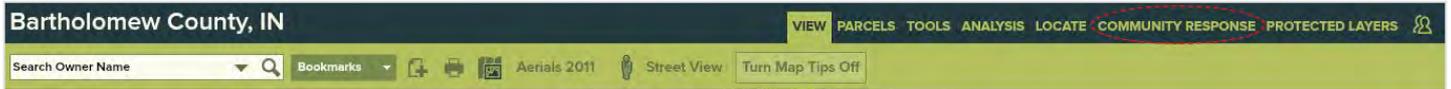


Community Response

Adding a new community response ticket - follow these steps to add a ticket on the website to indicate an issue in the area.
Left click on the Community Response tab



1. Find the location on the eGIS map where you would like to place the new point indicating an issue. You may do this either by using the navigation tools or by searching on a property owner's name, address or parcel ID. Once the location is found, left click on the "create report" button.



2. A dialogue box will now appear on your screen. Fill in the pertinent information.

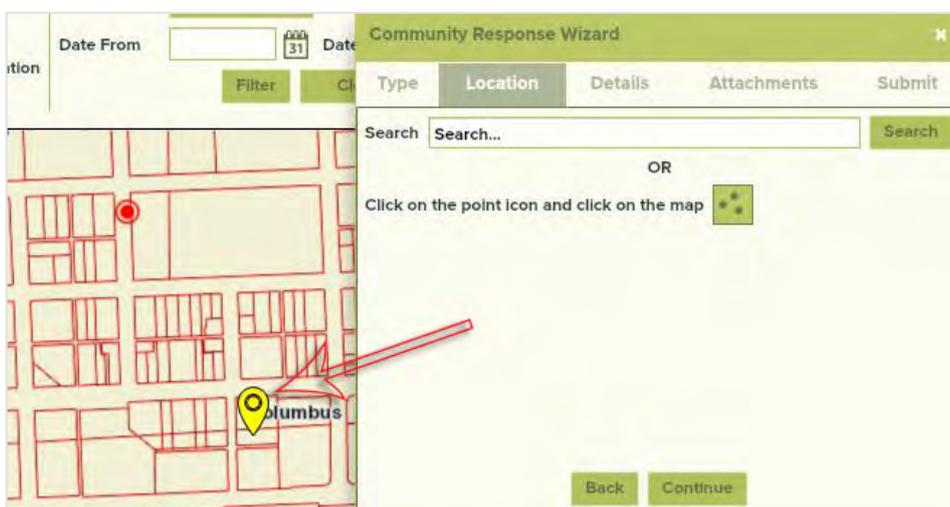
a. Select the type of issue from the pre-defined list. Then left click on the continue button.



b. Either search by owner name (last name, first name) or by address in the search box.
Or, left click on the point location icon and then left click on the map as to where you would like to place the point.
Then left click on "continue".



c. After placing a point, selecting a location - a yellow marker will appear on the map.



d. Type a description describing the issue. Then left click the "continue" button.



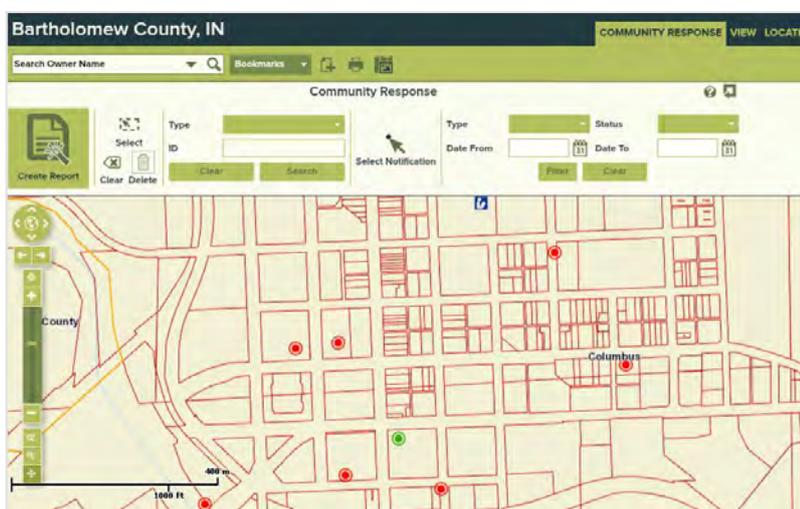
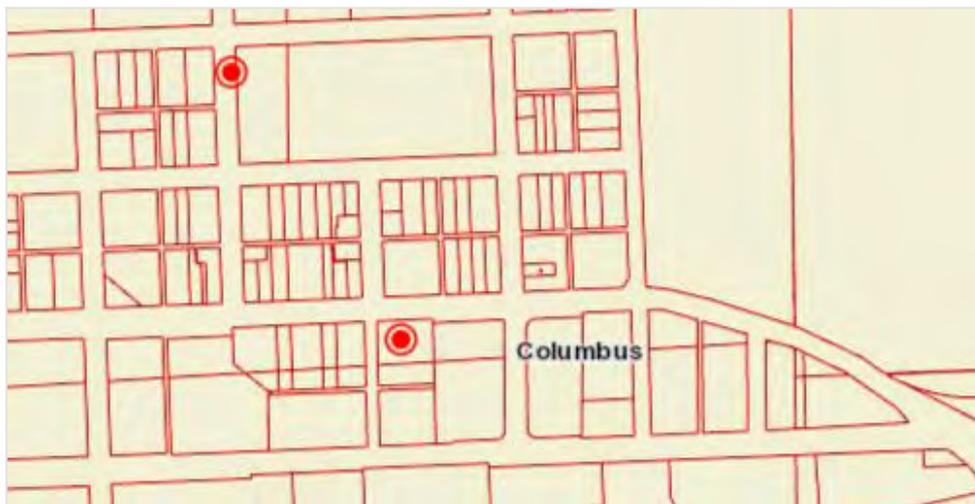
e. Upload any pictures available for this area showing the issue. Then left click on "continue." **Note:** pictures are not required.



f. The final screen shows your registered user information of the person reporting the issue. In order to report an issue, you must be a registered eGIS user. Once ready, left click on the “submit” button.



g. Once submitted, the yellow marker turns to a red marker on the map. The office assigned to that specific type of issue will now receive an email indicating a ticket has been submitted by a member of the public. The member of the public will also receive an email announcing that their ticket has been submitted.

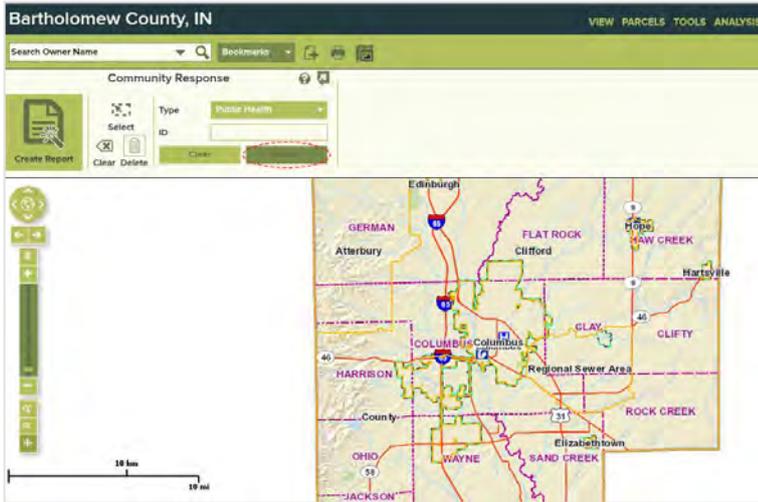


Search for an existing work order or list of similar work orders:

1. You may search for the work orders by type by selecting one of the categories in the drop down list:



2. Then left click on search.



3. A results window will display at the bottom of the eGIS website