SeeClickFix

Hurricane Preparedness Implementation Guide

Before you get started, there are a few housekeeping "to-do" items for your account that will make the non-emergency reporting process flow more smoothly for you and your citizens. This document was created to assist your municipality as it prepares for and recovers from the upcoming storm. To activate your free one-month trial, please complete the following steps.

1. Create A User Account

Before setting up your zone, you must register for a SeeClickFix user account. Go to SeeClickFix.com and click "Sign Up" in the right hand corner. You will then be prompted for your display name, email address, password, and agreement to the Terms of Service. Your account will then be active. Then, confirm your email address by acknowledging the automated confirmation email sent to your inbox by SeeClickFix. Once confirmed, you'll be all set.

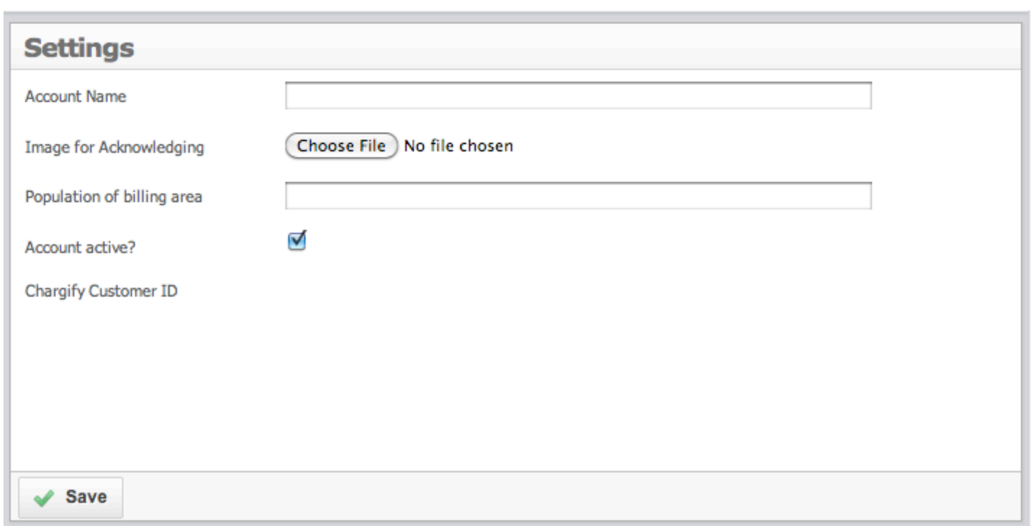
2. Email Irene@SeeClickFix.com

After creating your user account, email Irene@SeeClickFix.com with your SeeClickFix user login name and city/town. Once provided with this information, we will create your Plus account and associate your user account with it. Now, when you log into SeeClickFix.com, you should see the "Pro Tools" tab in the right hand corner. This will give you access to the Plus account features and enable you to implement your non-emergency hurricane preparedness reporting system. ***Please also include your town, city, and/or state (ex: New Haven, CT), so that we can create your Plus zone boundaries.***

Pro Tools

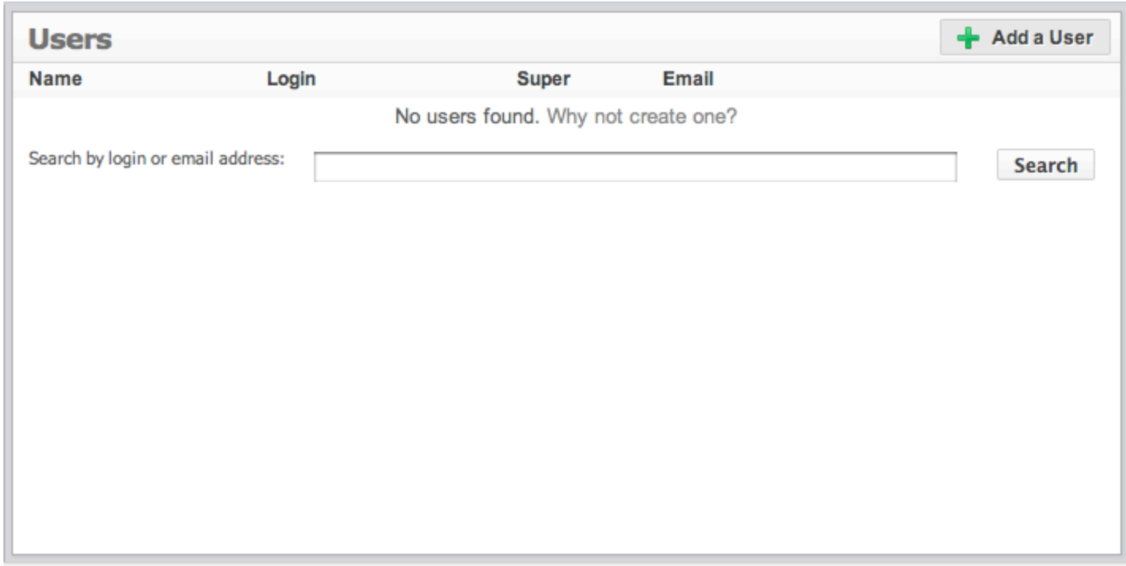
Pro Settings

Under this section, you can edit your account name, upload your city/town/state seal, and activate your account.



Users

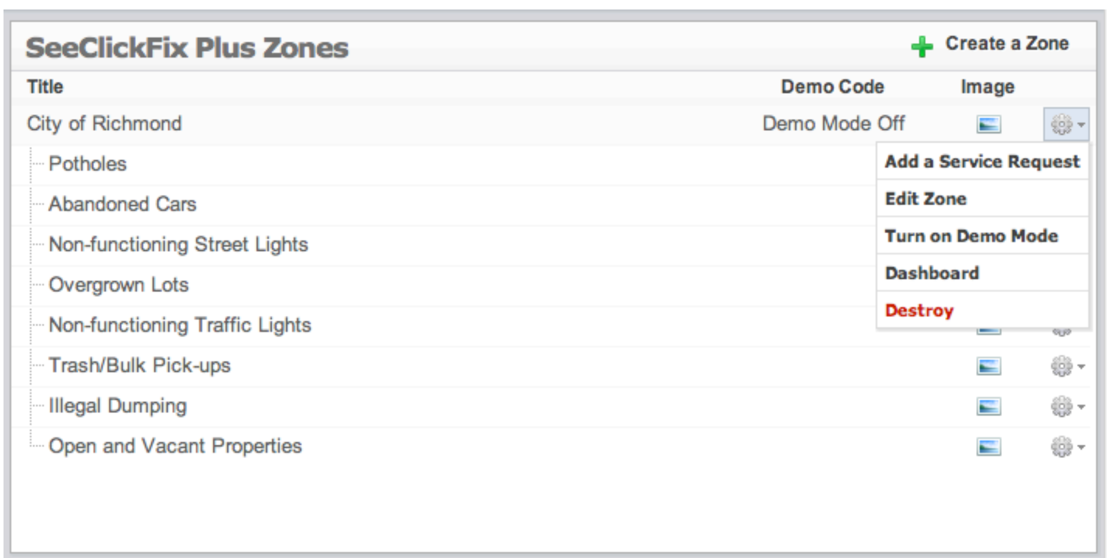
You will already see your account information listed in this section, but you can create additional individuals as account admins. Click on "Add a User" and then search for the person's user login name or email address. When you've found the correct person, click "Add User" and they will now have access to the Plus account. To make them a Super User (i.e. have ability to alter Plus Zone), they must first create a SeeClickFix user account. Then, you can click on the gear to the right of the user and select "Make Super User." They will now have complete access and control over the Plus account.



Zones and Service Requests

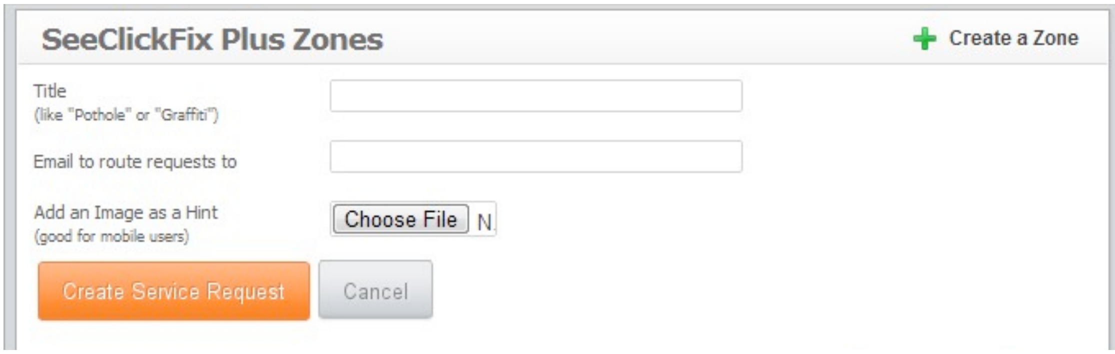
Setting Up Service Requests

Go to Zones and Service Requests and you will see your city/town/state (like “City of Richmond”) listed under SeeClickFix Plus Zones. To create a service request for this particular zone, use the gear icon located at the right of the screen. In the example below, you can see several service requests that are displayed for Richmond. These service requests give citizens the option of choosing a category (like “potholes” or “street light”) when they report specific issues. **Note: these service request categories will appear on the mobile app when launched in your city/town/state.**



A drop-down menu will offer the choice to add a service request.

Following is the form you will see for creating a service request. After selecting a title (like pothole), you can designate an email address that will receive all issues reported under that particular service request. Uploading a relevant image can be helpful for mobile users.

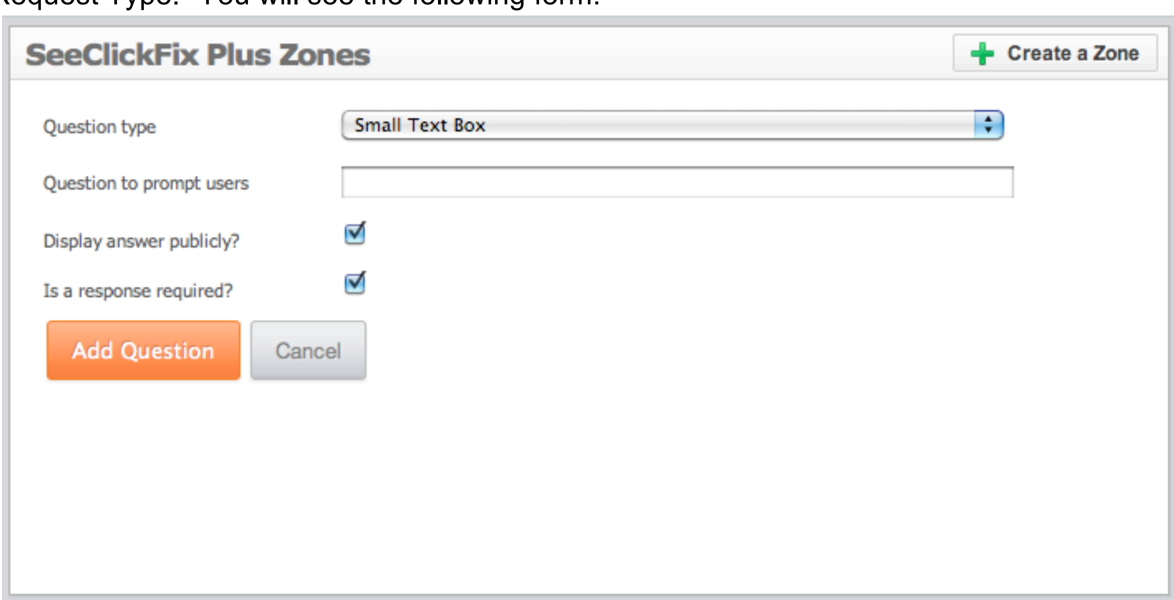


Click "Create Service Request" to finalize your selections.

Here is a list of sample service requests:
Damaged Traffic Light
Debris
Fallen Tree Branches
Drainage
Graffiti
Inoperable Vehicle
Trash/Litter
Water Break
Weeds
Pothole
Street light out
Signal light out
Animal concerns
Dilapidated structure

Adding Questions and Messages

After creating your service request categories, you have the option to add questions and/or messages that will be displayed with the service request. Click on the gear to the right of the service request category and select "Add a Question to Request Type." You will see the following form:

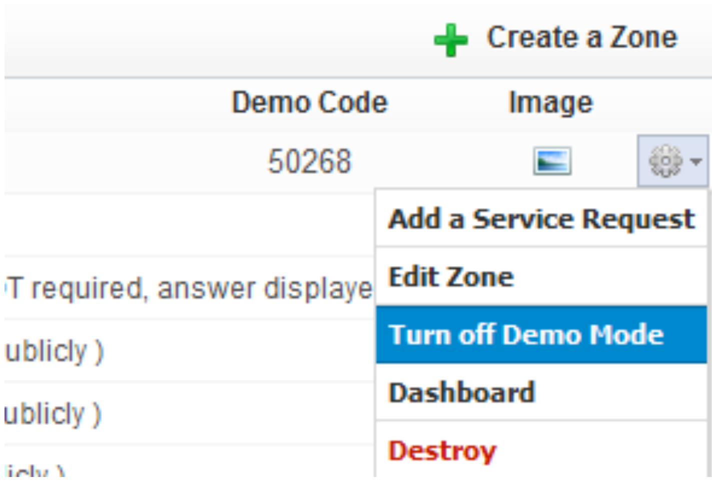


You have several options for which type of question you would like to ask. With small and big text box options, your citizens can create their own open-ended responses. With pulldown select and checkboxes, you can input your own answers from which citizens must choose. Then type the question you would like residents to answer. You can use this feature to get more specific information about the problem that will allow you to better address it. Sample questions include "Describe the pothole's size," "Does this tree block an intersection?" "Does the graffiti contain offensive language?" "Describe the exact location of the damaged storm drain" etc… You can create any number of questions for each service request category.

With the message or note option, you can create text that will be displayed to users below your service request category. Example: "Please contact XXX if this is an emergency."

Turn Off Demo Mode

Your zone is not active yet! It will be in demo mode by default, with a demo code. A zone will not become active until you click "Turn off Demo Mode." Please ignore the message that appears stating you will be charged. (You will have a free one-month trial).



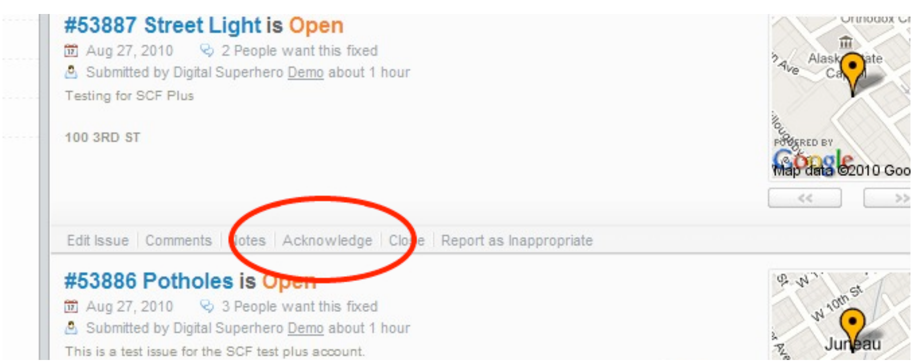
Turn off Demo Mode from within your Zones and Service Requests screen

Dashboard

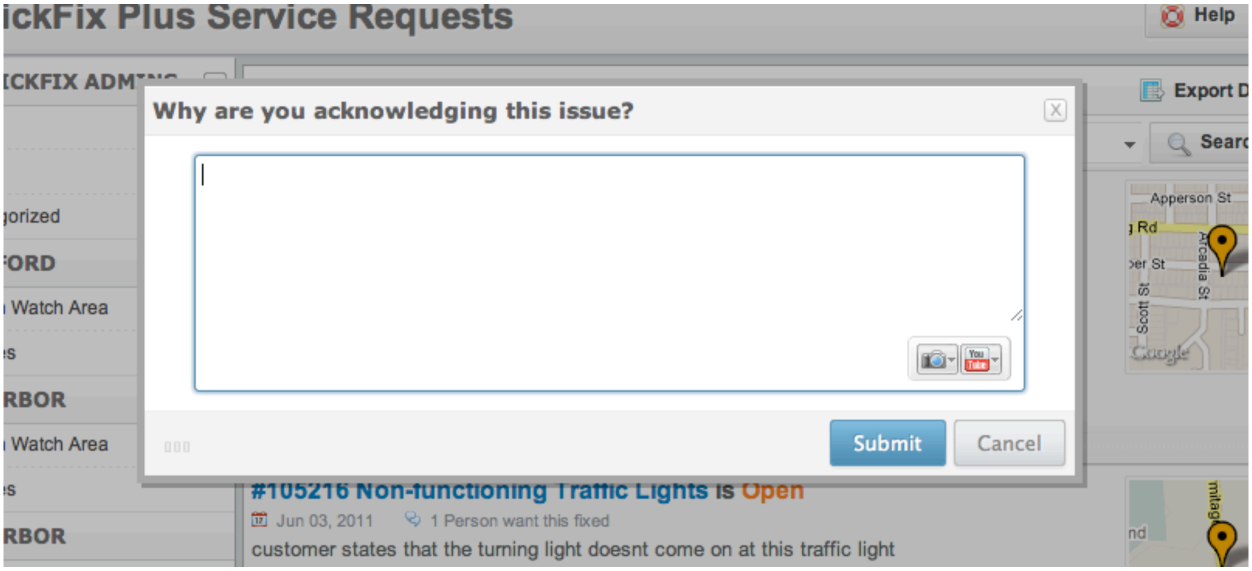
This is where you will be able address non-emergency issues reported through your SeeClickFix Plus zone. There are two ways: first, you can click on "Dashboard" by selecting the gear to the right of your zone under Zones and Service Requests; and second, go to "Watch Areas" in the right corner and select the proper zone with green plus sign next to it (✚). Once at your dashboard, you'll have the ability to acknowledge, close, and comment on reported issues.

Acknowledge, Close, or Comment on Issues

Acknowledging issues allows you to let citizens know that their report has been received officially. Acknowledgement is an important step for any report. This shows citizens that the report is making progress and allows you to 'claim' the report. Once a report is officially acknowledged, it may only be closed by the user who acknowledged the report. Example: "Thank you for reporting this issue to the city of XXX. We will you posted on its progress."

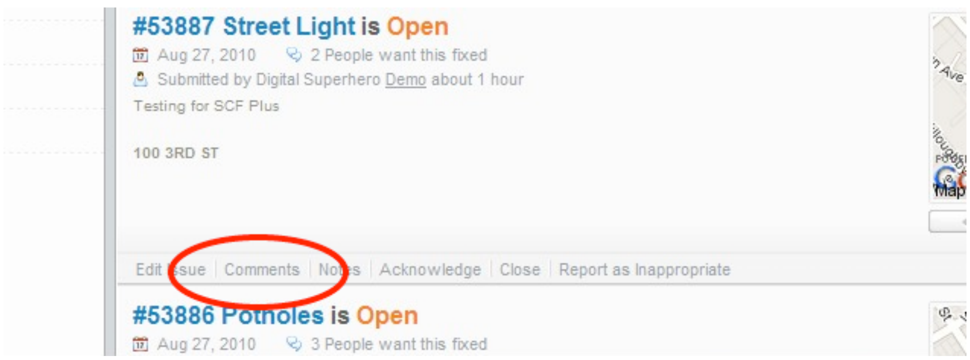


To acknowledge a report click "Acknowledge"

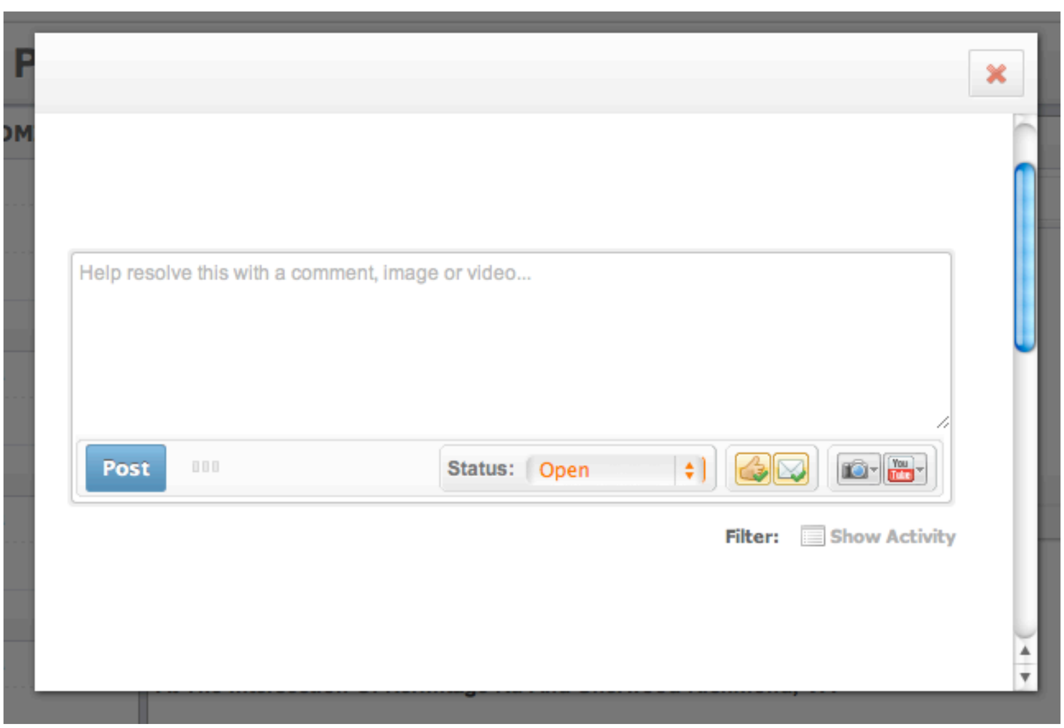


Leave your comments and click "Submit"

Commenting on a report is a simple and important step in resolving a reported issue. Replying to comments or just browsing them is easy in the dashboard.

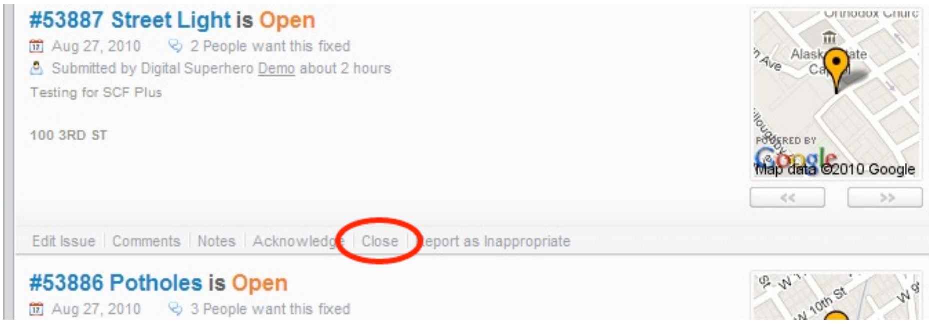


To leave a comment click on "Comments"

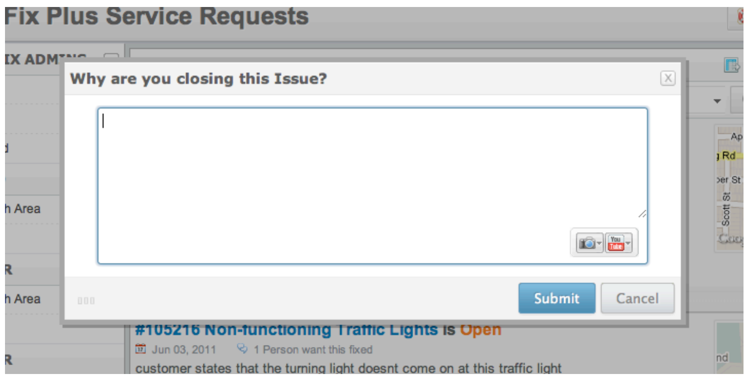


Leave your comment in the comment box
Scroll down and change any options, then click "Save Comment"

Once an issue has been fixed, you can **close the report** quickly from the dashboard. Closing the report automatically alerts citizens following the report that the issue has been fixed. A citizen will then have 7 days to contest the report being closed before it is archived. Once a report is archived, it cannot be reopened.



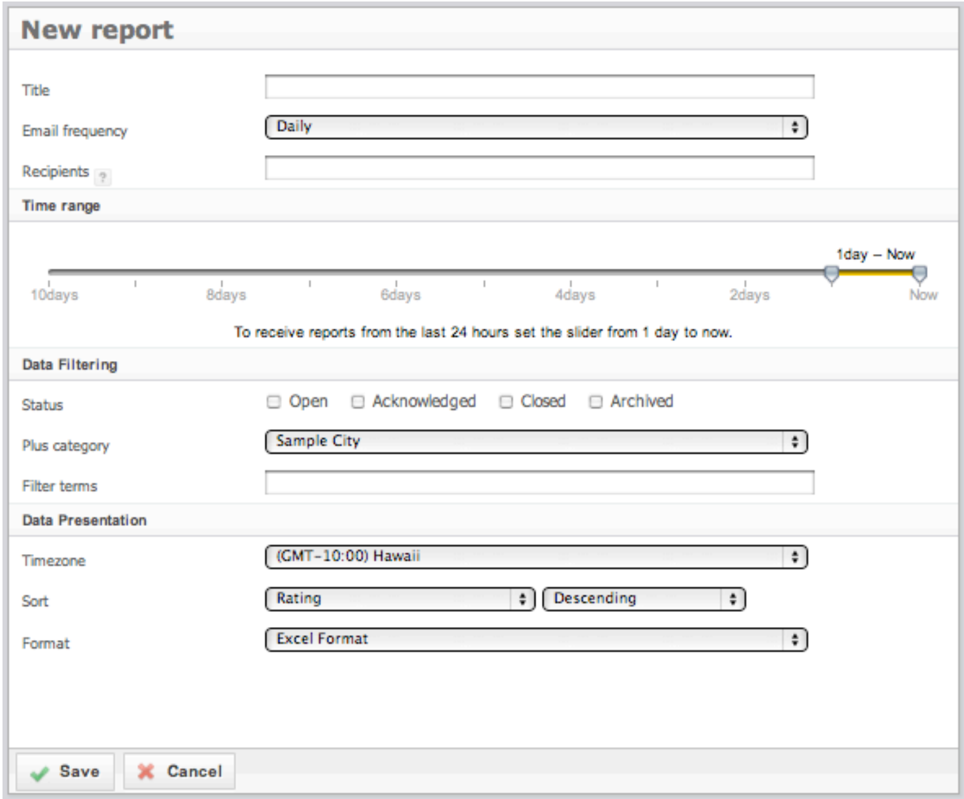
Click on "Close."



Leave your comment and click "Submit."

<u>Recurring Reports</u>

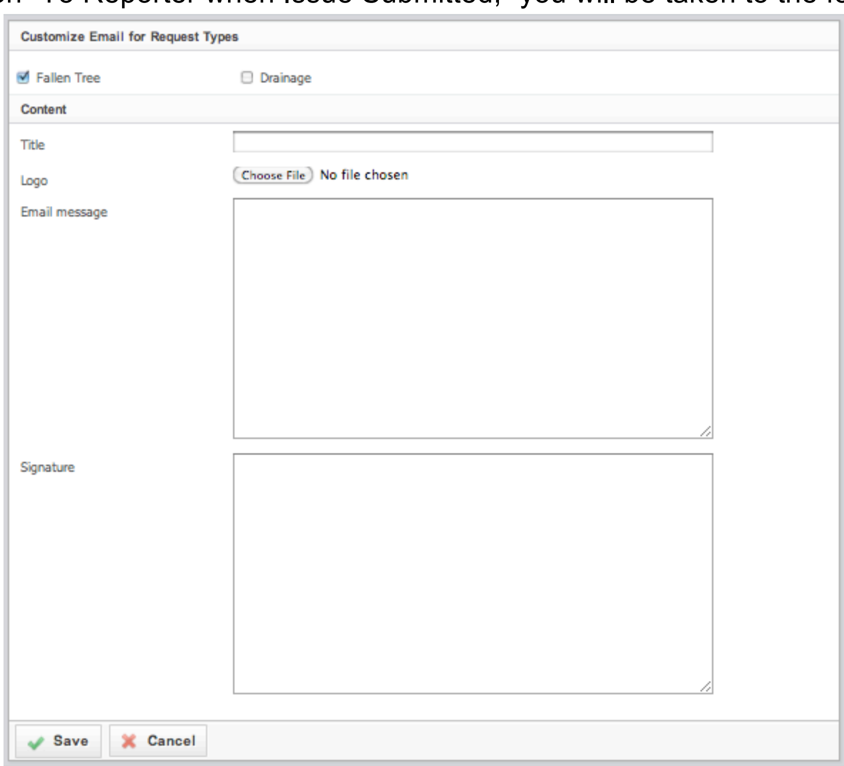
Click "Add a Report" to have a spreadsheet emailed to you with issues reported through your zone. You will see the form below.



Give the report a title like "City of XX Daily Report." Then choose your email frequency, or how often you would like to receive the report (daily, weekly, monthly). Under recipients, you can list the email address(es) you want to receive the report. For multiple email addresses, separate with a comma. You can also filter your report based on status and category. For instance, if you only want your report to contain open issues, mark the checkbox next to "Open." You can receive your report in Excel or CSV format and choose how you would the report to be sorted.

Custom Emails

You can customize the emails sent to citizens when issues are submitted, acknowledged, closed, and when comments are made. To customize an email, click on "Customize Email For" and then select one of the options. For instance, when you click on "To Reporter when Issue Submitted," you will be taken to the following form:



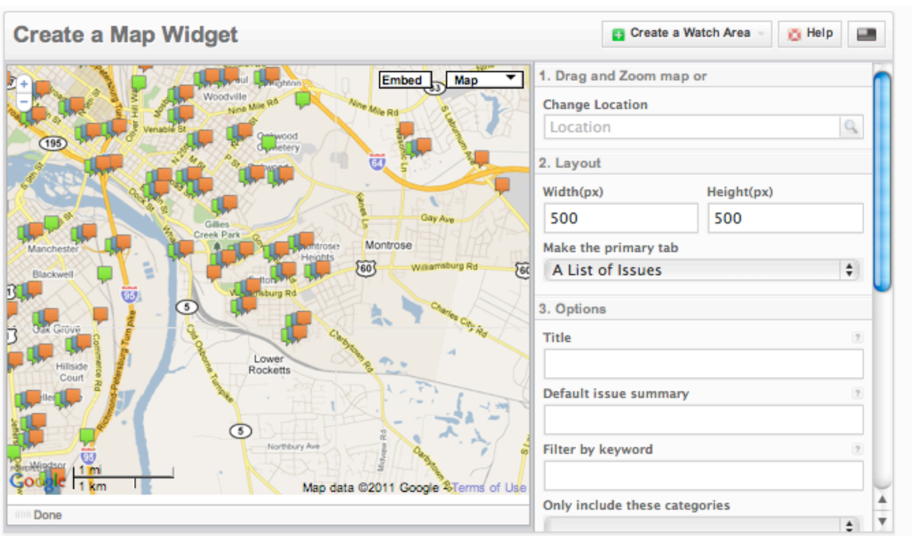
First, give you custom email a title like “Thank you for reporting this issue to XX” and upload your city/town/state logo or seal. Second, write the email message you want sent to citizens and add your signature. For instance, your email can say something like “Thank you submitting this issue to the city of XXX. We appreciate you bringing this matter to our attention during the storm. We will update you when this issue will be resolved. Sincerely, city of XXX 311.” You can customize emails based on service request types.

Under “Customize Email for Request Type,” you have the option to customize emails based on the service request categories. For instance, if you wanted to create a fallen tree-related email, check off the box next to the proper service request category. You can create as many service request categories as you would like.

Add A Widget to Your Website

Widgets are a great way to display issues in text or as a map on a website. Widgets can be plain text and show all issues in an area or can be narrowed down by a search. Map widgets can be zoomed to any size and region. Issues displayed on the map can be filtered as well. Go to SeeClickFix.com/widget and select the widget you would like to generate (map, simplified map, or text).

If you select the option to generate a **MAP** widget, you will see the screen below. Type a location or use the drag-and-zoom map option. Adjust the widget size if you wish. You may give your widget a title and filter issues by keyword or age range.



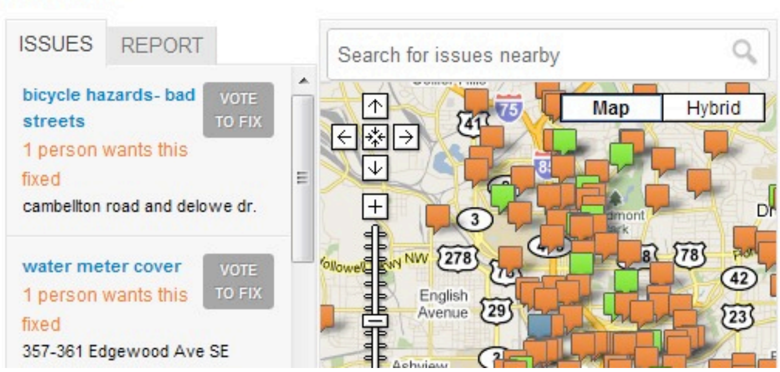
Scroll down to finish selecting your options, then click “Create Widget.”

You’ll then see this page appear, with the code for your widget and a sample:

Code

```
<iframe frameborder="0" name="SeeClickFix" title="SeeClickFix - Widget" width="500" height="500" src="http://se
does not support iframes. Try it from <a href="/" target="_blank">www.SeeClickFix.com</a></p></iframe>
```

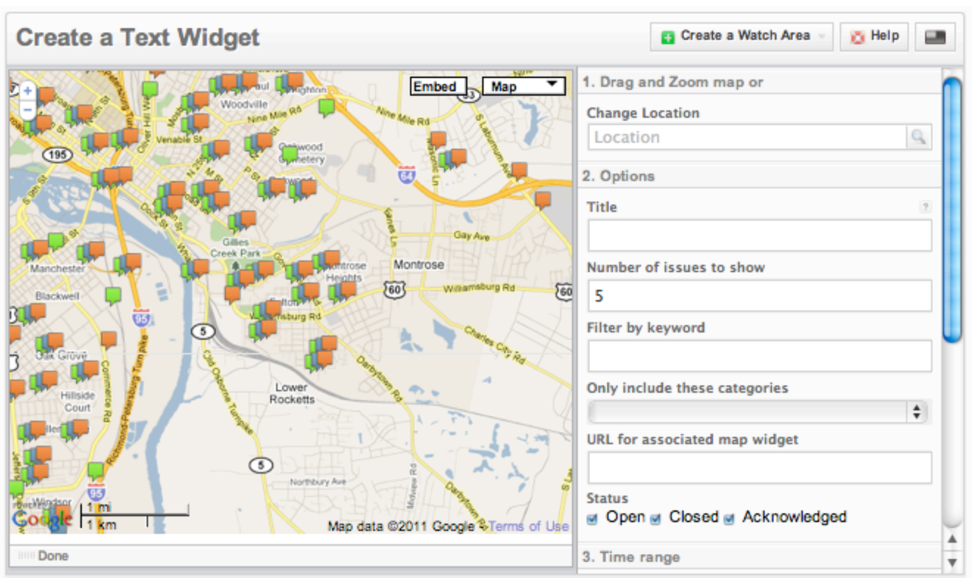
Example



Copy and paste the code to embed the widget into your website.

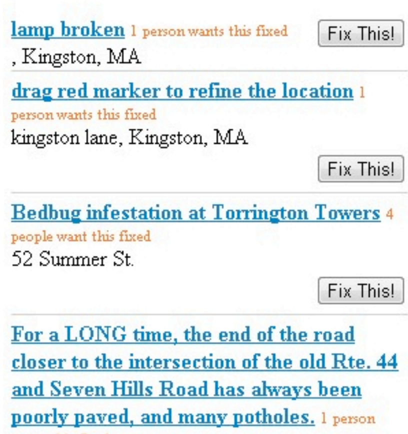
If you select the option to generate a **TEXT** widget, you will see the screen below. First, type a location or use the drag-and-zoom map option. Click "Go!" to see the area you've chosen. You can then indicate how many issues to display, and filter them by keyword, status, or age range.

Scroll down to finish selecting your options, then click "Create Widget."



You'll see this page appear, with the code for your widget and a sample:

```
<script type="text/javascript"> var seeclickfix = new Object(); seeclickfix.widget = "http://seeclickfix.com/text_widgets/show/
"2.0";</script><script src="http://cdn.seeclickfix.com/javascripts/text_widgets/2.0/loader.js" type="text/javascript"></script>
```



Copy and paste the code to embed the widget into your website.

That is our "Hurricane Preparedness Implementation Guide" for SeeClickFix. Please inform residents that they can report issues through SeeClickFIx.com or mobile application: iPhone, Android, Blackberry (http://seeclickfix.com/apps).

If you come across any problems, we have staff with a cheery disposition waiting to answer your questions at Irene@seeclickfix.com.