



Title: CityWorks – Common actions how-to

Created By: Kevin Houf

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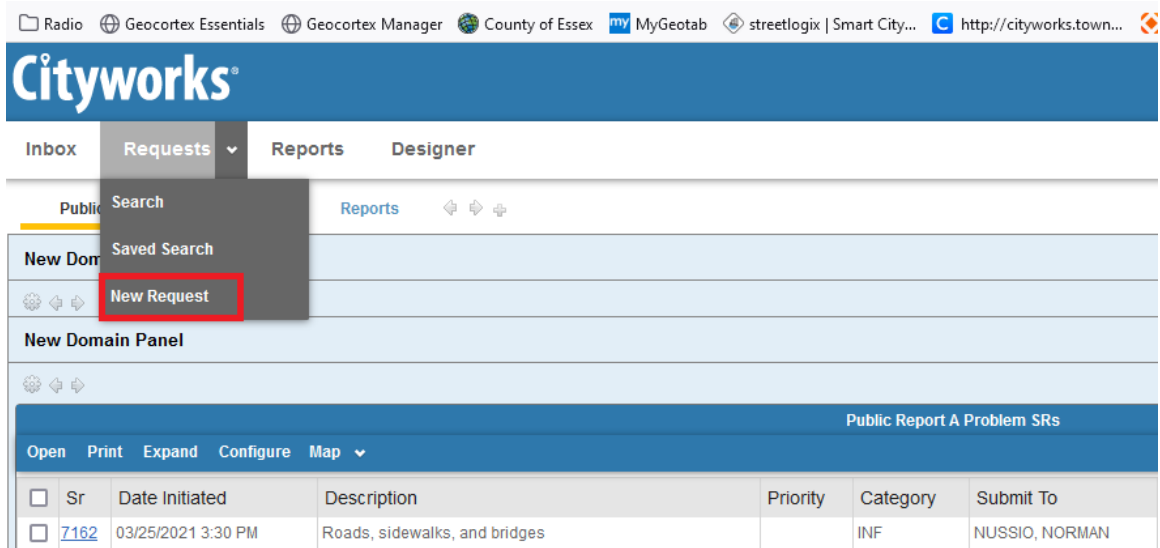
CityWorks: <http://cityworks.essex.ca/Cityworks/Login.aspx>

1. Create a Service Request ticket

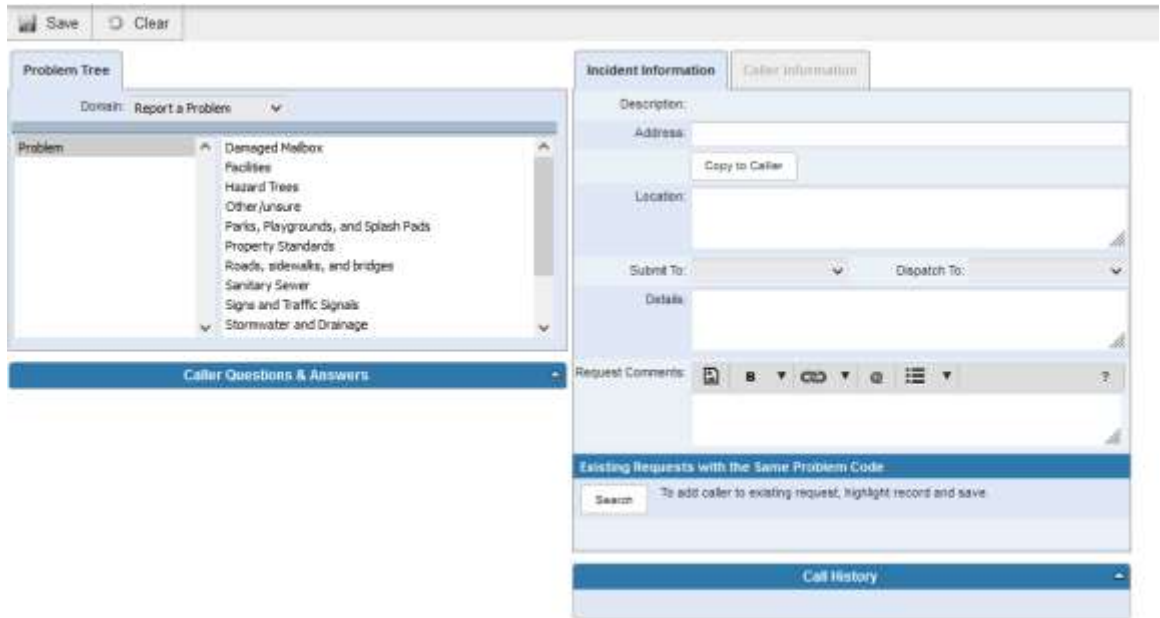
Click the drop-down arrow next to the “Requests” button.



Select “New Request”



Click “Problem” and select the problem code from the list.

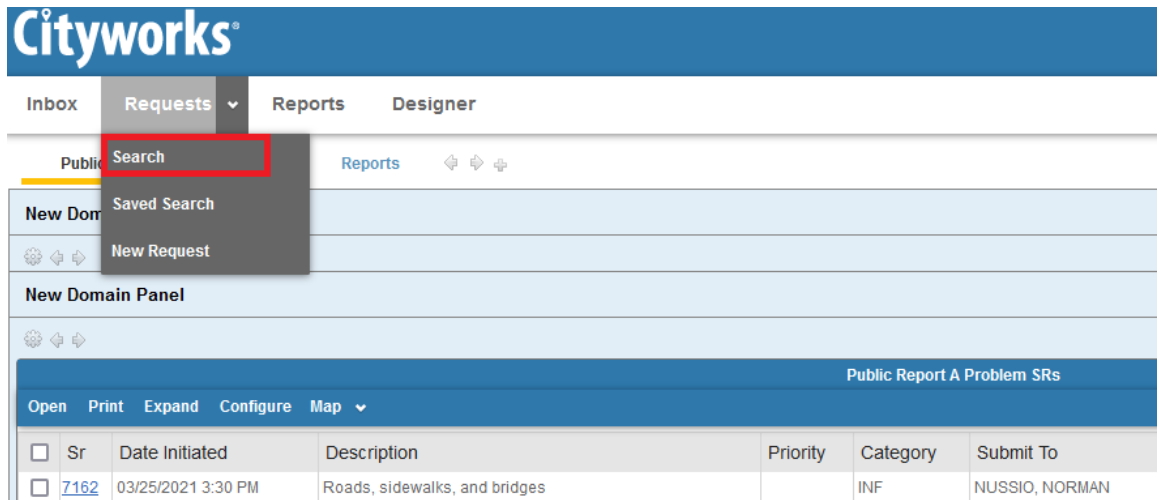


Enter the details from the resident. When finished click “Save”

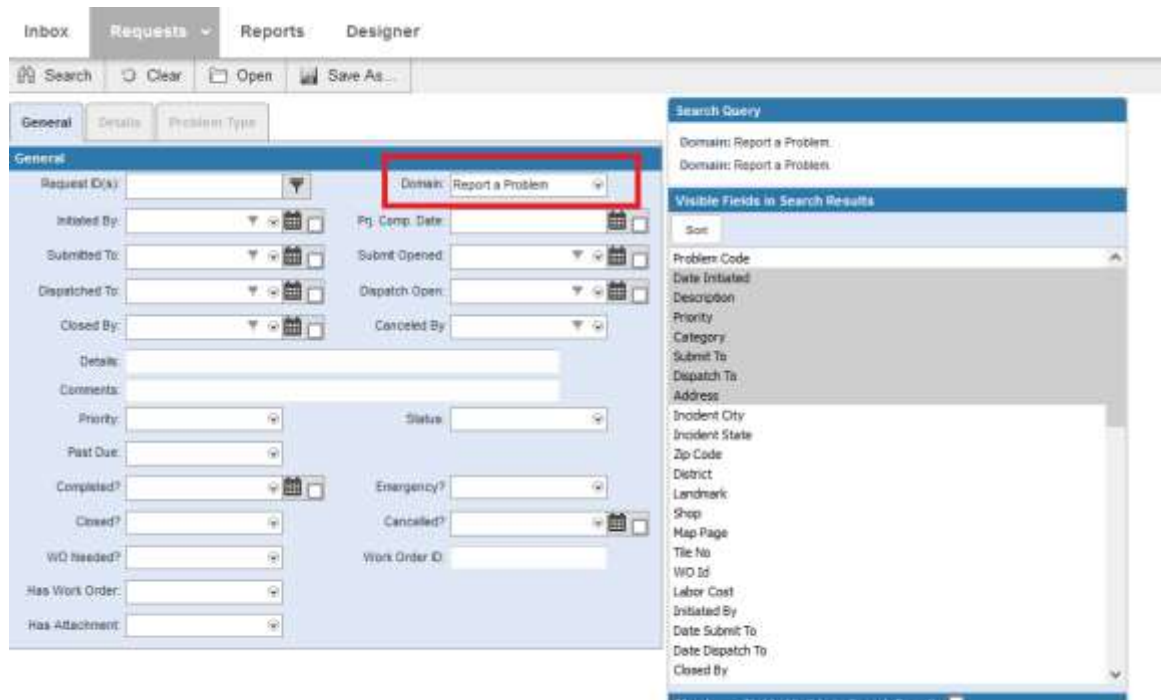
The various problem codes already have managers assigned to them. The “Submit to:” and “Dispatch to:” should be automatically populated when the problem code is selected. In the majority of cases you should not change who the service request is submitted to unless instructed otherwise.

2. Search requests in the system.

Click the drop-down arrow next to the “Requests” button and select “Search”

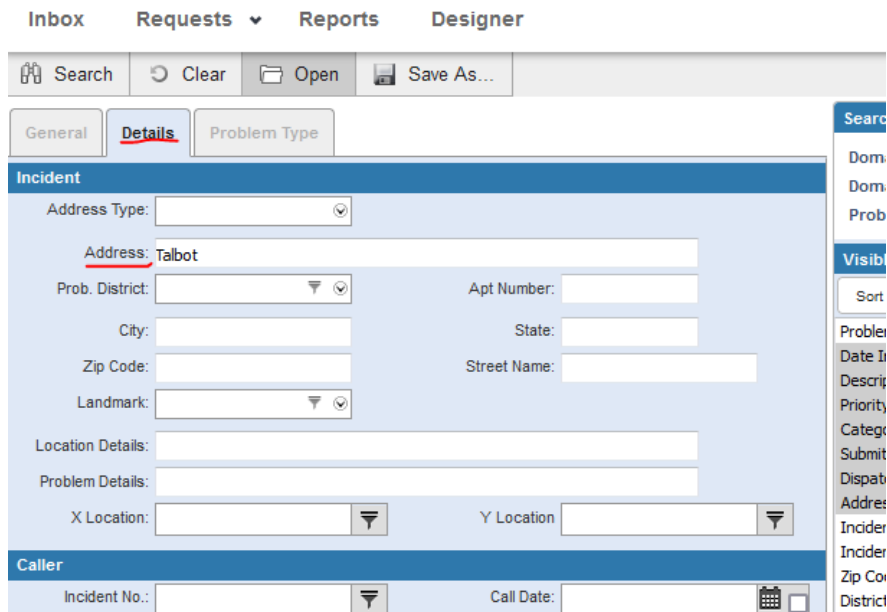


First, make sure that “Report a Problem” is selected in the “Domain:” field.



You can search using a variety of methods.

- Search address or street – Click the “Details” tab. In the “Address” field, simply type the name of the street you are interested in. Since users may enter information differently, searching the street name only is often the easiest way to find the ticket you are looking for. In this tab you can also search by resident “name” or by other information that was provided in the ticket.



- Search for tickets based on “Status” – In the “General” tab, select the status you are looking for in the “Status:” field (ie. “Closed” tickets). Your search can be further refined to certain problem types by selecting the specific problem type in the “Problem Type” tab.

The screenshot shows the 'General' tab of the CityWorks interface. At the top, there are navigation tabs: 'Inbox', 'Requests' (with a dropdown arrow), 'Reports', and 'Designer'. Below these are utility buttons: 'Search', 'Clear', 'Open', and 'Save As...'. The 'General' tab is active, showing various search and filter fields. The 'Status:' dropdown menu is circled in red. Other fields include 'Request ID(s)', 'Domain: Report a Problem', 'Initiated By', 'Submitted To', 'Dispatched To', 'Closed By', 'Canceled By', 'Prj. Comp. Date', 'Submit Opened', 'Dispatch Open', 'Details', 'Comments', 'Priority', 'Past Due', 'Completed?', 'Closed?', 'WO Needed?', 'Has Work Order', 'Has Attachment', 'Emergency?', and 'Cancelled?'. The 'Status:' dropdown is currently set to 'Status:'.

- Search based on “Problem Type” – In the “Problem Type” tab, simply select the problem code(s) you are interested in.

The screenshot shows the 'Problem Type' tab of the CityWorks interface. At the top, there are navigation tabs: 'Inbox', 'Requests' (with a dropdown arrow), 'Reports', and 'Designer'. Below these are utility buttons: 'Search', 'Clear', 'Open', and 'Save As...'. The 'Problem Type' tab is active, showing a 'Keywords:' search field and a 'Domain: Report a Problem' dropdown. A list of problem types is displayed, each with a checkbox and a folder icon: 'Problem', 'Damaged Mailbox', 'Facilities', 'Hazard Trees', 'Other/unsure', 'Parks, Playgrounds, and Splash Pads', 'Property Standards', 'Roads, sidewalks, and bridges', 'Sanitary Sewer', 'Signs and Traffic Signals', 'Stormwater and Drainage', 'Streetlights, Powerlines and Overhead Utilities', 'Streetscape', and 'Water'. At the bottom, there is a 'Map Layers' section.

Search methods can be combined to refine the results. For example, you could search tickets on Talbot St that have to do with “Roads, sidewalks, bridges”, that have been “Closed”

3. Reassign a ticket / Change problem type

Select the ticket you want to reassign. You can find the ticket in your home page “Inbox” or by searching for the ticket using the method previously mentioned. Once the ticket is opened, you can change a variety of elements as well as add comments and add attachments such as pictures.

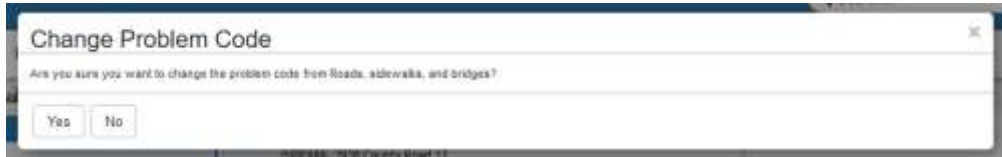
The screenshot shows the CityWorks interface for a Service Request. The top navigation bar includes 'Inbox', 'Requests', 'Reports', and 'Designer'. Below this is a toolbar with icons for 'Request', 'Email', 'Print', 'Save', 'New', 'Close', 'Delete', and a search icon. The main content area is divided into several sections:

- Service Request:** Contains fields for Description (Roads, sidewalks, and bridges), Request ID (7162), Category (Infrastructure), Priority, Status (Pending), Initiated By (MacGregor, Allison), Date (03/25/2021 3:30 PM), Submit To (NUSSIO, NORMAN), Date (03/25/2021 3:30 PM), and Dispatch To (Public, Works), Date (03/25/2021 3:30 PM).
- Project Tree:** Includes fields for Date and Closed By.
- Comments:** Features an 'Add Comment' button and a comment from 'DIEMER, AL' dated 12/14/2021 10:31 AM, with the text 'Sent to Lindsay March 26/21 Al Diemer'.
- Incident Information:** Shows Address (2938 County Road 12) and Location (Cement slab bridge is caving into the ditch).
- Callers:** A table with columns for Last Name, First Name, Call Time, Comments, and Phone. It lists 'STRONG, JAKE' with a call time of 3/25/2021 3:27:52 PM and phone number 226-347. There is a 'New Request From Caller' button below the table.
- Attachments:** Includes 'Add attachment...' and 'Remove all attachments' buttons, and a note to 'Drag and drop files here to attach them.'

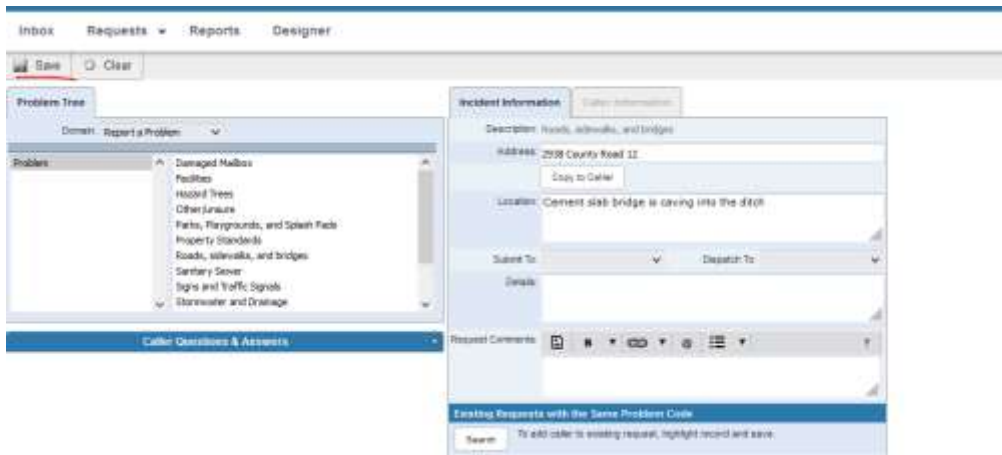
To reassign the ticket to a different department you need to change the problem code. To change the problem code, double click the problem type beside “Description:”

This screenshot is similar to the previous one but focuses on the 'Description' field. The text 'Description: Roads, sidewalks, and bridges' is highlighted with a red rectangular box, indicating that this field is the target for double-clicking to change the problem code.

Once you double click the problem type, the following warning will appear. If you are sure you want to reassign the ticket by changing the problem code, click “Yes”

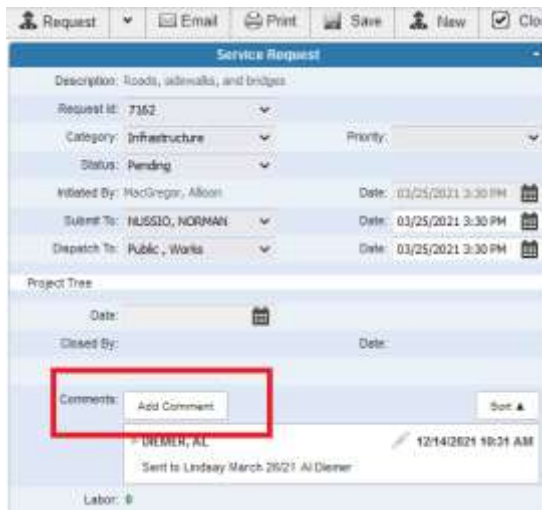


Select the new problem type from the list of problem codes. Once you change the problem type, make sure to hit “Save”. The ticket will be reassigned and an email will be sent to the manager now responsible for the Service Request.



4. Add a comment

Select the ticket you want to add a comment to. You can find the ticket in your home page “Inbox” or by searching for the ticket using the method previously mentioned. Once the ticket is open, in the comments section, click “Add Comment”. ***Note** – adding a comment triggers an email that is sent to the resident which lets them know what actions are being taken to rectify the problem.



Remember to always “Save” any changes you make to tickets.

Categories

The following section provides an overview of the CityWorks categories along with some examples of common issues that fall under each category. If you are unsure of what category to file a complaint or issue, please reach out to the appropriate department for further direction.

Streetscape - Any issues related to the Harrow and Essex Centre StreetScape project including safety concerns, tripping hazards, debris on road/sidewalk, etc.

Damaged Mailbox - Any damage caused to personal mailbox fixture by the Town of Essex.

Hazard Trees - Fallen branches, Storm damage, debris on road/sidewalks, etc.

Roads, Sidewalks, and Bridges - Safety concerns, tripping hazards, Ice on sidewalks, roadkill, potholes, etc.

Sanitary Sewer - Basement flooding

Stormwater and Drainage - Flooding in streets and sidewalks.

Water - Drinking water (taste/smell), fire hydrants, water main breaks, etc.

Property Standards - Noise complaints, flooding in yards, weeds, grass cutting, fences, snow removal, etc.

Signs and Traffic Signals - Damaged signage, missing signage, traffic light issues

Streetlights, Powerlines, and Overhead Utilities - Burnt out streetlights, damaged powerlines, etc.

Parks, Playgrounds, and Splash Pads - Safety issues, damaged equipment, graffiti/vandalism, litter, etc.

Facilities – Amenity concerns, graffiti/vandalism.

Other/Unsure

Questions?

Any questions or comments or for additional support, please contact:

Kevin Houf
GIS Specialist
X1105

khouf@essex.ca