Damage Patrol Mobile Application

Overview

The Damage Patrol Application allows contractor damage evaluators to assess damage from their mobile devices during a storm.

Within the app damage evaluators are able to

- Receive event tickets from dispatchers

- Navigate to damaged features on an interactive map

- View a features detailed information on the map

- Filter the map to assist in finding damaged features and submitting damage reports

Downloading the App to Your Device

iOS Users

1. Navigate to the Apple App Store

2. Search Damage Patrol and select Get to begin downloading the application

3. Once the application is downloaded, select the Damage Patrol icon to launch the application

Android Users

1. Navigate to the Google Play Store

2. Search Damage Patrol and select Install to begin downloading the application

3. Once the application is downloaded, select the Damage Patrol icon to launch the application

Logging into Damage Patrol

- Open the email from noreply@Oncor.com with the link to set password

- Click on link to set your password

- Remember your User ID

  Helpful Tip: It is best to copy and paste your User ID to ensure correct ID is used when logging in

- Create your password (click on the ? to see password requirements)

- Once you get successful password creation close out of the web browser

- Open the damage patrol app

- Paste your User ID

- Enter you password

- You will now receive an email with a verification code

- Enter the code from text message

- Sign In

Damage Patrol Home Screen

Hamburger Menu

App walkthrough
View Terms, Conditions, and Privacy Policy
View damage reports
Preempt a job

Set Status

Users can change their job status between active and inactive by toggling the green status bar.

Job List

On this Home Screen is where you will also see a list of the jobs that have been assigned to you. The jobs will appear in the order they are assigned with exception of Emergency jobs they will appear at the top of the job list.

Help

By clicking on help you can find a breakdown of event type acronyms
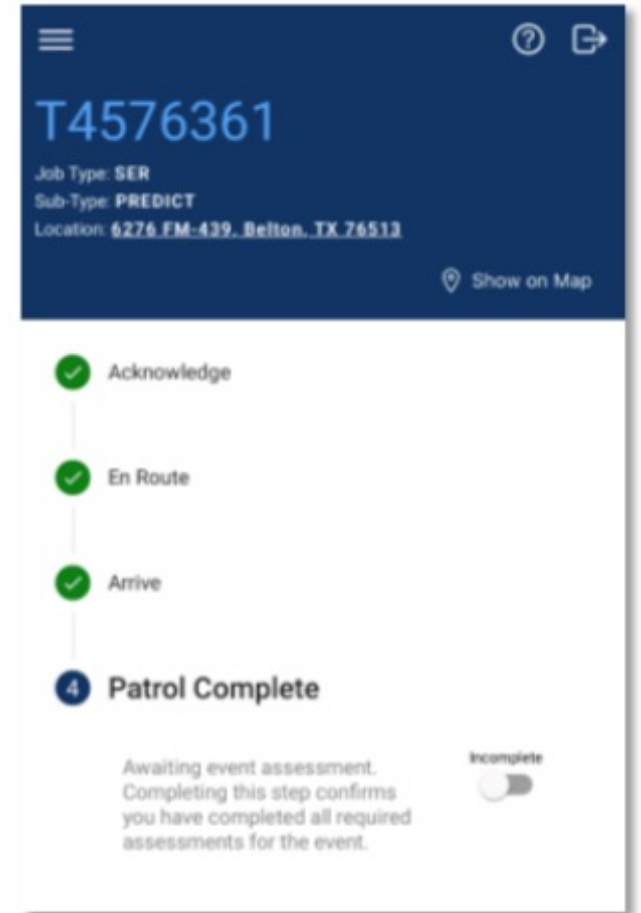
Logout
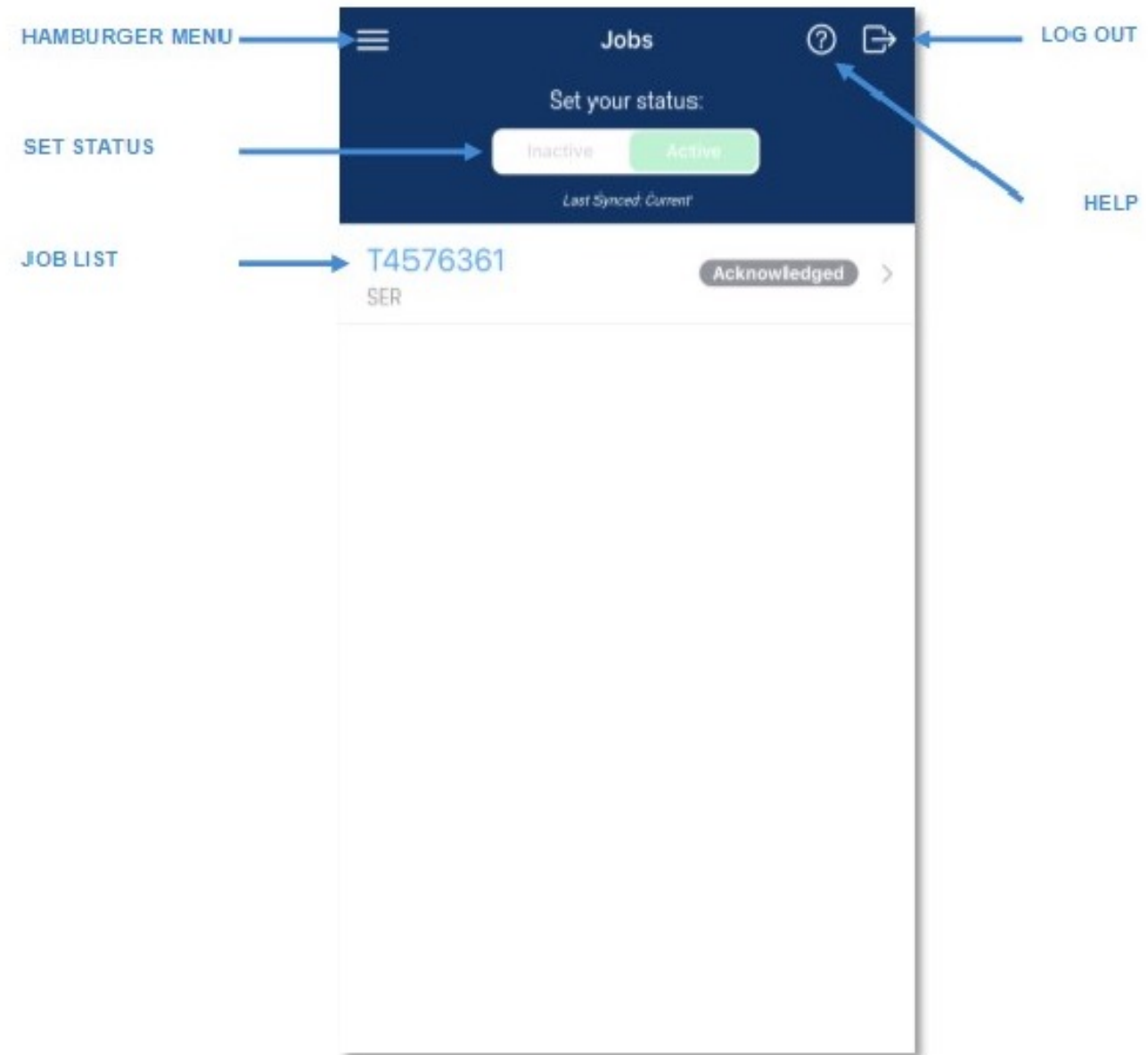
Event Status Progression Page

After selecting the job from the home screen users will be taken to the event status progression page.

On this page users will complete four steps Acknowledge, En Route, Arrive, and once assessment is complete you will Patrol Complete.
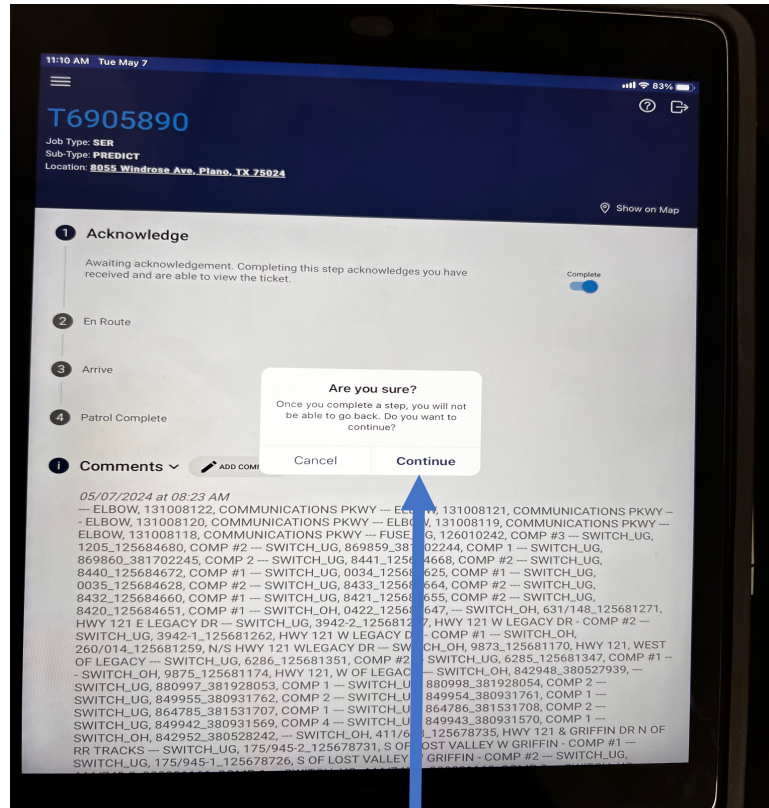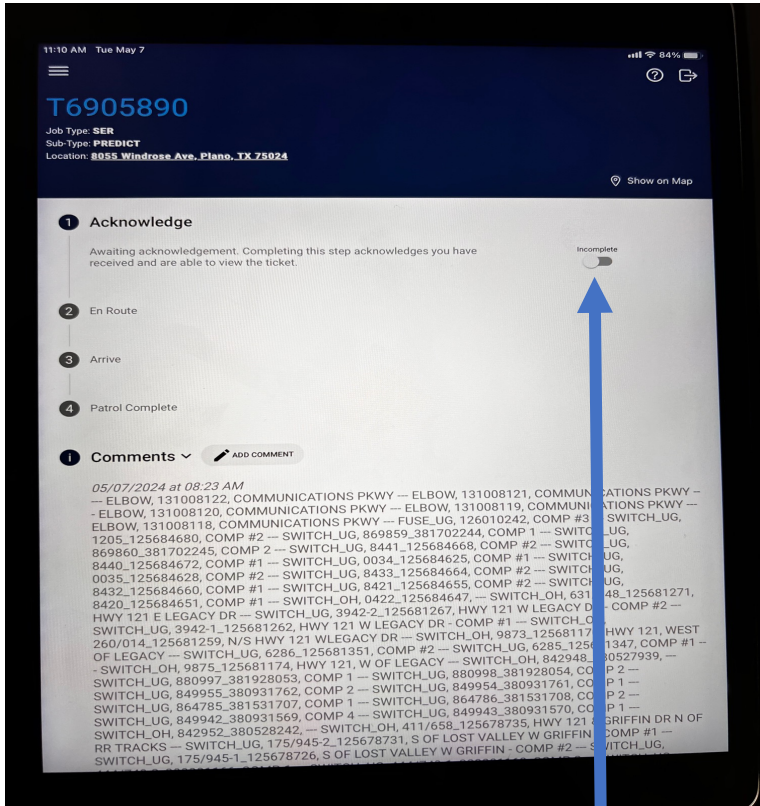
These steps will inform the dispatcher of your progress.

Event Status Progression Page

1. Acknowledge the Ticket

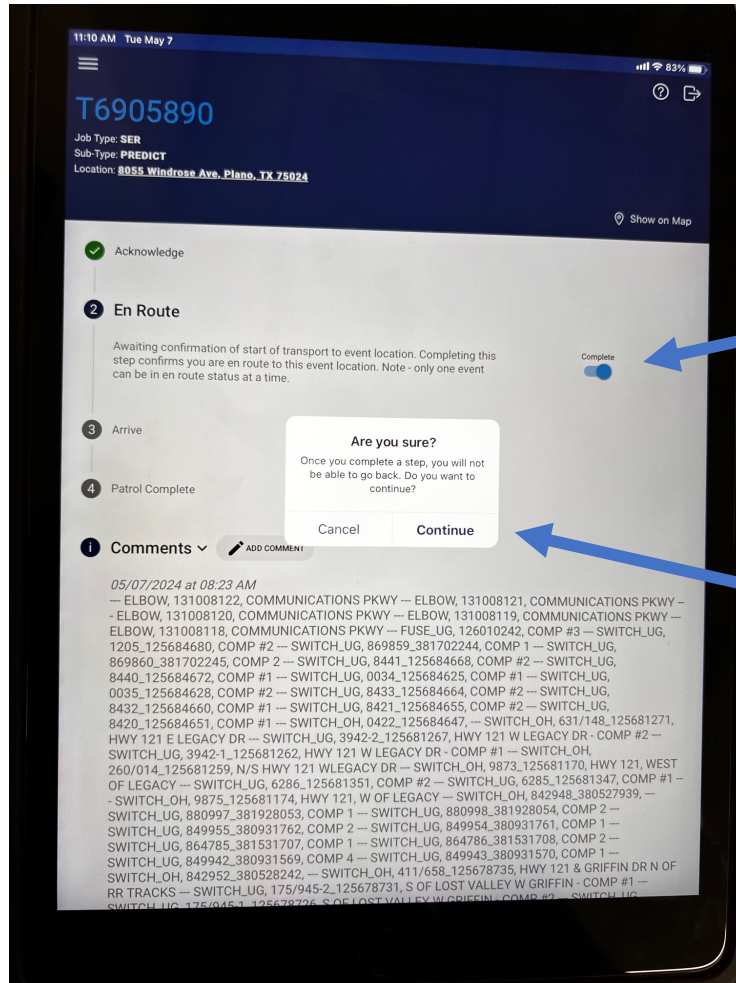Here you will acknowledge the ticket confirming you see it and can access it.

Click the grey "Incomplete" toggle to turn it to blue to "Complete".

Click "Continue" to confirm you Acknowledged the ticket.

2. En Route
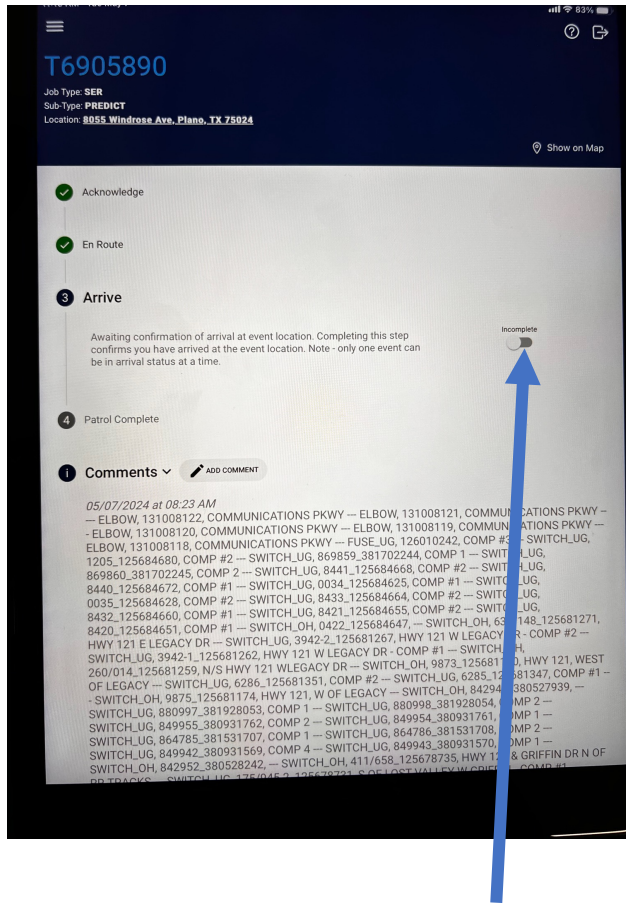Here you will confirm you are driving to the ticket location.

Toggle the grey "incomplete" to blue "complete"

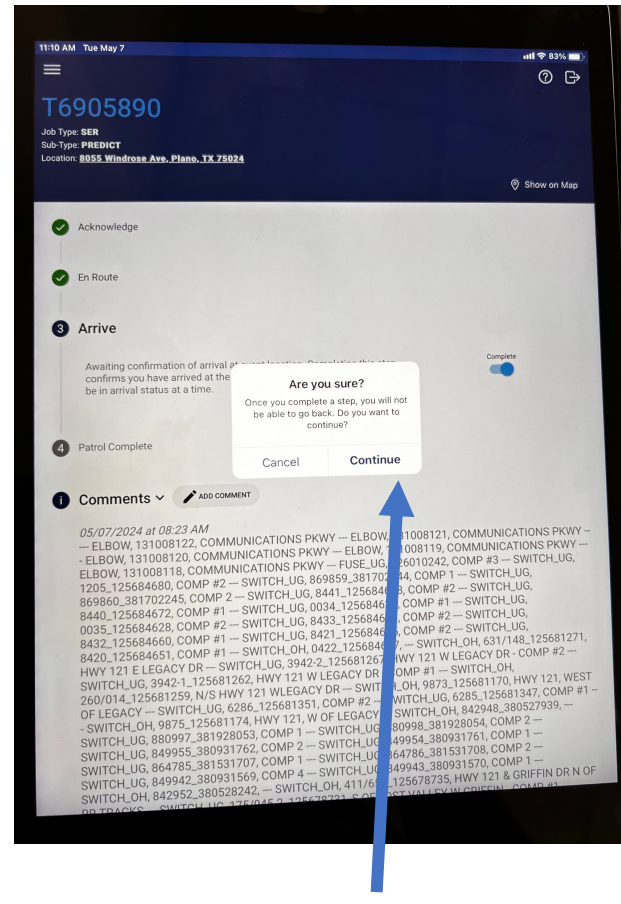Click "Continue" to confirm you confirm you are En Route.

3. Arrive
Here you will confirm you have arrived at the ticket location.

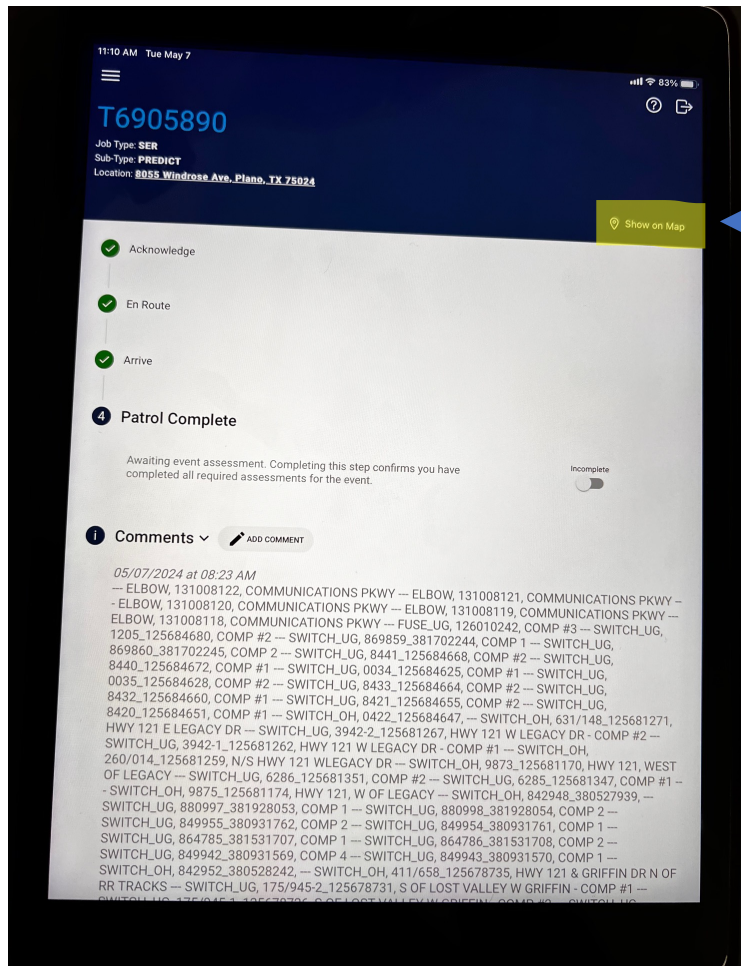Click the grey "Incomplete" toggle to turn it to blue to "Complete".

Click "Continue" to confirm you are at the ticket.

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4. Report Damage

To report damage you will click the "show on map" link at the top right corner.


Click "Show on map"

Map Features

To launch the map, navigate to the Event Status Progression page, select Show on Map at the top right of the screen to launch the map.

Overview of Map

• Filter map to show more or less features

• Change map type from normal view to satellite view

• Report feature damage

• View meters in the area

• Use Multi –Select to report damage to multiple features (3 max)

Click here to see MAP MENU

Damage Patrol Map
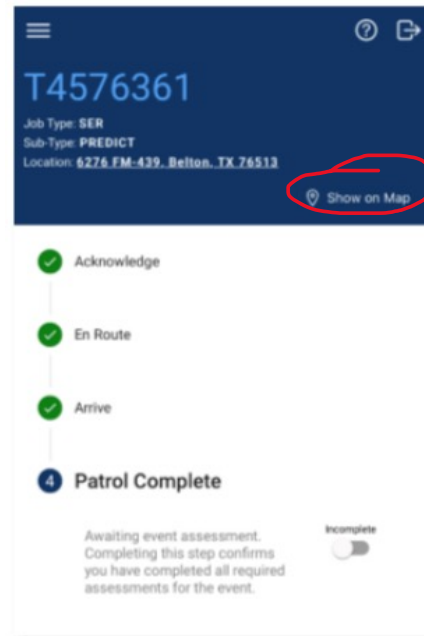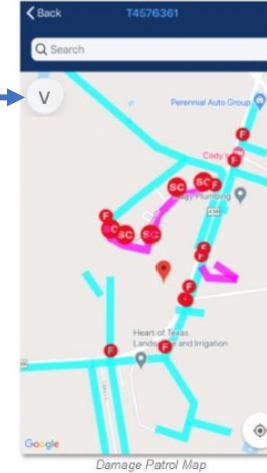
Click here to view MAP and REPORT DAMAGE

Event Status Progression Page

Damage Patrol Map

Map Filtering

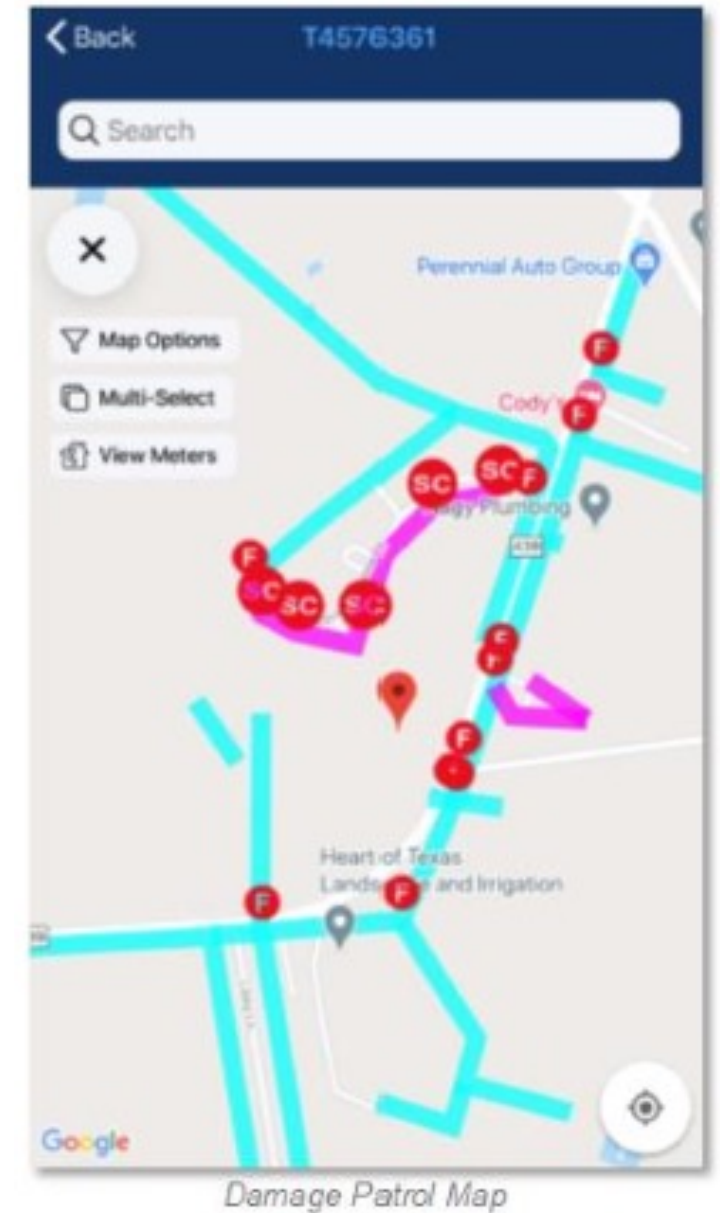Map Options allows users to filter and view the map with desired specifications. Users can select the features they wish to view, view crews nearby or on the same feeder, and change the map type.

To filter features on the map:

1. Select drop down arrow

2. Map Options

3. Select or deselect features from the list to view more or less features (conductors, fuses, transformers, and poles) on the map

4. Click apply

Step 1 & 2

Step 3

Step 4
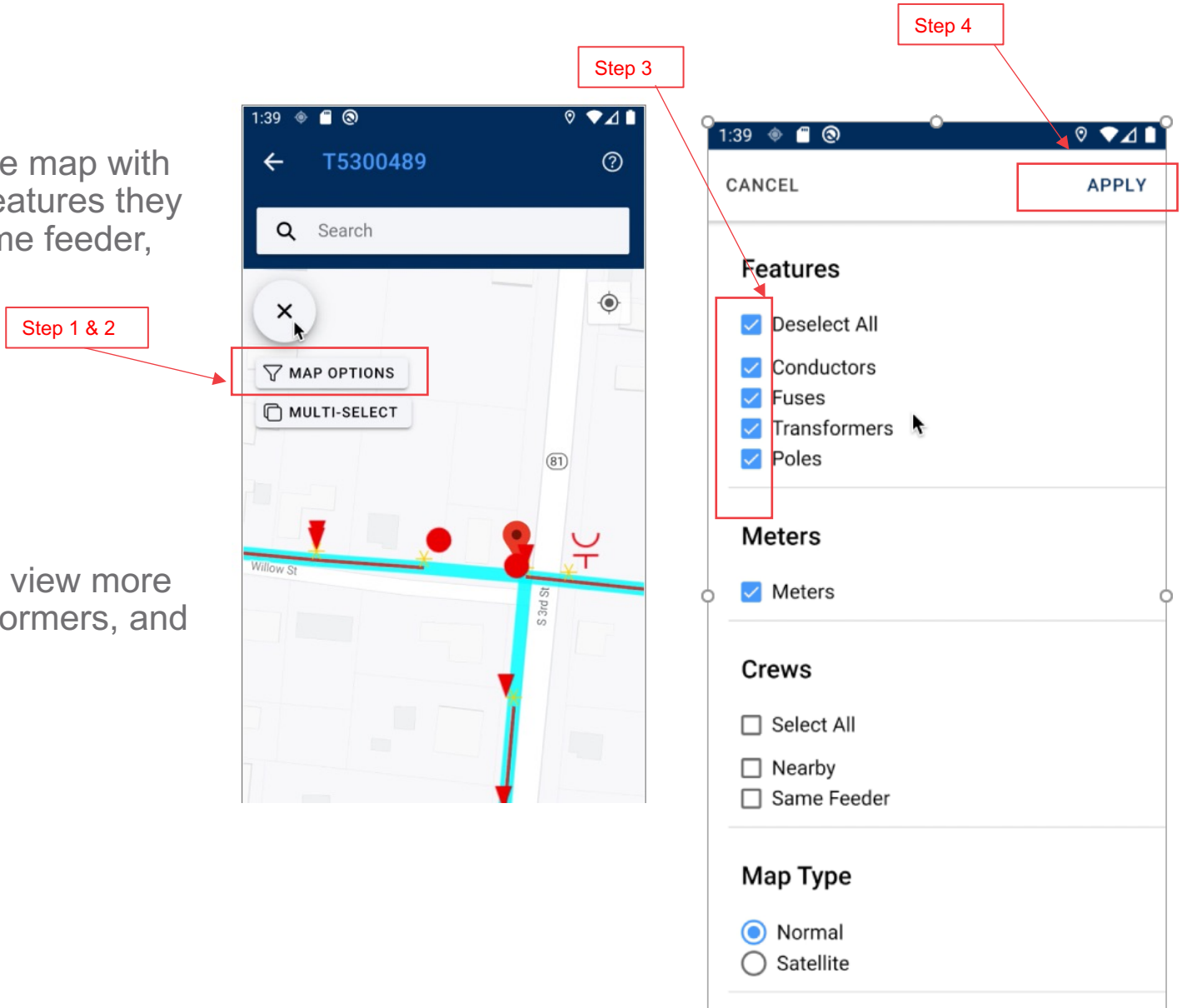
Creating a Damage Report

If a feature is found damaged, users can submit a feature level damage report.

To submit a feature level damage report, follow these steps:

1. Click Show on Map

2. Select the damaged Feature on the map

3. The Feature Info page will appear. Confirm the feature is correct based on this information

4. Select Report Damage

5. You will be navigated to the Damage Report

6. Fill out the drop-down fields, enter additional notes, or add a photo

7. Select Submit to complete the damage report

NOTE: Photos are required for each damage report. Notes are required and you should enter all information here that the crews will need to make repairs(directions, GPS, how many poles, the more information the better)

Step 1: Click show on Map

Step 2: Select Damaged Feature

Step 3 – 7 Fill out damage report and submit
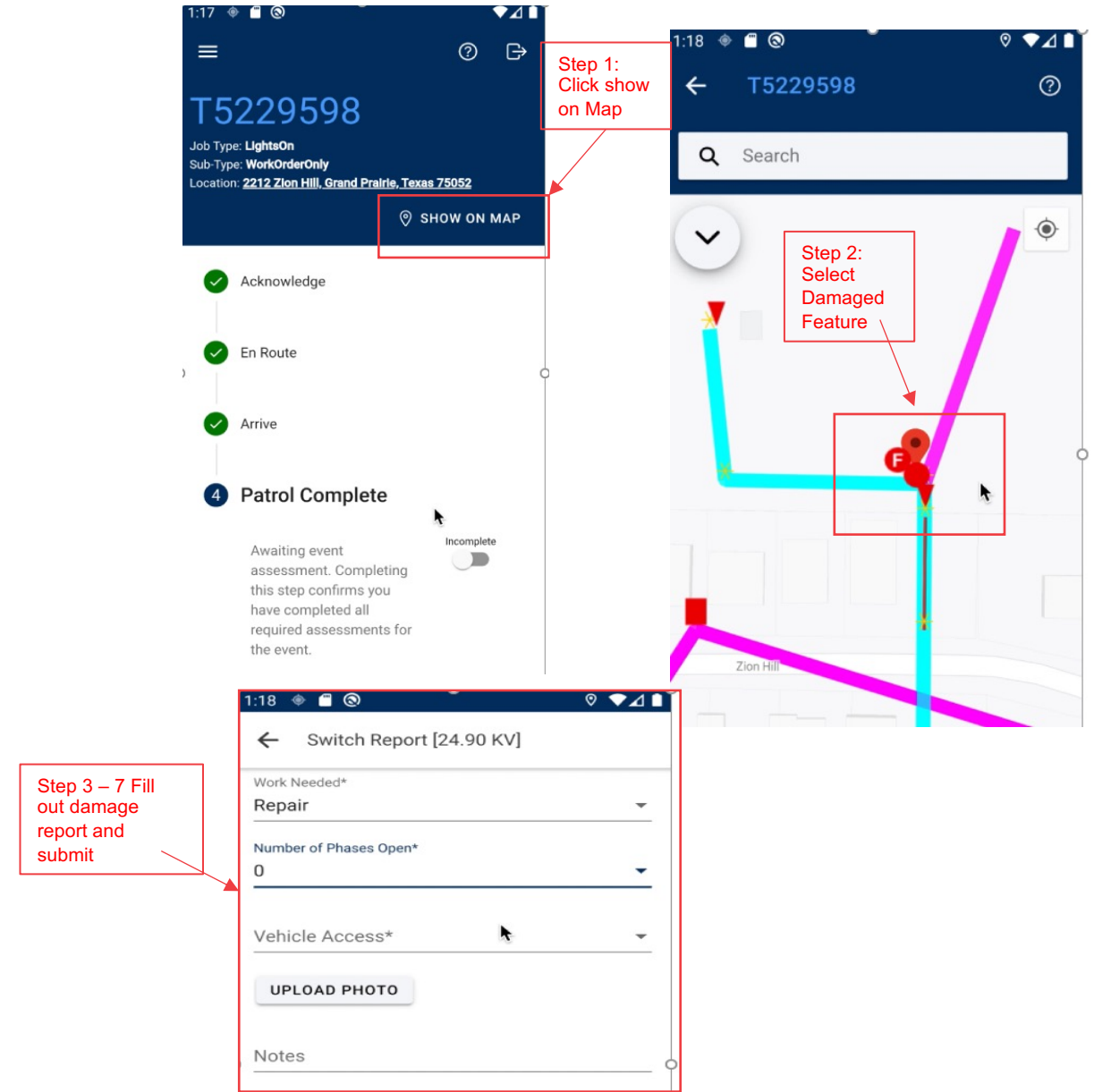
Multi Feature Select

The Multi-Select feature allows users to select multiple damaged features from the map at one time to prompt them to fill out damage reports for those features.

To use the Multi-Select feature:

1. Select Multi-Select on the map

2. Select the Features on the map that are damaged and the user wishes to submit a damage report for

3. Select Report Damage. Complete a Damage Report for the first feature that was selected from the map

4. Fill out the Damage Report, then select Submit

5. Complete the next feature's damage report. Continue this process until all the Reports are complete for all features selected from the map

NOTE: **DO NOT** create a lights out damage report on a lights on, emergency, or unit on site ticket. Ask your dispatcher for a Lights Out ticket if the lights are out. Ticket type is displayed on the top of the event status page.

You can select up to 3 features per ticket to report damage by using multi select.
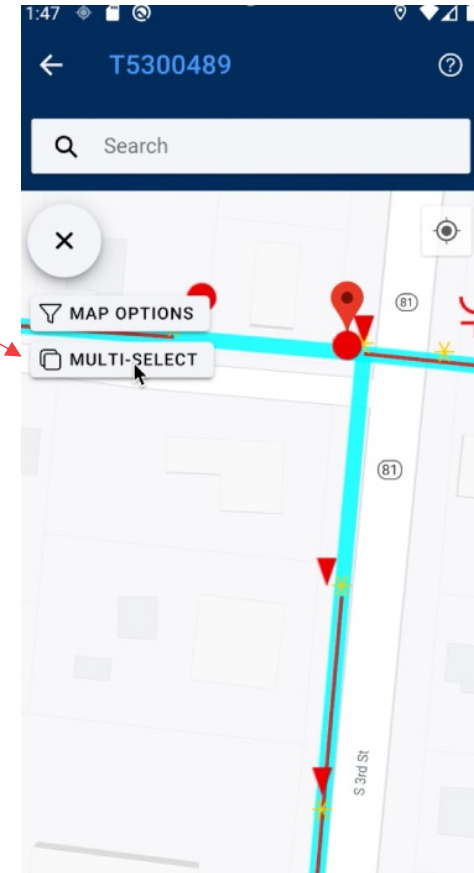
Editing or Deleting Reports

To View/Edit:

Hamburger Menu

Reports

Select Report you want to view/edit

Make necessary edits

Click submit bottom right corner

You can go back and view ticket to ensure changes were made successfully
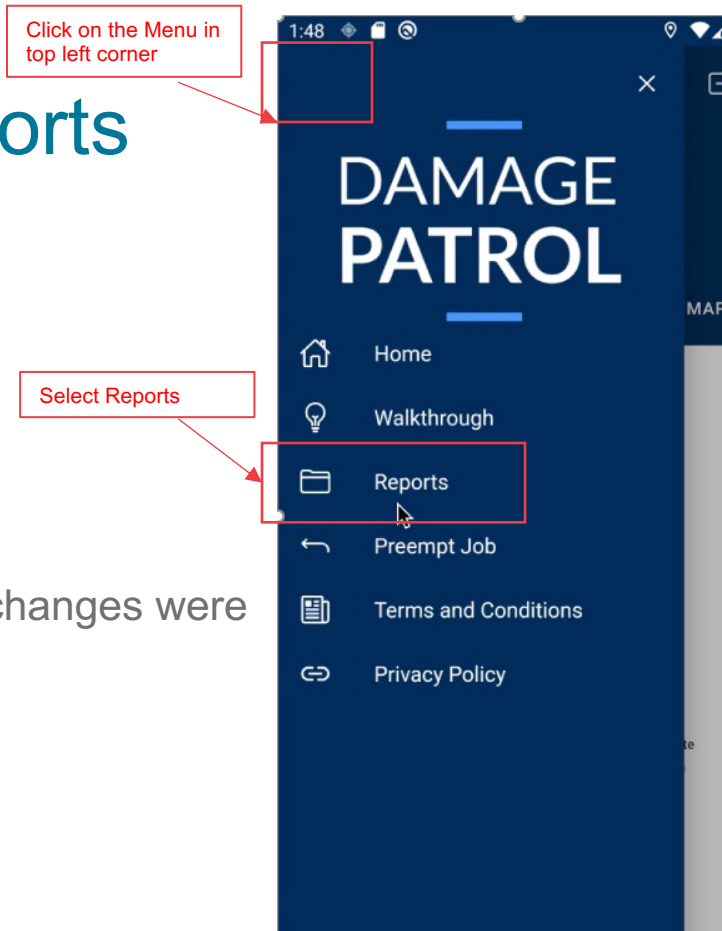
To Delete:

Hamburger menu

Reports

Select report to delete

Click delete in bottom left corner

Yes to confirm delete

Check to be sure report was removed

Click on the Menu in top left corner

Select Reports

Select Report you need to edit or delete. Make your changes and click Submit.

DAMAGE PATROL

MAP

🏠 Home

💡 Walkthrough

📁 Reports

↩ Preempt Job

📑 Terms and Conditions

🔗 Privacy Policy

← Reports

Feature Level Damage Reports

OH_SWITCH 175688612

OH_TRANSFORMER 177318604

FOREIGN_POLE 180270168

Service Level Damage Reports

You have not created any reports yet.
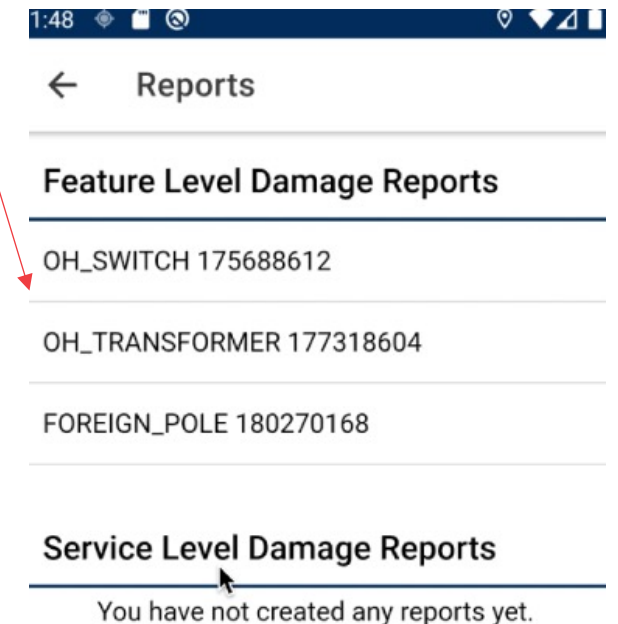
Closing an Event

To close and event:

Select the event from Home Screen

Work through the four required steps acknowledge, en route, arrive, and patrol complete
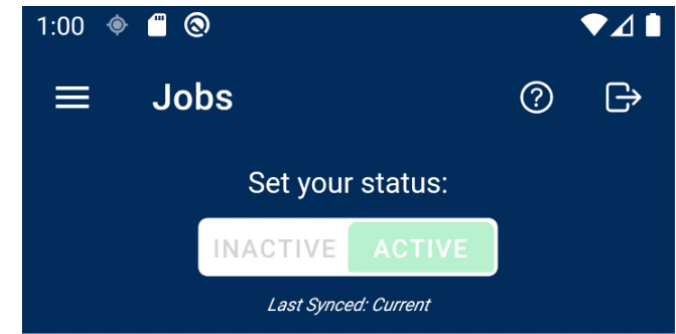
You will need to select a cause code and then click close event

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.

Preempt a Job

If you are unable to complete a job that is assigned to you, and damage has not been evaluated, users can preempt and send the job back to the dispatcher.

1. Notify your dispatcher to alert them that the job cannot be completed

2. Select the job that you cannot complete from your job list, then navigate to the Hamburger Menu

3. Select Preempt Job

4. A pop-up will appear asking if you wish to send the job back to the dispatcher, select Continue to complete the preempt job process

Common Issues

Landscape view – You cannot log in to the app in Landscape view. If the user opens the app while holding their mobile device in landscape view they will not be able to proceed to the login page.

- User will need to double click the home button

- Swipe up on the app to completely close the app

- Turn the mobile device to portrait mode

- Reopen the app

Preempting event and event comes back to pending list

- User will need to wait a few seconds and refresh screen in order to get job removed from their pending list

Ticket is stuck on your unit refreshing screen is not working

- Contact Oncor coordinator and ask for a dispatcher to free your crew

Common Login Issues

Log in Issues

- Check to be sure you are using correct username/password. **Helpful tip: copy and paste your username.**
  - **If it says "Invalid Credentials" it means 1 of 2 things:**
    1. **You entered the information incorrectly**
    2. **You have the wrong information and something needs to be reset**
  - **If it says two factor code invalid it means usually 1 of 2 things:**
    1. **You entered it incorrectly**
    2. **You waited to long to enter the code (you only have a minute or two to enter the code)**

- No 2 factor code: Email address provided was not correct, notify WiseCo to load correct email.

Troubleshooting & Escalation of Issues Process

If errors occur while using the mobile application or the device stops responding, follow these steps:

1. Log out of the application and log back in

2. Close the app and log back in

3. Restart the device and log back in

4. Delete the app, restart the device, log back in

5. Reach out to your Oncor coordinator or Oncor point of contact for additional support