FAQs: **Damage Patrol**

Damage Patrol FAQ's

The **Damage Patrol** mobile application provides mutual assistance contract employees and Oncor employees with the ability to assess damage during a major event right from their mobile device.

The following FAQ's can be used as a guide to assist Damage Patrol users with their questions.

Overview of Major Features

Assess damage from the palm of your hand:

- Navigate to damaged features from inside the application
- View features and detailed feature information on an interactive map
- Filter the interactive map to your specifications to assist in finding damaged features and submitting damage reports
- Submit damage reports
- Submit feature and service level damage

General FAQ's

Q: Where is Damage Patrol located and how can I download the app?
A: You can download Damage Patrol on your mobile device from the Apple App Store or the Google Play Store. *To download Damage Patrol from the Apple App Store, click here. To download from the Google Play Store, click here.*

Q: What are my login credentials?
A:

Mutual Assistance Contractors
- You will receive an email from noreply@oncor.com with your login credentials.

Oncor Employees
- Your username is your Oncor email address. Your password is your MobilePASS+ pin and token. *(MobilePASS+ must be used RSA SecurID will not work)*

Q: How do I login?
A:

Mutual Assistance Contractors
- From the Damage Patrol login screen, enter the username and password you received from noreply@oncor.com, then select *login*.
- Please keep your mobile device in Portrait orientation when logging into Damage Patrol.

Oncor Employees
- From the Damage Patrol Login screen select *Login with your Oncor Account*. Enter your login credentials, then select *Sign in.* You will be prompted to enter the two-factor text message code. Then select your *Unit ID* to complete the login process.
- Please keep your mobile device in Portrait orientation when logging into Damage Patrol.
- **Note**: Please ensure you're on the correct login page in the Damage Patrol app. If you've just changed your password, you will be automatically redirected to another login screen. If so, please navigate back to the Damage Patrol login page to proceed.

FAQs: Damage Patrol

Q: What are the new Oncor password requirements?
A:

For Oncor Employees, passwords must meet the following requirements:
- Length: 16 – 30 characters
- Must NOT contain &<"{
- Exclude spaces

Best Practices for the new password:
- Use words that you can spell easily (e.g., Cowboys)
- Type in your password slowly to avoid any spelling errors
- Note: You cannot repeat any of the last 24 passwords used

Example of an acceptable password:
Thisismypassword@1

(Jobs)

Q: How do I know what jobs I am assigned?
A: The list of jobs assigned to you from the dispatcher will appear on the *Home Screen* of the application under *Jobs.*

Q: Do certain jobs have priority over others?
A: Yes, emergency tickets should be completed before any other jobs in your list. Emergency jobs will appear at the top of your job list and require your immediate assistance.

Q: How do I begin a Job?
A: Select a job from the *Home Screen*. You will then be prompted to the job where you must *Acknowledge* the job. Then continue through the event status progression (*En Route*, *Arrive*, and *Patrol Complete*) to let the dispatcher know where you are in the process.

Q: Can I send a job back to the dispatcher if I am unable to complete the job?
A: Yes, you can preempt a job if a situation arises where you are unable to complete the job. Please first contact your manager or dispatcher to let them know. To preempt a job, navigate to the *Home Screen*, and select the *Hamburger Menu*. Select *Preempt Job* and follow the steps to send the job back to the dispatcher.

Q: Can I change my status from active to inactive?
A: Yes, you can toggle between *Active* and *Inactive* from the *Home Screen*. Once you toggle to inactive you must select a reason why you are going inactive. *Note: to move to inactive status there must be no jobs in your job list.*

(Map Features)

Q: How can I access the map?
A: Once you have selected a job to begin working on, select *Show on Map* in the top right of the job progression screen.

: Can I view meters on the map?
A: Yes, after selecting *Show on Map*, select the drop-down arrow on the left side of the map. Then,

select *View Meters*. All the meters in the area will appear on the map as black house icons.

Q: Can I filter what I see on the map?
A: Yes, you can filter the map to show more or less features, view *Nearby Crews* or crews on the *Same Feeder*, and change the map type from *Normal View* to *Satellite View*. To do so, select the drop-down arrow on the left side of the map, then select *Map Options*. From this page, select the options you wish to view.

Q: How can I view specific information on a feature?
A: From the *Map* you can zoom into the location and select the feature, a page will appear titled *Feature Info*. From this page you will be able to view specific feature information such as voltage, phase, feature ID, coordinates, and status. You may also submit a damage report by selecting the plus button in the left-hand corner of the page.

(Damage Reports)
Q: How do I submit a damage report?
A: Navigate to the *Map*, find the asset on the map and select it. Confirm the asset is correct from the *Feature Info*. Once confirmed, select *Report Damage*. Complete the damage report by selecting from the drop-down options, add additional notes, or upload a photo of the damage, then select *Submit*.

Q: Can I submit a damage report on multiple assets at once?
A: No, however you can select multiple assets to fill out damage reports for at one time. From the *Map* select the drop-down arrow then select *Multi-Select*. From here the features on the map will become clickable. Select the features you wish to submit a damage report on, then select *Report Damage*. You will then be prompted to fill out the damage reports for the assets you selected. Fill out the damage report then select *Submit*. Continue this process until all the damage reports are submitted for the features you selected.

Q: Should I report service level damage? If so, how?
A: Yes, if you see service level damage, please report the damage. To report the damage simply navigate to the *Map* then select the drop-down arrow and select *View Meters.* Black house icons will populate the map to indicate meters. Select the meter from the map you wish to report the service level damage for. A Meter Info page will appear, select *Report Damage*. You will be prompted to fill out the *Service Report*. Once complete select *Submit.*

Q: Can I view the history of damage reports that I have submitted?
A: Yes, you can view your *Report* history. Once inside a job select the *Hamburger Menu*. Then, select *Reports*. From here you can view *Feature* and Service *Level Damage Reports* you have submitted.

Q: If I lose connection can I still submit a damage report?
A: Yes, if you lose connection you are still able to use the app. However, the damage reports won't be submitted until you are back in an area with connection.