Engineering Response Desk Portal

REQUESTER USER GUIDE

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MARYLAND DEPARTMENT OF TRANSPORTATION
MARYLAND PORT ADMINISTRATION

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Engineering Response Desk Portal

The Engineering Response Desk Portal was designed to provide a convenient centralized system that allows users to file service requests and reviewers to monitor, address, and respond to those requests.

Access

To access the Engineering Response Desk Portal, open an internet browser on your device and enter the following URL:

http://mpawtceng1:84/ERDPortal

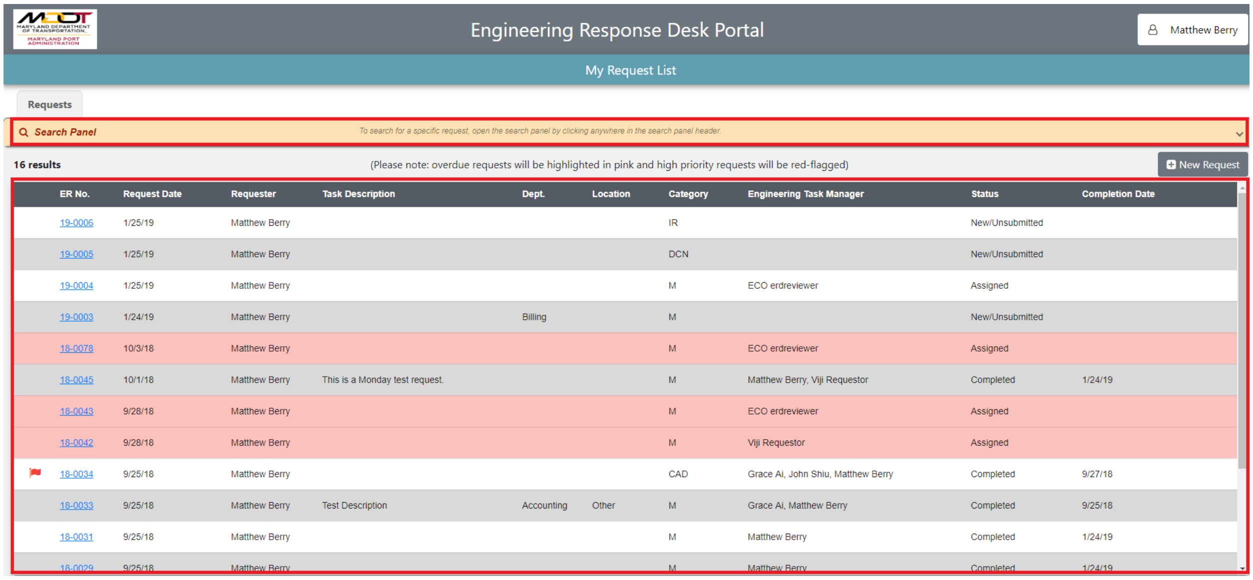
Requester Role

The following sections will detail the layout, tools, and functions of the application for **Requesters**.

'Requests' Tab

When a Requester logs-in to the Engineering Response Desk Portal, they will be presented with the **Requests** tab displaying **My Request List**. This is a list consisting of all requests they have submitted with the most recent at the top of the list. From this page, users can check the status of a request, edit a request's information, or create a new request.

The **Requests** tab is composed of the **Search Panel**, and the **My Request List** below.



The **My Request List** consists of these fields:

ER No.	Request Date	Requester	Task Description	Dept.	Location	Category	Engineering Task Manager	Status	Completion Date

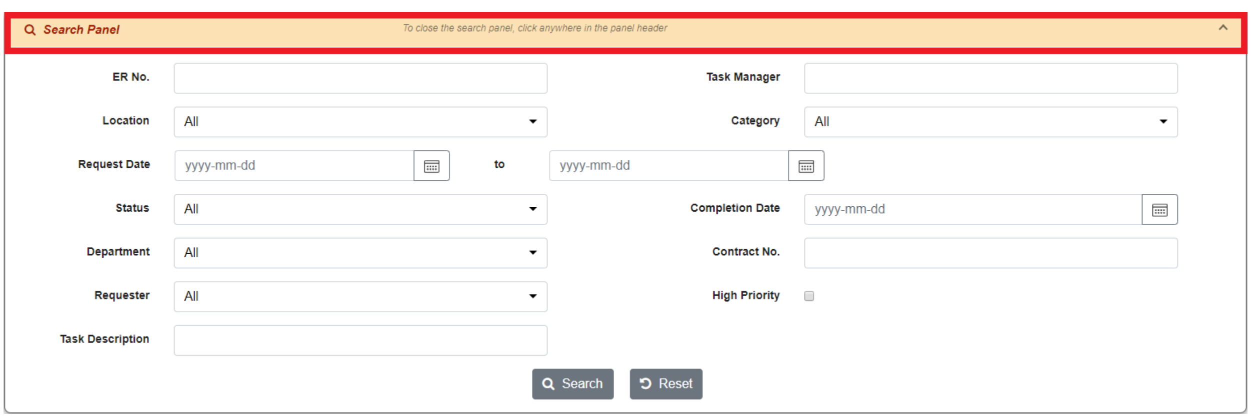
- **ER No. –** Displays the ER No. for that specific request. This is auto-generated when a new request is created and is hyperlinked for access to this request's details page.
- **Request Date –** Displays the date the request was created.
- **Requester –** Displays the requester's name.
- **Task Description –** Displays a description of the request.
- **Department –** Displays the department associated with the request.
- **Location –** Displays the location associated with the request.
- **Category –** Displays the category of the request.
- **Engineering Task Manager –** Displays the Task Manager(s) assigned to that request.
- **Status –** Displays the status of the request.
- **Completion Date** – Displays the date the request was completed.

The **My Request List** has three classifications for requests:

- Requests submitted without any indicators are neither high priority or overdue.
- Requests that are red-flagged indicate requests that are **high priority.**
- Requests that are highlighted in pink indicate requests that are **overdue.**

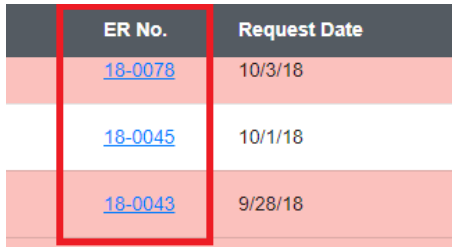
Using the Search Panel

Users can find existing requests by utilizing the Search Panel at the top of the page to filter and narrow results by specific details. Click anywhere in the search panel header to show or hide the panel.



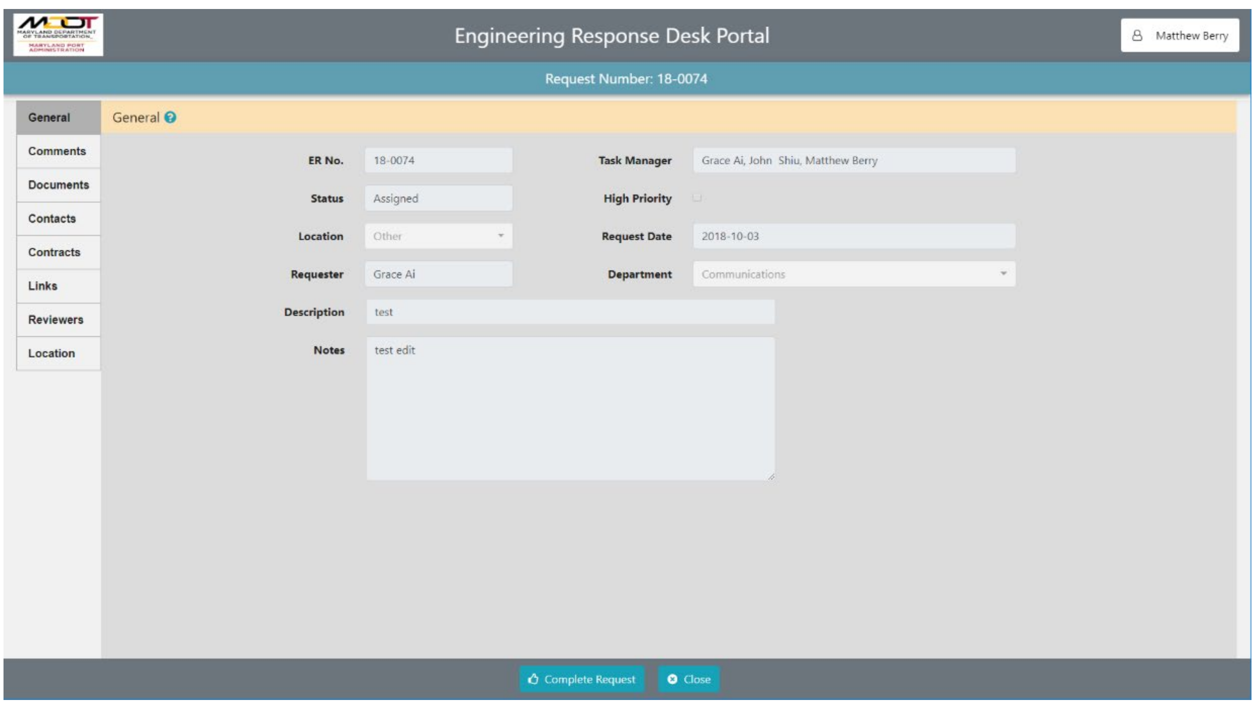
Viewing a Request's Details Page

- To view a request's details page, the user can scroll through the **My Request List** or use the Search Panel to navigate and find a specific request.
- Once the request has been found, click on the **ER No.** hyperlink.



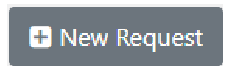
ER No.	Request Date
18-0078	10/3/18
18-0045	10/1/18
18-0043	9/28/18

- The Request's details page will load.



Creating a New Request

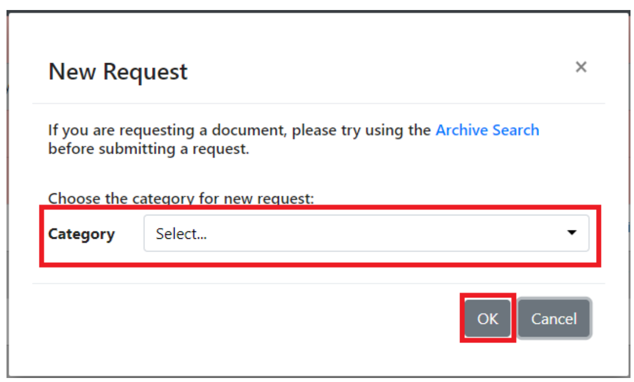
From the My Request List page, the user can click on the **New Request button** to Create a New Request. Underneath the Search Panel on the right-side of the page, click on the New Request button and the New Request pop-up is displayed.



- This pop-up allows the user to choose the **Category** that closely matches the service request need, from a drop-down menu.

  Note: There is a link on the New Request pop-up to an **Archive Search**. If the user is requesting a document, it is possible it may be found in this archive. Users should always check this archive before following through with submitting a request. This will help manage the number of duplicate requests coming through the system.

- Make the selection, then click **OK**.



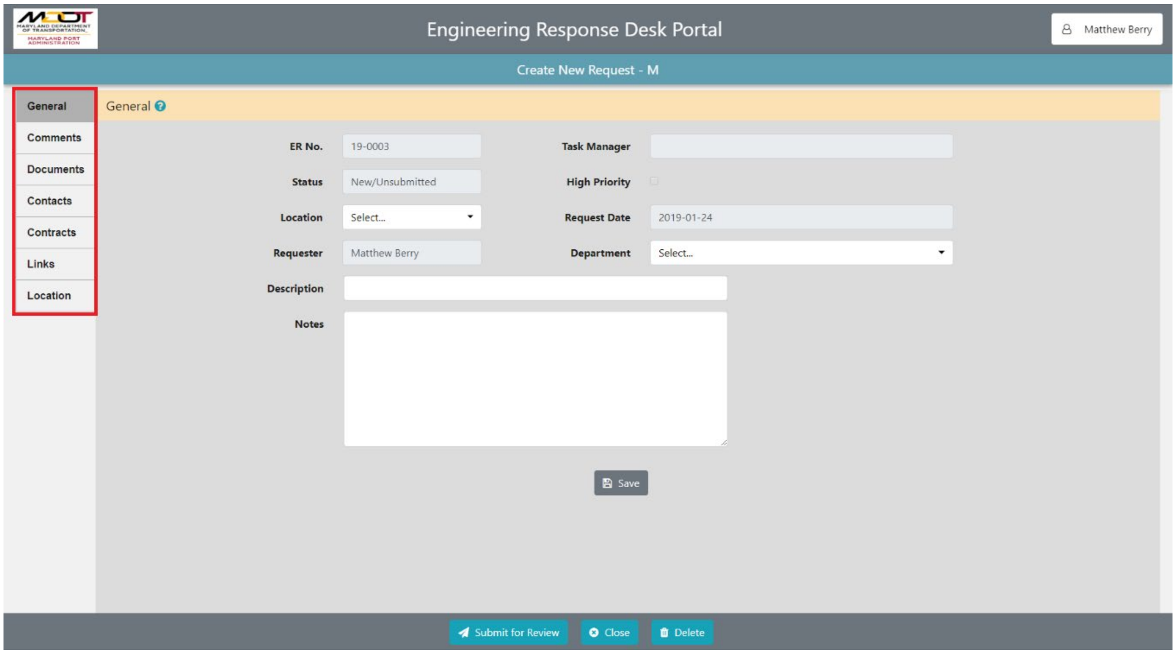
- The **Create New Request** page will load into the browser.

Create New Request Page: The Create New Request page contains side-tabs for the user to fill out with details about their request. The side-tabs that are displayed depends on the category of the request.

These side-tabs are:

- **General –** Contains input fields for basic information regarding the request.
- **Comments –** Contains a section where requesters and reviewers can post comments regarding the request.
- **Documents –** Contains a table to upload supporting documents about the request.
- **Contacts –** Contains a table with contact information of the requester including Name, Company, E-mail, and Phone number.
- **Contracts –** Contains a table to add supporting contract numbers about the request.
- **Links –** Contains a table to upload supporting links about the request.
- **Location –** Contains a map visual of the location of the request.

The **New Request Page** Contains 7 Side-Tabs for the user to fill out with details about their request.



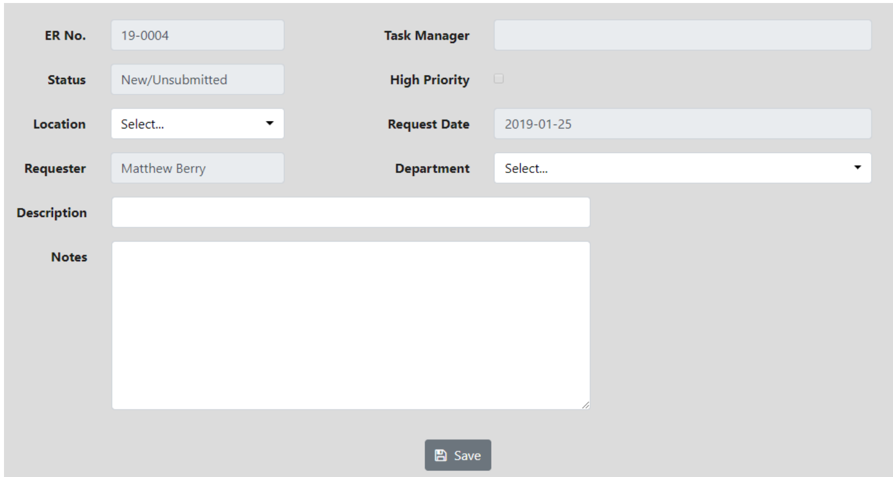
- **General –** Contains input fields with basic details regarding the request.
- **Comments –** Contains comment text boxes allowing for a means of communication between requesters and reviewers about specifics of the request.
- **Documents –** Contains a platform to upload documents, drawings, pictures, etc. to the application. This provides a centralized location where these can be accessed and downloaded.
- **Contacts –** Contains a contacts list with contact information of the requester, including Name, Company, E-mail, and Phone number.
- **Contracts –** Contains a list of Contracts supporting the request that users can add to.
- **Links –** Contains a platform for users to upload supporting URL or ProjectWise links detailing a request.
- **Location –** Contains a visual display of the spatial location of the new request.

Adding General Information

From the **General** tab on the Create New Request page, the user will be able to add the Location, Task Description, Department, and any relevant notes regarding the new request.

- Once all General request information is entered, click **Save**.

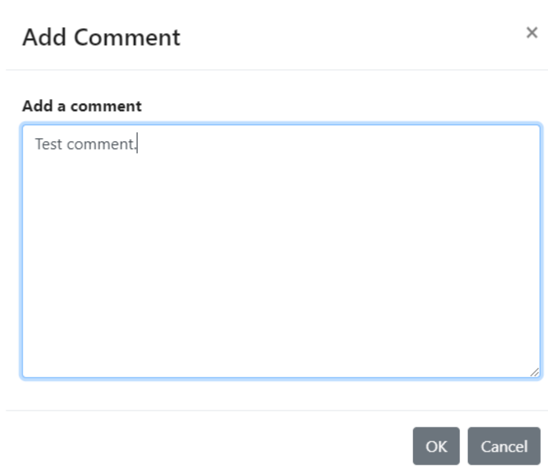
Note: The Engineering Request number (ER No.), Requester, Task Manager, Request Date, Department, and Status will all be auto-populated and cannot be edited. These text boxes will be greyed out.



Adding Comments

From the **Comments** tab on the New Request Page, users can click on the **Add Comment** button to add a comment.

Note: Comments can be added at any time throughout the lifecycle of a request, however, if a comment is added after the request has been submitted, the request's due date will be reset.

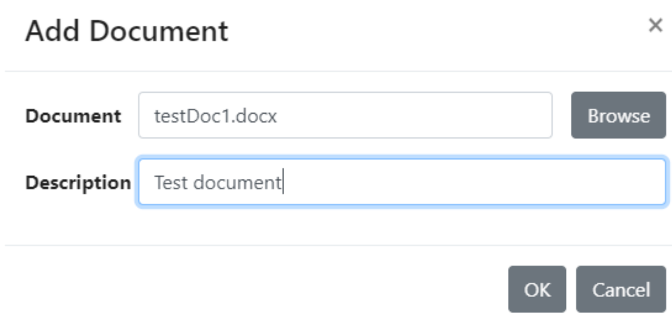


- Click **OK**. The comment will be posted to the comment wall with the time and date stamp.

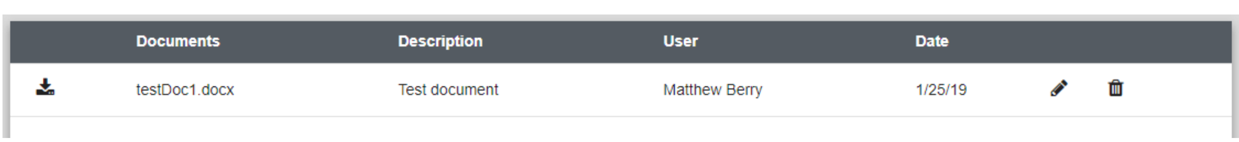
Adding Documents

From the **Documents** tab on the New Request Page, users can click on the **Add Document** button and the Add Document pop-up is displayed.

From here, the user can browse to the location of their document and add it to the request along with a brief description of the document for reference.



- Click **OK**. The document will be added to the Document list.



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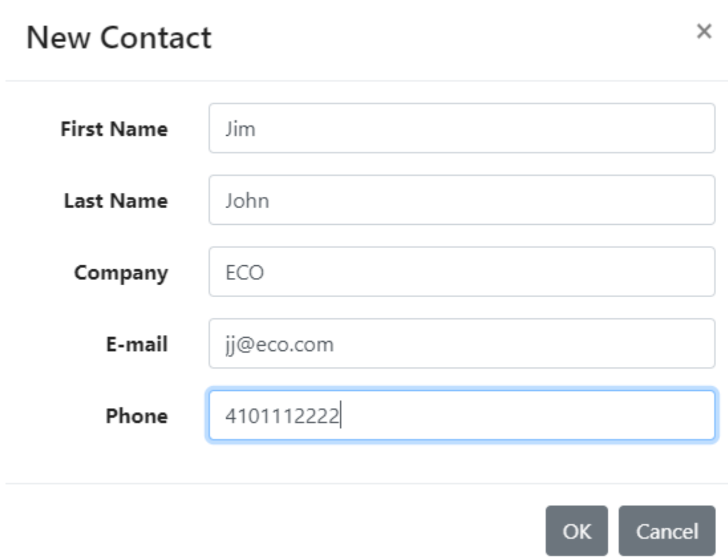
Adding Contacts

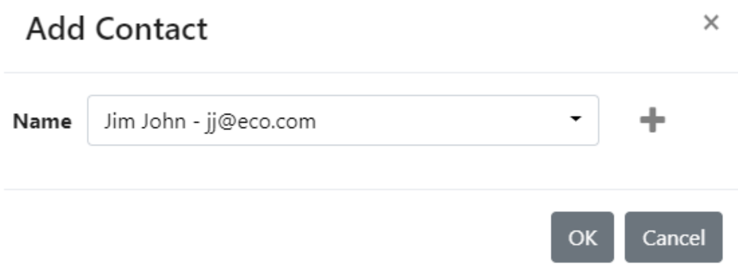
From the **Contacts** tab on the New Request Page, users can click on the **Add Contact** button and the Add Contact pop-up is displayed.

From here, the user can select their Contact information from a dropdown menu.

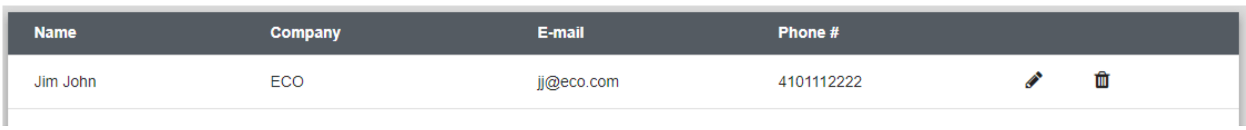
If their contact information is not available from the menu because they are a new requester, they will need to click the plus/add (+) button next to the drop-down menu to Add a new Contact. The Add New Contact pop-up will appear where the user can enter the Name, Company, E-mail, and Phone number of the new contact which will then add this requester to the Contacts database for future requests.



- Click **OK**. The new contact will then appear in the Add Contacts pop-up.



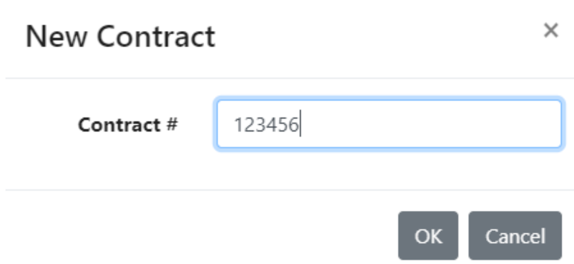
- Click **OK** in the Add Contacts pop-up and the new contact will appear in the Contacts list.



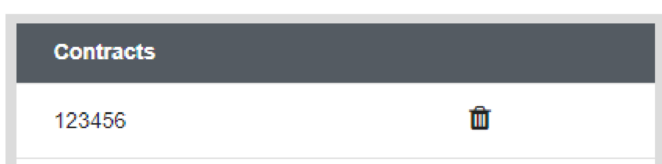
Adding Contracts

From the Contracts tab on the New Request Page, users can click on the Add Contract button and the Add Contract pop-up is displayed.

From here, the user can enter in a Contract Number supporting the request.



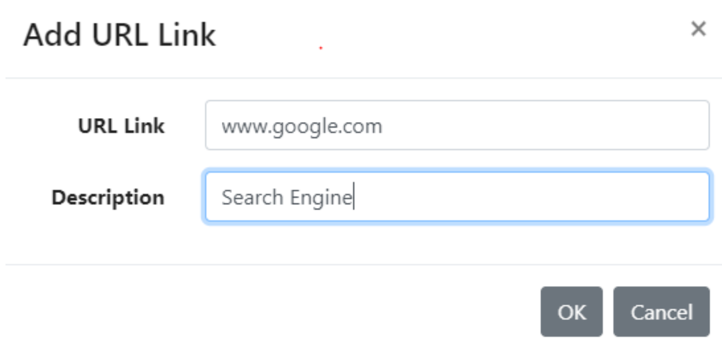
- Click **OK**. The contract number will be added to the Contracts list.



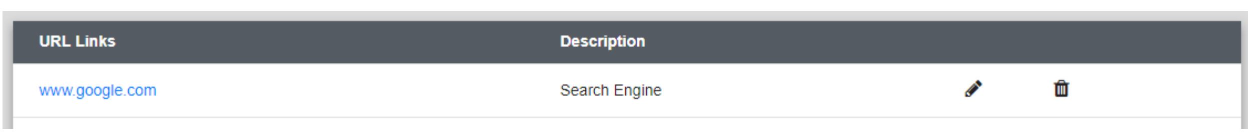
Adding Links

From the Links tab on the New Request Page, users can click on the Add Link button and the Add Link pop-up is displayed.

From here, the user can copy a hyperlink into the link textbox and a description of the link giving more information on the request into the Description textbox.



- Click **OK.** The link will be added to the URL links list.



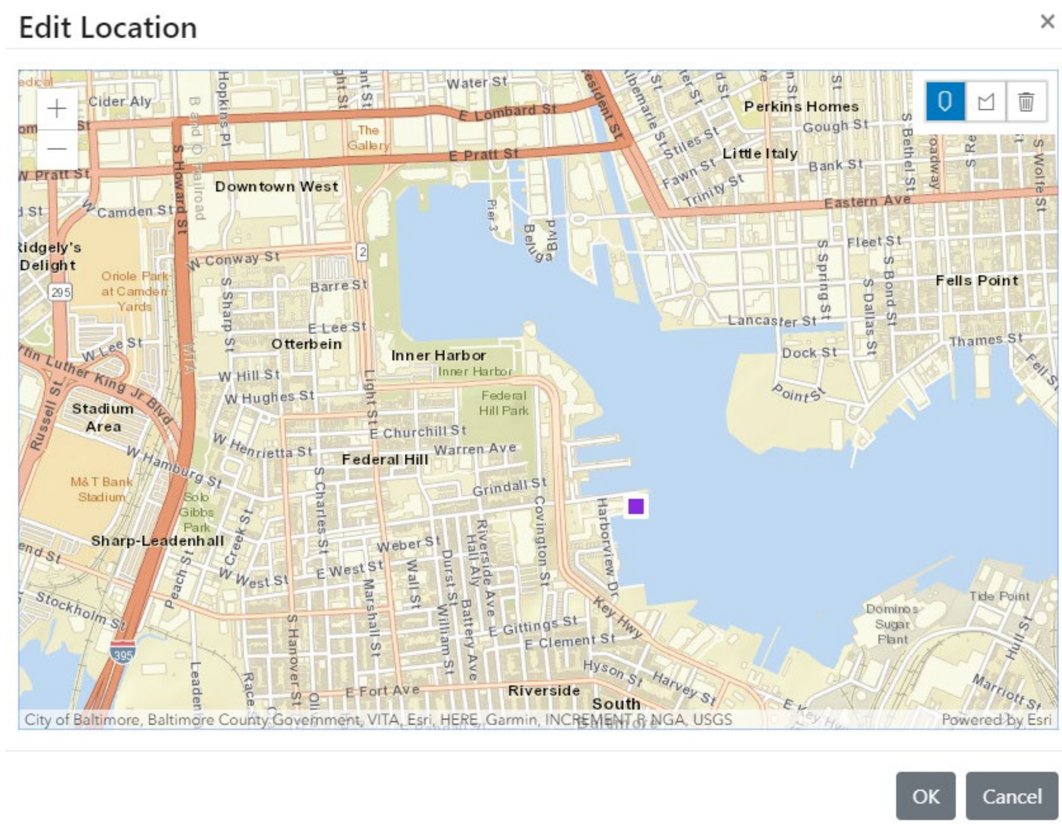
URL Links	Description		
www.google.com	Search Engine		

Adding Location

From the Location tab on the New Request Page, users can click on the Edit Location button and the Edit Location pop-up id displayed.

From here, the user can click the Pin or Polygon Shape to either drop a point or polygon to mark the requests spatial locations on the map.

- Click the **+** or **–** buttons at the top left of the Edit Location pop-up or the mouse wheel to zoom in or out of the map.



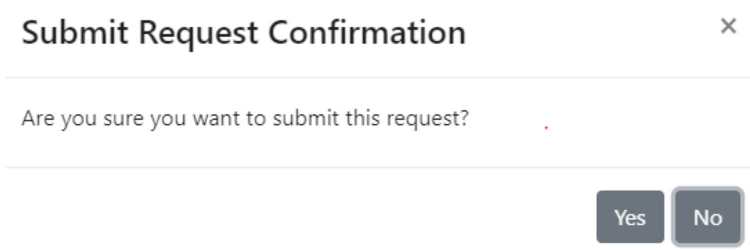
- Click **OK**. The point or polygon will display on the map to mark the general location of the request.

Submitting Requests for Review

Once the user has completed filling out all New Request details and fields, they can choose to **Submit for Review, Close** or **Delete**.

Submit for Review – Completes the New Request. The Status will be either **Submitted** or **Assigned** and will be added as the first entry in the My Requests List ready for review.

- A pop-up message will appear asking for confirmation on **submitting** the request.
- Click **Yes** to Submit or **No** to Cancel.



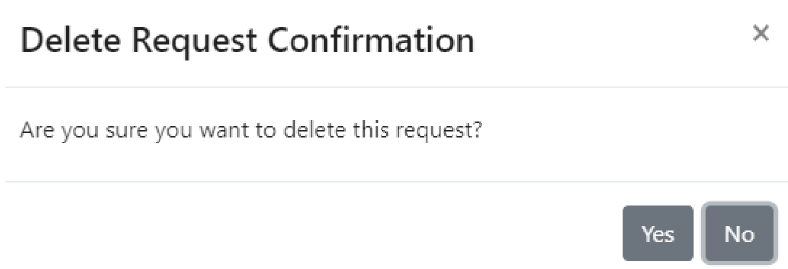
- The **Create New Request** page will close and the **My Request List** will appear.

<u>Close</u> – Saves all details and field information for the new request and can be accessed, edited, and submitted later. The Status will be **New/Unsubmitted** and will be added to the My Requests List where it can be accessed.

- The **Create New Request** page will close and the **My Request List** will appear.

<u>Delete</u> – Deletes all field information and details filled out for the New Request.

- A pop-up message will appear asking for confirmation on **deleting** the request.
- Click **Yes** to Submit or **No** to Cancel.



- The **Create New Request** page will close and the **My Request List** will appear.

Downloading Documents

From the Documents tab, users can click on the Download icon ( ) next to a document in the Documents list and choose the folder location where they want to download the document(s) to.

Editing a Submitted Request

If the user needs to **edit** or **add details to a previously submitted request**, they can:

- Select the request's **ER No**. from the **My Requests List** in the **Requests** tab. The Request page will appear.
- Select the **Unlock for Editing** button at the bottom of the page.

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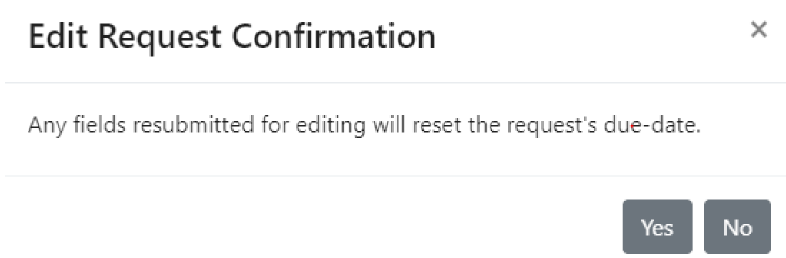
- A pop-up message will appear asking for confirmation on **editing** the request.

  Note: If any Edits are made after the original request has been submitted, then the due-date for that request is reset.

- Click **Yes** to proceed or **No** to Cancel.



Note: An Email will be sent to the **Requester** or **Reviewer** when a new Request has been **Submitted**, an existing **request has been unlocked for editing**, or **a new comment was added**.