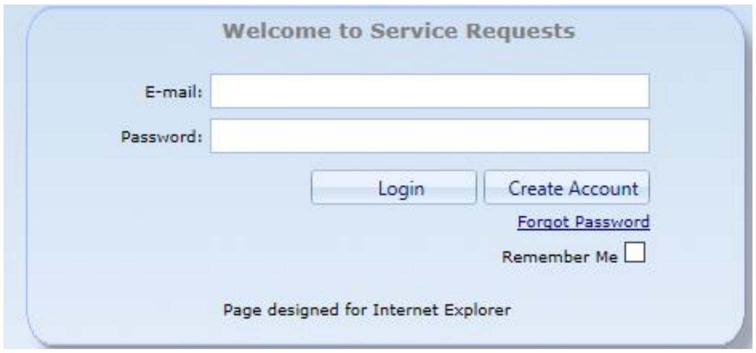
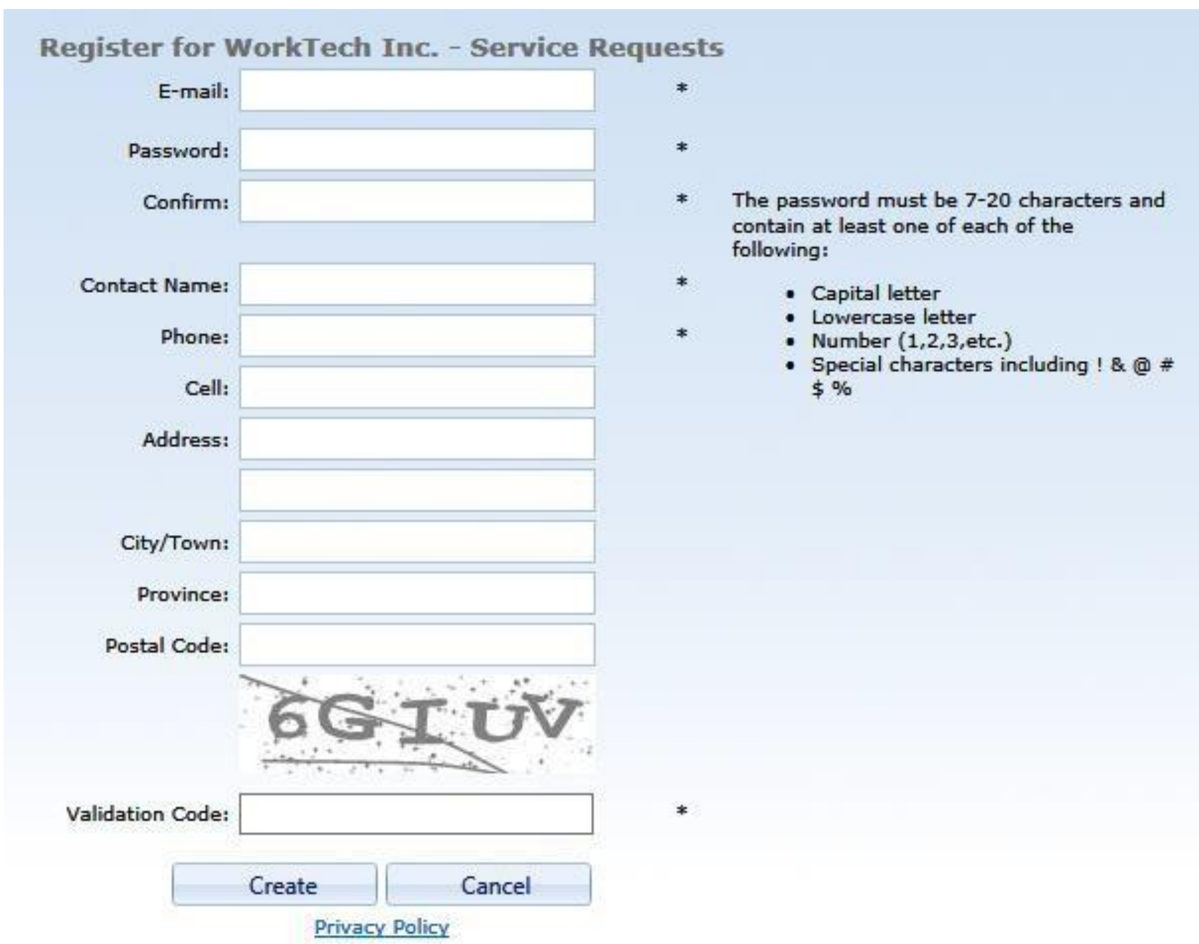
New Users – How to create a new account

1. To log into the Public Work Order (Request) site you must first create an account that will use an email address and personal password.
2. Click the Create Account button



3. The Registration form will open
4. Enter all the required information



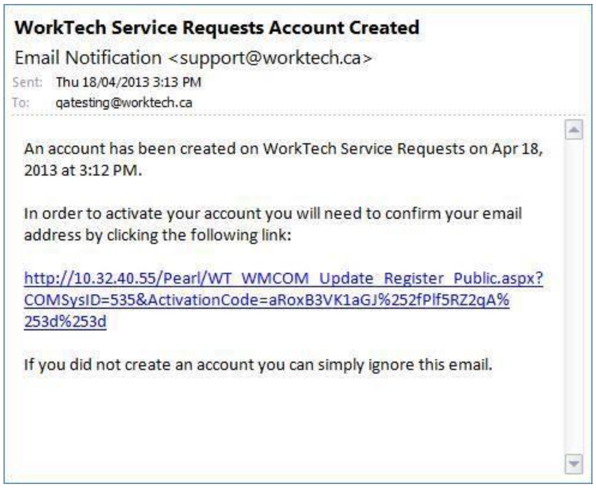
(a) *** Email Address** – your email address
(b) *** Password** – See the note on the page.
The password must be 7-20 characters in length
(i) It must contain on of each of the following:
- CAPITAL letter
- Lowercase letter
- Number (1,2,3, ect.)
- Special Character (! $ & # % ect.)

(ii) Example password: Mypass1#
(c) *** Confirm** – re-enter the password created in (b)
(d) *** Contact Name** – Your first and last name
(e) *** Phone** – Your phone number
(f) **Cell** – Your cell number
(g) **Address** – Your municipal address
(h) **City/Town** – Your town or city
(i) **Province** – Your province
(j) **Postal Code** – Your postal code
(k) **Validation Code** – Enter the letters or numbers as they appear. This is used to validate that a human is creating this account and not an algorithm (Captcha Technology).

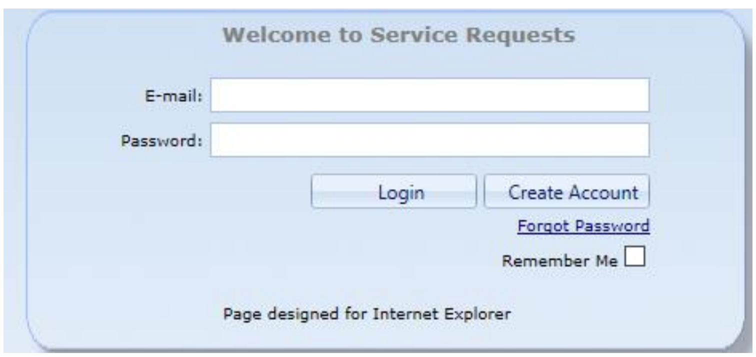
5. * indicates these fields are mandatory
Note: at any time the privacy policy can be viewed by selecting Privacy Policy

6. Click the Create button

7. An e-mail will be sent to the user to validate the account. The email will have a URL link that must be selected or clicked on to in order to activate the account.



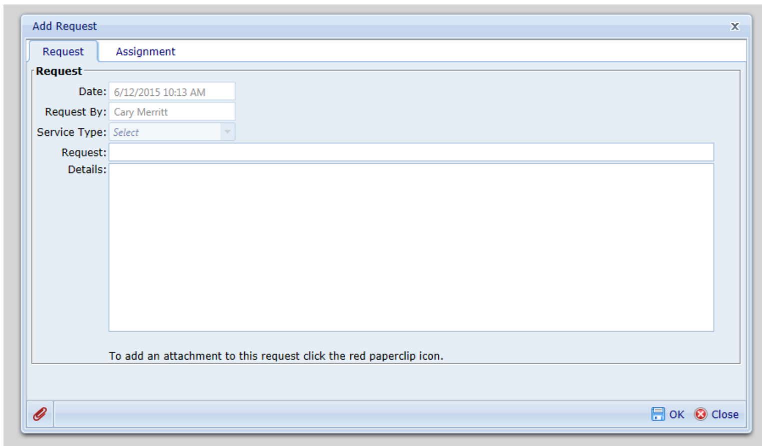
8. Enter your email and password to create a public work order.



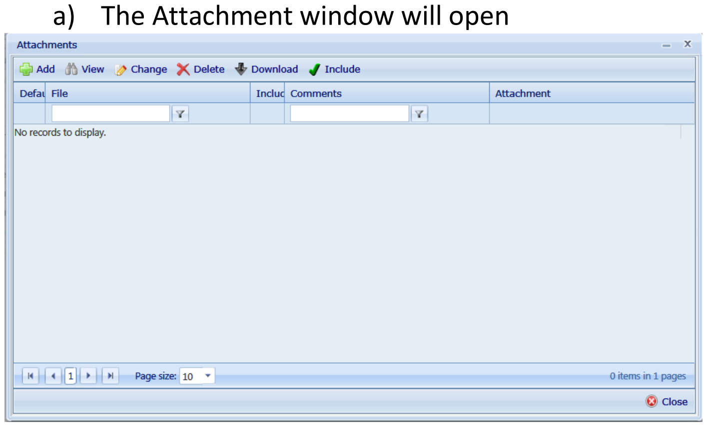
9. Click the Login Button
10. The Remember Me box remembers the E-mail address the next time the user tries to log in.

Adding a Public Work Order

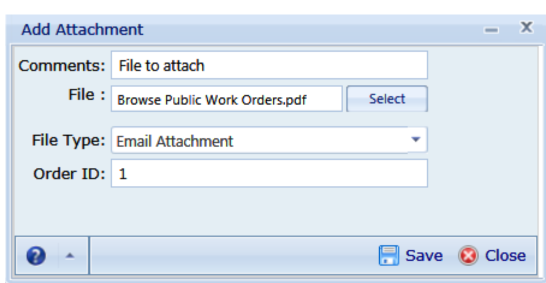
1. Login
2. The main Request screen opens
3. Click the Add button to create a new Request



4. Enter information in the following fields
   (a) **Request** –Enter the reason for the Public Work Order
   (b) **Details** – Enter detail information related to this Public Work Order
   (c) **Red Paper Clip** (lower left corner) – Attachment – Select this button to add any
   file attachment to this Public Work Order
   a) The Attachment window will open



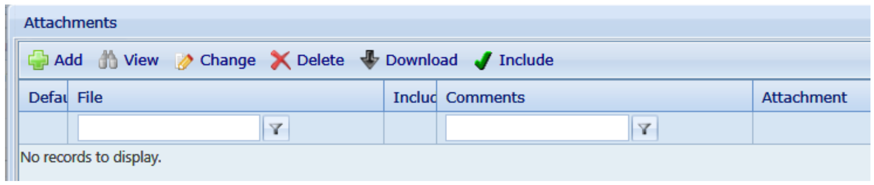
   b) Click the Add Button



- **Comments** – Enter information about the attachment

- **File** – Name of the file uploaded
- **Select** – Use this button to locate and upload the file
- **File Type** – From drop list select the associated file type
- **Order ID** – Order the attachment will be added

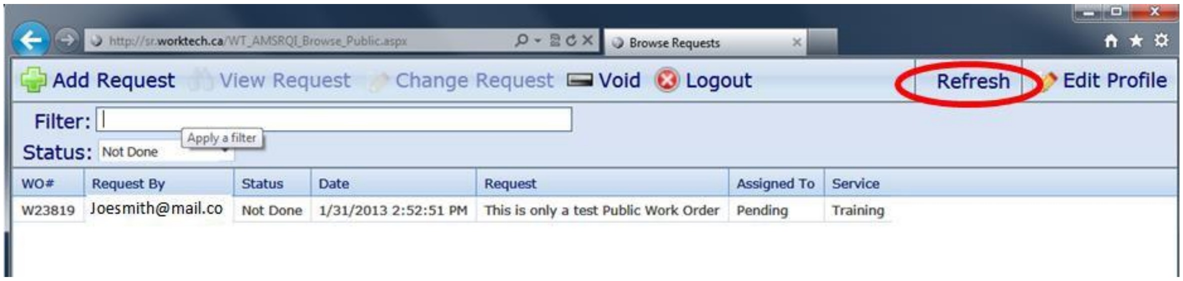
c) The following commands are used to add or view attachments



- **Add** – to add the link (hyperlink) to the file
- **View** – select an existing file attachment and the window above will open in window that is not able to be edited
- **Change** – select an existing file attachment and the window above will be opened allow edits
- **Delete** – select an existing link to be deleted
- **Download** – Select an existing file attachment and then select the Download button to have the file downloaded to your computer
- **Include** –Used in a different area of the software

5. Click the **OK** button to save and submit your request

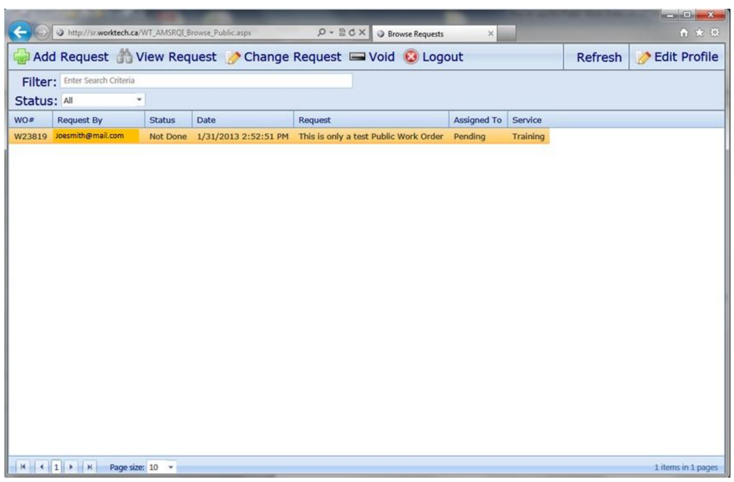
Main Window



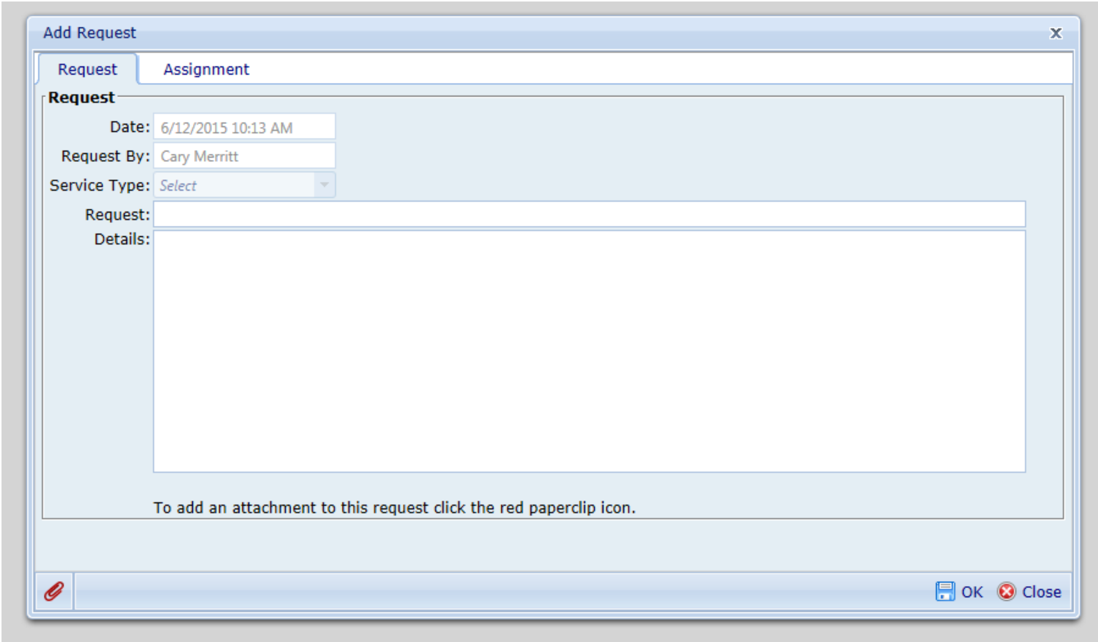
1. To view your request the first time, select the Refresh button
2. Your Public Work Order is complete
3. Use the **Logout** button to return to the Public Works Orders login screen

Checking Your Request Status

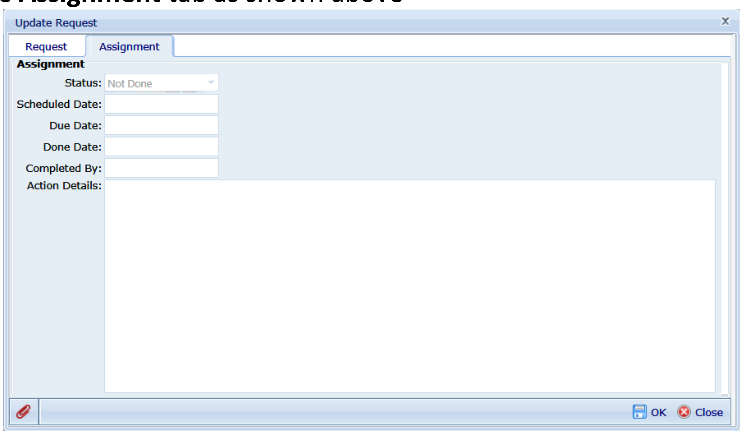
1. Open the Login Screen
2. Enter your email and password
3. Click the **Login** in button
4. Select the request from the main window (Record will become highlighted)
5. Click the **Change Request** button



6. Update Request form will open

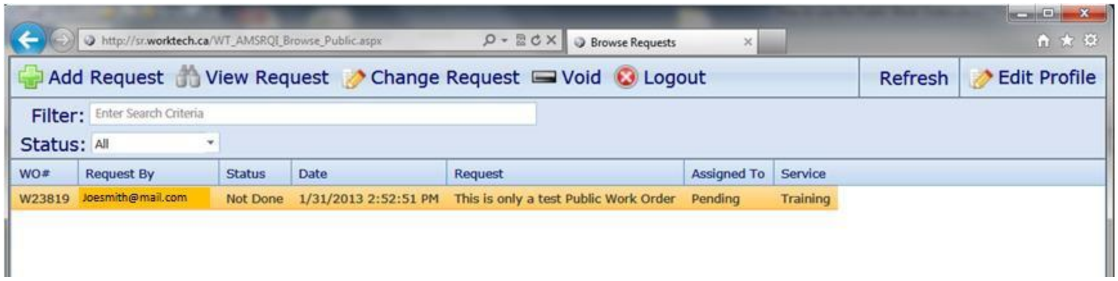


7. Select the **Assignment** tab as shown above



a) The information displayed on the Assignment is populated by the Municipality and cannot be edit by the user
b) The Assignment tab will display the detail status of the request

Main Window Features



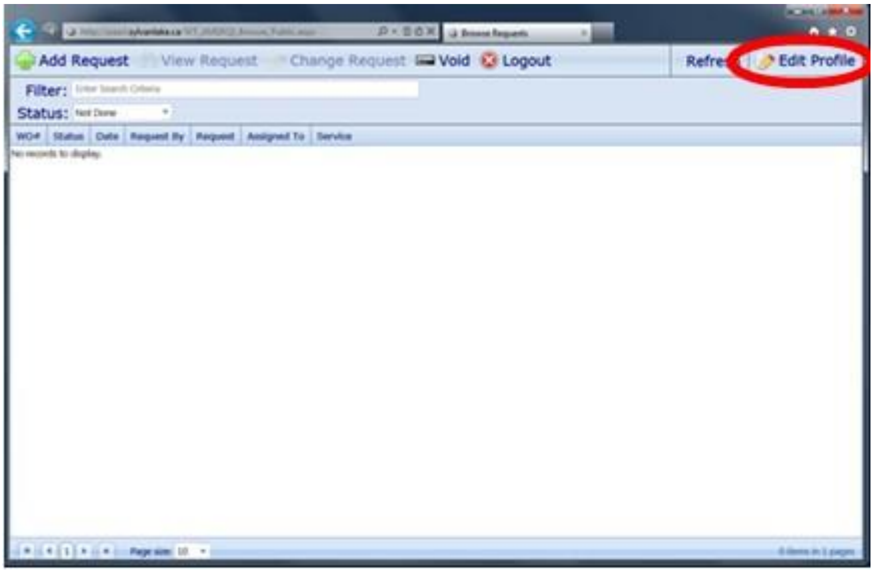
The following tools are available from the window shown above

(a) **Add Request** – Opens the Add Request form
(b) **View Request** – Opens an existing request in View only mode
(c) **Change Request** – Opens the Update Request form in edit mode
(d) **Void Request** – Sets the record Status to Void
(e) **Logout** – Log the user out of the system
(f) **Refresh** – Refresh the record list
(g) **Edit Profile** – Opens the Edit Profile form
(h) **Filter**: - enter a value that the existing list will be filtered by. For example a word used in the Request field such as Tree, or pot hole…
(i) **Status**: - The current status of your Public Work Order

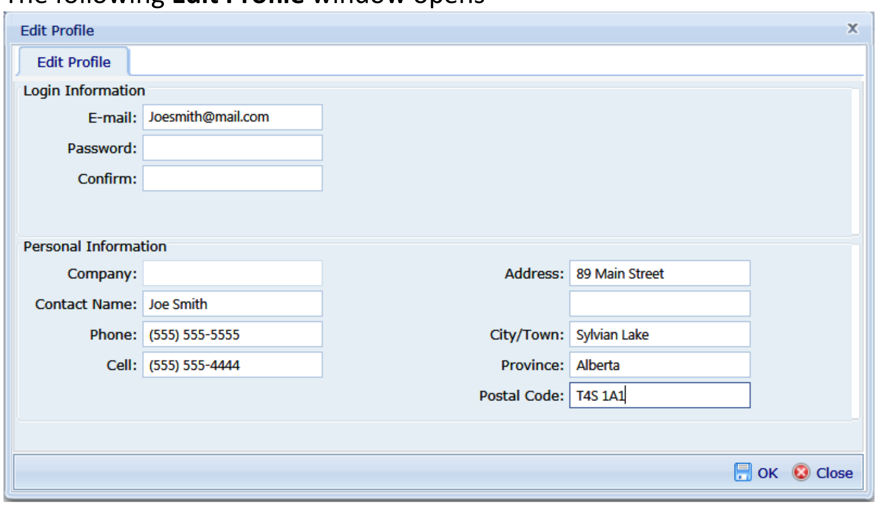
- **All** – displays all status values
- **Done** – filters all request and displays only the request where the status equals Done
- **Not Done** – filters all request and displays only the request where the status equals Not Done
- **Void** - filters all request and displays only the request where the status equals Void

How to update your profile

1. Click the **Edit Profile** button



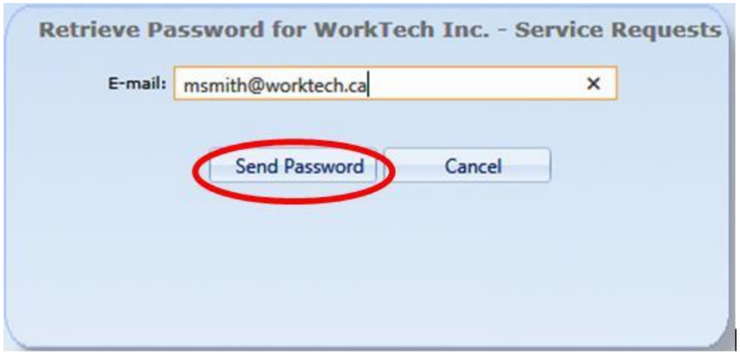
2. The following **Edit Profile** window opens



a) Edit as required and use the **OK** button to save the changes
b) To disregard any changes click the **Close** or **X** buttons

Forgot your password

1. Select Forgot Password from the Log in screen
2. Enter your email address



3. Click the Send Password button

Note: A red message will appear “Password sent, please check your email!”

4. Open your email application and a new email notification will be sent.
   a) The subject will be as follows: Forgot Password
   b) The body of the email will contain your password
   c) Enter your email and the password then select Login