
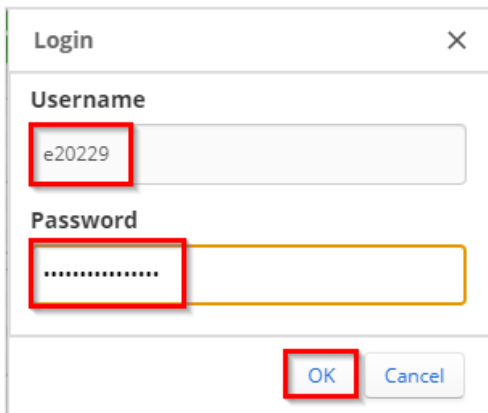


Ticket List

This job aid will walk through the Ticket List in IQGeo Work Hub.

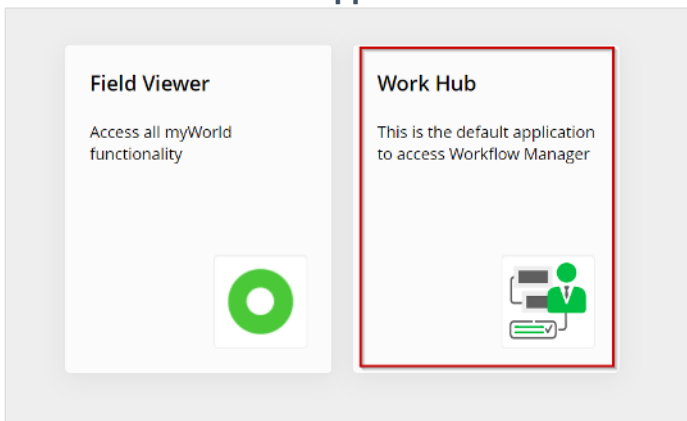
Navigation

1. Select the IQGeo Icon  located on your desktop or iPad screen.
2. If prompted, log in using your E-number and network password and press **OK**.

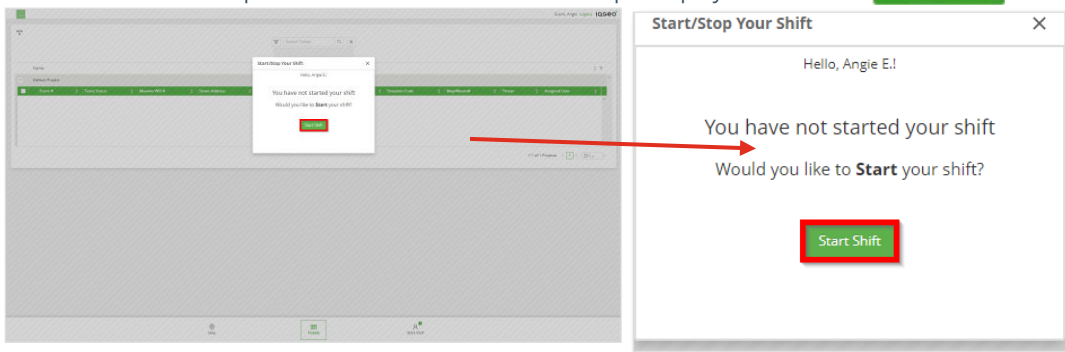


A login dialog box titled "Login" with a close button (X) in the top right corner. It contains two input fields: "Username" with the value "e20229" and "Password" with a masked password ".....". Below the fields are two buttons: "OK" and "Cancel". Red boxes highlight the "Username" field, the "Password" field, and the "OK" button.

3. Select the **Work Hub Application**.



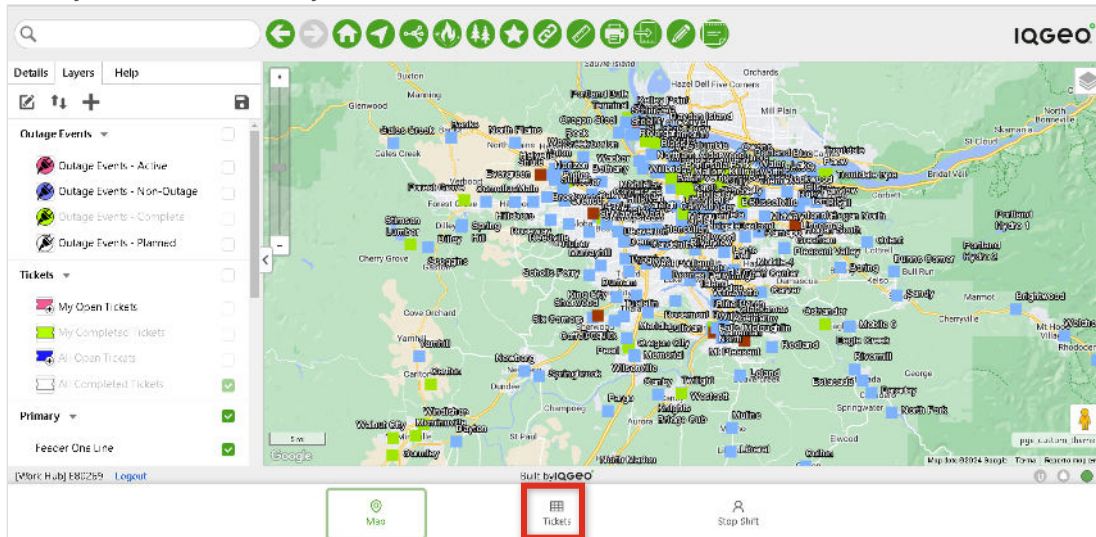
4. Work Hub will open in the Ticket List view and prompt you to select **Start Shift**.



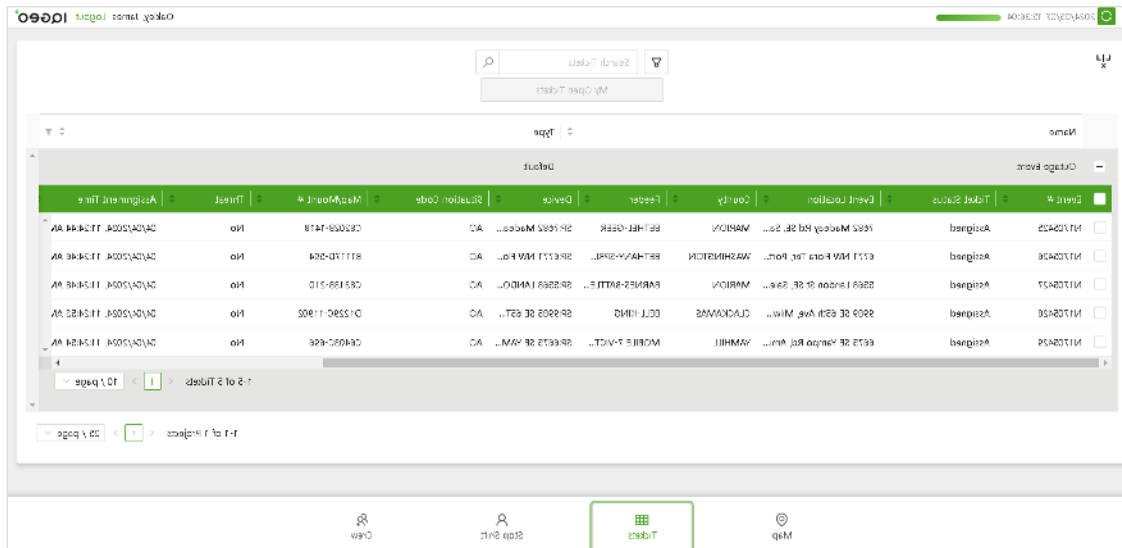
Ticket List

This job aid will walk through the Ticket List in IQGeo Work Hub.

5. If you are not currently in the Ticket List view, select the **Tickets** button  at the bottom of the screen.



6. You will be taken to the Ticket List screen.

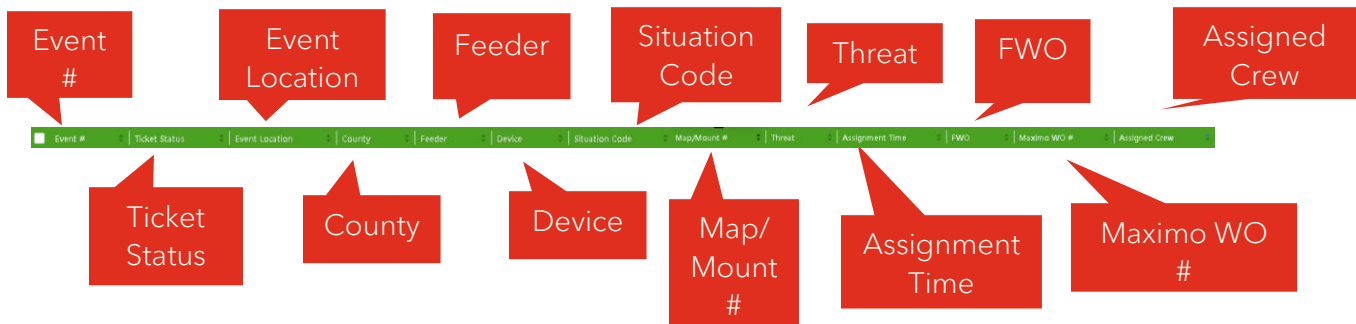


Ticket List

This job aid will walk through the Ticket List in IQGeo Work Hub.

7. The Ticket List Screen contains the following columns:

- Event #
- Ticket Status
- Event Location
- County
- Feeder
- Device
- Situation Code
- Map/Mount #
- Threat
- Assignment Time
- FWO
- Maximo WO#
- Assigned Crew



8. Select the minus button  in the top-left corner of the list to collapse the list.

The screenshot shows the Ticket List interface. At the top, there is a header with 'Name' and 'Type'. Below the header, there is a list of tickets. A red box highlights a minus button in the top-left corner of the list. The list contains three tickets:

Event #	Ticket Status	Event Location	County	Feeder	Device	Situation Code	Map/Mount #	Threat	Assignment Time
N1705425	Assigned	7682 Madley Rd SE, Sa...	MARION	BETHEL-GEER	SP:7682 Madlea...	AO	C82028-1418	No	04/04/2024, 11:24:44 AM
N1705426	Assigned	6771 NW Flora Ter, Port...	WASHINGTON	BETHANY-SPRL...	SP:6771 NW Flo...	AO	81117D-594	No	04/04/2024, 11:24:46 AM
N1705427	Assigned	5568 Landon St SE, Sale...	MARION	BARNES-BATTLE...	SP:5568 LANDO...	AO	C83138-210	No	04/04/2024, 11:24:48 AM

At the bottom of the list, there is a pagination bar showing '1-3 of 3 Tickets' and '10 / page'. At the bottom of the page, there is a footer showing '1-1 of 1 Projects' and '25 / page'.



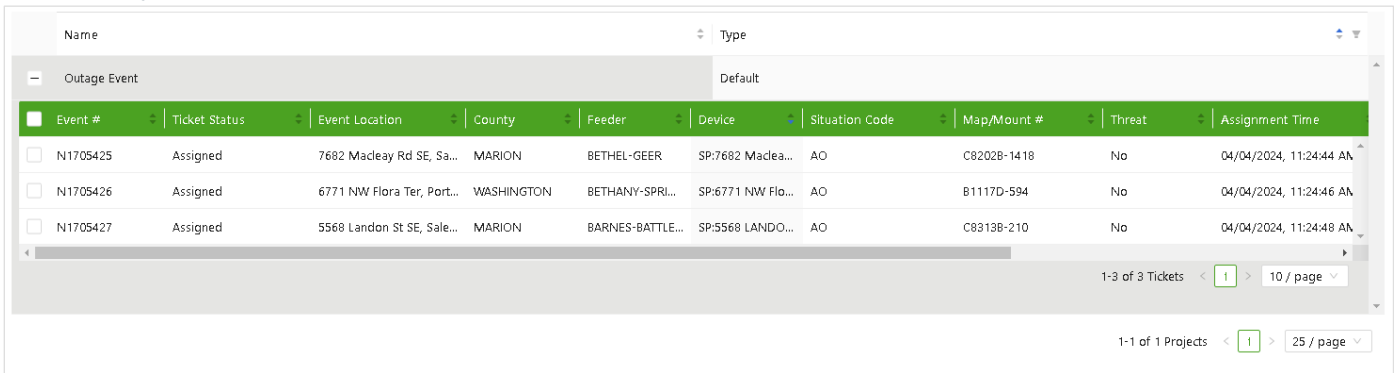
Ticket List

This job aid will walk through the Ticket List in IQGeo Work Hub.

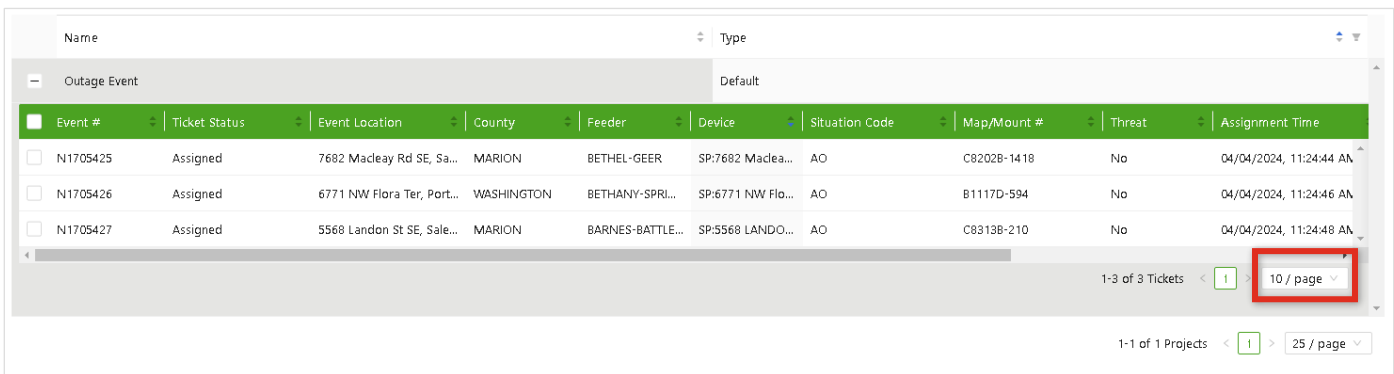
9. Select the **plus** button  to restore it.



10. The Ticket List screen will show both the current number of Tickets and the current number of projects that are currently available.



11. Select the Tickets dropdown in the bottom right corner to either expand to condense the number of Tickets on the screen.



- 10 / page 
- 10 / page
- 25 / page
- 50 / page
- 100 / page

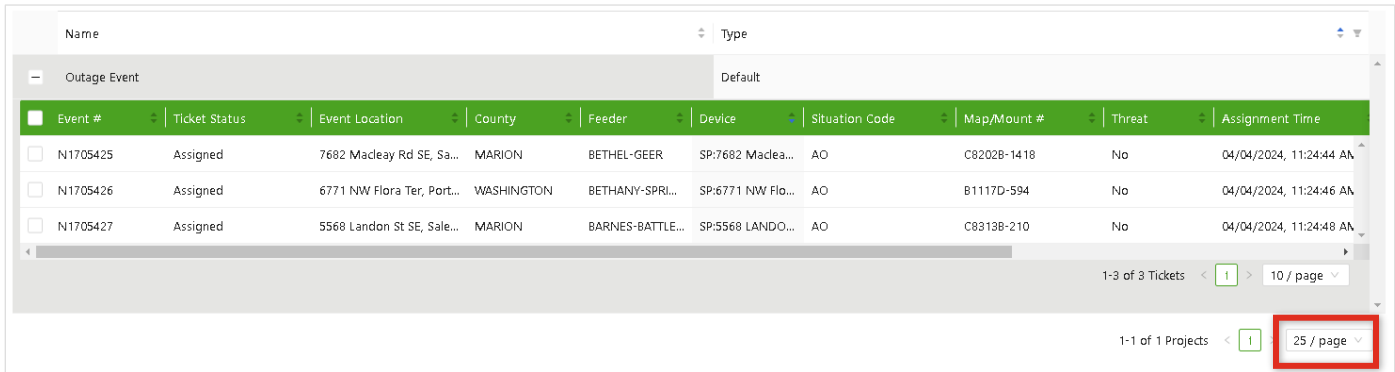


Oakley ID

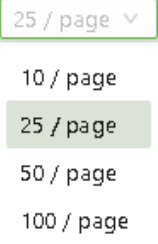
Ticket List

This job aid will walk through the Ticket List in IQGeo Work Hub.

- The same function can be applied for the number of Projects on the screen by selecting the Projects dropdown directly below.



The screenshot shows a table of tickets with columns: Event #, Ticket Status, Event Location, County, Feeder, Device, Situation Code, Map/Mount #, Threat, and Assignment Time. The table contains three rows of data. Below the table, there are two dropdown menus for page size: '10 / page' and '25 / page'. The '25 / page' dropdown is highlighted with a red box.

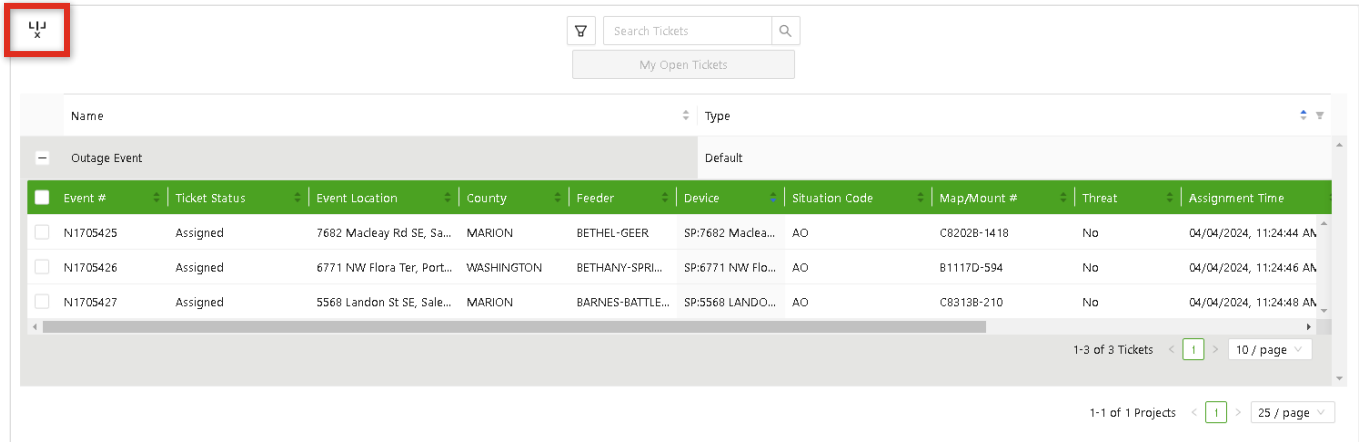


A dropdown menu showing page size options: 25 / page, 10 / page, 25 / page, 50 / page, and 100 / page. The '25 / page' option is highlighted.

Customization

You can customize the view that you see when working with Ticket Lists by removing or adding columns of categories.

- To customize your view, select the **show/hide columns**  button in the top-left corner of the screen to see a drop-down of each category on the Ticket list.



The screenshot shows the Ticket List interface with the 'show/hide columns' button (a grid icon with an 'x') highlighted with a red box in the top-left corner. The table and dropdown menus are visible below.

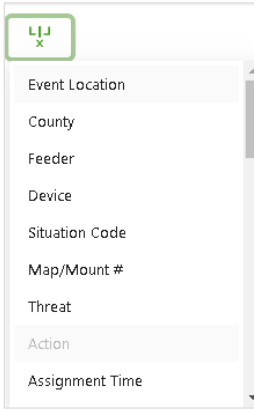


Ticket List

This job aid will walk through the Ticket List in IQGeo Work Hub.

- In the drop-down list, the column names in bold are currently displayed in your view. The grayed-out column names have been hidden. From the drop-down list, select a column name in bold to hide it from your view. Select it again to add the column back to the view.

***Note: Event # and Ticket Status are static and cannot be hidden. Assigned Crew can be moved but cannot be hidden. ***

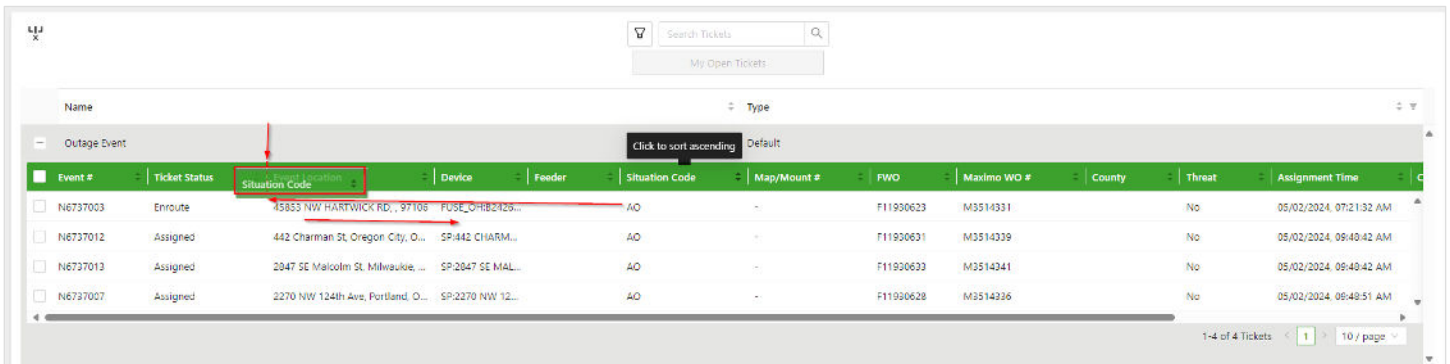


- Select the **up and down facing arrows** in each column to sort the column in ascending or descending order or to cancel sorting.

Event #	Ticket Status	Event Location	County	Feeder	Device	Situation Code	Map/Mount #	Threat	Assignment Time
<input type="checkbox"/> N1705425	Assigned	7682 Madeley Rd SE, Sa...	MARION	BETHEL-GEER	SP:7682 Madea...	AO	C8202B-1418	No	04/04/2024, 11:24:44 AM
<input type="checkbox"/> N1705426	Assigned	6771 NW Flora Ter, Port...	WASHINGTON	BETHANY-SPRI...	SP:6771 NW Flo...	AO	B1117D-594	No	04/04/2024, 11:24:46 AM
<input type="checkbox"/> N1705427	Assigned	5568 Landon St SE, Sale...	MARION	BARNES-BATTLE...	SP:5568 LANDO...	AO	C8313B-210	No	04/04/2024, 11:24:48 AM

- Select and hold a column and drag it to a different spot on the list to sort the columns based on preference

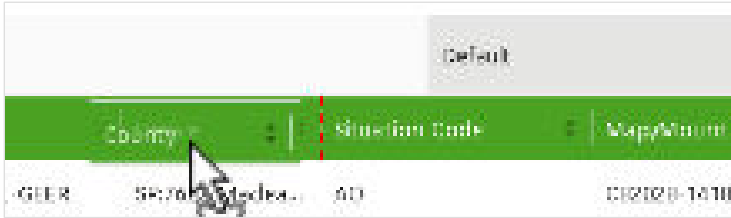
***Note: Event # and Ticket Status are static and cannot be moved. ***



Ticket List

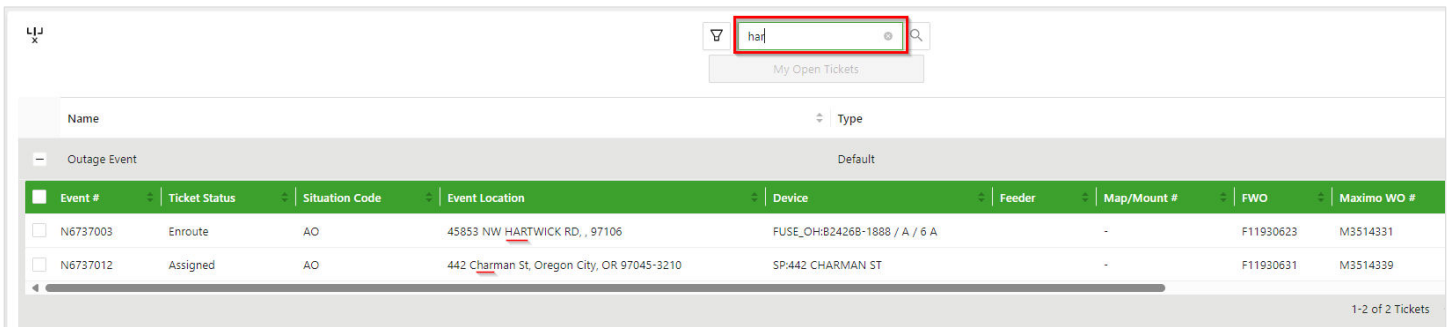
This job aid will walk through the Ticket List in IQGeo Work Hub.

5. You can place your column where you see a dotted red line.



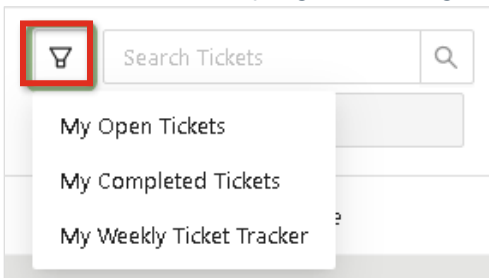
Searching & Filtering

1. In the Search Box at the top of the screen, enter your desired search criteria. The list will populate with all relevant Tickets to the search.



2. Select the **Filter** button  to the left of the Search box to change the filters of your Ticket List.

- **My Open Tickets:** All open Tickets assigned to the user.
- **My Completed Tickets:** All Tickets completed by the user.
- **My Weekly Ticket Tracker:** All tickets you have changed the status of beginning midnight Monday morning to Sunday night at midnight.



Ticket List

This job aid will walk through the Ticket List in IQGeo Work Hub.

Selecting & Updating Tickets

1. Select the checkbox to the left of a Ticket to select it. A window will display on the left of the screen to update the Ticket.

The screenshot shows the 'Ticket List' interface. On the left, a modal window titled 'Update ticket(s)' is open, showing a 'Status:' section with 'Enroute' and 'Return' buttons, an 'Update 1 Ticket(s)' button, and 'Cancel' and 'Open Ticket' buttons. On the right, a table of tickets is displayed. The table has columns for 'Event #', 'Ticket Status', 'Event Location', 'County', 'Feeder', 'Device', and 'Situation Code'. The first row, with 'Event #' N1705425, is highlighted in green and has a red box around its checkbox, which is checked. The table also shows 'Outage Event' and 'Default' information at the top.

Event #	Ticket Status	Event Location	County	Feeder	Device	Situation Code
N1705425	Assigned	7682 Madeay Rd SE, Sa...	MARION	BETHEL-GEER	SP:7682 Macea...	AO
N1705426	Assigned	6771 NW Flora Ter, Port...	WASHINGTON	BETHANY-SPRI...	SP:6771 NW Flo...	AO
N1705427	Assigned	5568 Landon St SE, Sale...	MARION	BARNES-BATTLE...	SP:5568 LANDO...	AO

2. In the Update Ticket(s) window, Tickets can be updated in one of two ways:

On the Ticket Table:

Select the **status of the Ticket** in the Status section. Options are Enroute and Return.

A close-up of the 'Update ticket(s)' window. The 'Status:' section is highlighted with a red box, showing 'Enroute' and 'Return' buttons.

On the Ticket View:

Select the **Open Ticket** button.

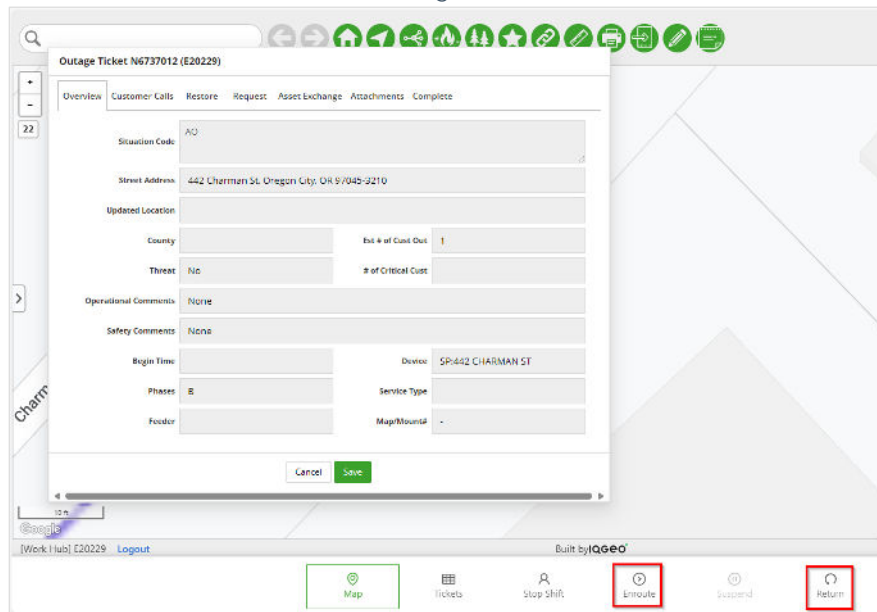
A close-up of the 'Update ticket(s)' window. The 'Open Ticket' button is highlighted with a red box.



Ticket List

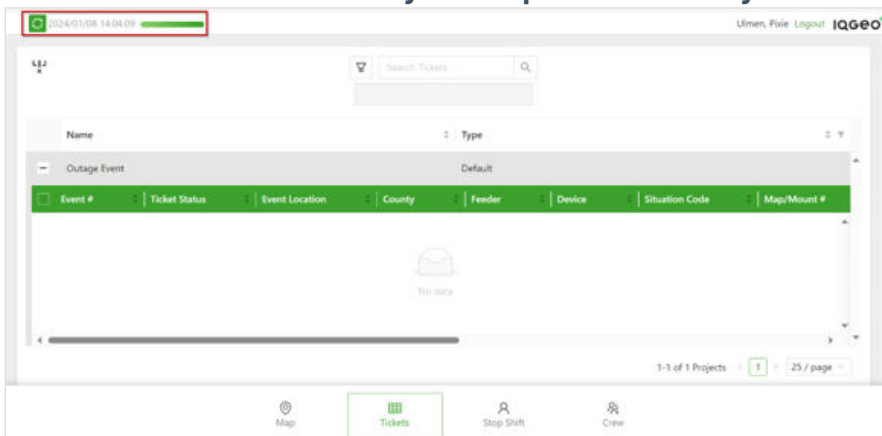
This job aid will walk through the Ticket List in IQGeo Work Hub.

The status of the Ticket can be changed at the bottom of the screen.



Syncing & Best Practices

1. To update your Ticket list, select the **sync icon**  located in the top left corner.
*****Note: You will need to sync multiple times before your Ticket appears.*****



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