



NJUNS 2018

USER GUIDE

Key Differences in the New System	4
Data Migration	4
Login	5
Dashboard	5
Global Menu	5
Working with Tickets	6
Tickets	6
Adjust the number of Rows displayed per page	6
Presentation Settings	7
Ticket Icons.....	8
Add to Set (Favorites)	8
Poles/Assets	9
Steps	10
Projects.....	10
Members	12
Viewing Member Codes in User Profile	12
Run Reports	12
Map	12
Tools	13
Help	13
Closing multiple tabs.....	13
Opening another session	13
Creating a PT Ticket (all ticket types except Attachment Request – See Creating a Pole Attachment ticket)	14
Adding a Pole(s) to the Ticket	15

Drawing on a Map.....	19
Adding Steps to a Ticket	20
Coping a Step	21
Adding additional parties to the ticket	21
Opening the Ticket	22
Updating PT Steps	23
Re-Opening a Step	23
Reassigning a Step.....	24
Adding or Changing Parties (i.e. Owner)	24
Creating a Dispute	24
Resolving or Canceling the Dispute	25
Closing a PT Ticket.....	26
Creating a PA Ticket – Attachment Request (PA).....	27
Adding Poles to Pole Attachment Ticket.....	29
Opening the PA Ticket.....	33
Workflow.....	33
Validating the Ticket	33
Diagram	35
Adding an associated PT ticket to the PA ticket (example, adding Make Ready PT's)	35
Changing the Assigned Workflow Party (NTG).....	35
Filters (Searching for Tickets)	36
Searching by Ticket or Pole Number	36
Creating Custom Searches (Filters)	38
Reports.....	40
Wall.....	41
Adding Comments/File Attachments to a ticket.....	41
Adding a Comment	41
Adding a File Attachment.....	42
Viewing Additional Ticket History.....	42
Legacy Audit History	43
Adding/Changing Party on the ticket.....	43
Adding a new Party	44

Changing the Party.....	44
Adding an Associated ticket.....	45
Documentation.....	45
Appendix.....	46
Printing a Ticket.....	46
Changing the Ticket Creator or Owner member code on a ticket.....	48
Send Email Feature.....	48
Cloning a Ticket.....	49
Email Notifications.....	49
Viewing the Audit History.....	49
Viewing Audit History of Legacy Tickets.....	50
Closing out multiple tabs.....	50
Bulk Update Options.....	51
Open Tickets.....	51
Complete Next to Go Steps.....	51
Close Tickets (Pole Transfer Tickets only- not PA's).....	52
Adding a Copy to Party to multiple tickets.....	53
Full Text Search (FTS).....	53
Mapping Tool.....	54
Ticket Type Definitions.....	57
Company Asset Import reference guide.....	57

Key Differences in the New System

- Silverlight is no longer required. Any browser will work with the NJUNS application.
- There is no longer a member code drop down. If the code(s) are available in the user profile, the tickets can be updated without switching between member codes.
- Tickets include an Assets/Poles section where information about the pole is entered.
- Tickets include a Parties section where additional parties can be added to the ticket (i.e. joint pole owners, remediation party, copy to members, etc.)
- Queries do not exist the same way as in the old system. These are now called *Filters* and can be found by clicking on the down arrow beside the Search box once inside of the Ticket list. Users can also create their own filters and save them. See [Creating Filters](#) for information.
- Attachment Request (PA) tickets are now using workflow to replace the ticket status updates. Steps are replaced by the Poles/Assets tab.
- New step status called NTG to easily identify the tickets that are Next to Go.
- New step status of Canceled to identify a canceled dispute.

Data Migration

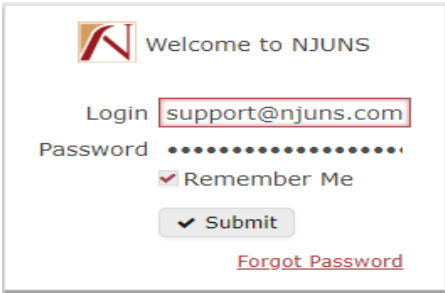
- Since Priority code is required to open a ticket, there may be some tickets migrated over from the old system that did not have a priority code in the open status. A **Priority Code of UNK** (unknown) was created for the migration and entered on these tickets. This will show as a -1 on reports.
- Since Pole Number is required, as well as either a house number/street name or lat/long and this was not a requirement in the old system, a value of **UNK** (unknown) has been entered on migrated tickets that did not contain a value for these fields.
- If data other than a valid LAT/LONG was entered in these fields, it has been moved to the Asset Remarks field. There is a PT+ Detail Report – Asset Remarks available that displays this information.
- For MA/RI step field, Is Anchor – this has been moved to Step Remarks and will be shown as Is Anchor: False or Is Anchor: True
 - Also, for MA/RI: The Pole Number field represents the Elco Pole Number and Telco Pole Number is found under the Dynamic Attributes.

General Information

Login

Clicking on Login from the njuns.com or visiting www.njuns.com/app will bring up the login screen. Enter the Login (email address) and password to sign in. Click [Forgot password](#) to have a temporary one emailed to you.

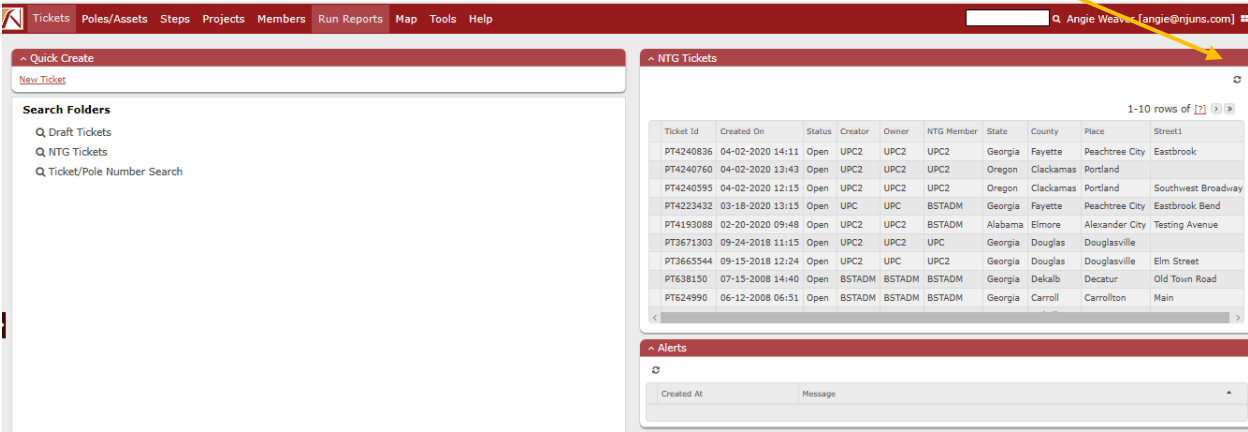
(Note, if the email address is not correct then it will not email a new password or if the account is not active. Contact support@njuns.com to update)



Dashboard

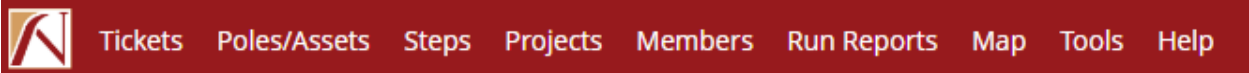
The dashboard is what initially appears when logging into NJUNS.

- Under Quick Create, new tickets can be created directly from the dashboard.
- Search Folders will list any sets (favorites) or Filters that have been created and saved by the user or NJUNS staff.
 - NTG Tickets displays all tickets where your member code(s) is listed as next to go and the ticket was updated in the last 30 days.
 - Click the refresh icon to get the current list after updates have been made.



Global Menu

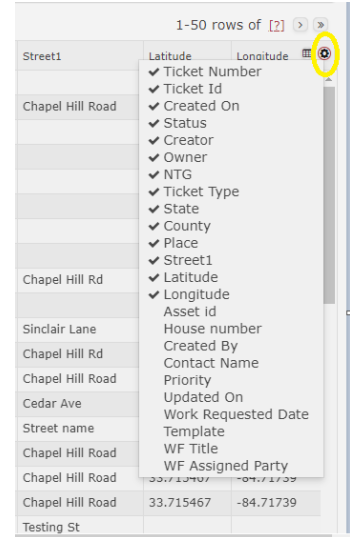
Below is the Global Menu and a description of each menu item when selected.



Working with Tickets

Tickets

- Clicking on **Tickets** will display the Tickets of interest list showing tickets updated within the last 30 days (up to 5,000 tickets per page).
- Double clicking on the row will open the ticket.
- Hovering the mouse over the right corner of the ticket list will display a **gear icon** (shown on the right) where additional columns can be added to the ticket list.
 - The selection will be saved and will only change if the user changes it.
- Columns can be rearranged by dragging the columns to the desired location.

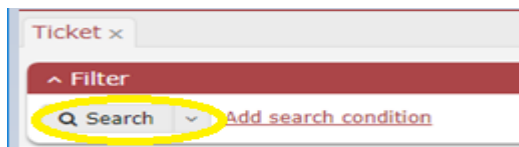
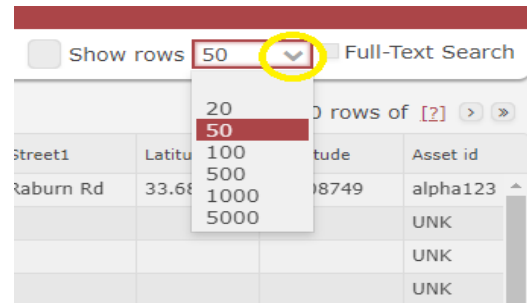


Adjust the number of Rows displayed per page

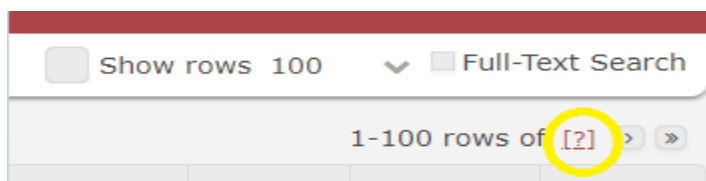
- The number of rows displayed can be changed by clicking the down arrow next to Show rows

Note: Displaying many rows could slow performance.

- Once the selection is made, click the Search icon to re-start the search with the new selection of rows.

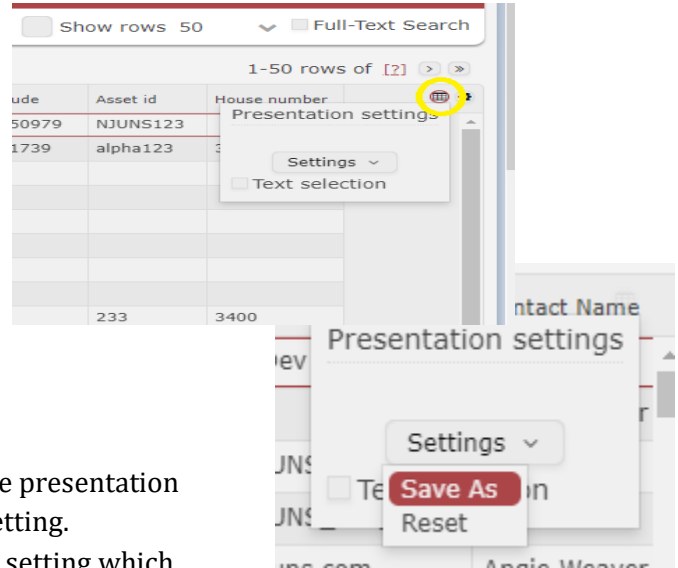


- To see the total number of rows returned, click the [?] if shown.

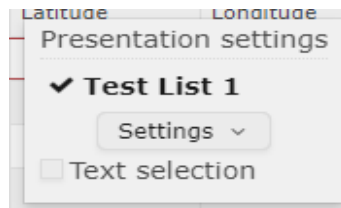
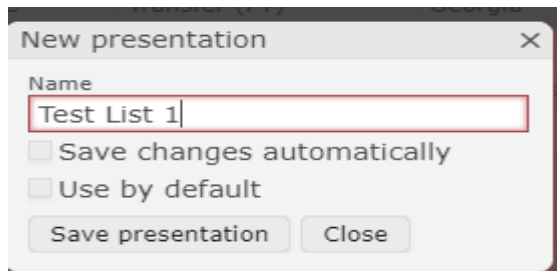


Presentation Settings

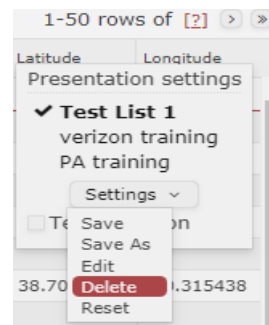
- Clicking the Presentation Setting icon (shown to the right) located next to the gear icon, will allow the user to save the data grid column settings for quick access to that format when needed.
- Click the Settings drop down (shown to the right) Click Save As to save the current settings.



- Provide a name and click Save Presentation.
- Clicking Save changes automatically will update the presentation setting so the changes are applied to the current setting.
- Clicking Use by default will set those as the default setting which appears when clicking the ticket list.
- Repeat for additional lists and they will appear as options.

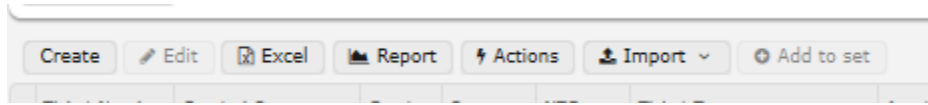


- To delete or edit an existing Presentation setting, select the list to be edited or deleted. Click the drop down by Settings and select the appropriate action.

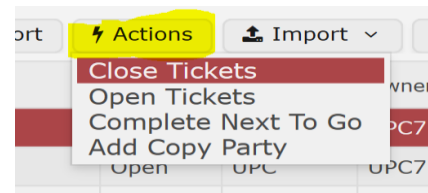


Ticket Icons

When the Tickets menu item is selected from the Main menu the following icons are available (Import icon is available only if user has this role assigned to them)

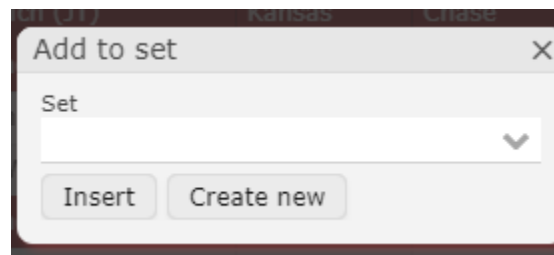


- The **Create** icon will start the ticket creation process.
- Clicking the **Edit** icon will work if a ticket is highlighted in the list. This will open the ticket for editing. (double clicking on the ticket will also open the ticket for editing)
- The **Excel** icon will export all tickets or the selected tickets to an Excel spreadsheet. To select tickets, use the shift or ctrl-keys to make the selection.
- The **Report** icon will print the ticket. Multiple tickets can be printed by selecting them using the shift or ctrl-keys. **Make sure the pop-up blocker will allow popups from the NJUNS site.** See [Printing Tickets](#) for more information.
- The **Actions** icon displays the bulk option for Closing, Opening, Completing next to go steps, and Adding a Copy Party to tickets.
 - Tickets will not close unless all steps are completed.
 - Tickets will not open unless one pole and one step have been added to the ticket.
- The **Import** icon allows tickets to be created or updated in bulk. The role must be assigned to the user to use this feature. A separate User Guide is available for this feature located on the website under Training/Best Practices.



Add to Set (Favorites)

- The **Add to set** icon is like Favorites in the old system. Highlight the tickets in the list to be saved to a list and click Add to Set.
 - If a set has been saved previously, it will show in the drop down. Otherwise click the Create New icon.



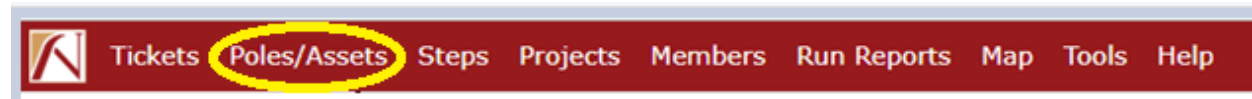
- Provide a Folder name for the list.

The list will be saved on the dashboard as a Search Folder. Click the arrow on the left side of the screen to see the list. (or go back to the dashboard).

Ticket Number	Ticket Id
3,570,124	PT357012
3,569,818	NEW3569
3,568,581	MR35685
3,568,570	PT356857
3,564,901	JT356490
3,564,189	MR35641
3,561,978	JT356197
3,557,424	NEW3560
3,555,571	MR35555
3,554,338	MR35543
3,554,332	MR35543

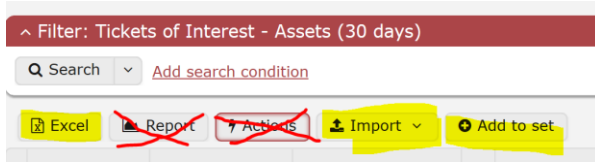
Right clicking on the Search folder name (i.e NJUNS Test) will provide other options for the set (Remove, Edit, Copy, etc)

Poles/Assets



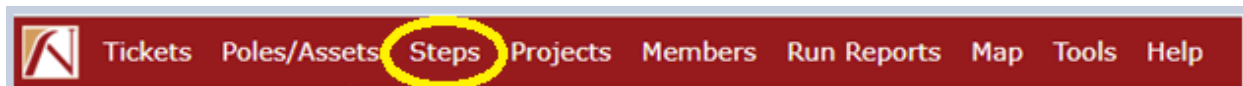
- Clicking the Poles/Assets menu item will allow the user to view tickets based on Pole information. The poles shown in the list are tickets updated within the last 30 days. The ticket list is based on Poles/Assets with the associated ticket number shown as the first column.
- To search for a pole number, select the drop-down arrow next to Search and select Pole/Asset Search. Using this filter will search for all pole numbers listed on a ticket, not just the first one.

The available icons are Excel to export the list to a spreadsheet, Import (if the user has this role), and Add to Set. Report and Actions are not available in Poles/Assets.

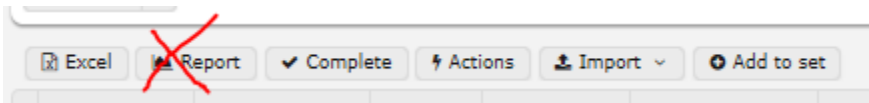


Steps

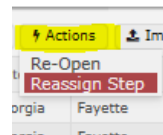
Steps will only show PT ticket types. PA's no longer have steps so the PA poles can be found under Poles/Assets.



- Clicking the Steps menu item will allow the user to view step information on tickets that have been updated in the last 30 days. The ticket list is based on step information with the associated ticket number shown as the first column. The available icons are Excel, Complete, Import (if user has this role), and Add to Set. The Report icon is not available in Steps.



- Actions icon will allow the user to Reopen a step or Reassign a step.

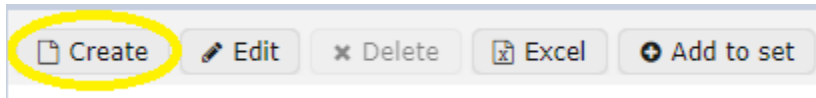


Projects

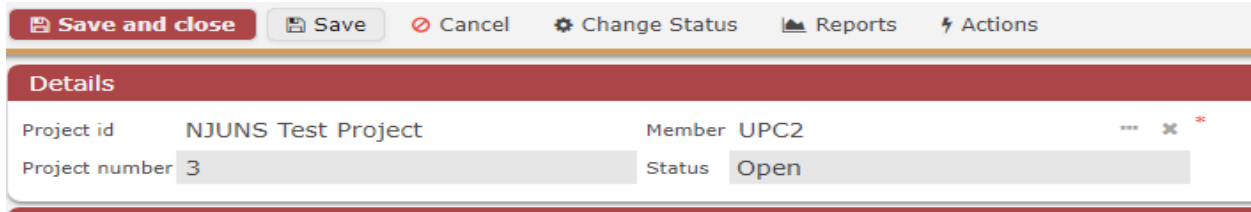


- Clicking on Projects will open the list of projects associated with the user's member codes.
- Double click to open the project or highlight then click the Edit icon.

- To create a project, click the Create icon



- Provide a Project Id (Name) and the member code that should be used to create the project, then click Save. A Project Number will be assigned by the system.

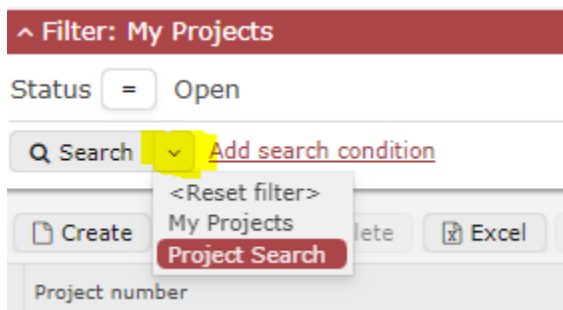


- To add existing tickets to the project, click the Add icon.
 - Select the tickets to be added and click the Select icon located at the bottom.

Ticket Number	Ticket Id	Created On
3,570,124	PT3570124	06-19-2018 13:23
3,569,818	NEW3569818	06-19-2018 11:07
3,568,581	MR3568581	06-18-2018 13:06
3,568,570	PT3568570	06-18-2018 13:03
3,564,901	JT3564901	06-13-2018 17:01
3,564,189	MR3564189	06-13-2018 12:53
3,561,978	JT3561978	06-12-2018 10:51
3,560,424	NEW3560424	06-11-2018 12:09
3,555,571	MR3555571	06-06-2018 08:40
3,554,338	MR3554338	06-05-2018 13:09
3,554,233	MR3554233	06-05-2018 12:31
3,552,398	PT3552398	06-04-2018 11:16
3,548,482	NEW3548482	05-30-2018 14:39
3,548,433	JT3548433	05-30-2018 14:17
3,548,397	PT3548397	05-30-2018 13:56
3,543,889	PT3543889	05-24-2018 13:11
3,539,925	OTH3539925	05-22-2018 09:44
3,539,910	MR3539910	05-22-2018 09:36
3,537,927	PLE3537927	05-18-2018 15:31

Select Cancel

- To create a new ticket to be added to the project, click the Create icon.
- To see a list of the open projects created by the user’s member code, click the down arrow next to search and choose **My Projects**, then click the search icon.
- To search for projects, click the down arrow next to the Search icon and select **Project Search**.



Available icons are Create, Edit, Delete, Excel, and Add to Set.

- Comments and File Attachments can be added to a project. See [Wall](#) for more information.

Members

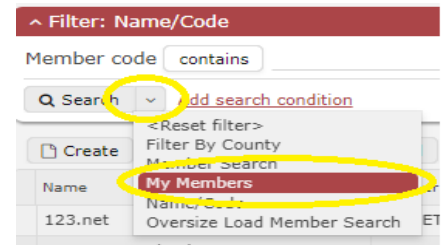


The Members menu item will display the list of all NJUNS member codes. It defaults to a search where the user can search by Member code, Company Name, and/or State.

- Additional Search conditions can be added by clicking on the [Add search condition](#) link.

Viewing Member Codes in User Profile

Users can view the member codes in their profile by clicking on the down arrow next to the search icon and choosing **My Members**. Then click Search. If codes need to be added or removed, contact support@njuns.com.

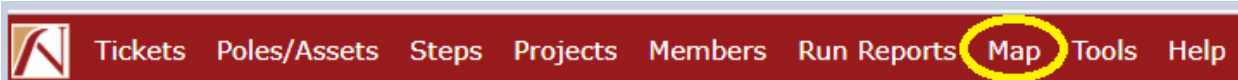


Run Reports

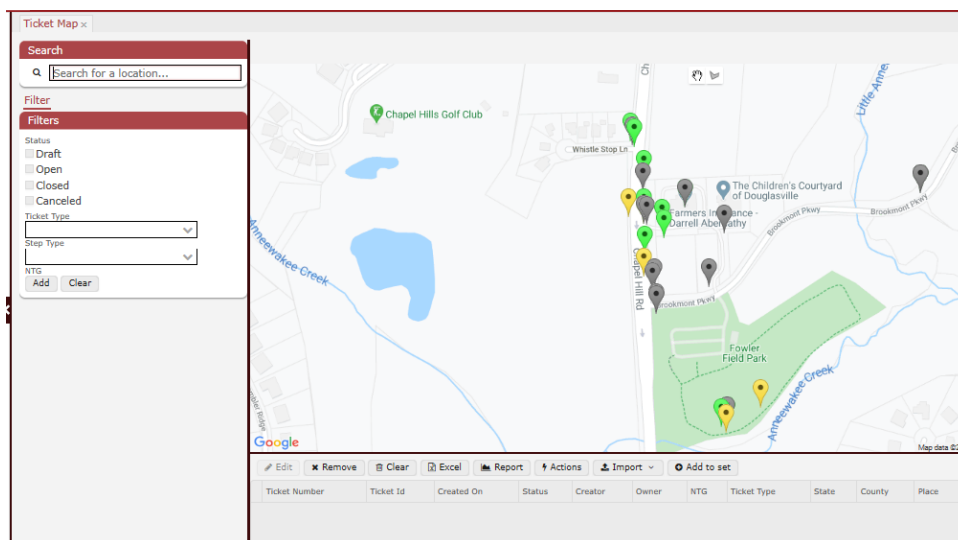


This is where the available reports will be listed. See [Reports](#) for more information.

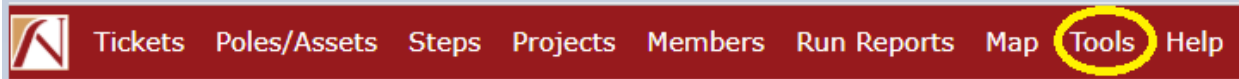
Map



The map can be filtered by Ticket Status, Ticket Type, Step Type, and NTG Member(s). See [Mapping Tool](#) for more information.



Tools



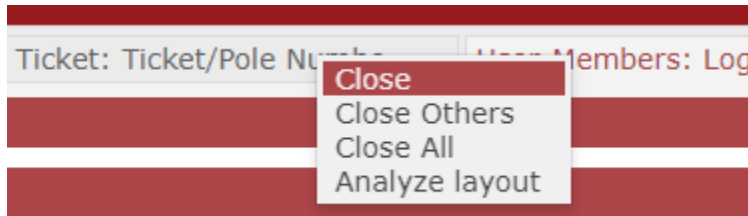
Pole owners can upload information about their poles into the database. This option is not available during peak working hours (M-F 6AM-4PM EST). See [Company Asset Import reference guide](#) for more information.

Help

Clicking on Settings will allow the user to change their password.

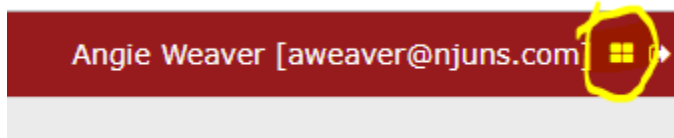
Closing multiple tabs

NJUNS opens tabs when clicking on different options. Right click on any tab to close it, close all, or close all but the selected tab.



Opening another session

If another session of NJUNS is needed (i.e. while running a report, etc) click the icon that looks like four squares in the top right corner next to the Username. This will open another session in the same browser.

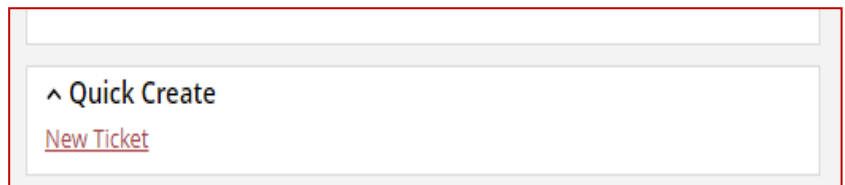


Creating a PT Ticket (all ticket types except Attachment Request – See [Creating a Pole Attachment ticket](#))

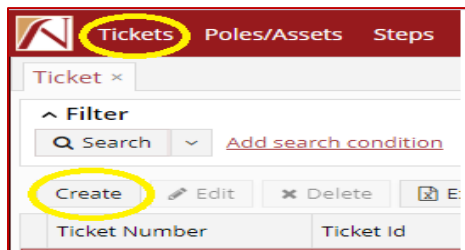
All tickets are created from the same starting point. There is no longer an icon for Pole Transfer and Pole Attachment. A ticket can be saved at any time during the creation process.

- A ticket can be created from two starting points:

1. From the Dashboard by clicking on **New Ticket** under Quick Create



2. By clicking on **Tickets** from the header menu, the clicking Create.



- The Create new ticket pop up box will appear. The first time entering a ticket, all information will be blank, but it will remember the last entry for all new tickets going forward.
 - Set Ticket Type: The previous Pole Transfer Ticket Types are listed. Pole Attachment tickets should be created under ticket type of Attachment Request (PA). [See Appendix A for definition of Ticket Types.](#)
 - Select the State, County, and Place (if required). Select the Created By member and Pole owner member.
 - For Created By member codes, the drop down will display all codes in the user profile.
 - For Pole Owner, a code can be typed into the field, then press **ENTER** to accept. **Make sure to press enter if typing the code so it will be accepted.**
 - Click on the three dots to the right of the field will bring up the search box. (All codes associated to the county listed on the ticket will be shown in this list)
 - Ticket Template will automatically be selected based on the Ticket Type and Owner code selected.
 - Copy To is optional. If a read only member should be added to the ticket, either type in the code and press ENTER to accept or use the three dots to select the code.
 - Click [Create New Ticket](#) icon

- The ticket is divided into three main sections: Details, Poles/Assets, and Steps. The Details section is shown below and can be viewed by clicking on Details.

Ticket - New Ticket - Transfer (PT) - PT:PT-Default

Ticket # Creator NTG Member Priority

 Status Owner Start Date Pole/Asset #

Details Poles/Assets Associations Parties

Details Poles/Assets Associations Parties

^ Details

Work Requested Date

 State *

 County *

 Place *

 Contact Name

 Contact Phone

 Contact Email

 Reference Id

 Misc Id

 # of Poles/Assets

 Remarks [Full Screen](#)

Required fields are noted by red asterisks (*) to the right of the field.

Note: Priority Code will be required to Open the ticket. See the Documentation tab in the application for a list of codes by state or visit the website under the State Portfolio.

Work Requested Date was required in the old system but not now. This is a goal date for when the ticket should be completed.

ReferenceId and MiscId are free fields that can be used as needed.

Remarks field holds 4000 characters or less

****Dynamic Attributes** will contain any specific fields for the states that used a ticket mask in the old system, which include New York, New Jersey, Massachusetts, Rhode Island, and Pennsylvania. These fields are not required in the system, however if an asterisks (*) appears to the right of the field name, it was a required field in the previous system and should be completed.

Note: **MA/RI users** – the Set Date (which is the day the pole was set) should be entered under Dynamic Attributes for every ticket.

Note: **NY Users** – Click on the Documentation tab and download a copy of the NY Municipalities. Copy and paste into the Municipality field if needed to keep it consistent and avoid typos.

Adding a Pole(s) to the Ticket

Before adding Poles, make sure to save the ticket. The ticket should get assigned a ticket number which should be showing in the header.

- Click on the Poles/Assets menu item to add information about the pole(s).

Details **Poles/Assets** Associations Parties

^ Assets

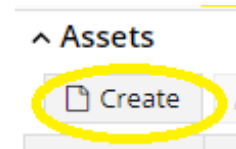
- **Poles can be added to the ticket using three methods**

Method 1: Manually typing the location information into the Pole/Asset screen

Method 2: Using the Ticket Map feature to find the pole on the map

Method 3: Finding the pole on the map and inserting to the ticket. (for this option to work, the company must have previously uploaded their poles into the NJUNS database – See [Company Asset Import](#))

Method 1: To manually type the information into the ticket, click the Poles/Assets tab and click the Create icon.



Pole/Asset	
Pole/Asset #	Description
^ Header	
Sequence	1
Latitude	
Longitude	
House number	
Street1	
Cross street	
Zip code	
Pre existing	<input type="checkbox"/>
Private property	<input type="checkbox"/>
Installation date	__-__-__
Status	
Type	
Directions	
Reference id	
Alt asset id	
Reference point	
Response date	__-__-__
Remarks	

Required Fields:

- Pole/Asset Number is required
- There must be at least a lat/long or House number/ Street1.

Additional Fields:

The other fields can be completed as desired and are not required.

NY/NJ, MA/RI, and PA Users:

Private Property Pole and Pre-Existing Pole check boxes are located here.

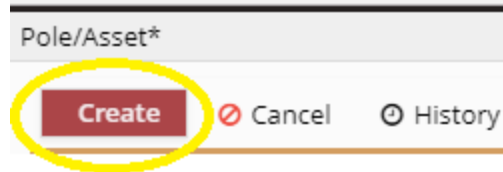
Dynamic Attributes: These are fields that were used by the states with a ticket mask (NY, NJ, MA, RI, PA)

NJUNS uses geocoding if enabled. If a House, Street, and Zip are entered click the enable geocoding icon and the system will provide a lat/long based on the address. If a Lat/Long is provided, clicking the enable geocoding icon will automatically provide the House, Street, and Zip.

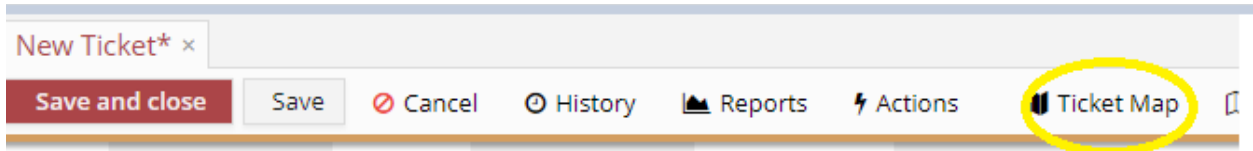
If using Geocoding, the fields in bold represent fields that were automatically updated based on what the user entered for the other fields.

To disable Geocoding, click Disable geocoding.

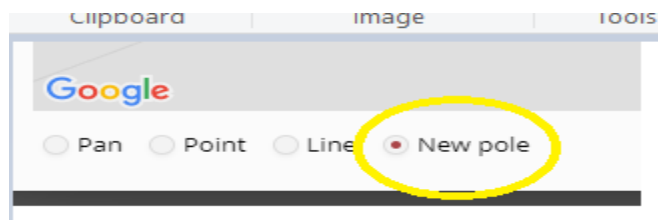
Click the Create icon when completed.



Method 2: To create the Pole/Asset by using the map feature, do not click the create icon, but instead click the **Ticket Map** icon.



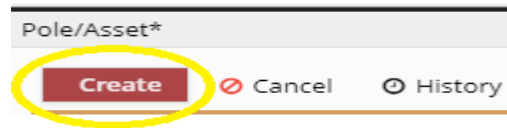
- Find the location of the pole on the map and click the New pole radio button. This will place the ticket on the map and copy the lat/long, house, street and zip.
- Geocoding is automatically enabled. Click Disable Geocoding if necessary.

A screenshot of the "Pole/Asset*" form. The form has a header section and several input fields. The "Pole/Asset #" field is highlighted with a red box. The "Description" field is empty. The "Header" section contains the following fields:

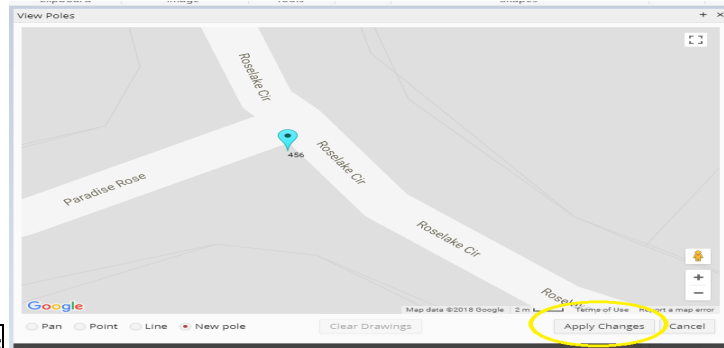
Sequence	2
Latitude	33.410777
Longitude	-84.564678
House number	12
Street1	Eastbrook Bend
Cross street	
Zip code	30269-1530
Pre existing	<input type="checkbox"/>
Private property	<input type="checkbox"/>

- Follow the steps from Method 1 for completing the additional fields.

- Click the **Create** icon when completed.

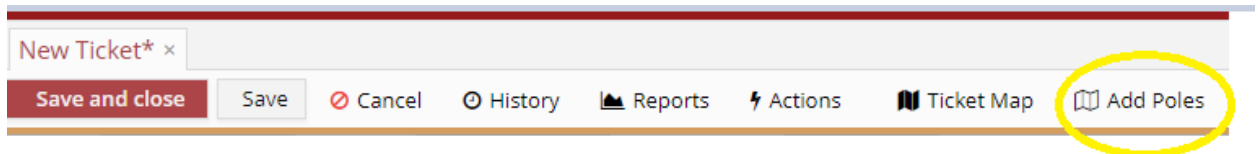


- Click **Apply Changes**.

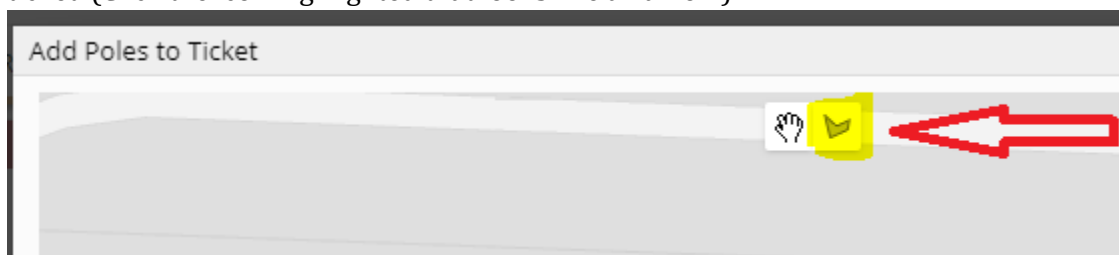


Method 3: Finding the pole on the map and inserting it to the ticket. *For this option to work, the pole owner company must have used the Company Asset import feature under Tools to upload their poles. (If not, the poles will not be found on the map under the Add Poles icon)*

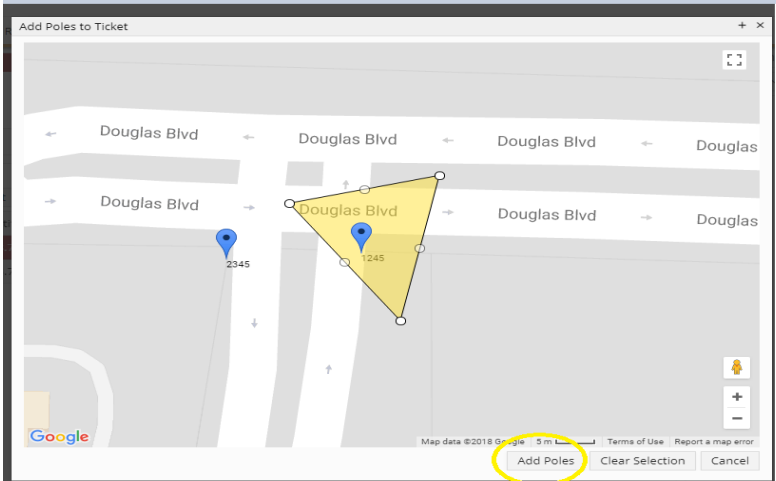
- Do not click the Create icon, but instead click the Add Poles icon.



- Zoom needs to be at least 200m for the poles to appear on the map.
- Use the Google drawing tool to draw a line around the pole or poles to be added to the ticket. (Click the icon highlighted that looks like an arrow)



Select the poles by clicking around them to draw a border. The selection will appear highlighted in yellow, and then click the Add Poles icon at the bottom.

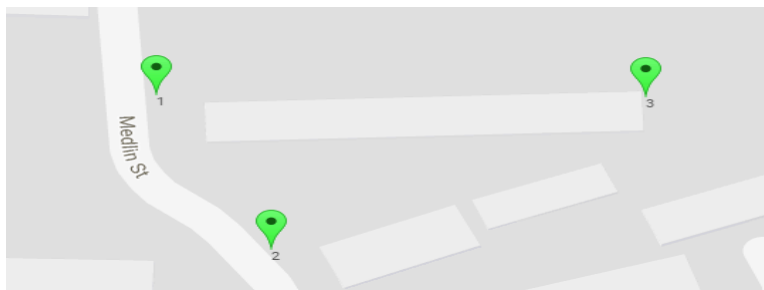
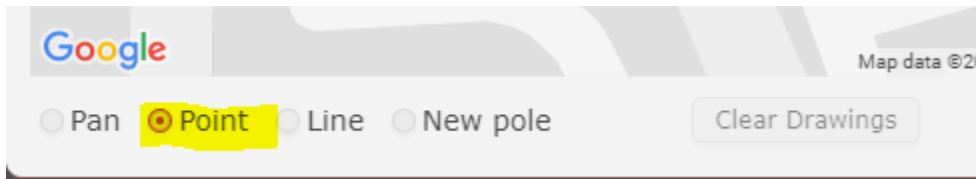


The Pole(s) will be automatically added to the ticket under the Poles/Assets tab.

Details <u>Poles/Assets</u> Associations Parties					
^ Assets					
<input type="button" value="Create"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Excel"/> <input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="..."/>					
#		Pole/Asset #	Alt asset id	Latitude	Longitude
1		1245		33.730554	-84.741106

Drawing on a Map

- The option to draw on the map and add pointers is still available. With a ticket pulled up, click the Ticket Map icon. Zoom to the area on the map.
 - Select the Point option at the bottom to add points.



- Click the Line option to draw a line to connect the points.



Click Apply Changes when completed.

Adding Steps to a Ticket

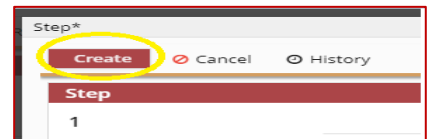
Steps identify the company needing to do some type of work (i.e. transfer)

1. To add steps, click on Details and then Click the **Create** icon under Steps.

- Add the first step. The fields outlined in red are required. Number of poles defaults to 1.
- Days Interval represents how many days the step will have to complete.

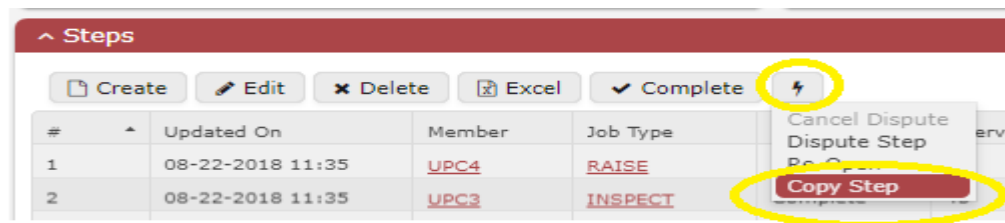
For Assigned Member, type the desired member code and PRESS ENTER or click on the three dots to search available codes associated to the county of the ticket. If typing, press **enter** to accept. Tabbing does not accept the code.

- Click the **Create** icon once completed.
- Repeat the same process for adding additional steps.



Coping a Step

- To copy a step, click the lightning bolt icon and select copy step.

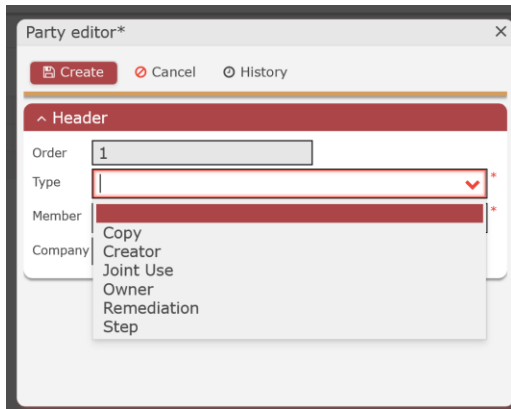


Adding additional parties to the ticket (For example, Joint Pole Owners, Joint Use Companies, Copy Members, etc)

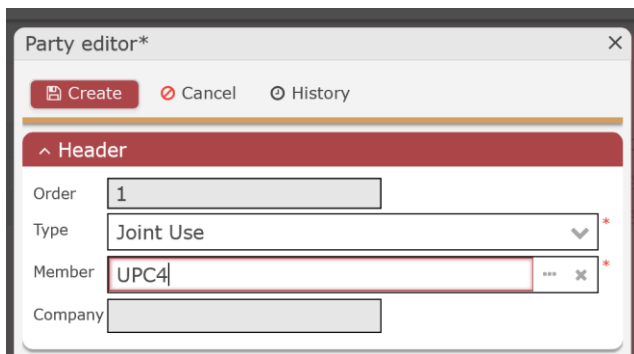
If additional companies need to be added to the ticket, click on the Parties tab.

Click Create icon.

Select the Party type to add.

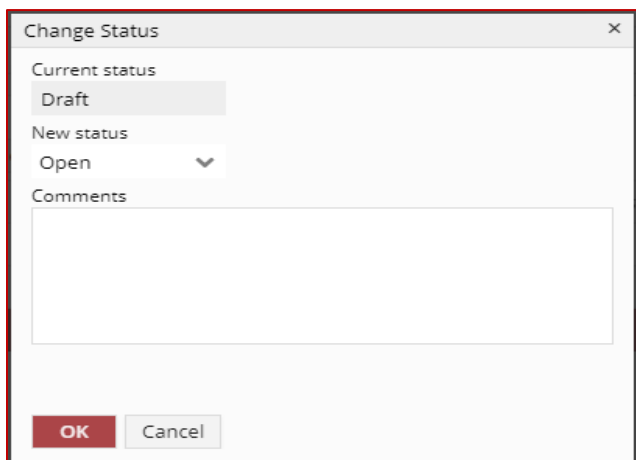
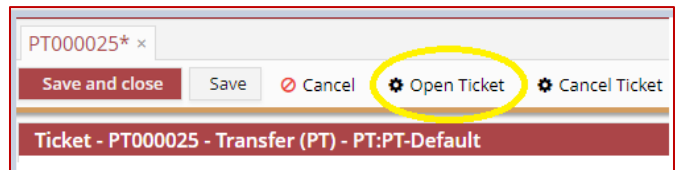


Type in the Member code and Press Enter to accept or use the three dots to search available codes. Click create when finished.



Opening the Ticket

1. To open the ticket, click the **Open Ticket** icon.



- Comments can be added but not required. They will be displayed on the wall if entered.
- Once OK is clicked, email notifications are sent to all parties on the ticket.

Updating PT Steps

Once the work has been completed in the field, the steps need to be completed in NJUNS.

Steps can be updated by a couple of ways.

1. Open the ticket and highlight the step to be completed and click on the **Complete** icon.

^ Steps								
Create Edit Delete Excel Complete ...								
4 rows								
#	Updated On	Member	Job Type	Status	Interval	NTG Start	Response Request	Complet
1	06-28-201...	UPC2	COORDI...	NTG	35	06-29-2018	08-02-2018	
2	06-28-201...	UPC2	OTHER	Pending	35		09-06-2018	
3	06-28-201...	UPC2	TRANSFER	Pending	35		10-11-2018	
4	06-28-201...	UPC2	PULL PO...	Pending	35		11-15-2018	

2. From the NTG Ticket lists (if the step is NTG), select (highlight) the ticket(s) to be completed and click the Actions icon and choose Complete Next To Go.

^ Filter: Folder NTG Tickets							
Q Search Add search condition							
Create Edit Excel Report Actions Add to set							
Ticket Number	Created On	Status	Member	Interval	NTG Start	Response Request	Complet
3702427	04-20-2020 15:33	Open	Angie Weaver	56			
3701478	03-05-2020 12:12	Open	Angie Weaver	12			
3701305	01-05-2020 19:48	Open	Angie Weaver	910			
3701277	12-21-2019 15:45	Open	Angie Weaver	12			
3701254	12-18-2019 17:28	Open	Angie Weaver	910			

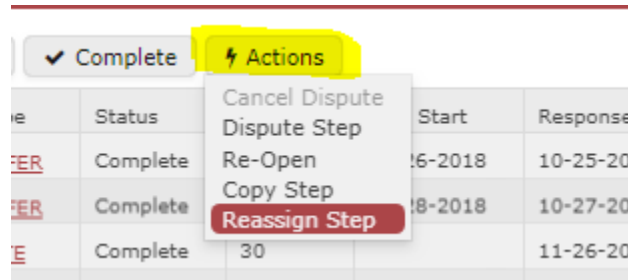
Re-Opening a Step

If a step was completed in error, it can be re-opened. Highlight the completed step and click the Actions icon. Select Re-Open Step.

^ Steps							
Create Edit Delete Excel Complete Actions							
#	Updated On	Member	Job Type	Status	Interval	NTG Start	Response Request
1	10-02-2018 12:20	UPC2	TRANSFER	NTG			03-2018
2	10-09-2018 11:30	BSTADM	TRANSFER	Pending			
3	10-09-2018 11:32	UPC7	TRANSFER	Pending	30		

Reassigning a Step

If a step member code needs to be changed on the ticket, highlight the step and select the Actions icon, then choose Reassign Step. See



A screenshot of a table with columns for 'Status', 'Start', and 'Response'. The 'Status' column contains 'Complete' for all rows. The 'Start' column contains dates like '06-2018', '08-2018', and '11-26-20'. The 'Response' column contains dates like '10-25-20', '10-27-20', and '11-26-20'. A yellow highlight is over the 'Actions' button (lightning bolt icon). A dropdown menu is open, listing 'Cancel Dispute', 'Dispute Step', 'Re-Open', 'Copy Step', and 'Reassign Step'. 'Reassign Step' is highlighted in red.

ie	Status	Start	Response
ER	Complete	06-2018	10-25-20
ER	Complete	08-2018	10-27-20
E	Complete	30	11-26-20

The Member Filter by County box will open. Select the code that should be associated to the step.

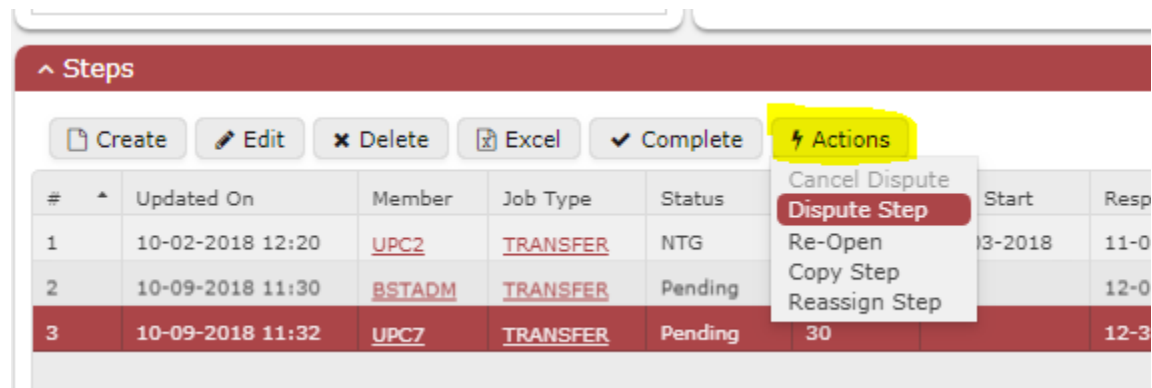
Adding or Changing Parties (i.e. Owner)

To change the Pole Owner, Joint Pole Owner, Joint Use Company member code on the ticket see [Adding additional parties to the ticket \(see below\)](#)

Creating a Dispute

For all tickets except Pole Attachment, a step can be disputed by the step member when they are next to go but cannot complete their work in the field for some reason. Once the dispute has been created, the system assigns a new step with a Job Type of Dispute to the ticket creator to resolve.

1. To create a dispute, highlight the step that needs to be disputed. Click the lightning bolt icon, then click Dispute Step.



A screenshot of a 'Steps' table with columns for '#', 'Updated On', 'Member', 'Job Type', 'Status', 'Start', and 'Resp'. The 'Status' column contains 'NTG', 'Pending', and 'Pending'. The 'Start' column contains dates like '10-02-2018 12:20', '10-09-2018 11:30', and '10-09-2018 11:32'. The 'Resp' column contains dates like '11-0', '12-0', and '12-3'. A yellow highlight is over the 'Actions' button (lightning bolt icon). A dropdown menu is open, listing 'Cancel Dispute', 'Dispute Step', 'Re-Open', 'Copy Step', and 'Reassign Step'. 'Dispute Step' is highlighted in red.

#	Updated On	Member	Job Type	Status	Start	Resp
1	10-02-2018 12:20	UPC2	TRANSFER	NTG	03-2018	11-0
2	10-09-2018 11:30	BSTADM	TRANSFER	Pending		12-0
3	10-09-2018 11:32	UPC7	TRANSFER	Pending	30	12-3

2. Provide a Reason and any remarks about why the step is being disputed. Then click Create.

The dispute step gets created and assigned to the ticket creator and is NTG.

#	Updated On	Member	Job Type	Status	Interval	NTG Start
1	07-27-2018 00:21	UPC3	DISPUTE	NTG	30	07-28-2018
2	07-27-2018 00:21	UPC4	SET POLE	Pending	45	
3	07-27-2018 00:21	UPC2	TRANSFER	Pending	45	
4	07-27-2018 00:21	UPC4	PULL POLE	Pending	45	

The Dispute Reason will be displayed in Description field of the Dispute step. The Dispute Remarks will be displayed in the Step remarks field of the Dispute step.

On reports, disputes will be identified by the job type of Dispute with Step remarks and Step description fields displaying the details.

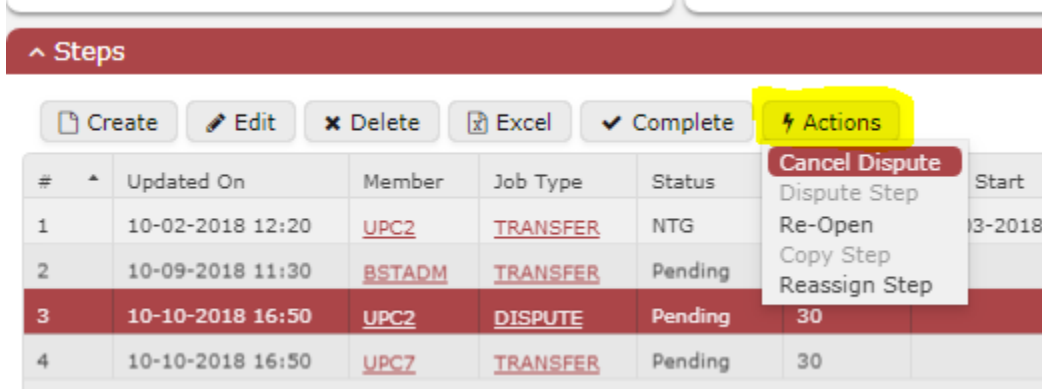
Resolving or Canceling the Dispute

When a dispute is completed, the ticket creator or pole owner is saying there was an issue and it has been resolved. The step member that created the dispute will be given additional time to complete their step. When a dispute is canceled, the ticket creator or pole owner is saying the dispute was entered when it should not have been, therefore the step member will not be given additional time.

- To **Resolve** the dispute, complete the Dispute step. Highlight the Dispute step and click the complete icon.

#	Updated On	Member	Job Type	Status	Interval	NTG S
1	10-02-2018 12:20	UPC2	TRANSFER	NTG	30	10-03
2	10-09-2018 11:30	BSTADM	TRANSFER	Pending	30	
3	10-10-2018 16:50	UPC2	DISPUTE	Pending	30	
4	10-10-2018 16:50	UPC7	TRANSFER	Pending	30	

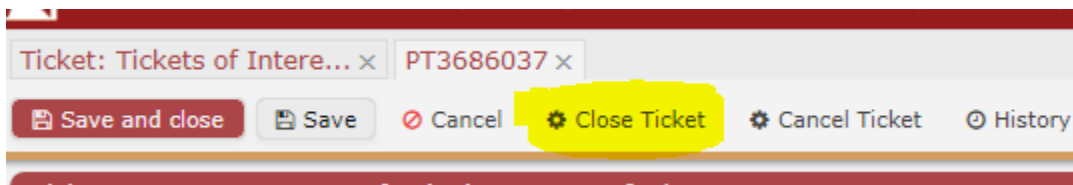
- To **Cancel** the dispute, highlight the dispute step, and click the Actions icon, then select Cancel Dispute.



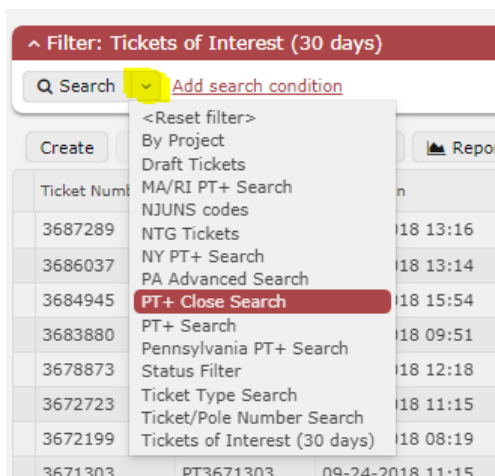
Closing a PT Ticket

A ticket can be closed by the Ticket Creator, Pole Owner, or Joint Owner once all steps have been completed. There are a couple of ways to do it.

1. With the ticket opened on the screen, click the Close Ticket icon.

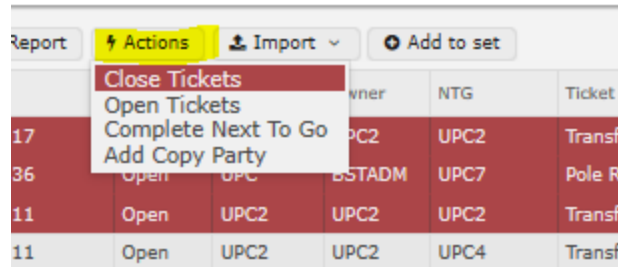


2. Click on Tickets, and then click the drop-down arrow next to the Search icon and select PT+ Close Search.



Select either the Pole owner or Creator codes and click the search icon. This will load all tickets ready to close.

Highlight the desired tickets and click the Actions icon, then choose Close Tickets.



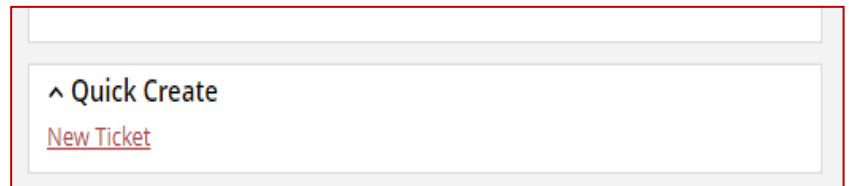
Creating a PA Ticket – Attachment Request (PA)

(Pole Attachment)

All tickets are created from the same starting point. There is no longer an icon for Pole Transfer and Pole Attachment.

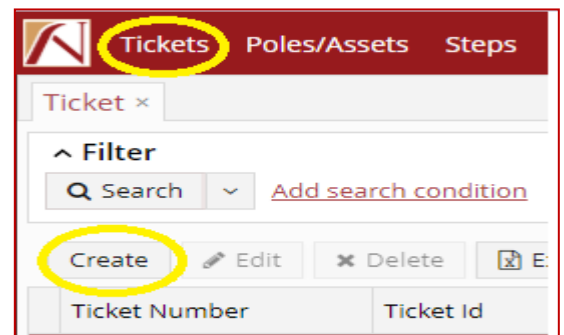
A ticket can be created from two starting points:

1. From the Dashboard by clicking on New Ticket under Quick Create.



2. By clicking on Tickets from the header menu then clicking [Create](#).

- The Create new ticket pop up box will appear. The first time entering a ticket, all information will be blank, but it will remember the last entry for all new tickets going forward.

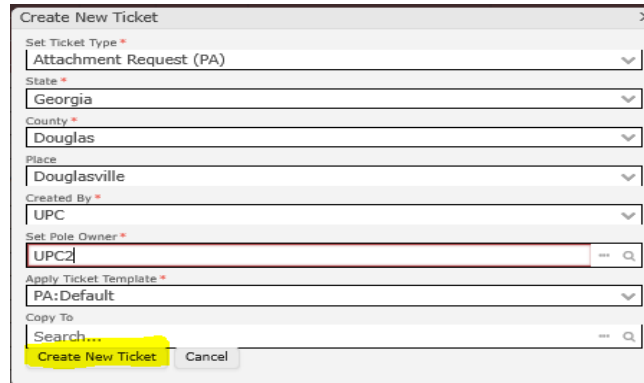


- Set Ticket Type: The ticket type for Pole Attachment Ticket is **Attachment Request (PA)**.
- Select the State, County, and Place (if required). Select the Created By member and Pole owner member.
- For Created By member codes, the drop down will display all codes in the user profile.

For Pole Owner, a code can be typed into the field or clicking on the three dots to the right of the field will bring up the search box. (All codes in the county of the ticket will be shown in this list)

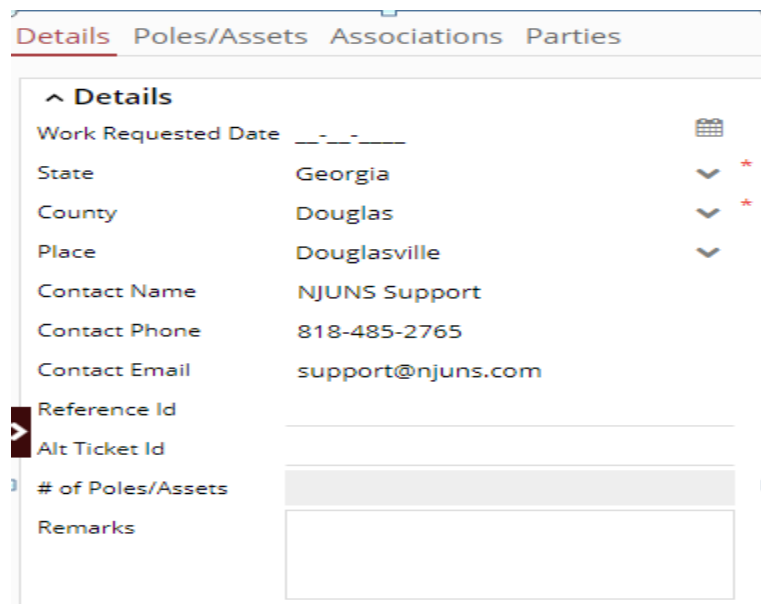
The Ticket Template should be automatically filled in.

Click Create New Ticket icon



- The main ticket is divided into three sections: Details, Poles/Assets, and Workflow.

The Details section is shown below and can be viewed by clicking on Details.



Fields noted by the red (*) are required.

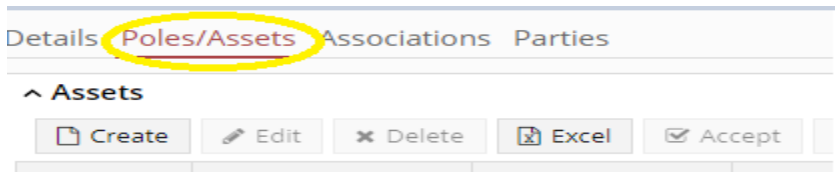
Dynamic Attributes contain the fields previously found on the permit section of the ticket. If a ticket mask was being used for Pole Attachment, customized fields can be found here as well (**Ameren, Central Hudson, Consumers Energy, Dominion, Kansas City Power & Light, Orange & Rockland**).

Any field with an asterisks (*) at the end was a required field in the old system.

- Work Requested Date is not required but would be the goal date for when the ticket should be completed.
- Priority code is not required for Attachment Request tickets.

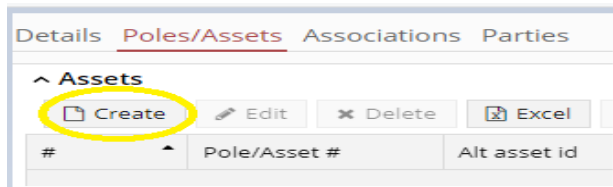
Adding Poles to Pole Attachment Ticket

- After completing the fields in the Detail section, add the poles by clicking on the Poles/Assets section.
- Click on the Poles/Assets menu item to add information about the pole(s)



Poles can be added to the ticket using three methods

- *Method 1:* Manually typing the location information into the Asset screen
 - *Method 2:* Using the map to locate the pole and copy the lat/long into the ticket
 - *Method 3:* Finding the pole on the map and inserting to the ticket. (for this option to work, the company must have previously uploaded their poles into the NJUNS database – See [Company Asset Import](#))
- Method 1: To manually create the asset/pole, click on the **Create** icon.



Required Fields:

Pole/Asset Number is required

- There must be at least a lat/long or House number/ Street1.

Additional Fields:

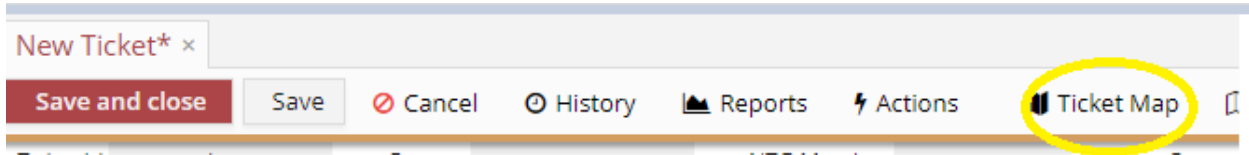
- Field of **Type** should be completed. (attach, overlash, etc)
The other fields can be completed as desired (or required by Pole Owner).

NJUNS uses geocoding if enabled. If a House, Street, and Zip are entered click the enable geocoding icon and the system will provide a lat/long based on the address. If a Lat/Long is provided, clicking the enable geocoding icon will automatically provide the House, Street, and Zip.

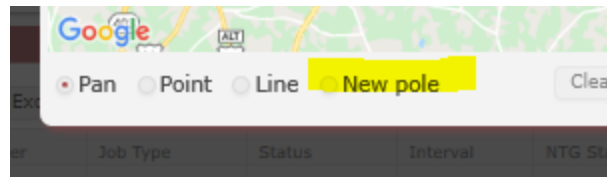
If using Geocoding, the fields in bold represent fields that were automatically updated based on what the user entered for the other fields.

To disable Geocoding, click Disable geocoding.

- Method 2: To create the Pole/Asset by using the map feature, do not click the create icon but instead click the Ticket Map icon. The ticket must first be saved.



- Find the location of the pole on the map and click the New pole radio button. This will place the ticket on the map and copy the lat/long into the ticket.



Pole/Asset*

Create Cancel History

Pole/Asset

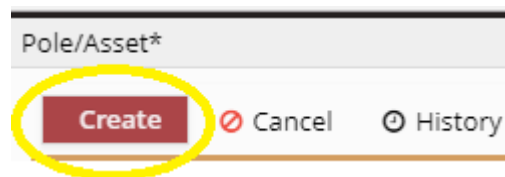
Pole/Asset # * Description

^ Header

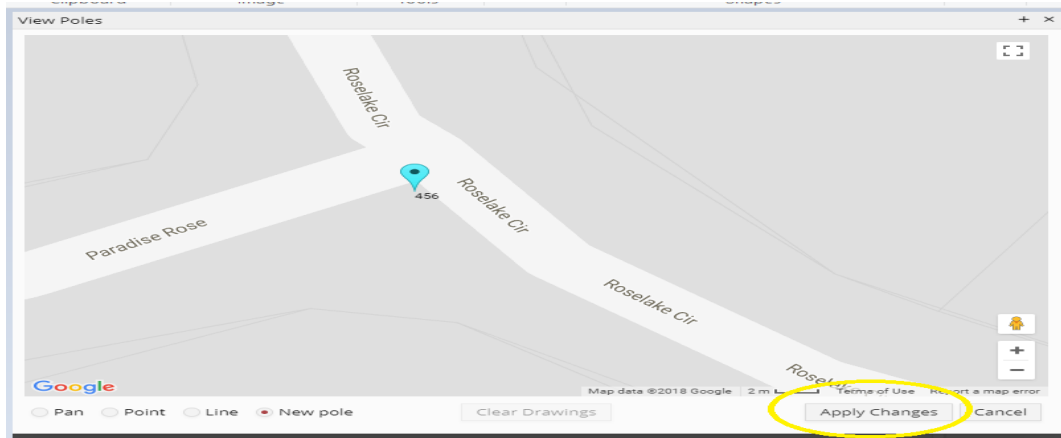
Sequence	1
Latitude	33.740077
Longitude	-84.761227
House number	
Street1	

Follow the steps from Method1 for completing the additional fields under Asset.

Click the **Create** icon when completed.

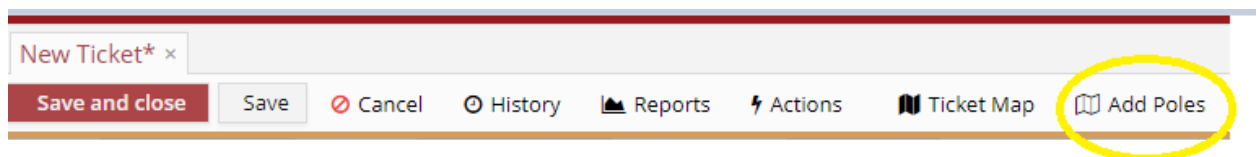


Click **Apply Changes**.

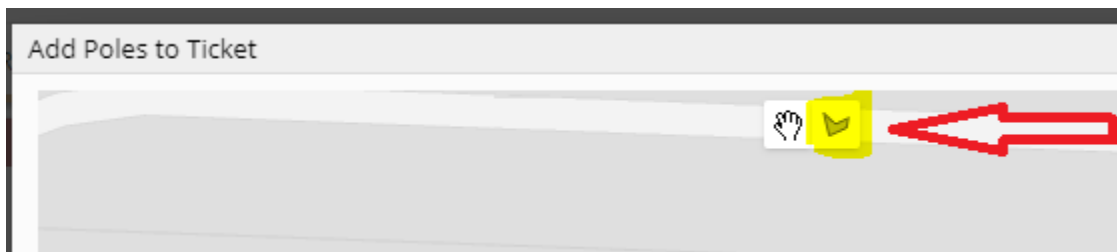


- Method 3: Finding the existing poles on the map and inserting it to the ticket. For this option to work, the pole owner company must have used the Company Asset import feature under Tools to upload their poles. (if not, the poles will **not** be found on this map)

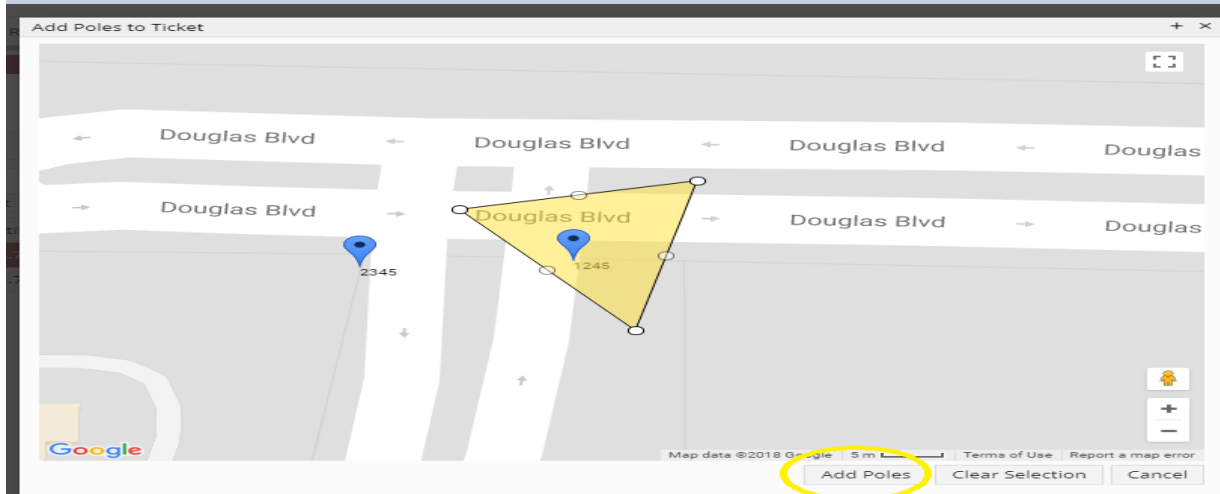
To use this method, do not click the Create icon, but instead click the Add Poles icon.



- Zoom needs to be at least 200m for the poles to appear on the map.
- Use the Google drawing tool to draw a line around the pole or poles to be added to the ticket. (Click the icon highlighted)



The selection will appear highlighted in yellow, and then click the Add Poles icon at the bottom.



The Pole(s) will be automatically added to the ticket under the Poles/Assets tab.

Dynamic Attributes: Under the Assets/Poles Tab are Dynamic Attributes. These are fields that were included on the previous PA Step. Any field with an asterisk at the end of the field name (*) was required in the old system and should be completed.

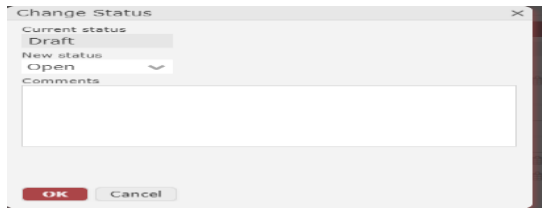
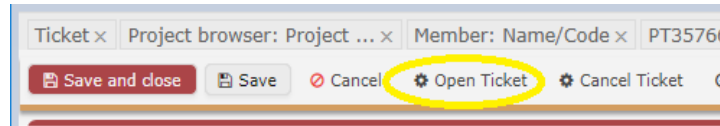
Pole/Asset	
656	* Description
Header Sequence: 1 Latitude: _____ Longitude: _____ House number: 22 Street1: Chapel Hill Rd Cross street: _____ Pre-existing: <input type="checkbox"/> Private property: <input type="checkbox"/> Installation date: ___-___-___ Status: Awaiting Approval Type: _____ Directions: _____	
Dynamic Attributes Category: PA-A-Default Owner2 Cost: _____ Attachment Height: _____ Is Anchor Attached: <input type="checkbox"/> Is Engineering Complete: <input type="checkbox"/> Number Of Power Supplies: _____ Other Cost: _____ Pole Class: _____ Pole Height: _____ Owner Cost: _____	

[Adding additional parties to the ticket \(see below\)](#) (For example, Alternate Pole Owners, Copy to Member)

See [Drawing a Map](#) to add pointers and connect with lines.

Opening the PA Ticket

1. When the ticket is ready to be opened, click on the Details tab, and the Open Ticket icon.

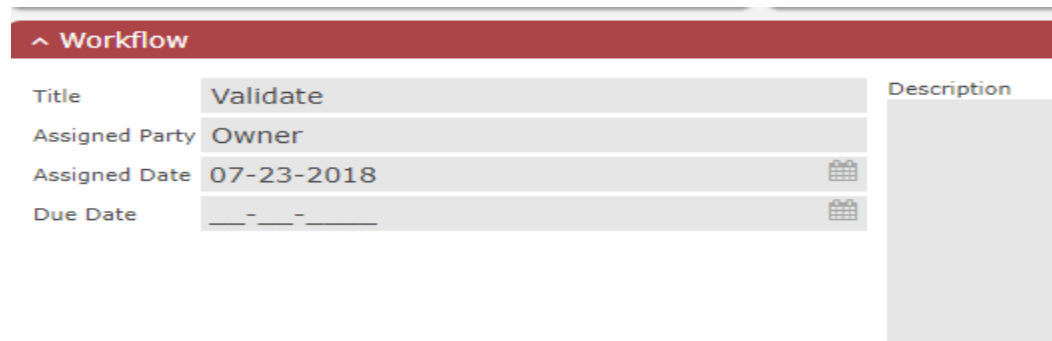


Comments can be added but are not required to open.

Click OK when done.

Workflow

New to the Pole Attachment ticket is the Workflow process. This process takes the place of the various ticket status options in the previous version. Once the ticket is opened, workflow starts. The ticket flow in the previous system will determine the workflow in the new system. The ticket status does not change from open, but instead the workflow Title will change.

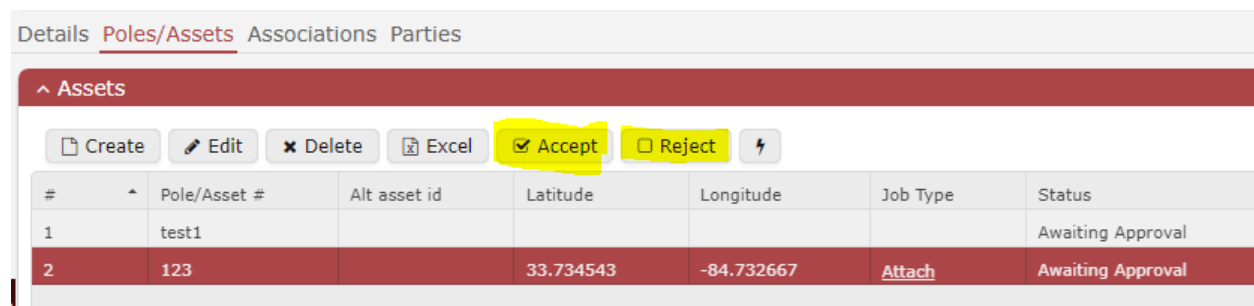


The workflow shown here is for the Default PA ticket. Once opened, the ticket is waiting on the pole owner to validate.

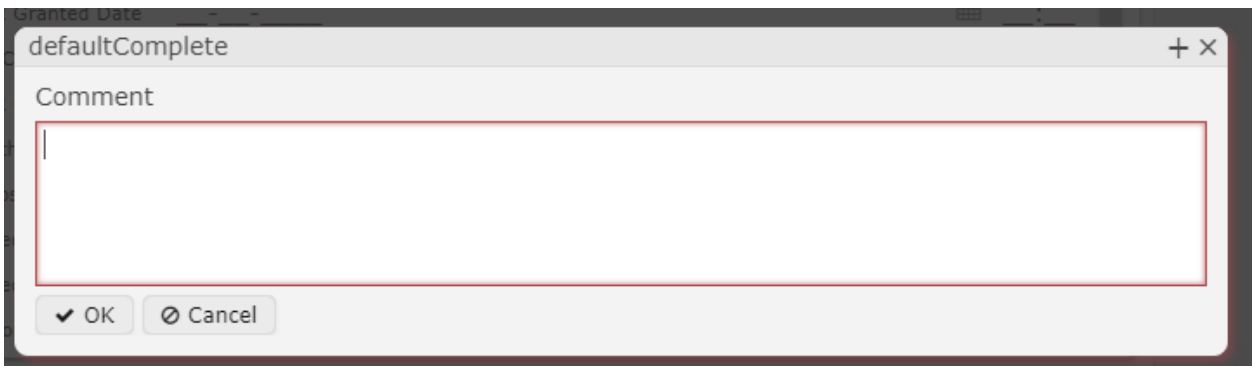
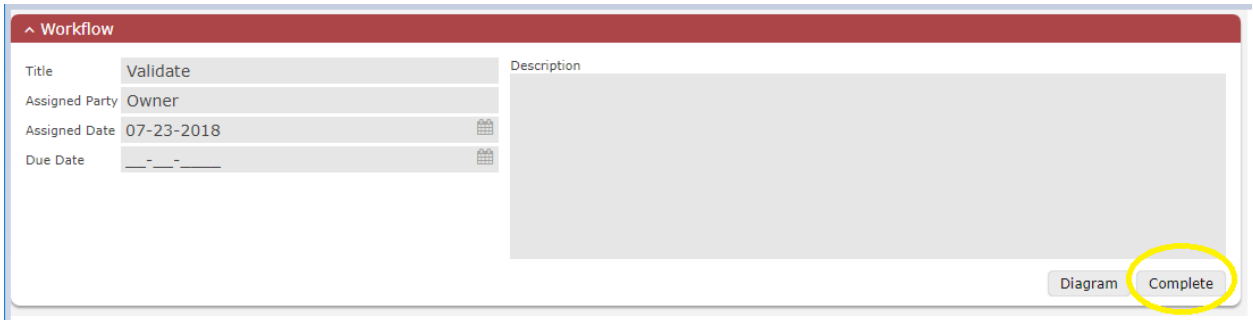
Validating the Ticket

The pole owner can validate the ticket once all poles have been accepted or rejected.

- Click on the Poles/Assets tab.
- Update any poles for additional information. (i.e. cost, etc)
- Accept or Reject the pole by selecting the pole(s) and clicking the appropriate icon.

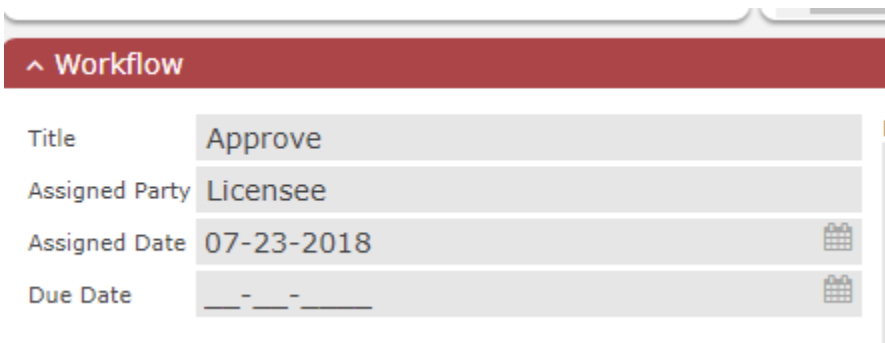


- Click back on the Details tab, and then click Complete in the Workflow section to move the ticket to the next workflow process.

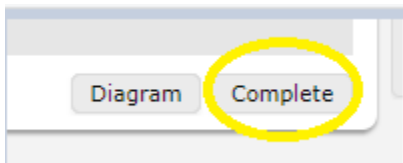


Comments can be added but are not required. Comments will display on the wall if entered in the comment box. Click OK when done.

- The workflow process is changed to approve by the Licensee.



- The Licensee can approve by opening the ticket and completing the workflow process.



- The workflow process completes until the ticket is changed to Closed status. (there is not an icon to close the ticket)

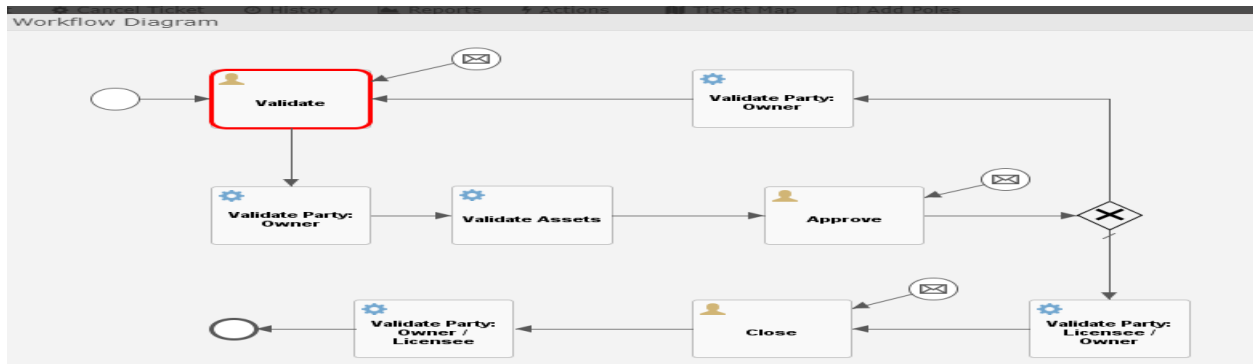
Ticket - PA3683880 - Attachment Request

Ticket Id	PA3683880	Creator	UPC
Status	Closed	Owner	UPC2

[Details](#)
[Poles/Assets](#)
[Associations](#)
[Parties](#)

Diagram

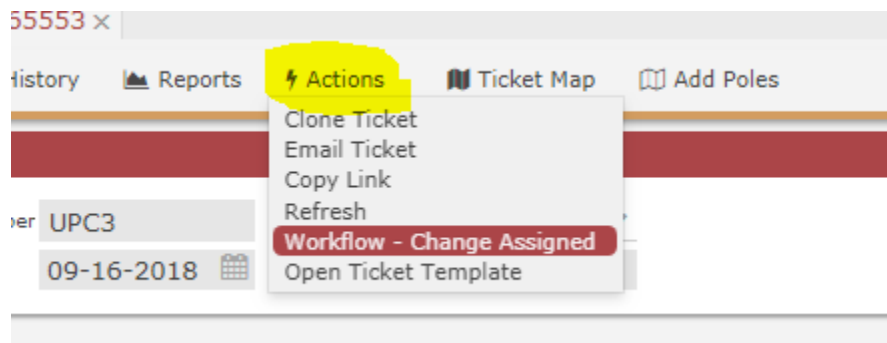
Clicking the diagram icon will open the workflow and identify where in the process the ticket is currently.



Adding an associated PT ticket to the PA ticket (example, adding Make Ready PT's)
 See [Adding an Associated ticket](#)

Changing the Assigned Workflow Party (NTG)

If the member assigned to the workflow needs to be changed, click the Actions icon and select Workflow – Change Assigned.

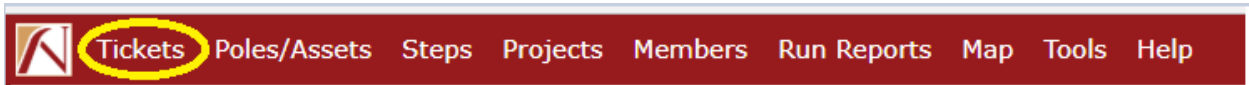


Filters (Searching for Tickets)

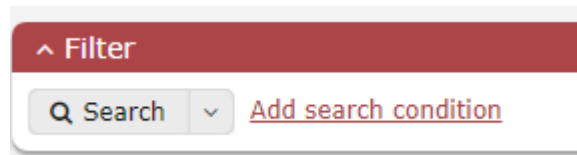
Filters replace queries in the old system; however, they are more powerful and provide added options to the user.

Note: Users of a ticket mask in the old system will not return the custom fields in the results. Tickets can be searched with the custom fields as parameters, but the results will return only those fields common to all users of the system. (Reports will return the custom fields)

1. Click on Tickets from the main ribbon. This loads a Tickets of Interest list showing tickets that have been updated in the last 30 days. (searches can also be done from Poles/Assets and Steps)

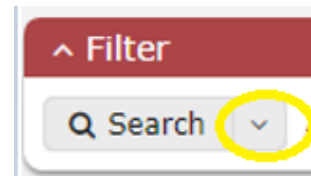


The search filter is shown here:



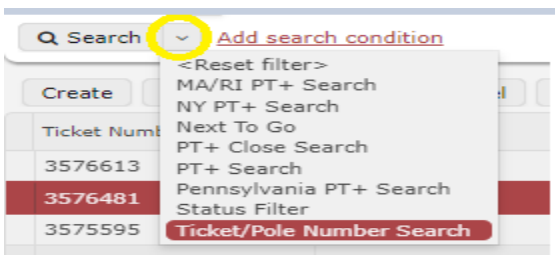
Clicking the Down arrow located beside Search will display the global searches and any custom filters created and saved by the user.

Global searches include: Draft Tickets, NTG Tickets, MA/RI PT+ Search, NY PT+ Search, PA Advanced Search, PT+ Close Search, PT+ Search, Pennsylvania PT+ Search, Status Filter, Ticket Type Search, Ticket/Pole Number Search, and Tickets of Interest (30 days)



Searching by Ticket or Pole Number

- For example, Ticket /Pole Number Filter provides the option to search on these fields. After the ticket number or pole number has been entered, click the Search icon or Shift-ENTER.



- PT+ Close Search will return tickets with all steps completed that are ready to close. The tickets can be closed by highlighting them, selecting the lightning bolt icon and choosing to close tickets.

The screenshot shows a ticket management interface. At the top, there is a search bar with 'UPC' entered. Below it is a toolbar with buttons for 'Create', 'Edit', 'Delete', 'Excel', 'Report', 'Import', and 'Add to'. A table of tickets is displayed with columns for 'Ticket Number', 'Ticket Id', 'Created On', and 'Status'. A dropdown menu is open over the table, showing options: 'Close Tickets', 'Open Tickets', and 'Complete Next To Go'. The table contains the following data:

Ticket Number	Ticket Id	Created On	Status
3576891	PT3576891	09-04-201	Open
2340001	VIO2340001	01-19-2015 11:21	Open
546788	PT546788	10-18-2007 07:27	Open
546786	PT546786	10-18-2007 07:26	Open
543680	PT543680	10-03-2007 10:17	Open
537541	PT537541	09-03-2007 10:24	Open

The PT+ Search (and state specific ones) will provide the same parameters as the previous query.

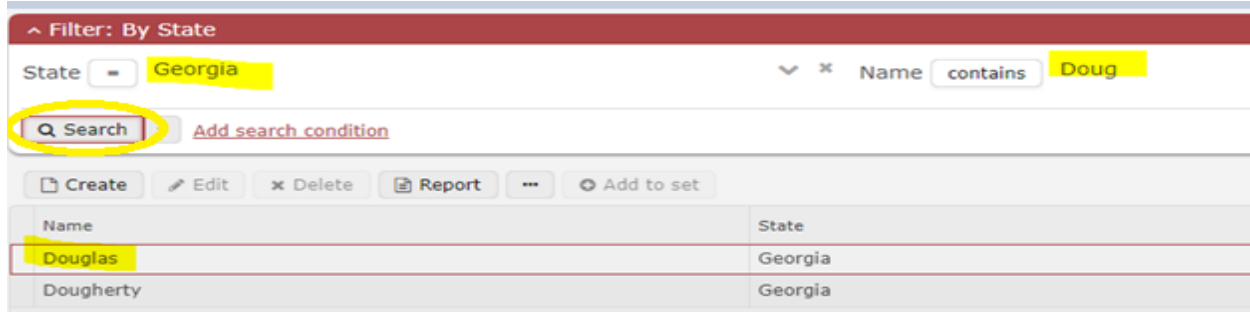
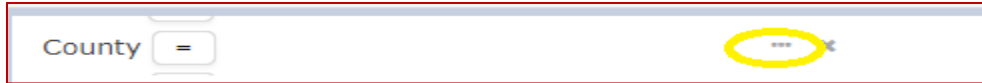
The screenshot shows the PT+ Search filter interface. It includes a search bar at the top with 'PT+ Search' entered. Below it is a filter section with various search criteria:

- Ticket Status: in
- Created Date From: >=
- Created Date To: <=
- Updated From: >=
- Updated To: <=
- Created By Member: in
- Created By User: contains
- Pole Owner: in
- NTG Member: in
- State: =
- County: =
- Place: =
- Street1: contains
- Latitude: in
- Longitude: in
- Ticket Type: =
- Pole/Asset Number: contains
- Pre-Existing Pole: v
- Priority: =
- Misc Id: contains
- Remarks: contains
- Step Member: *
- Step Status: *
- Job Type: *
- Step Completed Date From: -.-.-
- Step Completed Date To: -.-.-
- JobID: *
- Reference: *

At the bottom, there is a search bar with 'PT+ Search' and a 'Show rows 500' dropdown menu.

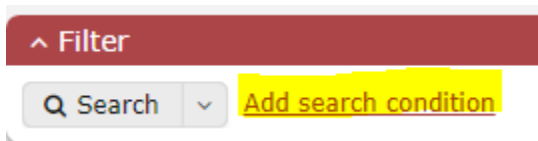
The state, county, and place parameters are no longer dependent on each other for selections. If looking for tickets in a certain county, the state parameter does not need to be selected first, etc.

- In the example below, the county of Douglas in the state of Georgia is being selected.



Creating Custom Searches (Filters)

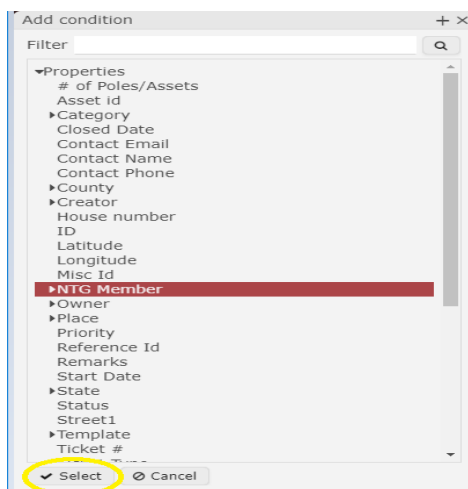
- The option to create searches is also available to the user. Click Reset filter, then click the Add search condition link. There is a separate Quick Reference Guide with more information on Filters.



Add the fields as needed.

In the example below, the NTG Member field was added.

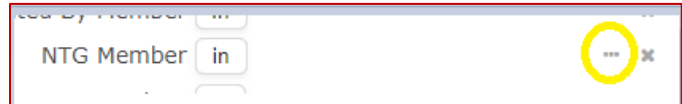
- Highlight the field NTG Member and click Select (hold ctrl or shift to select multiple fields)



The NTG Member parameter has been added to the top above Search. (see below)



- Clicking the equal sign '=' will allow the options to change the operands if needed (in, not in, <>, is set)
- Ex. Click the three dots next to NTG Member and a list of members will be displayed. By default, the ability to search by code or company name is available.



^ Filter: Name/Code

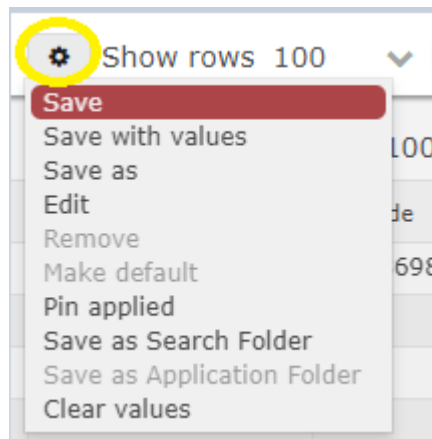
Member code contains **UPC** Name contains

Q Search Add search condition

Create Edit Delete Excel Report Add to set

Name	Member code	Description
NJUNS, Inc.	UPCOR	NJUNS Training Code - New York PT Mask, Dominion PA mask
NJUNS, Inc.	UPCTST1	NJUNS Training Code - Default PT Mask, Central Hudson PA Mask
NJUNS	UPC6	Testing Code for NJUNS
NJUNS, Inc.	UPC2	NJUNS Training Code - Default PT Mask, Default PA mask
NJUNS, Inc.	UPCNY	NJUNS Training Code - New York PT Mask, Dominion PA mask
Upper Cumberland EMC	NPUPCD	Non-participating member code for Upper Cumberland EMC. Counties serviced: Jackson, Overton,
NJUNS Oversize Load	OLUPC	NJUNS Training Code - Oversize Load PT Mask, Default PA mask
NJUNS	UPC	NJUNS Training Code - Default PT Mask, Default PA mask
NJUNS, KCPL	UPCKC	NJUNS Training Code - Default PT Mask, KCP&L PA mask
NJUNS, Four	UPC4	NJUNS Training Code - Pennsylvania PT Mask, Consumers Energy PA mask
Upper Peninsula Communications	UPCCE	Cheboygan County
NJUNS Test	UPC7	Default PT Mask, Orange & Rockland PA Mask
NJUNS Oversize Load DOT	UPCDOT	NJUNS Training Code - Oversize Load PT Mask, Default PA mask
NJUNS, Inc.	UPC3	NJUNS Training Code - MA/RI PT Mask, Ameren PA mask

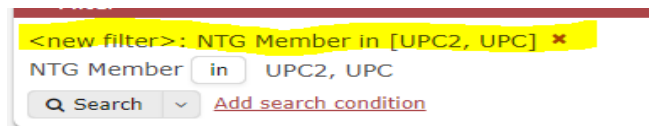
- Users can edit and save their searches with or without the values.



Click the gear icon to the right of the search (shown on left)

The options to edit and save are shown in the list. Selecting Save with Values will include the parameters.

Pin applied will apply the filter above the Search box and allows the user to stack filters creating more searching capabilities. This is an advanced feature also documented in the Quick Reference Guide.

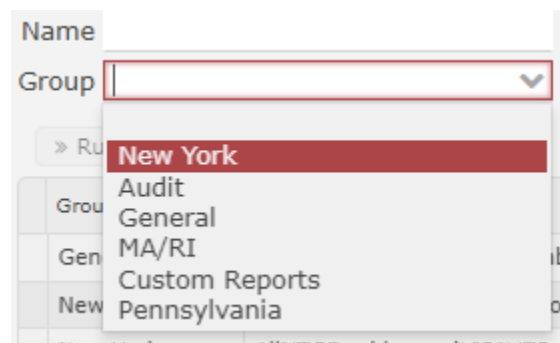


- *Save as a Search Folder* will allow the search to be accessible from the dashboard.
- See additional documentation under Training/Best Practices on our website and there are two training videos for Filters.

Reports

Clicking Run Reports will open a list of the available reports. The old system allowed the ability to share reports with individual users, but the new system does not. There are reports showing that did not show previously unless it was shared.

Using the Group filter, the list can be narrowed. Click Search to return the selected reports.



New York specific reports including any custom ones are in the New York Group.

MA/RI specific reports including any custom ones are in the MA/RI Group.

Pennsylvania specific reports including any custom ones are in the Pennsylvania Group.

All Default reports are in General and any custom report not previously mentioned are in Custom Reports.

Audit contains the reports for Audit history and print tickets.

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Updated April 2020

The most common reports are:

- The PT+ Detail or (MA/RI, NY, Pennsylvania PT+ Detail report is a data dump that will return all ticket and step fields.
- The PT+ Next To Go Report – Pole Owner will return all tickets where the member code entered is the pole owner on the ticket and displays the next to go members on those tickets.
- The PT+ Next To Go Report – Step Member will return all of the tickets where the member code entered is NTG.
- The PT+ Aging Report is the Monday report that is emailed every Sunday.

Wall

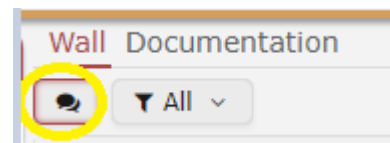
The wall displays the audit history of the ticket. The zoom and size of screen will determine if the wall appears to the right or the bottom of the screen.

Each time a ticket is saved, or updates made, the changes will be identified on the wall. The Wall is also where Comments and File attachments can be added to a ticket.

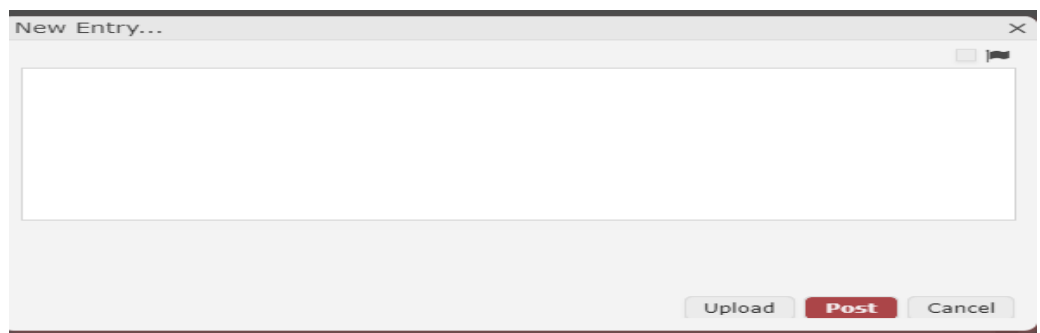
Adding Comments/File Attachments to a ticket

Adding a Comment

1. From the Wall, click the New entry icon.
2. The New Entry box will appear.



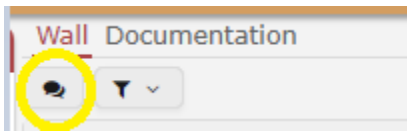
3. To add a comment, type the comment into the blank box and click Post. The comment will appear on the wall and email notifications will be sent.

A screenshot of a "New Entry..." dialog box. It contains a large, empty text area for entering a comment. At the bottom right of the dialog, there are three buttons: "Upload", "Post" (highlighted in red), and "Cancel". There is also a small flag icon in the top right corner of the text area.

Clicking the flag in the top right corner of the comment will mark it as urgent. As of now there is no way to unmark it.

Adding a File Attachment

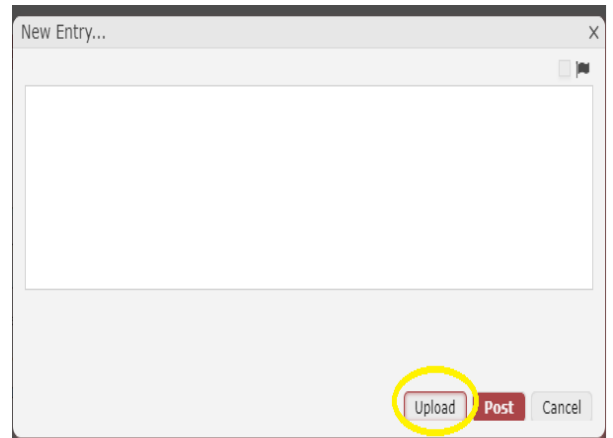
1. To add a file attachment, click the same icon as the one for adding a comment.



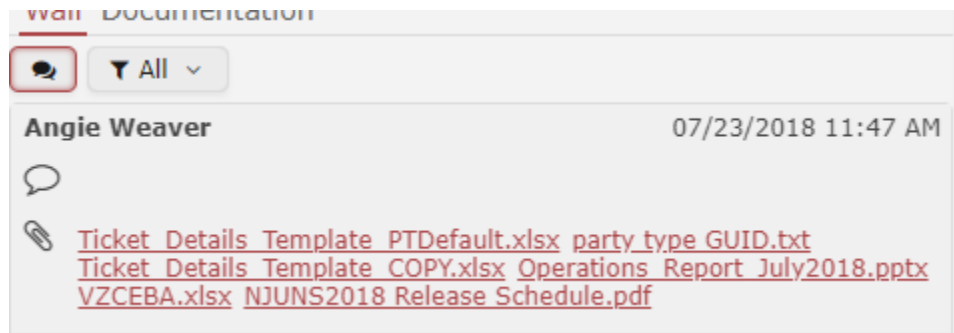
2. Click the Upload icon.

3. The Windows explorer screen will appear where the files can be selected.

4. Once selected, click the Post Icon.



5. The files will be posted to the wall and an email notification will be sent.

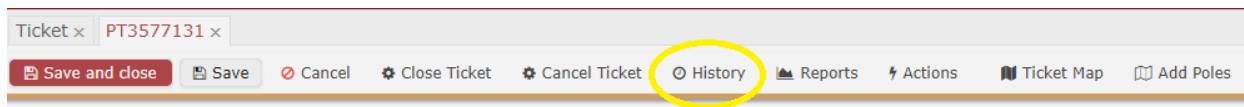


File size is limited to 6MB per file.

The option to delete the file is available to the user that uploaded the file.

Viewing Additional Ticket History

If additional information is needed regarding changes made to a ticket, clicking the History icon will provide the information.



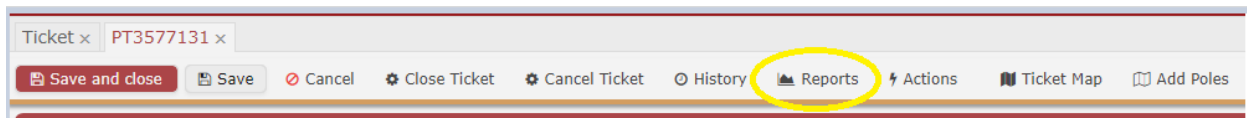
Select an entry and the new value and old value will be shown on the right.

User	Change Type	From	Search	
Entity Ticket (njuns\$Ticket)	Instance PT3577131	Till	Clear	
Filter				
Show 50 rows	Add to set	4 rows		
When	User	Change Type	Entity	Id
06/09/2018 12:16:35	Michelle Nails [michelle@njuns.com]	Create	njuns\$Ticket	2a8e3ec3-a209-a1f9-i
06/09/2018 12:19:39	Michelle Nails [michelle@njuns.com]	Modify	njuns\$Ticket	2a8e3ec3-a209-a1f9-i
06/09/2018 12:23:26	Michelle Nails [michelle@njuns.com]	Modify	njuns\$Ticket	2a8e3ec3-a209-a1f9-i
06/09/2018 12:23:37	Michelle Nails [michelle@njuns.com]	Modify	njuns\$Ticket	2a8e3ec3-a209-a1f9-i

Attribute	New value	Old value
Misc Id	1234	123
Reference Id	new field	

Legacy Audit History

To view old audit history for tickets migrated over from the old system, click on Reports.



Select the Legacy report for the associated ticket type.

Group	Name
Audit	Legacy PA Step History
Audit	Legacy PA Ticket History
Audit	Legacy PT Step History
Audit	Legacy PT Ticket History
General	Print Ticket (Full)
General	Print Ticket (Full) (Dev)
General	Print Ticket (Simple)

Adding/Changing Party on the ticket

In the old system, the option to add other parties to the ticket was available in certain PT tickets and PA tickets. In states that used a custom PT ticket (mask), there were other parties that could be included on a ticket.

In NY, NJ, and PA there is a joint pole owner and joint use company.

In MA and RI, there is Joint Pole Owner and Remediation Party.

Pole Attachment had an Alternate Pole Owner or Copy To Member as additional parties.

Adding a new Party

1. Additional parties can be added to the ticket by clicking on the Parties tab, then click Create.

Details Poles/Assets Associations **Parties**

Create Edit Delete Excel

Order	Type	Member	Company
1	Owner	UPCNY	NJUNS Two
1	Creator	UPC2	NJUNS Inc.
1	Step	UPC	NJUNS Inc.

2. Select the party type and member code that represents the company, and then click Create. (the example below shows a Joint Pole Owner (Owner 2) being added to the ticket) If typing in the member code, press ENTER to accept.

Party editor*

Create Cancel History

Header

Order: 2

Type: Owner

Member: UPCNY

Company:

Changing the Party

All parties on the ticket except can be updated. For the ticket creator, the company must be the same as the original code used.

For all parties except Step members, click the parties tab and highlight the row that represent the incorrect party. To change the step member, refer to [Reassigning a Step](#).

Click the Edit icon and make the update. (ex. to change the pole owner)

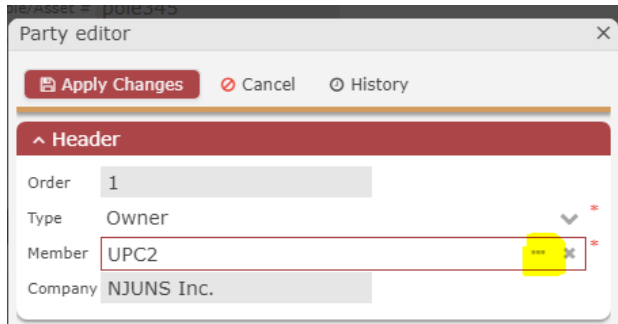
Details Poles/Assets Associations **Parties**

Create Edit Delete Excel

Order	Type	Member	Company	Contact
1	Creator	UPC	NJUNS Inc.	Angie Weaver
1	Owner	UPC2	NJUNS Inc.	Angie Weaver
1	Joint Use	UPC3	NJUNS Three	Angie Weaver (MA)
1	Step	UPC4	NJUNS Four	Angie Weaver (PA)

Either select the code by clicking the three dots or type the code in the Member box and press ENTER.

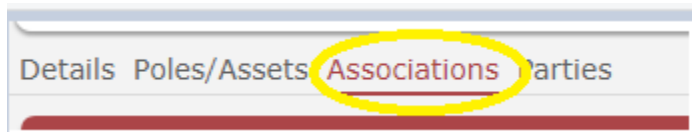
Click Apply Changes.



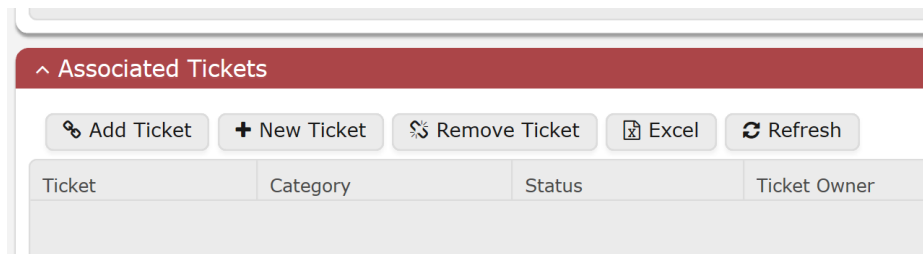
Adding an Associated ticket

In the previous system, a PT ticket (i.e. Make Ready Ticket) could be created and/or associated to a PA Step. This option is still available and now the option is also available on PT Ticket types as well.

- With the ticket opened, click the Associations tab.

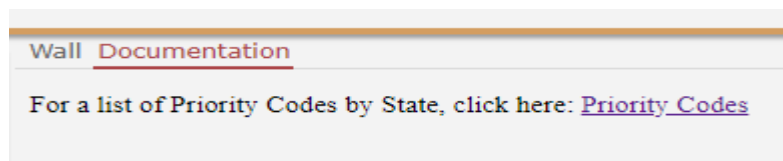


- Scroll down to the Associated Tickets section and choose to either Add Ticket or create a New Ticket. If the ticket exists, click Add Ticket. If creating a new one, click New Ticket.



Documentation

Clicking Documentation from the Wall will display instructions and/or links provided by the NJUNS staff.

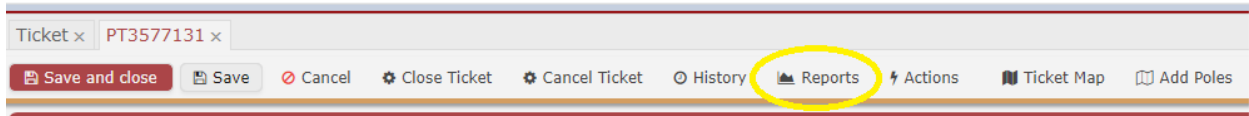


Appendix

Printing a Ticket

Tickets can be printed from two options: Print the current ticket displayed on the screen or Print multiple tickets selected from the ticket list.

1. To print the current ticket, click the **Reports** icon.



Select the Print Ticket option desired. The Full provides all fields on the ticket while the Simple does not and will print on one page. The ticket is displayed in a PDF format which can be printed. Some have an HTML option as well. **Make sure the pop up blocker will allow popups from NJUNS.**

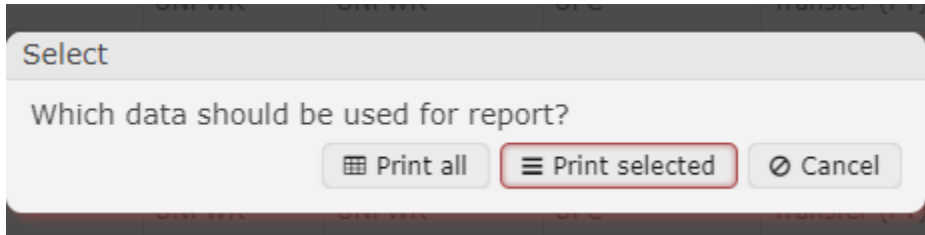
Group	Name
Audit	Legacy PA Step History
Audit	Legacy PA Ticket History
Audit	Legacy PT Step History
Audit	Legacy PT Ticket History
General	Print Ticket (Full)
General	Print Ticket (Full) (Dev)
General	Print Ticket (Simple)

2. To print multiple tickets from a ticket list, select the tickets to be printed and click the report icon.

A screenshot of a web application interface showing a list of tickets. At the top, there is a toolbar with icons for "Create", "Edit", "Delete", "Excel", "Report" (circled in yellow), "Import", and "Add to set". Below the toolbar is a table with columns: "Ticket Number", "Ticket Id", "Created On", "Status", and "Cre".

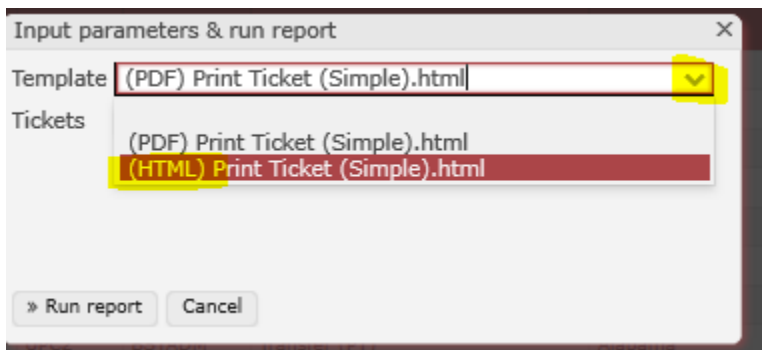
Ticket Number	Ticket Id	Created On	Status	Cre
3577146	PT3577146	09-06-2018 13:04	Draft	UNI
3577145	PT3577145	09-06-2018 13:03	Draft	UNI
3577144	PT3577144	09-06-2018 13:03	Draft	UNI
3577143	PT3577143	09-06-2018 13:03	Draft	UNI
3577142	PT3577142	09-06-2018 13:02	Draft	UNI
3577141	PT3577141	09-06-2018 13:01	Draft	UNI
3577140	PT3577140	09-06-2018 12:58	Draft	UNI
3577139	PT3577139	09-06-2018 12:58	Draft	UPC

Select the print option needed



The tickets are displayed in a PDF format which can be printed. **Make sure the pop-up blocker will allow popups from NJUNS.**

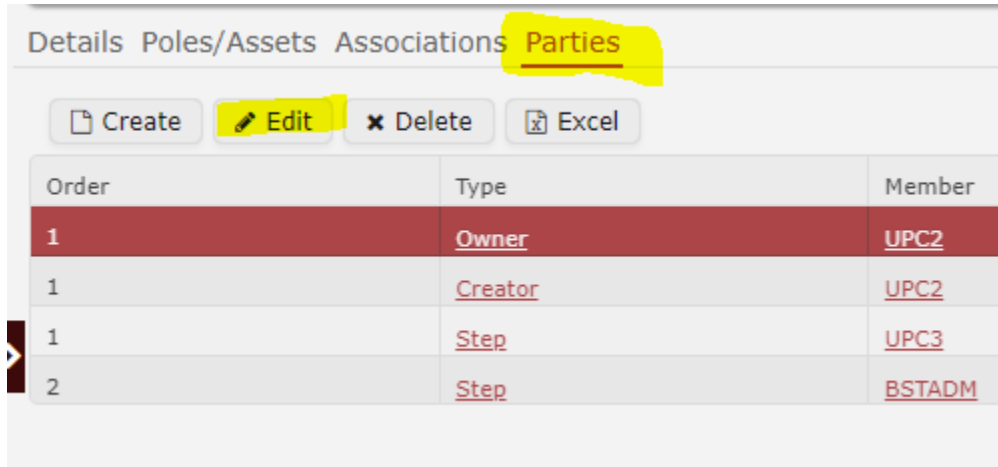
If printing multiple tickets, selecting the html version will ensure that each ticket is displayed on a new page.



Changing the Ticket Creator or Owner member code on a ticket

If the member code was entered incorrectly when creating the ticket, it can be updated from the Parties tab.

Click on Parties, highlight what needs to change (ie. Creator or Owner) and click Edit to open.

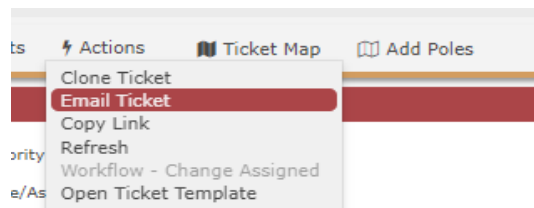


Order	Type	Member
1	Owner	UPC2
1	Creator	UPC2
1	Step	UPC3
2	Step	BSTADM

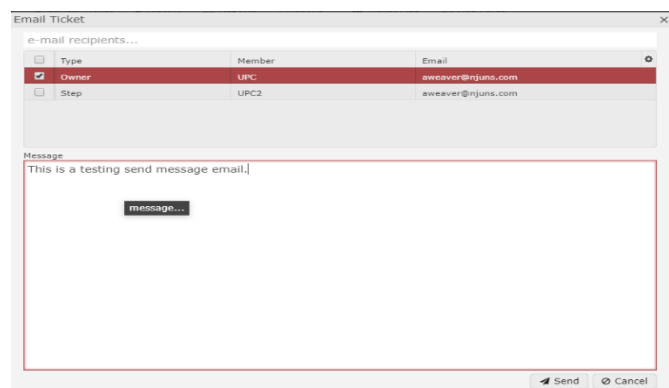
The new code can be typed or selected by clicking the three dots. If typing the code into the box, **press ENTER to accept**. Tabbing out or clicking Apply Changes before pressing ENTER does not work.

Send Email Feature

Emails can be sent in the system using the send email feature. With a ticket opened, click the Actions icon, and choose Email ticket.

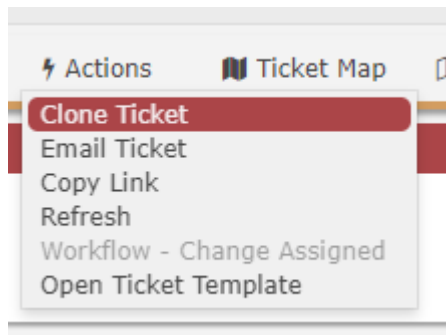


The Email Ticket box will appear, and the available recipients can be selected, or an email address entered in the e-mail recipients' box. Type the message and click Send.

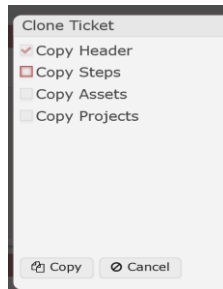


Cloning a Ticket

A ticket can be cloned by clicking the Actions icon and selecting Clone Ticket.



- The options for cloning are shown below. Select the items to be cloned and click the Copy icon.



Email Notifications

Emails are triggered by specific events on the ticket.

1. When the ticket is opened – all parties on the ticket
2. When the ticket is Updated – owners and all parties (with pending or NTG steps)
3. When a step is completed – creator, owners, NTG member
4. When a file attachment or comment is added - owners and all parties (with pending or NTG steps)

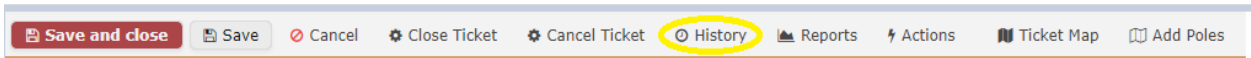
The emails identified on the member code in the Ticket email field are the ones that receive the notifications. There can be up to four email addresses assigned to a member code.



Viewing the Audit History

Users can see the updates on the Wall, but if more information is needed such as what was changed, the option to view the History is available.

- From inside of the ticket, click the History icon.



- Select the entry that more information is needed and view the updates on the right. In the example shown below, the MiscID field was blank but a new value of testing was added.

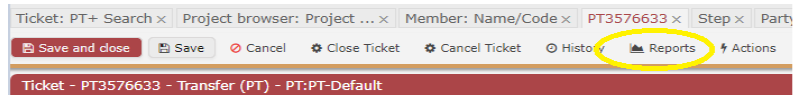
Filter				
When	User	Change Type	Entity	Id
22/08/2018 11:31:40	Michelle Nails [michelle@njuns.com]	Create	njuns\$Ticket	699c3cf5-8abe-f23b-c
22/08/2018 11:34:48	Michelle Nails [michelle@njuns.com]	Modify	njuns\$Ticket	699c3cf5-8abe-f23b-c
22/08/2018 11:34:53	Michelle Nails [michelle@njuns.com]	Modify	njuns\$Ticket	699c3cf5-8abe-f23b-c
22/08/2018 11:35:13	Michelle Nails [michelle@njuns.com]	Modify	njuns\$Ticket	699c3cf5-8abe-f23b-c
22/08/2018 11:35:21	Michelle Nails [michelle@njuns.com]	Modify	njuns\$Ticket	699c3cf5-8abe-f23b-c
22/08/2018 11:35:31	Michelle Nails [michelle@njuns.com]	Modify	njuns\$Ticket	699c3cf5-8abe-f23b-c

Attribute	New value	Old value
Misc Id	testing	

Viewing Audit History of Legacy Tickets

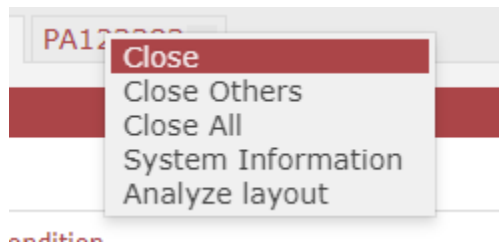
The history of tickets imported into the new system can be viewed by clicking the Reports icon when a ticket is displayed.

Select the report for the type of ticket needed.



Closing out multiple tabs

Multiple tabs will open when working in NJUNS. There are a few options to close them out. The option to click the 'x' on the tab to close is available. Other options can be found by simply right clicking on any tab.



Close – closes the tab that was right clicked

Close Others – closes all tabs except the one that was right clicked

Close All – Closes all tabs and returns to the dashboard

System information – provides some information helpful for API

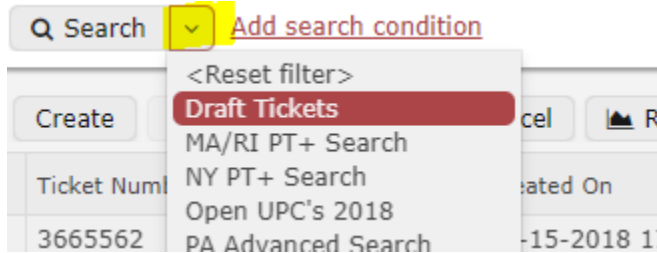
Analyze layout – not available to users

Bulk Update Options

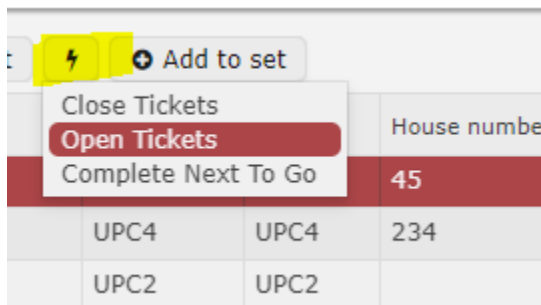
Tickets can be opened, closed (PT only), and Next to Go Steps completed in bulk. A copy to party can also be added to one or multiple tickets.

Open Tickets

To Open tickets in Bulk, click on Tickets and Select the Search drop down arrow to select Draft Tickets. (or select Draft Tickets from the Search folder on the dashboard).



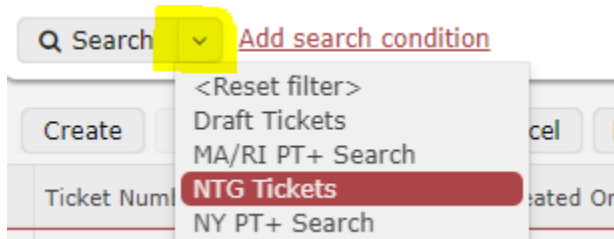
From this list, highlight the tickets to be opened and select the lightning bolt icon, then choose Open Tickets.



**** For PT Tickets, there must be at least one asset and one step for the ticket to open.**

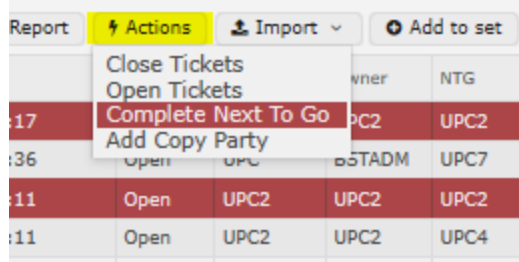
Complete Next to Go Steps

Click on Tickets and select the drop-down arrow next to Search to select NTG Tickets (or select NTG Tickets from the Search folder on the dashboard)



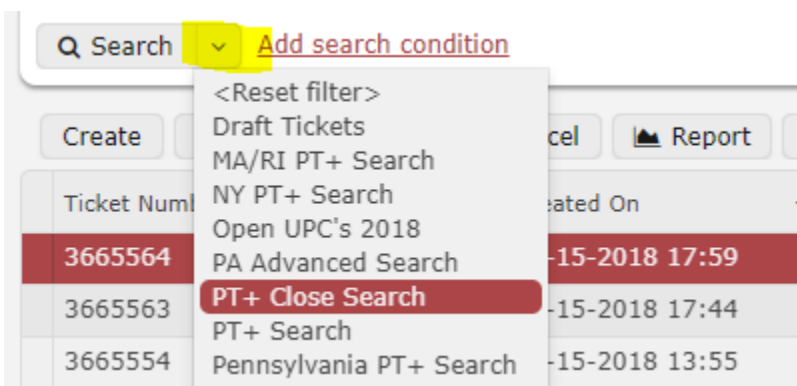
Click the Search icon.

Highlight the tickets where the NTG step should be completed and click the Action icon and choose Complete Next to Go.

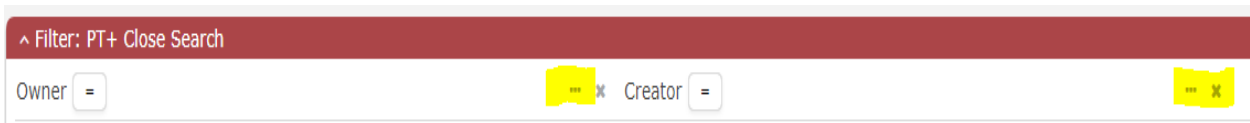


Close Tickets (Pole Transfer Tickets only- not PA's)

To close tickets in bulk, Click on Tickets. Click the drop-down arrow next to Search to select PT+ Close Search

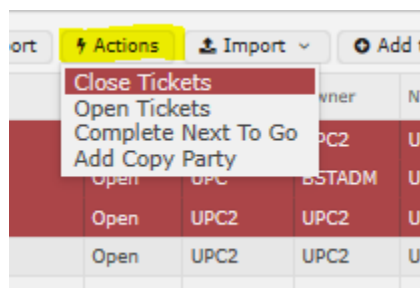


Select either the pole owner or ticket creator codes.



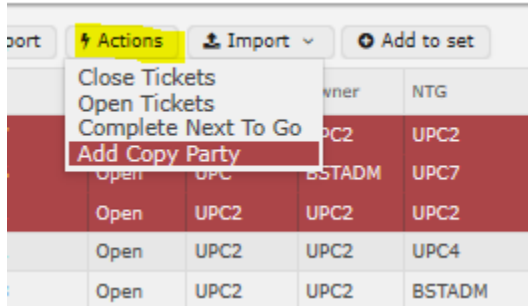
Click Search once the filter has values to pull up these tickets that are ready to close.

Highlight the tickets to be closed. Click the Action icon and select Close Tickets.



Adding a Copy to Party to multiple tickets.

Highlight the tickets from a ticket list or project. Click the Actions icon and select Add Copy Party. Copy parties have read only access to the ticket. They can add comments or file attachments to a ticket but cannot make any other edits. Copy to parties receive all email notifications.



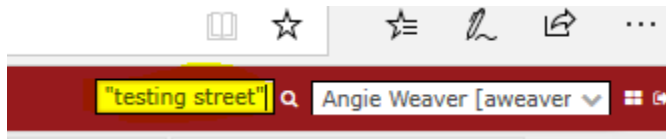
Full Text Search (FTS)

The full text search is a way to search tickets for key information that cannot be easily found using other methods. For example, trying to locate a word or phrase that is included in remarks. For example, if the phrase "My test ticket" is searched, the quotes are necessary. If the quotes are not included, the system will search tickets for the word *my*, then the word *test*, and finally *ticket*, which is not the intent.

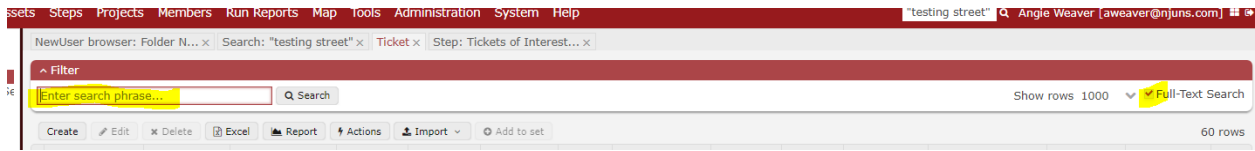
FTS can be used in two ways.

1. Using the search box located next to the username in the top right.

The results will be sorted based on where the phrase is located on the ticket. Example below searched for "testing street." **Make sure to include quotes if searching for more than one word.**



2. Click on Tickets, then check the box beside Full-Text Search on the right side of the screen. This will pop up a box on the left side where text can be entered.

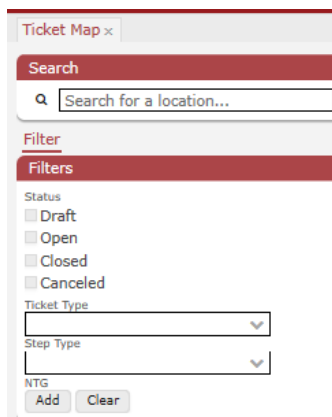


The results are shown in the ticket list by hovering the mouse over the row.

Ticket Number	Ticket Id	Created On	Status	Creator	Owner	NTG	Ticket Type
3770648	MR3770648	01-04-2019 10:58	Open	UPC2	UPC	UPC2	Make Read
3770597	PA3770597	01-04-2019 10:20	Open	UPC2	UPCKC	UPCKC	Attachmen
3753239	MR3753239	12-17-2018 05:47	Open	UPC	UPC4	BSTADM	Make Read
3735865	PA3735865	11-29-2018 13:24	Closed	UPC	UPC2	UPC2	Attachmen
3719191	PT3719191	11-08-2018 13:36	Draft	UPC2	UPC2	UPC	Transfer (P

Mapping Tool

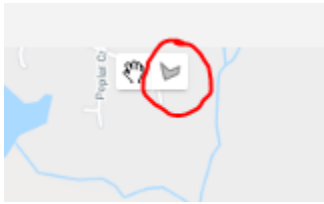
The Global map will display tickets the user has access to. Tickets can be filtered by Ticket Status, Ticket Type, Step Type, Next to Go Members(s)/



When map is initially selected, all ticket statuses are shown. By clicking a ticket status, it will filter to show that status.

Click the Add icon to select member codes for next to go.

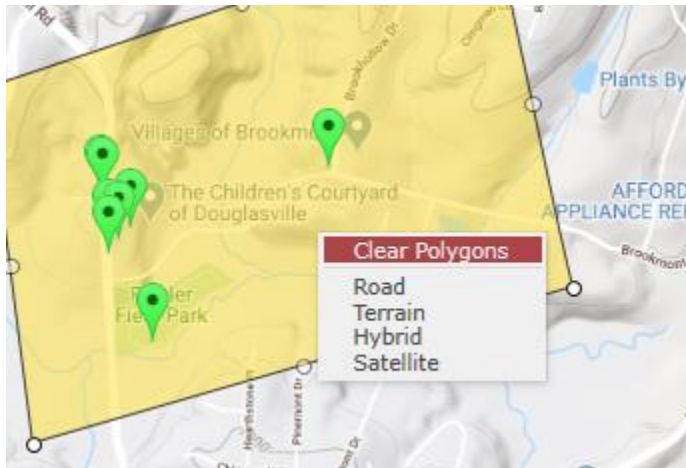
To select tickets and add them to a ticket list, click the drawing tool icon.



This will add the tickets to a ticket list displayed below the map. The options available on all ticket list are also available here (Edit, Excel, Actions, Import, Add to Set)

Ticket Id	Created On	Status	Creator	Owner	NTG	Ticket Type	State	County	Place	Street1
145560	05-10-2017 10:17	Open	UPC2	UPC2	UPC2	Make Ready (MR)	Georgia	Douglas		
565545	09-15-2018 12:38	Open	UPC2	UPC	UPC2	Attachment Request (PA)	Georgia	Douglas	Douglasville	
571303	09-24-2018 11:15	Open	UPC2	UPC2	UPC2	Transfer (PT)	Georgia	Douglas	Douglasville	
193080	06-27-2017 11:46	Open	UPC2	UPC2	UPC2	Transfer (PT)	Georgia	Douglas	Douglasville	Testing Street
3701478	03-05-2020 12:12	Open	UPCNY	UPC2	UPC2	New (NEW)	New York	Alleqany	Alfred (Village)	Chapel Hill Road

To clear a selection, right click on the shape and select Clear Polygon.



Ticket Type Definitions

Attachment Request (PA) - For other utilities to request attachment to pole owners pole or Pole owner requesting other utility attachment to new in-line pole.

Used for all permitting applications for new and over- lash attachment requests.

Change of Ownership (COO) – Helps to formulate the elements of an exchange notice where either party may request to purchase title-ownership of a pole owned by the other party. Used by some companies as the notice of a change of ownership for tracking parity.

Joint Trench (JT) – Two or more parties being place at the same time in the same trench. Only if joint trenching is being used would this ticket type be needed.

Make Ready (MR) - Used to notify existing and new attachers of any make ready required to prepare for a new attachment.

New (NEW)- Used to note that the location is a New Pole Location and Job Steps will note required work by companies in the area of the new pole OR Used only when a new pole location is set (a line extension or a mid span pole. When a new in-line pole is set and utilities need to attach. There is no old pole to pull.

Other (OTH)- Used as a catch all for a ticket that does not fall into any of they above ticket type areas.

Oversize Load (OL)- Only in Georgia, when a large object is being moved from one point to another that crosses under utility cabling, causing the utility companies to have to verify or re-engineer the route so that the move can be made.

Pole Abandonment (AB) - Used by some companies when removing facilities from the pole and abandoning the pole's ownership to the joint user or other attacher on the pole.

Pole Location Elimination (PLE) - A pole location is being completely eliminated. All utilities need to remove from the pole and the pole needs to be pulled. This should not be used for Pole Abandonment.

Pole Replacement (PR) – Possible request from a non-pole owner to the pole owner to replace pole, IF the pole owner allows this. Replacement of a pole due to new construction, deterioration, capacity or system reliability concerns. Used for defective or accident pole locations to notify all attachers at the location that they need to do work as noted on their step OR used for telephone owned poles when we are asking them to replace a pole for us.

Transfer (PT) - A new pole is set adjacent to or near the pole being replaced and all utilities need to transfer from one pole to another and the old pole needs to be pulled.

Violation (VIO) - When a utility's attachment is verified to be in violation of NESC regulations and must be corrected.

[Company Asset Import reference guide](#)