Closing an Event

To close and event:

- Select the event from Home Screen

- Work through the four required steps acknowledge, en route, arrive, and patrol complete

- You will need to select a cause code and then click close event

- **NOTE:** If you Patrol Complete without clicking on show on map and creating a damage report this will close the ticket. We cannot get this ticket back once closed we will have to create a new ticket. Contact your Oncor Coordinator or Dispatcher before closing any tickets.
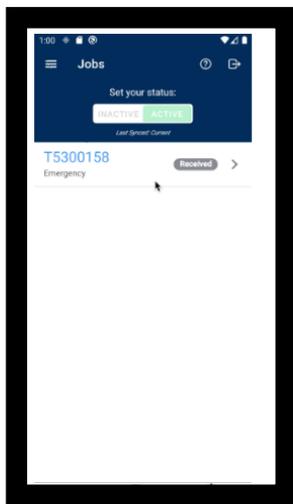
1. Select Ticket
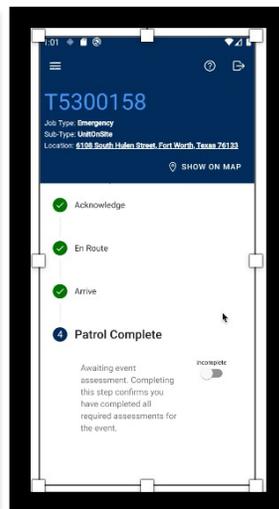
2. Toggle thru: Acknowledge/ En Route/ Arrive
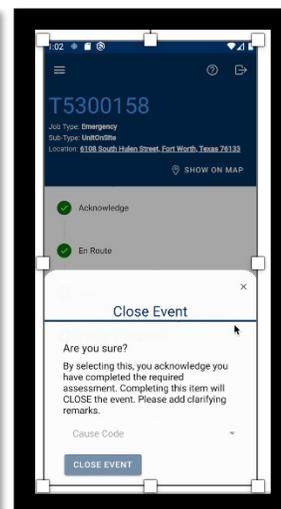
3. Toggle Patrol Complete
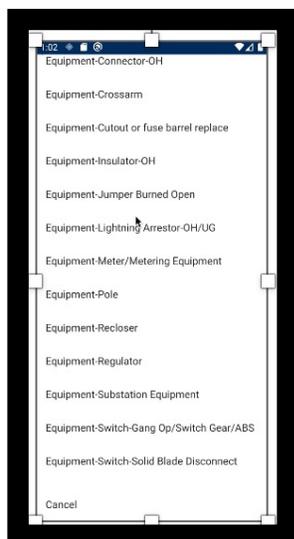
4. Select Cause Code from Pop Up

5. Ticket should disappear from jobs list

Closing an Event: No Damage

How to determine there is no damage
- WALK THE LINE OUT
- GO FROM REPORTED DAMAGE LOCATION TO FUSE

PICTURE

How to report **No Damage**
- In Jobs List click on Ticket

1. Acknowledge
   - Toggle from Incomplete to Complete
   (This acknowledges you have received the ticket and are able to view it)
   - Click "Continue" when asked: Are you sure?

2. En Route
   - Toggle from Incomplete to Complete
   (This confirms you are in route to the event location)
   - Click "Continue" when asked: Are you sure?

3. Arrive
   - Toggle from Incomplete to Complete
   (This confirms you have arrived at the event location)
   - Click "Continue" when asked: Are you sure?

* DO NOT CLICK PATROL COMPLETE UNTIL YOU ARE 1,000% SURE OF YOUR DAMAGE FINDINGS!!!
* THIS WILL REMOVE THE TICKET FROM YOUR JOBS LIST AND NO MORE EDITS CAN BE MADE AND IT CANNOT BE RETURNED TO YOU.

4. PATROL COMPLETE
   - Toggle from Incomplete to Complete
   (This confirms you have competed all damage evaluation)
   - CLOSE EVENT window will pop up
   BEFORE YOU CLOSE EVENT SELECT A CAUSE CODE!
   - **CAUSE CODE**: Non-Outage – Resolved/Found On/Non-Oncor