

Hey Orem!

A guide

Website is hey.orem.org

Login with username: log in with your orem.org email address

Password: Computer login password

Front page with tickets, group, map, and settings.

Tickets - Shows you tickets assigned to your group.

- Tabs: All, Assigned, Bookmarks
 - All - Shows all tickets in your group. You can filter the tickets (by selecting the button that looks like  in the upper right hand corner) so that it shows active, closed, new, on hold, or suspended tickets. You can also filter which group tickets are showing.
 - Assigned - Shows all tickets assigned to you. You can claim a ticket by holding down the ticket and sliding to the left.
 - Bookmarks - Show all tickets you have bookmarked.
 - To bookmark a ticket you must be in the ticket you wish to bookmark and select the  icon in the upper right hand corner.
 - You can also bookmark a ticket on the tickets page by holding down on the ticket and sliding to the left.

Groups - Shows the different groups you are in.

- Options: Ticket, Group, Map, Settings
 - Ticket - Shows all tickets assigned to that group.
 - Group - Shows all members of the group.
 - Map - Shows all tickets assigned to that group on a map.
 - Settings - Shows group Admins, Agents, and Members.
 - Admins - Admins can change settings for the group and name other admins. Admins are group members.
 - Agents - Can view all tickets in the group but are not in the group.
 - Members - Are in the group.
 - You can use the toggle on the right to choose if you receive email notifications.

Map - Shows tickets on the map.

Settings - Reset password, enable dark mode, turn on email notifications, turn on text notifications and need help.

Submitting a Ticket

To create a ticket you must be on the Ticket page. Select the blue circle in the lower right corner

that looks like this:  you can submit a ticket for a citizen by checking the box next to “submit for a citizen” and put in the citizen’s name, email and phone number.

You will need to type a small title for the ticket in the subject line and the full description in the description box.

To Assign the ticket:

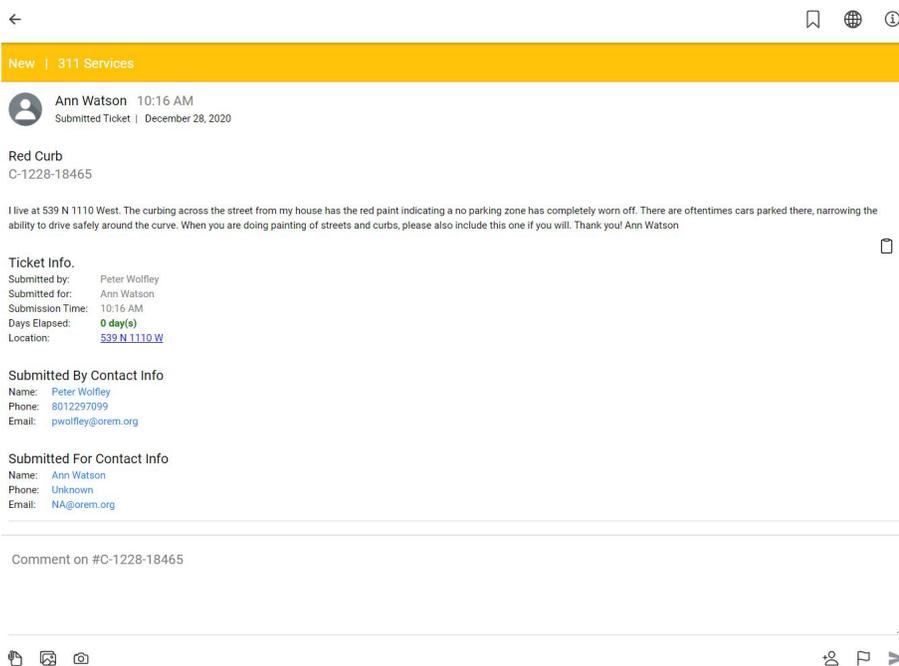
Click on the name under assignment. This will cause a window to pop up where you can scroll down to find the group or individual you would like to assign the ticket to OR you can search the name of the group/individual. If you don’t know which group/individual to assign the ticket to you can leave it assigned to 311.

Location:

You can put a location in the map but it's not necessary to submit a ticket.

Once you have put all the information needed you can scroll down and click on the blue “Submit” button.

Anatomy of a Ticket



The screenshot shows a ticket page with a yellow header bar containing 'New | 311 Services'. Below the header, there is a user profile for 'Ann Watson' with a timestamp of '10:16 AM' and the text 'Submitted Ticket | December 28, 2020'. The subject of the ticket is 'Red Curb' with the ID 'C-1228-18465'. A description follows: 'I live at 539 N 1110 West. The curbing across the street from my house has the red paint indicating a no parking zone has completely worn off. There are oftentimes cars parked there, narrowing the ability to drive safely around the curve. When you are doing painting of streets and curbs, please also include this one if you will. Thank you! Ann Watson'. Below the description is a 'Ticket Info' section with fields for 'Submitted by: Peter Wolfley', 'Submitted for: Ann Watson', 'Submission Time: 10:16 AM', 'Days Elapsed: 0 day(s)', and 'Location: 539 N 1110 W'. There are also sections for 'Submitted By Contact Info' and 'Submitted For Contact Info'. At the bottom, there is a 'Comment on #C-1228-18465' section with icons for adding a comment, photo, or file.

Inside the ticket you can reassign the ticket by

selecting the  image in the lower right corner. You can change the status of the ticket by selecting the flag symbol in the lower right corner. You can add comments by typing in the comment section and

selecting the  in the lower right hand corner. You can

add a photo by selecting  in the lower left corner. You can take a photo clicking the  in the lower left corner.

Or you can add a file by selecting the  in the lower

left corner of the page. You can see who submitted the ticket and if it was submitted for a citizen you can see their information as well. The ticket number is listed under the subject line. In this

instance the ticket number is C-1228-18465. To copy the description click the  in the middle of the page at the far right (beneath the description).

Closing a Ticket

To close a ticket click on the flag symbol at the lower right hand corner of the page. Select "close ticket" This will bring you to the closing page.

Closing Status - you can set the closing status as Issue Resolved, Issue Dismissed, or Issue Unresolved.

Closing Note - You can leave a closing note on the ticket by putting a short description of what was done, or you can elect to close the ticket with no description.

Close/Notify Submitter V.S Close - The close/notify submitter will send the submitter the closing note to their email. This will allow the submitter to know that the ticket was completed. Selecting the "Close" button will close the ticket but leave a comment on the closed ticket with whatever was typed in the closing note.