

GeoReporting Entry System Help Guide – 09 March 2017

Goal: Walk you through the steps of entering a concern.

Back Ground: The City has been looking for additional ways to report and track concerns voiced by the citizens. The GeoReporting System is one such method. The basic principles behind the system are: Anyone can report a location based concern, and have a centralized location for managing concerns.

The Basics: This document will focus on the Entry Form.

The Entry Form:

The Entry Form is based on ESRI apps (ESRI is our GIS software provider). It is meant to provide not only a way to log a concern, but provide basic interaction with the public in the form status updates, contact information, and comments.

You can find the Entry Form either using the City of Marshfield's website: <http://ci.marshfield.wi.us> and look for the moving icon that looks like this:



Or you can find the link through the Residents tab at the top under GeoReporting:



Or you can bookmark <http://ci.marshfield.wi.us/GRES> and it will redirect you to the entry application.

Initial Screen:

The landing page will have a few items: A Proceed as Guest, and a Disclaimer.



Click the face icon.

The Disclaimer in a nut shell basically tells you to call 911 or one of the other provided numbers for life threatening or loss of property events.

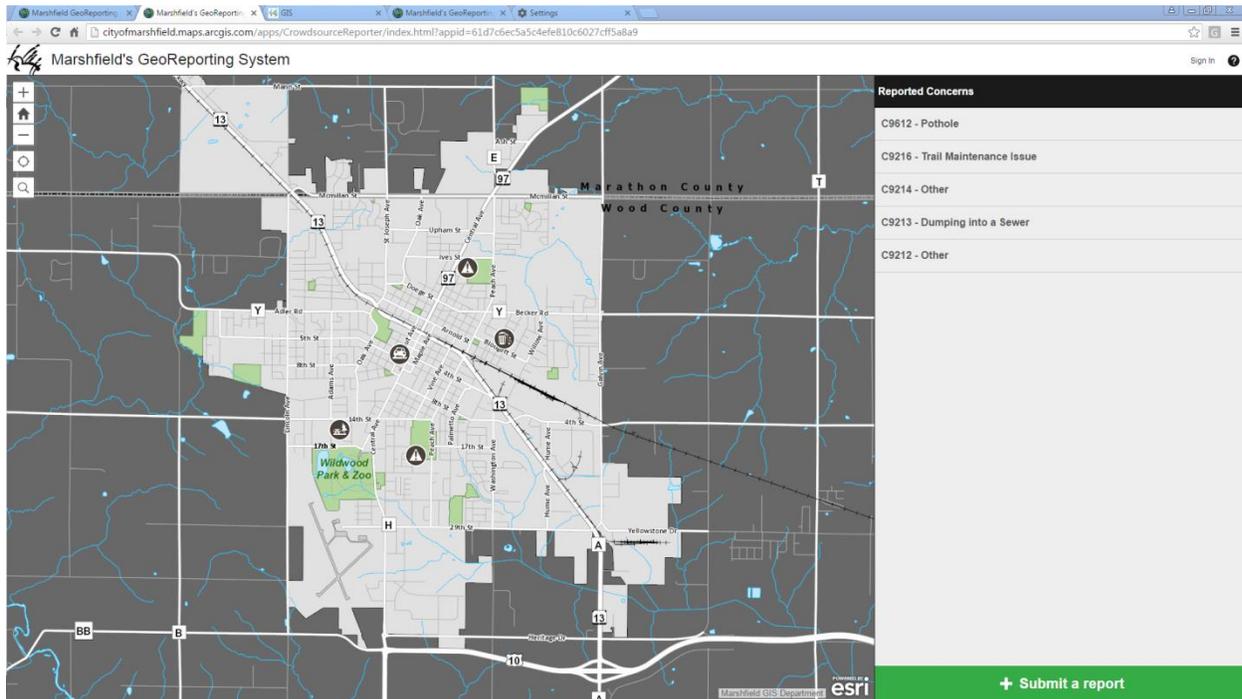
Disclaimer and Help ✕

If this is an Life Threatening/Loss of Property Emergency Call 911

Other Important Contact Phone Numbers:
Wood County Dispatch: 715-421-8700
Sewer Back-Up: 715-486-2007
Day-Time Electrical or Water Emergencies: 715-387-1195
After Hours Electrical or Water Emergencies: 715-384-8515

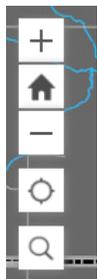
Otherwise, Welcome to Marshfield's Geo-Reporting System. This system is designed to help report

After proceeding as a guest you will be in the main page. It will look different depending on monitor/screen size as it is reactive to your device and meant to be mobile friendly.



You will notice a few things such as navigation controls, a large map, and a section called “Concern Entry Feature Service”.

Map Navigation Controls:



In the upper left hand corner you will see the traditional zooming in and out buttons and the home button to reset the view. Also you will see the cross hair and the magnify glass

The Cross Hairs:

The Cross Hairs is if your device is GPS equipped and location is turned on it will reflect your position. For those of you in a fixed location such as City Hall this does not do you a lot of good. So ignore it.

The Search: The Search can search both for addresses and for reported concern IDs such as C9213

Why these controls are important:

The search allows you to see if something is already reported in that area. If it already is reported you do not have log a new concern. You can add comments to the existing reported concern, making note that this has been reported again.

Identifying a Concern:

You can also identify an existing concern by clicking on and the information will be displayed in the gray panel on the right side. At that point you view pictures, comments, and add additional comments to it.

The screenshot shows a mobile application interface for a concern titled "C9612 - Pothole". The interface is displayed in a gray panel on the right side of the screen. At the top, there is a black header with a white back arrow and the text "C9612 - Pothole". Below the header, the title "C9612 - Pothole" is repeated. The main content area contains the following information:

Concern ID	C9612
General Concern	Street Concern
Specific Concern	Pothole
Description Of Concern	
Status of Concern	New
Primary Department	Street Division
Primary Contact	
Primary Contact Information	

Below the table, it says "Edited by GeoReporter on 5/5/16 at 3:12 PM". At the bottom of the panel, there are two buttons: "Comment" and "Gallery". Below the buttons, there is a section titled "Comments" with the text "No comments available".

Reporting a Concern:

At the bottom of the right hand side is a green area that contains a plus sign and the words "Submit a Report". You will be presented with form to fill out. It is a bug in the software outside of the GIS Coordinator's control that the order of the form once you select the general concern. The four most important things to fill in that are required and are noted as such are:

- General Concern
- Specific Concern
- Reporting Email
- A Location

The other information is great to fill in in especially the description. Your email address will be secured and inaccessible to the public through normal means.

Attachments:

If you have an attachment you may go ahead and use the attachment button or if you are using a mobile device on sight you can use your camera.

Locating an Concern for Submission:

You then have three methods of finding a location of the concern. You can type in an address, you can use your mobile devices location, or you can pan and zoom in the little map.

- Note addressing gets you close and to the addresses location, which may or may not be the spot you want. An Example is, "In front of the house in the road, or the sidewalk, terrace, etc." that is where you can just click on the location to get the point.

Hitting Submit:

Once all the information is entered click "Submit a Report". It will be then routed to the managing department for further investigation. Or you can hit "Cancel" if something is incorrect or you do not wish to submit a concern.

Conclusion:

That is the basics of entering a concern to the GeoReporting System. If you have additional questions contact the GIS Coordinator for additional help at:

Email: gis@ci.marshfield.wi.us

Phone: 715-486-2076