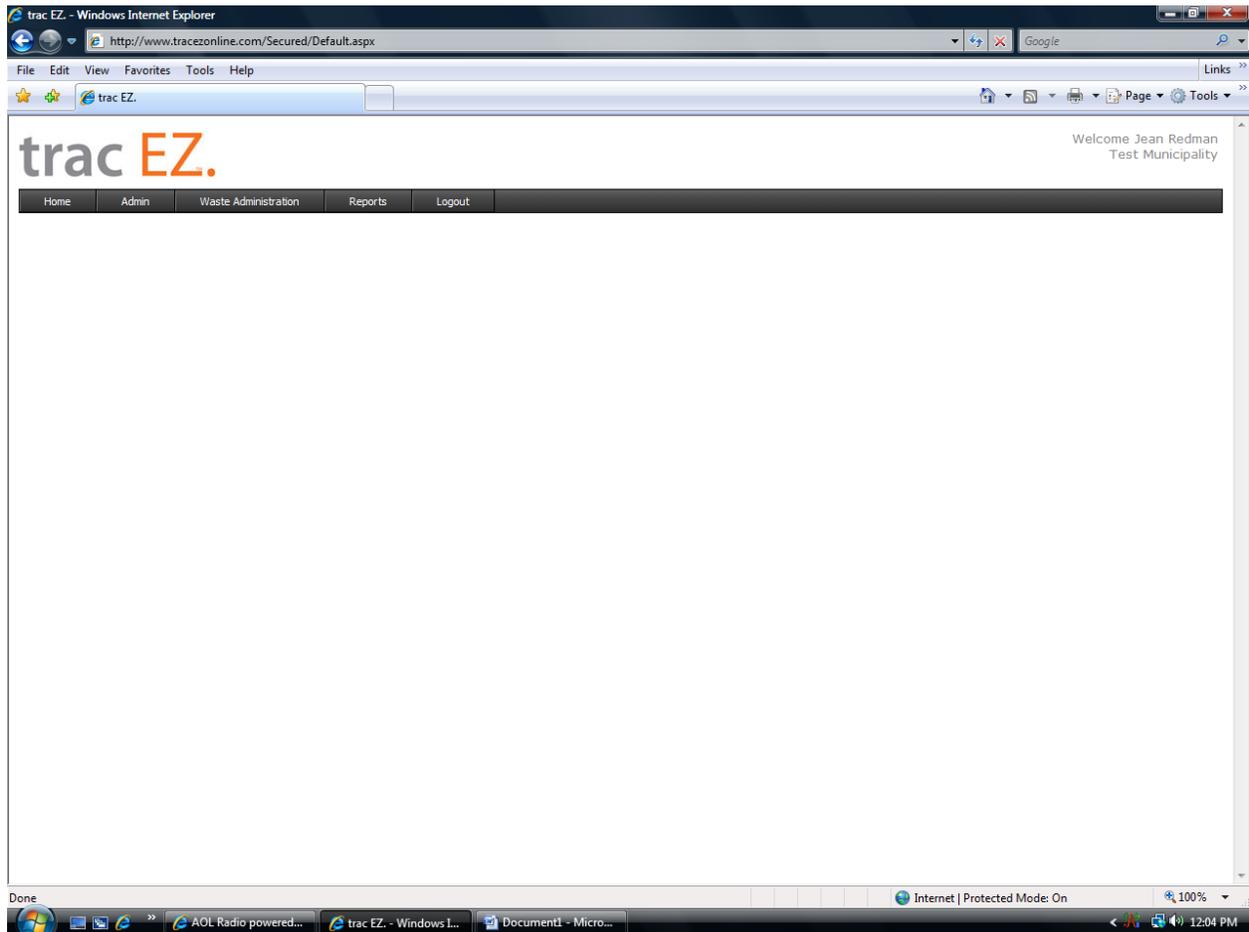


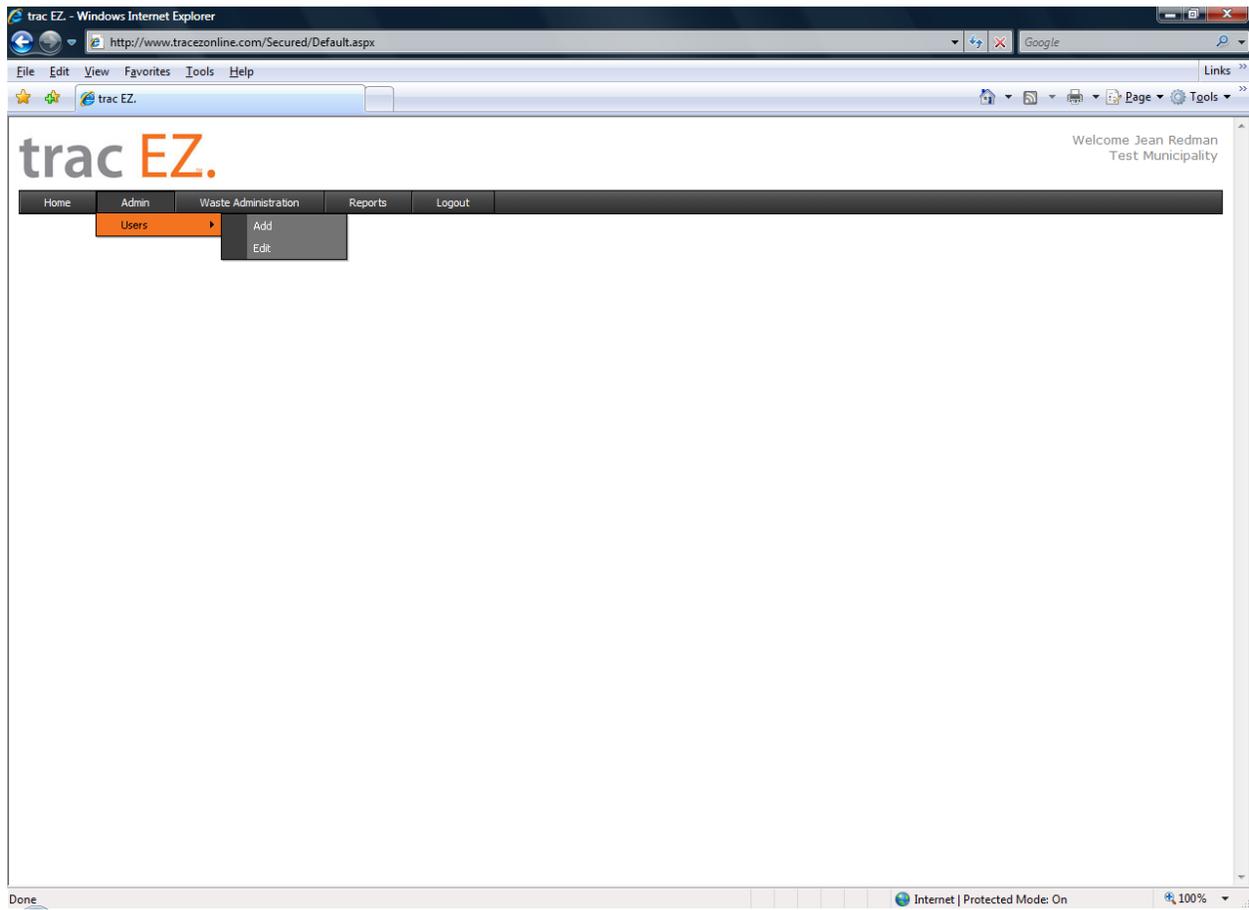
Welcome to www.traceonline.com

Log on to Tracking Made Easy

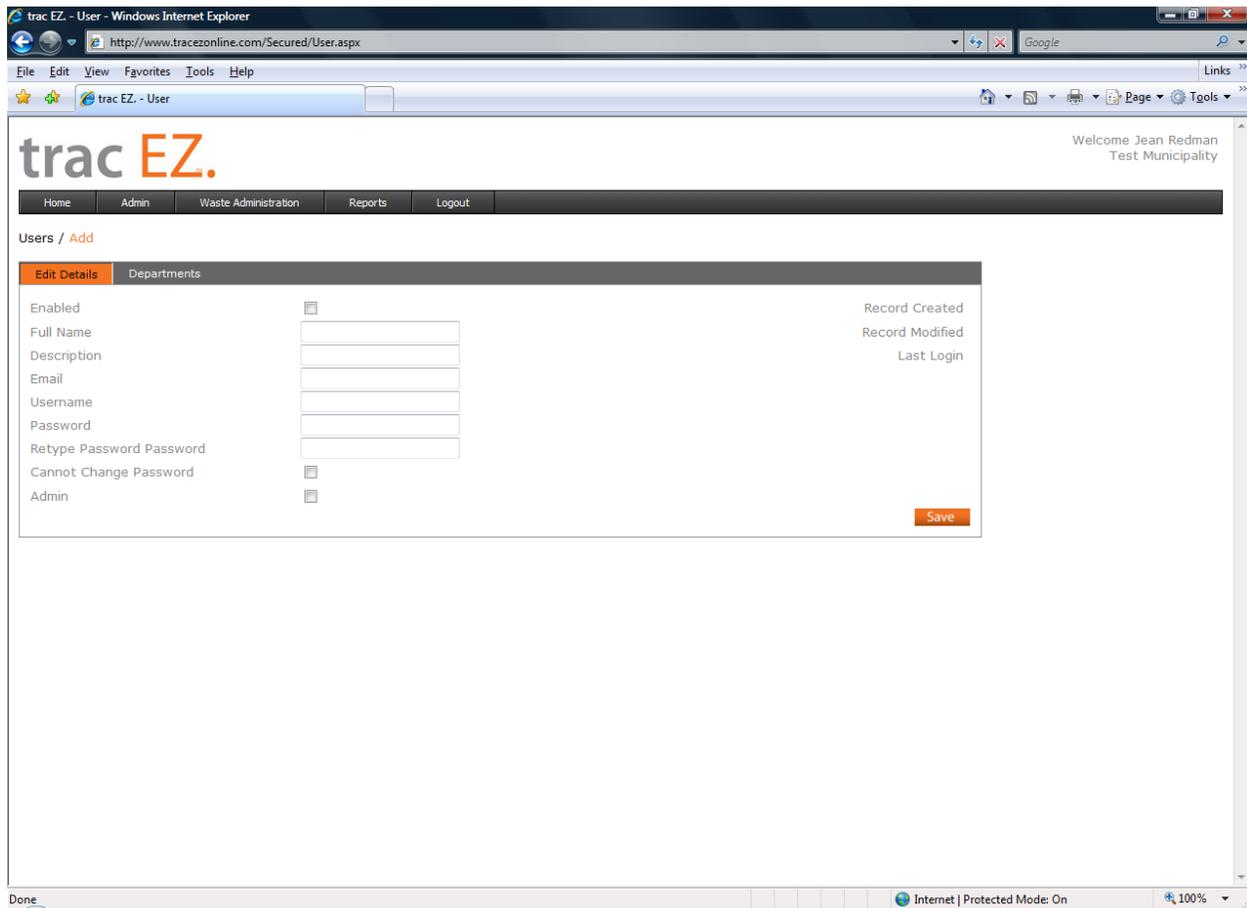
Copyright 2006



This is the first page you will see when you log in. Each of the headings, when you move your cursor on them will give you the options for editing, new input, searching for incidents or reports.



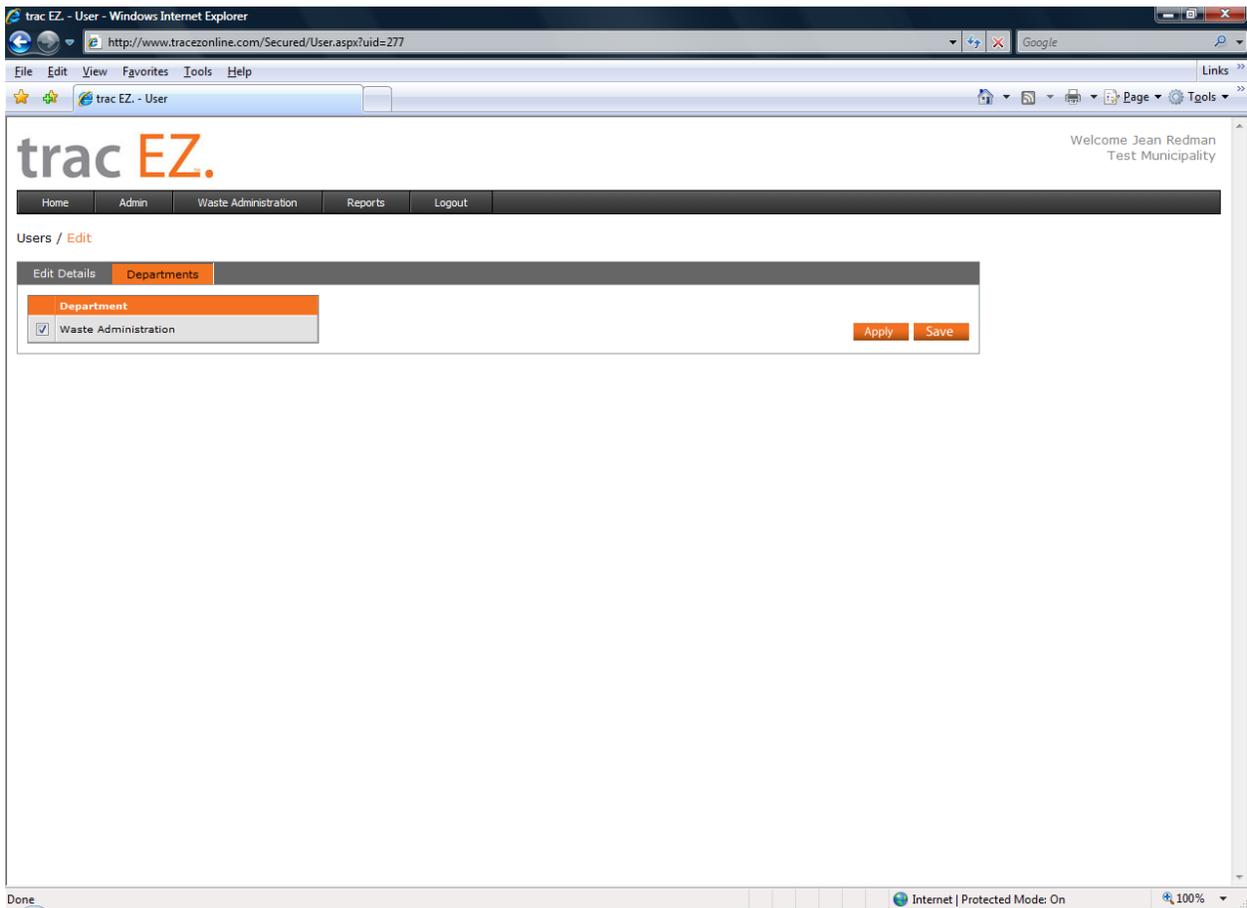
Admin: The administrator of the municipality's tracking system has the option to add new users or edit present users.



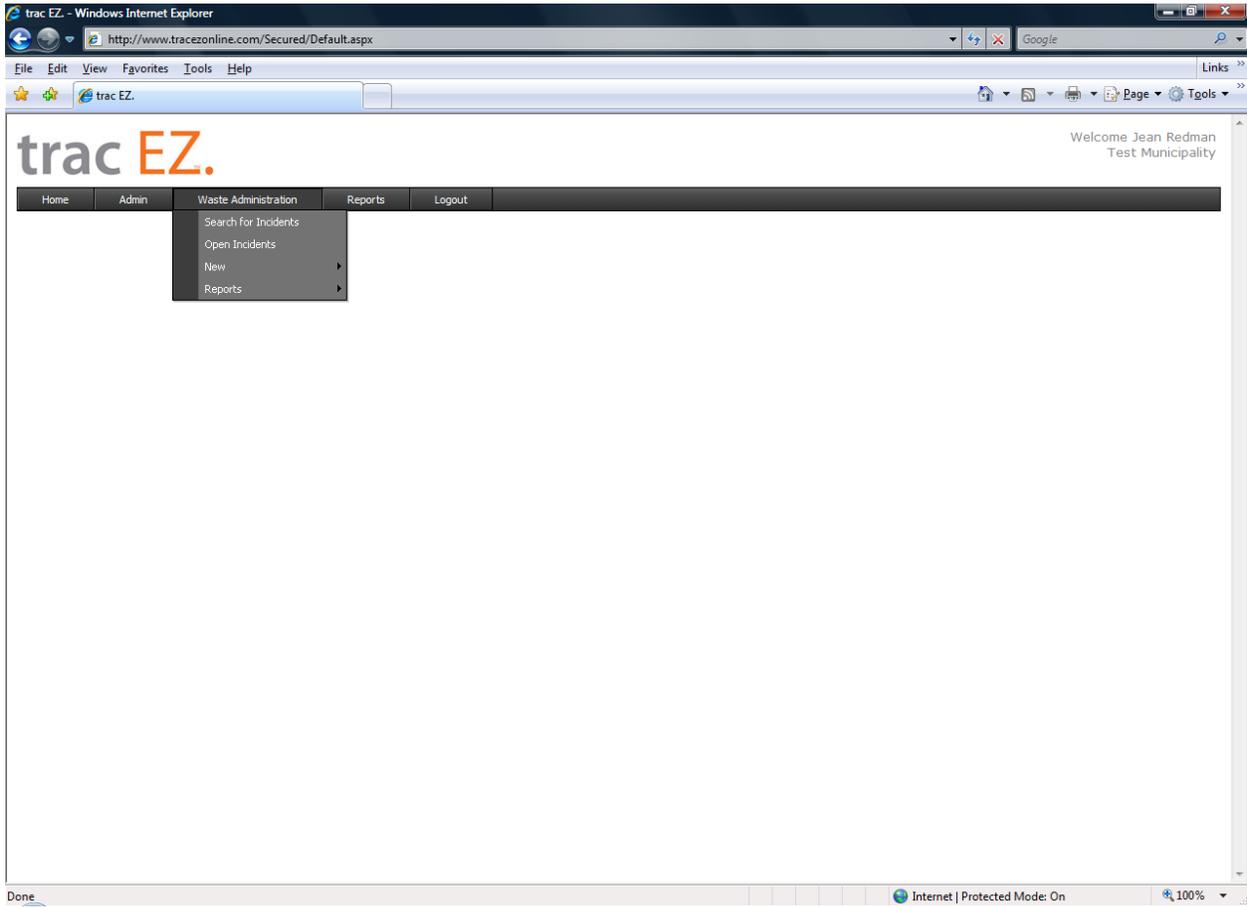
When adding a new user/administrator, the first box to be selected is “Enabled”. You must check this box for the new user to be able to get into the system. Users will not have access to this feature, only those who have been designated as Administrators.

Very Important: When a user or administrator leaves your employment you must go into the system and uncheck this box. This prevents this user/administrator future entry into the system.

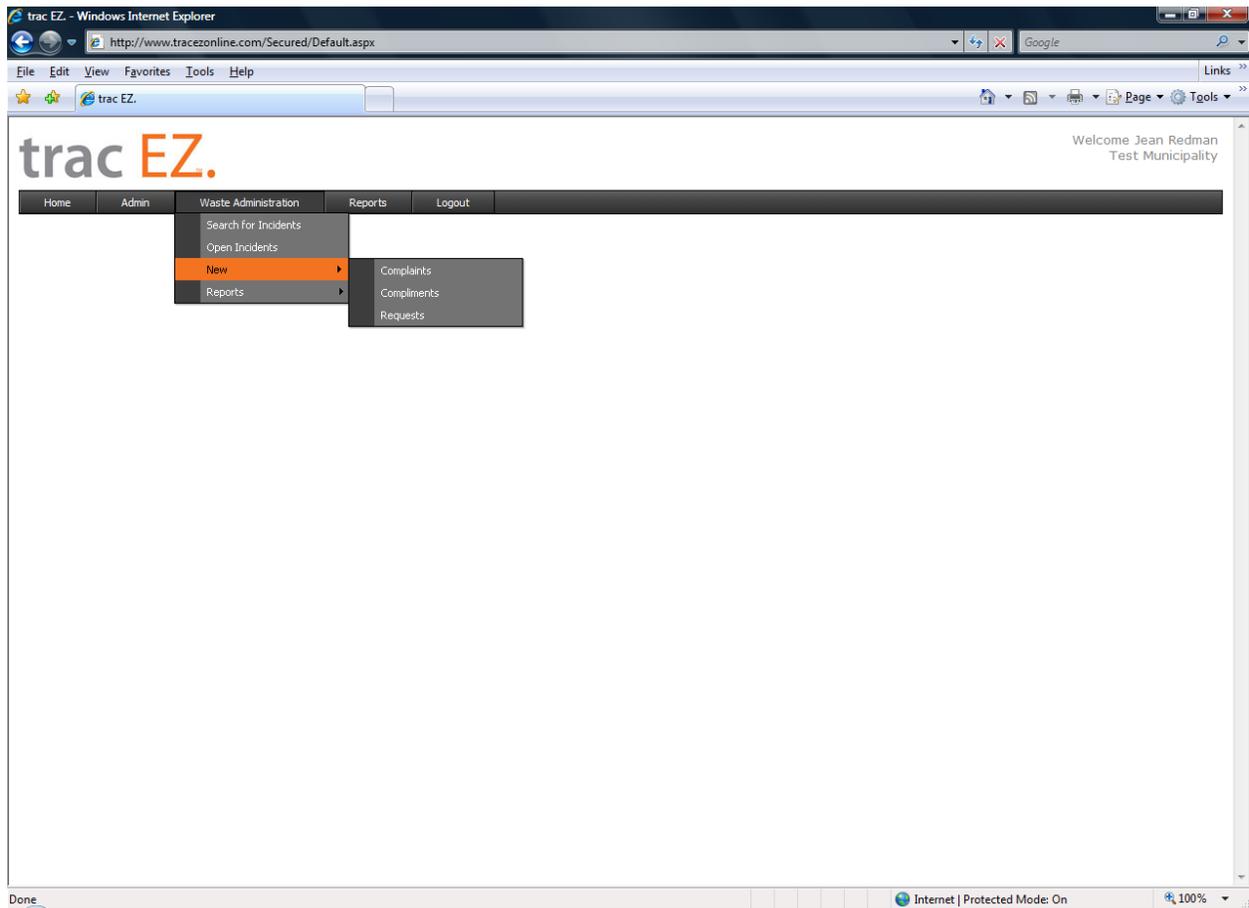
When all information has been entered click save and you will be sent to “Departments”.



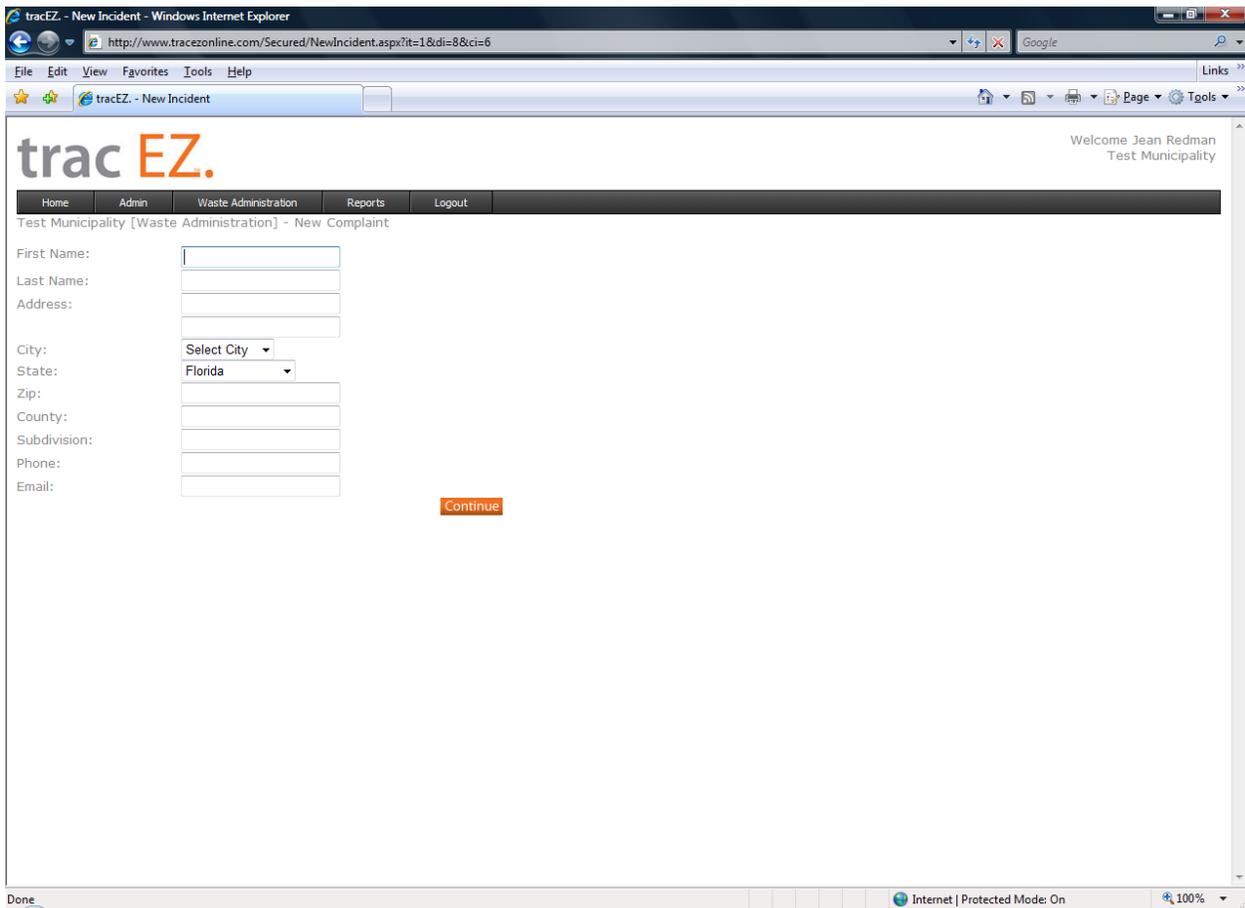
Please click the box for access to each department this user will need and click save. If the box is not checked the user/administrator will be able to get into the tracking system but not into the department.



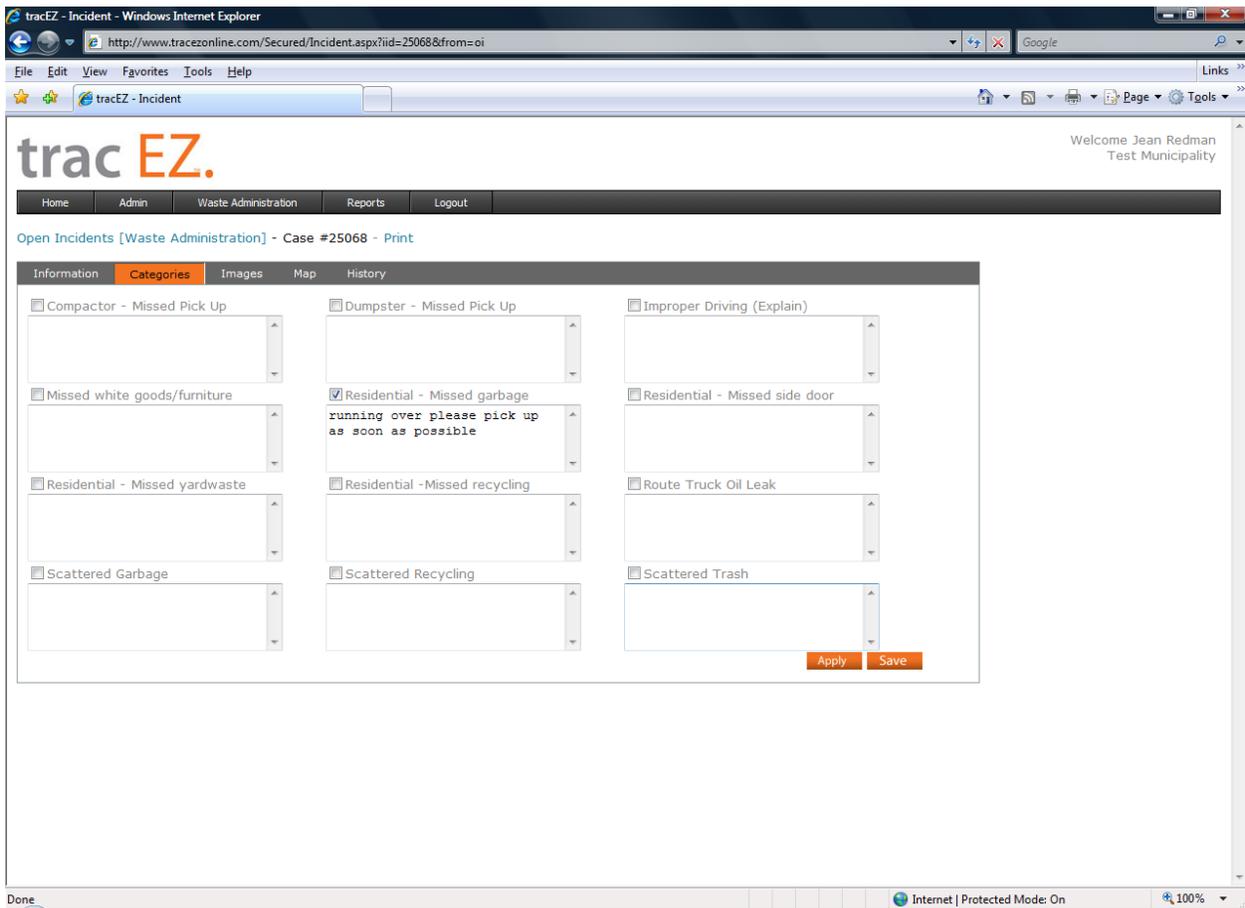
When your cursor is placed on the department your options are displayed.



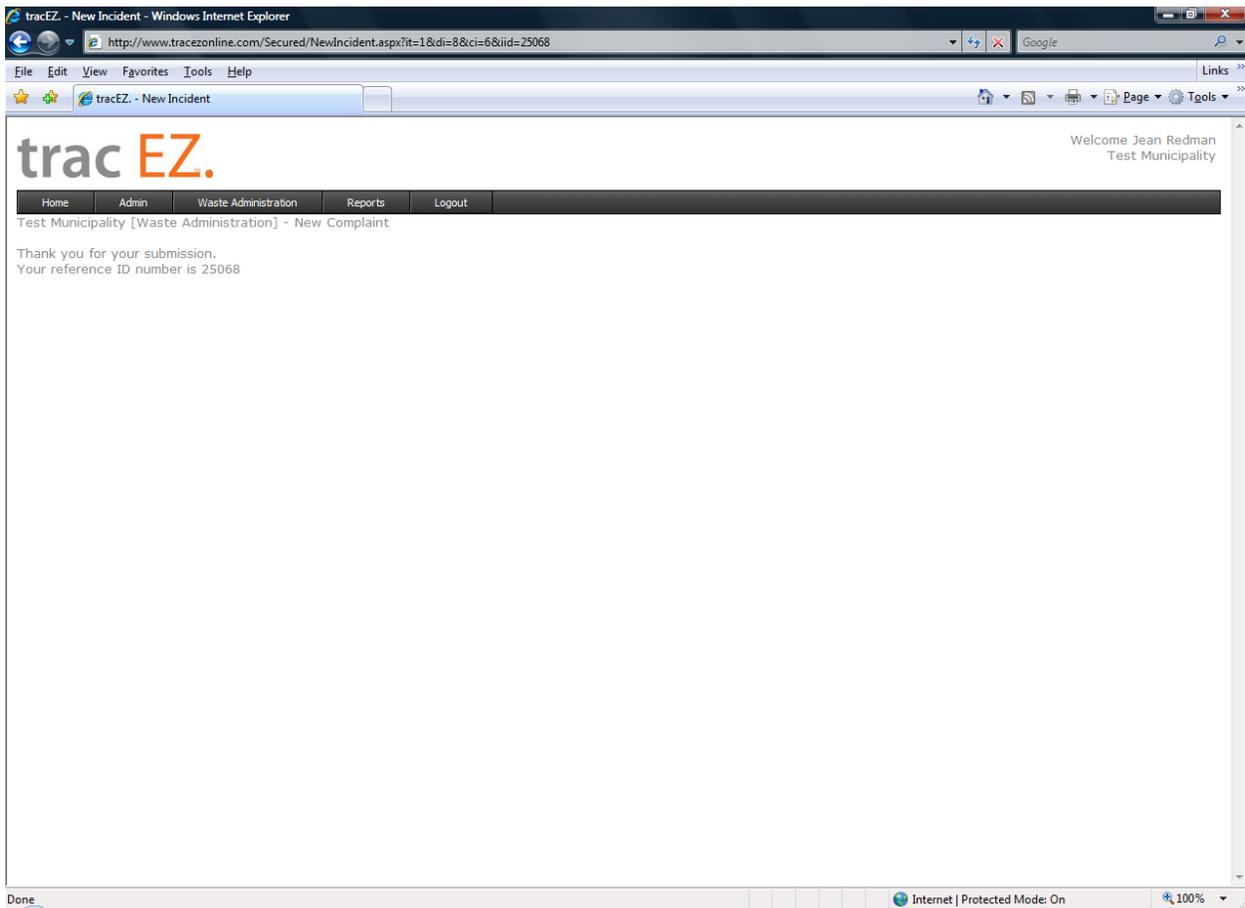
To enter a new incident select "New" then select complaint, compliment or request.



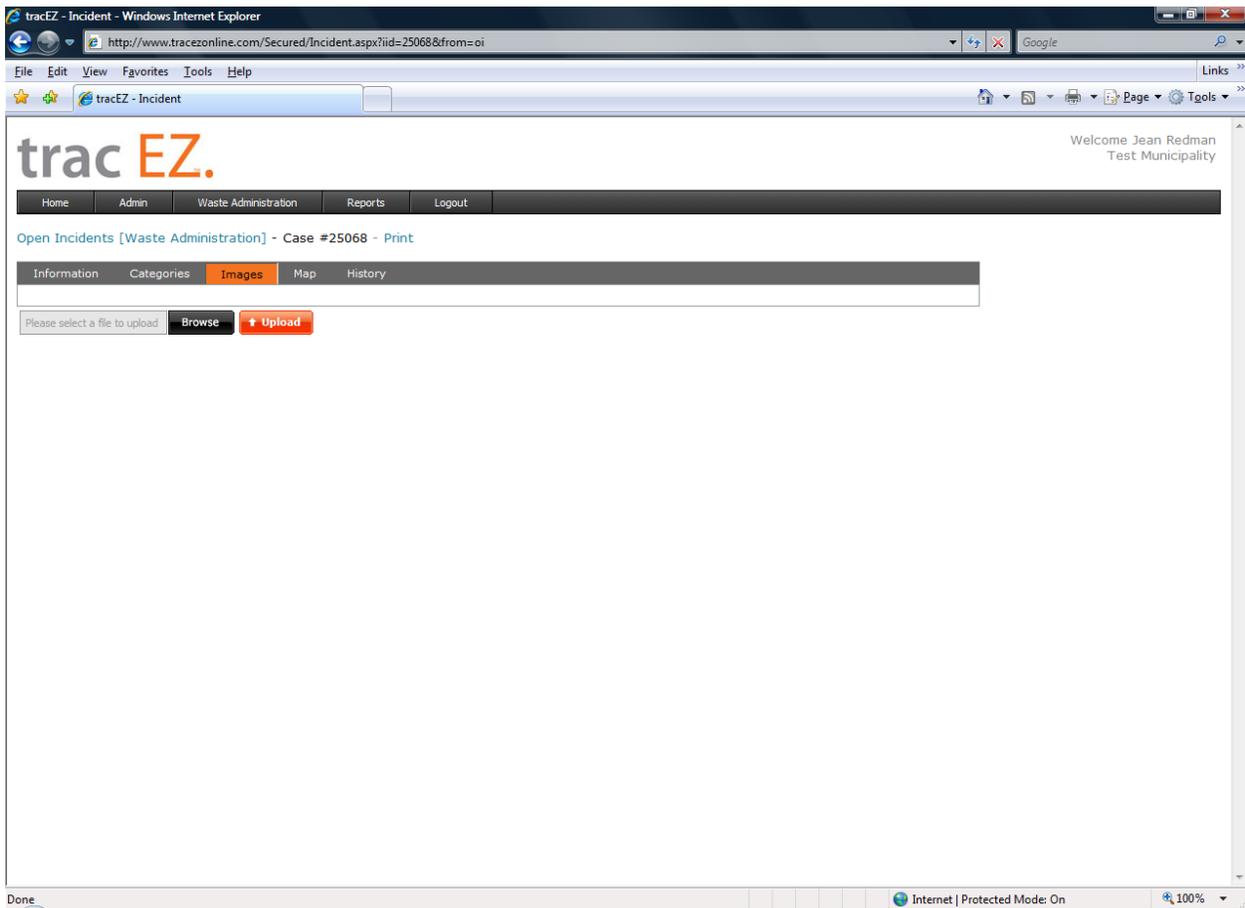
Entering information for a new incident; the name, address, city, zip and telephone number have to be filled in, otherwise you will not be able to continue. Once all information has been entered click continue.



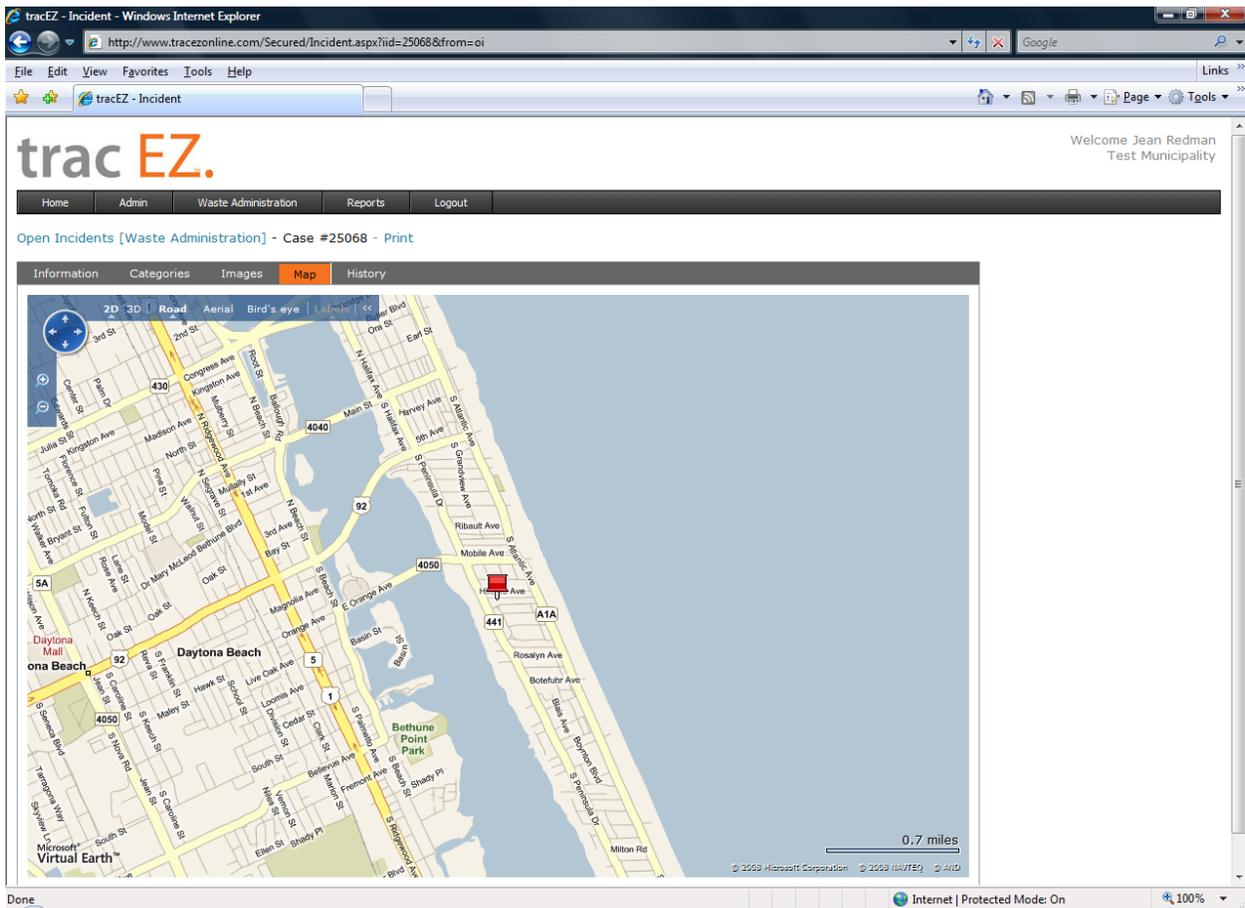
You now are in the category section of the incident. Select the appropriate complaint or request and if additional information is necessary it may be provided in the box below the complaint or request that has been selected. When you have completed your selection click save.



This is the reply you will receive from the system confirming your complaint, compliment or request has been successfully entered into the system. This message is also received by the resident or business owner that has entered their complaint, compliment or request from the municipality's web page.



You have the ability to upload 2 pictures into an incident. This operates the same as normal uploads of pictures from your computer. Plug your camera into your computer or upload them onto your computer and then they may be uploaded into the system to the appropriate incident at any time.



Each incident has the ability to be shown on a map when “Map” is selected in the heading of the incident. You have the ability to map up to 50 incidents at a time from the reports.

tracEZ - Incident - Windows Internet Explorer
http://www.traceonline.com/Secured/Incident.aspx?id=25068&from=oi

tracEZ - Incident

Welcome Jean Redman
Test Municipality

Home Admin Waste Administration Reports Logout

Open Incidents [Waste Administration] - Case #25068 - Print

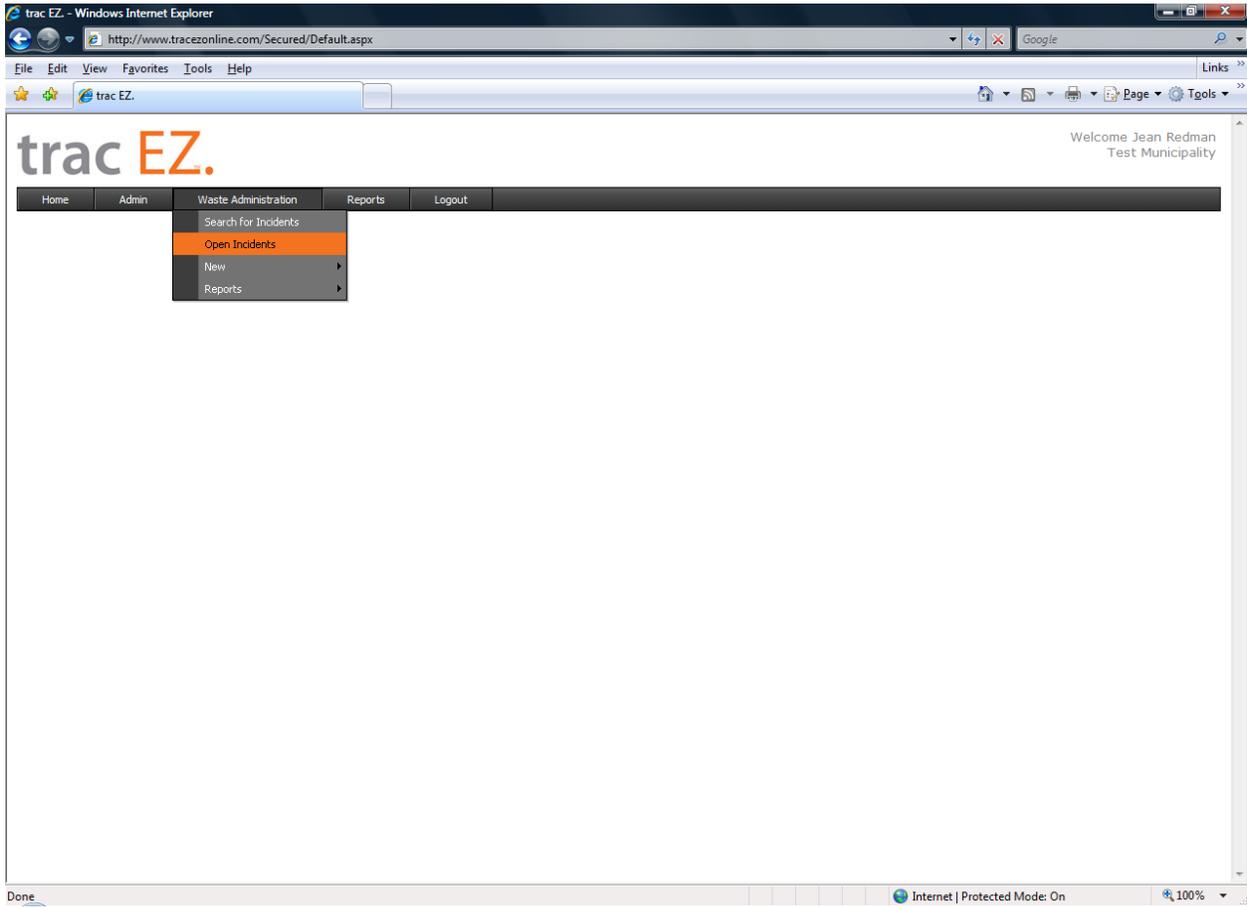
Information Categories Images Map **History**

Entry Date	Description	Username
9/5/2008 12:15:42 PM	Initial recording	jredman
9/5/2008 12:17:44 PM	Incident Responses Edited	jredman

1 Page 1 of 1 (2 items)

Done Internet | Protected Mode: On 100%

Clicking “History” will enable you to see who entered the incident, edited or closed out the incident.



Select Open Incidents to see all of the current outstanding complaints, compliments and requests.

tracEZ - Open Incidents - Windows Internet Explorer
 http://www.traceonline.com/Secured/OpenIncidents.aspx?di=8

tracEZ. Welcome Jean Redman
Test Municipality

Home Admin Waste Administration Reports Logout

Open Incidents [Waste Administration] Map Results

Show Details:

Show Columns: Created City Type Status Subdivision Name Phone Email Elapsed Time Action Date Show

Drag a column to this area to group by it. Search:

Case #	Created	City	Type	Status	Address	Name	Elapsed Time (Hours)	Action Date
15782	5/29/2008 11:03:52 AM	Test City	Complaints	Opened	1245 Church St Test City, FL 32189	Blake Summer	2377	
15799	5/29/2008 11:51:54 AM	Test City	Complaints	Opened	145 W Tribute Ave Test City, FL 32659	Sally Smith	2377	
23320	8/22/2008 6:52:42 PM	TEST CITY	Complaints	Opened	Test TEST CITY, FL 33160	Jonas Stawski	330	
23696	8/27/2008 9:37:22 AM	TEST CITY	Complaints	Opened	999 Riverrat Lane TEST CITY, FL 32066	Joe Test	219	
25068	9/5/2008 12:15:42 PM	TEST CITY	Complaints	Opened	1232 Forest Brook Dr TEST CITY, FL 32118	John Doe	0	
1458	10/1/2007 9:34:34 PM	Test City	Requests	Opened	123 Main St Test City, FL 32117	Sam Summer	8151	
2802	10/22/2007 4:22:47 PM	Test City	Requests	Opened	145 Mountain Rd Test City, FL 35651	Brooke Rivers	7652	
2832	10/23/2007 10:10:09 AM	Test City	Requests	Opened	1545 South St Test City, FL 32119	Bill Winters	7634	
23990	8/28/2008 2:18:27 PM	TESTING CITY	Requests	Opened	130 E. Chelsea TESTING CITY, FL 32720	suellen pope	190	
20523	7/24/2008 12:35:11 AM	TEST CITY	Compliments	Opened	210 Walnut Crest Run TEST CITY, FL 32771	Bob Johnson	1044	

Internet | Protected Mode: On 100%

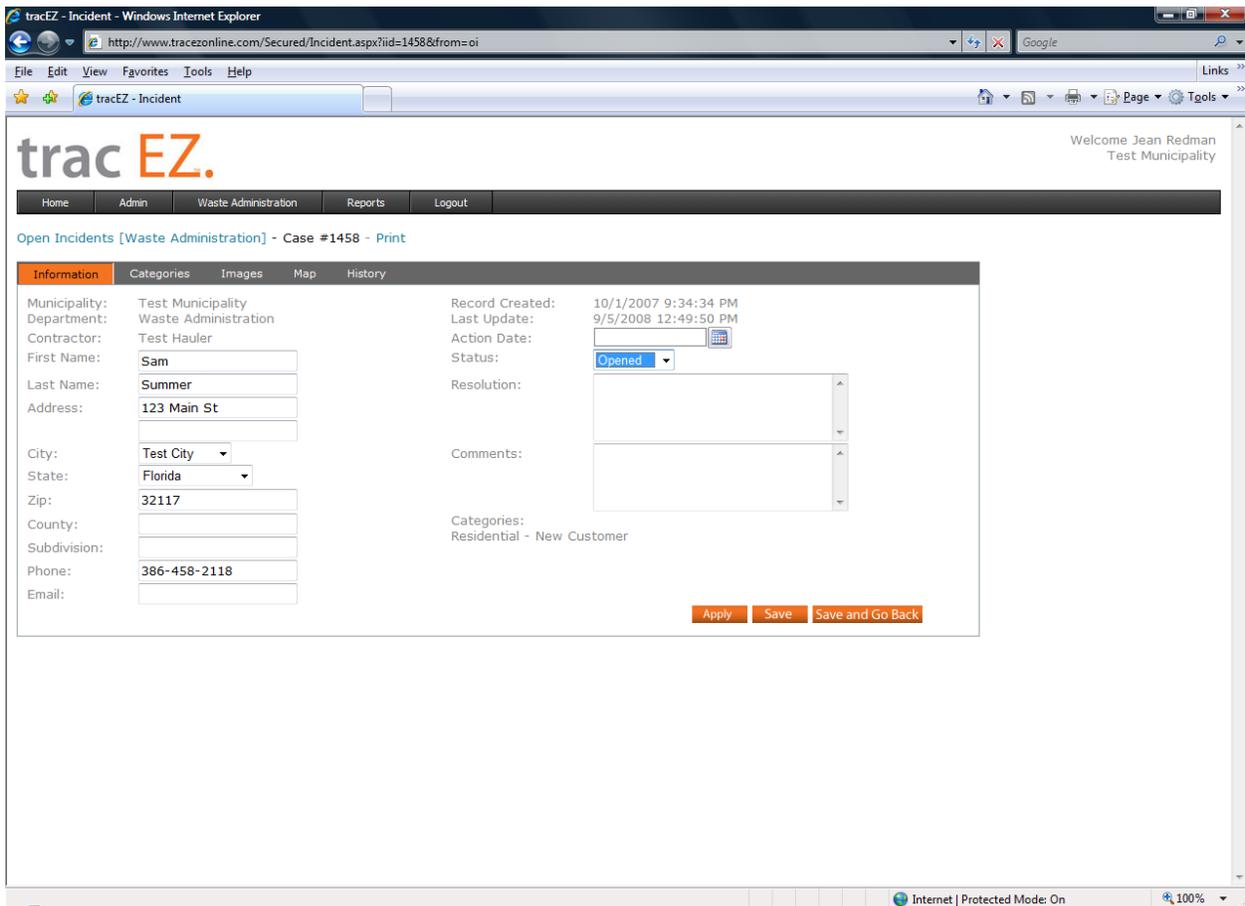
Show Columns: You may click any of the boxes to select exactly what you want or need to see on your screen. Once you have done this the system will remember and will not change unless you unclick a selection or make an additional selection.

Open Incidents: This gives you a quick overview of all incidents which have not been closed, cancelled or resolved.

To sort by any of the columns simply click on the column heading.

You may select an individual incident by clicking on the case #.

If you would like to review all of the incidents in detail without clicking each case # go to page 17 for detailed instructions.



To input additional information into this incident click on categories or enter your information into the comments box on this page and select save or save and go back which takes you back to open incidents.

If this incident has been taken care of, select the arrow next to the blue “opened” box and choose closed, cancelled or resolved. You may also enter your resolution information in the resolution box provided. Select save or save and go back to take you back to open incidents to continue editing or updating the incidents.

tracEZ - Open Incidents - Windows Internet Explorer

http://www.traceonline.com/Secured/OpenIncidents.aspx?di=8&sd=1&selectedColumns=1,1,1,1,0,1,0,1,1

tracEZ - Open Incidents

Welcome Jean Redman
Test Municipality

Home Admin Waste Administration Reports Logout

Open Incidents [Waste Administration] Map Results

Show Details:

Show Columns: Created City Type Status Subdivision Name Phone Email Elapsed Time Action Date [Show](#)

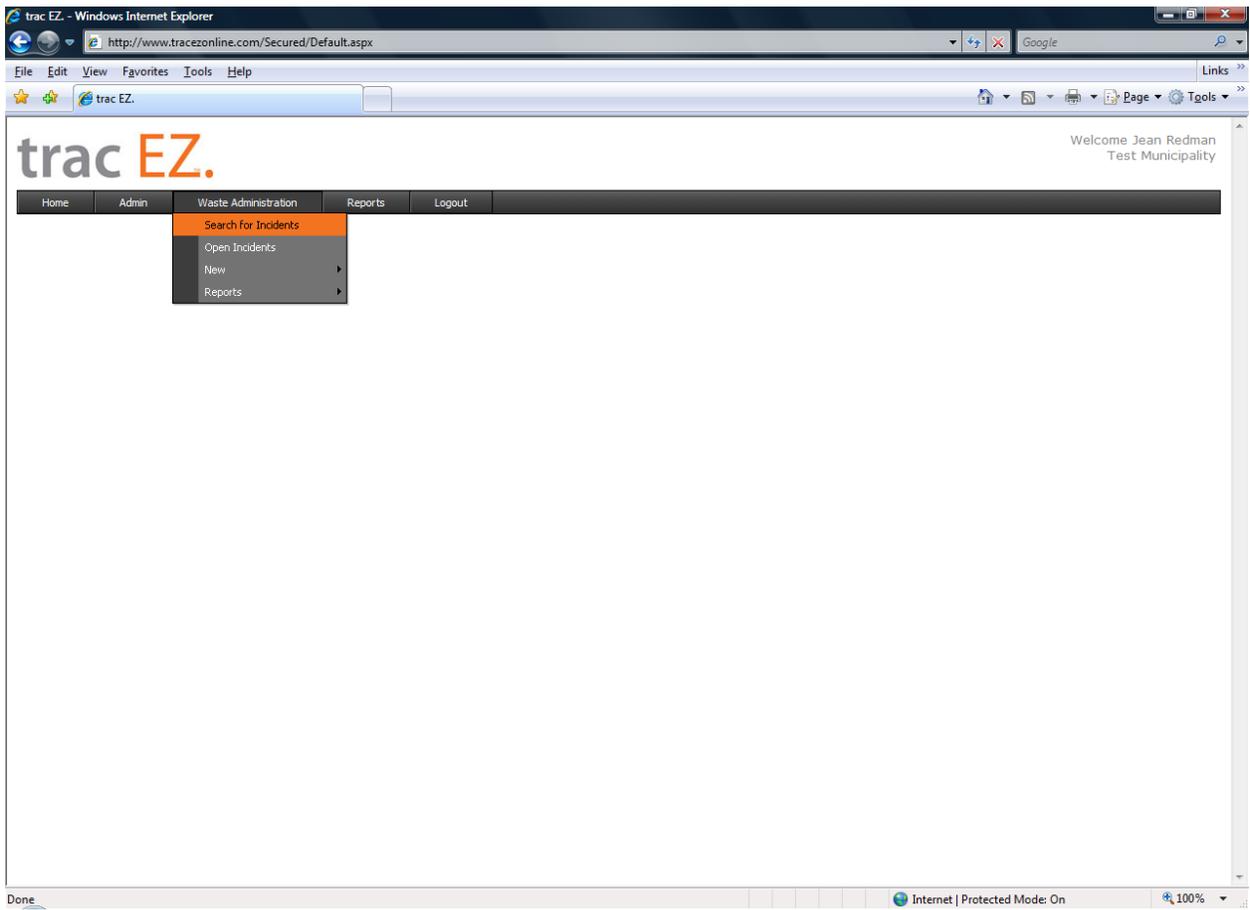
Drag a column to this area to group by it. Search:

Case #	Created	City	Type	Status	Address	Name	Elapsed Time (Hours)	Action Date
15800	5/29/2008 11:54:22 AM	Test City	Complaints	New	Test City, FL	JJ	2377	
Residential - Missed yardwaste								
20523	7/24/2008 12:35:11 AM	TEST CITY	Compliments	Opened	210 Walnut Crest Run TEST CITY, FL 32771	Bob Johnson	1044	
Other Comments Great job with the trash.								
20524	7/24/2008 1:55:48 AM	TEST CITY	Complaints	New	1234 Main Street TEST CITY, FL 12345	John Doe	1043	
Improper Driving (Explain) Must have been going 100 MPH!								
23129	8/20/2008 3:06:08 PM	TEST CITY	Complaints	New	7017 s atlantic ave TEST CITY, FL 32169	Jean Redman	381	
Residential - Missed garbage								
23320	8/22/2008 6:52:42 PM	TEST CITY	Complaints	Opened	Test TEST CITY, FL 33160	Jonas Stawski	330	
Residential - Missed garbage adasd								
Residential - Missed yardwaste zxczxczcasdsd								
23696	8/27/2008 9:37:22 AM	TEST CITY	Complaints	Opened	999 Riverrat Lane TEST CITY, FL 32066	Joe Test	219	
Compactor - Missed Pick Up Big pile								

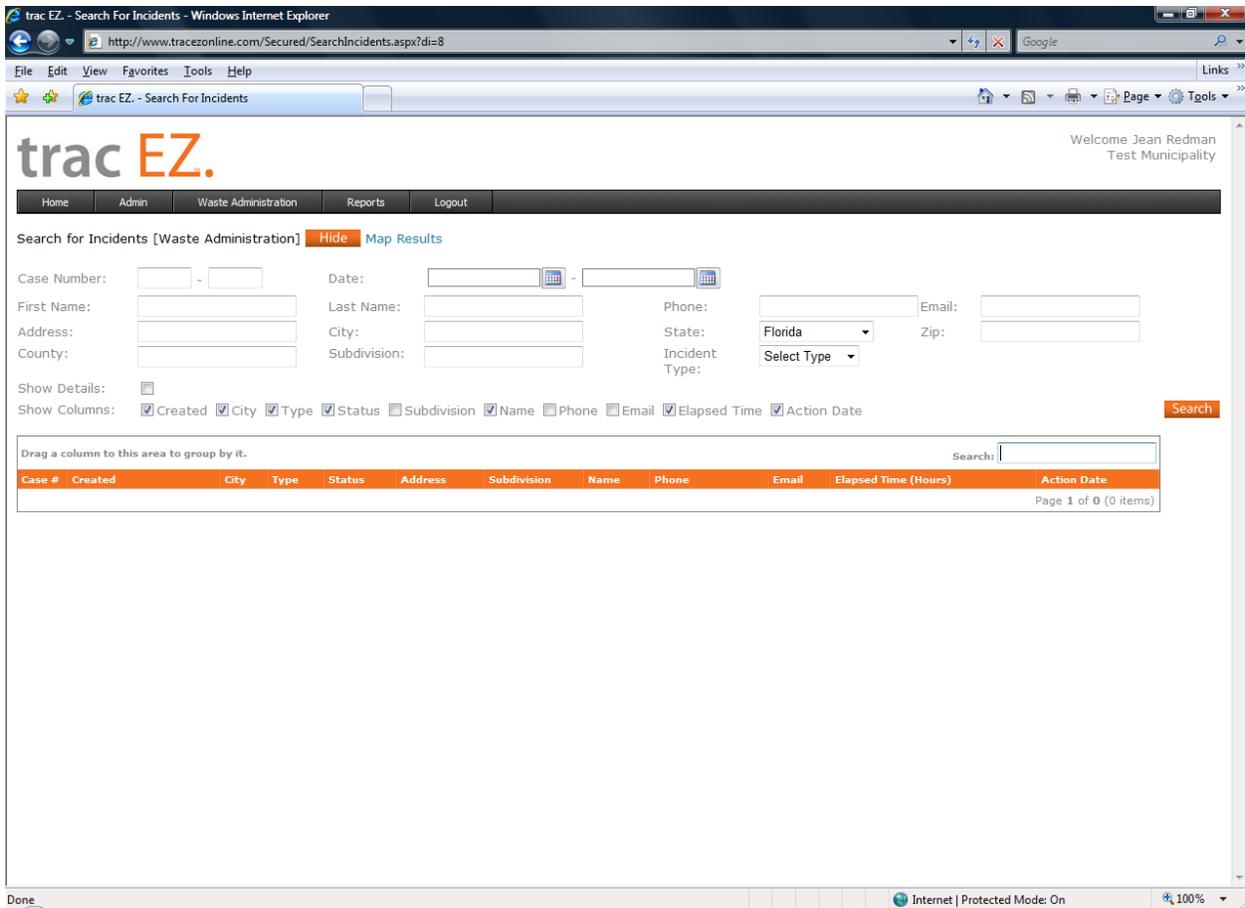
Internet | Protected Mode: On 100%

To review open incidents without selecting each individual case #, please check the box at the top left of the screen “Show Details” and click on “Show” on the right of the screen.

This view gives you a detailed view of all open incidents. You may still access an individual incident by clicking on the case #.



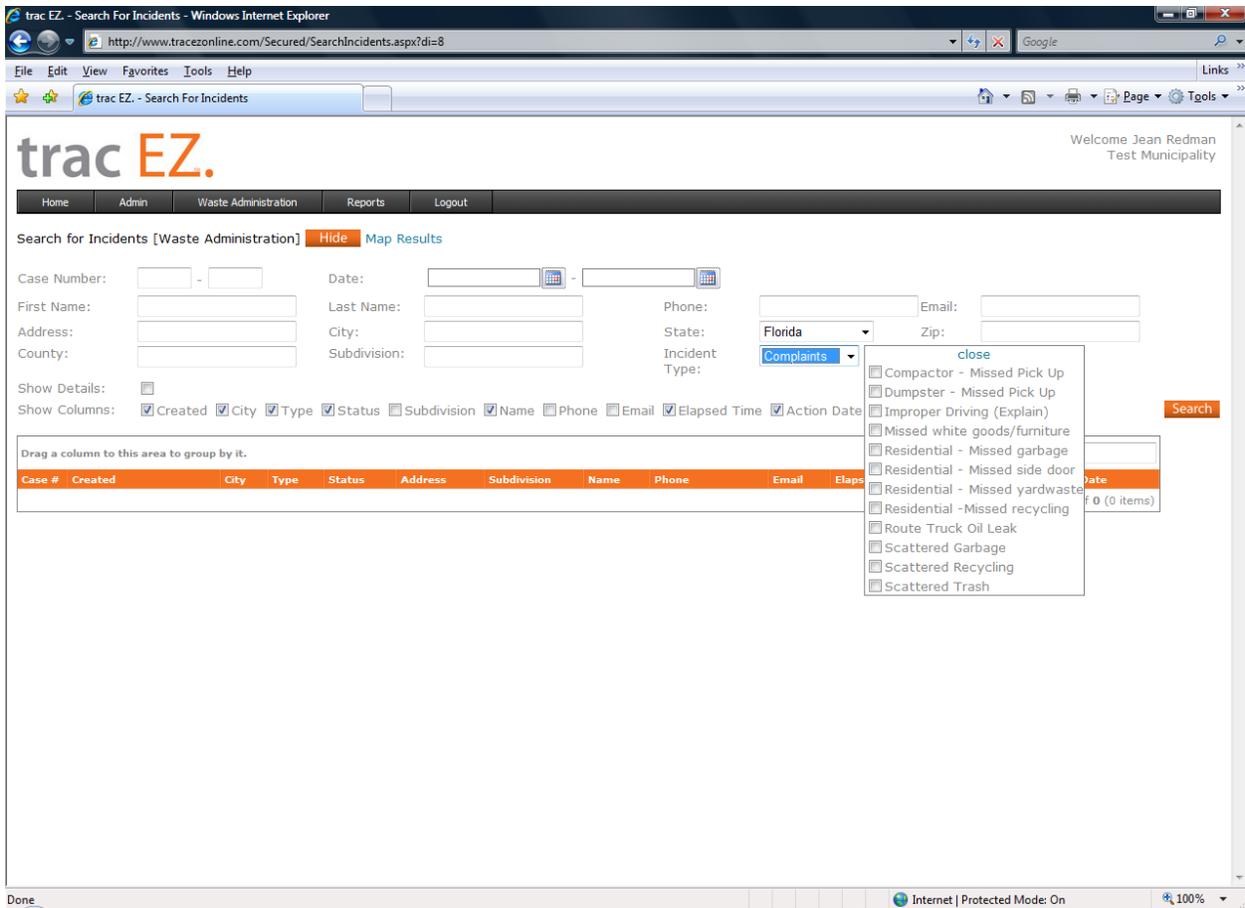
Select "Search for Incidents"



You may run your report or search for particular incidents in various ways:

You may also select “Show Details” on this report.

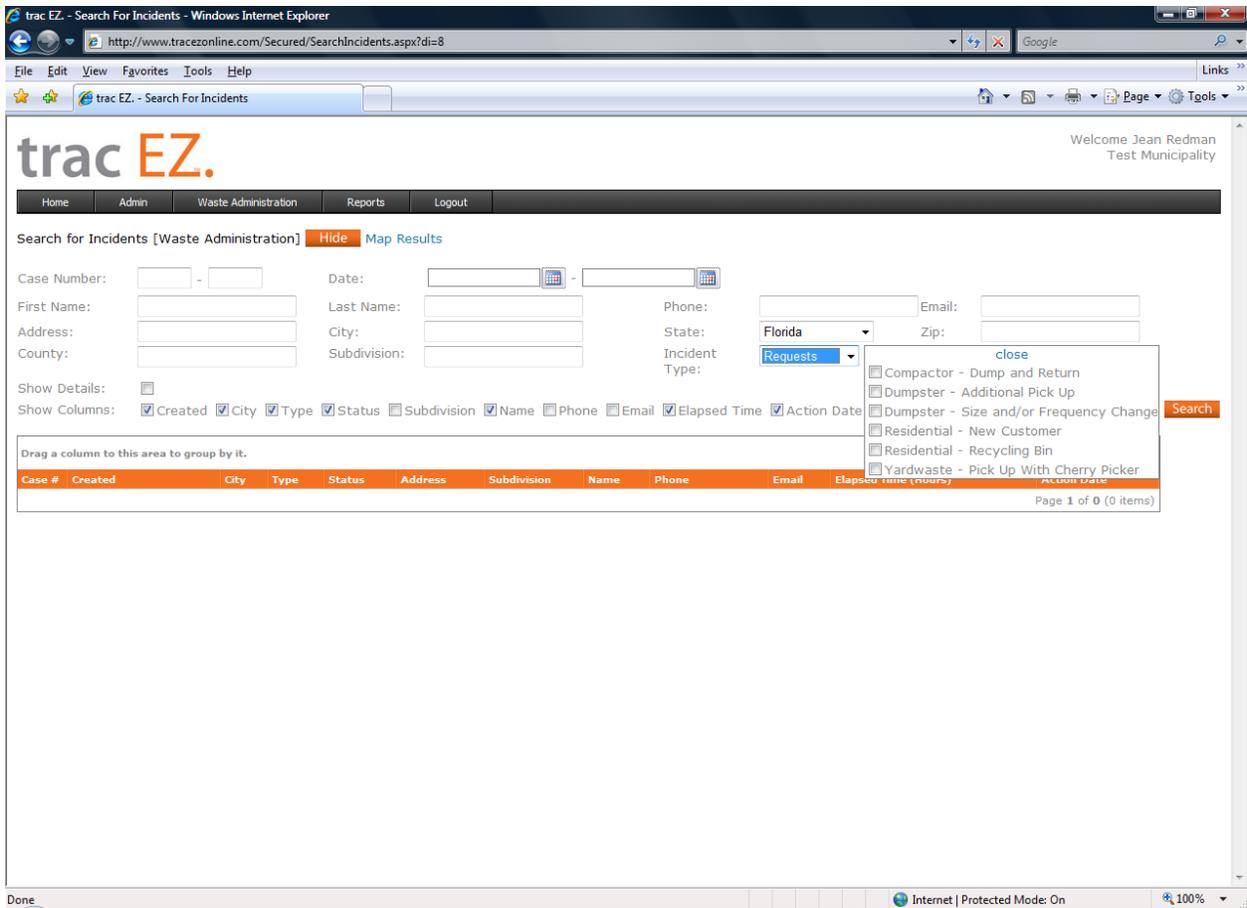
You may run a report or a search by one (1) item such as their first name or last name or a combination of any of the information criteria. You may also search by a date range or incident type which is accessed by the arrow next to “Select Type”.



When you select complaints an additional box with all the categories pops up. If you want all of the complaints simply click “close” and then click search. If you wish to limit your search to particular categories click the appropriate boxes, close the window and click search. The same instructions apply to requests.

If at any time you wish to see a detailed view simply click the box for “Show Details” and click search.

At the top of the screen there is “Map Results” which you may click and it will display push pins for up to 50 addresses or incidents in your report.



When the “Requests” tab is selected, the additional box with the categories pops up. If you want all of the requests simply click “close” and then click search. If you wish to limit your search to particular categories click the appropriate boxes, close the window and click search.

trac EZ - Search For Incidents - Windows Internet Explorer

http://www.traceonline.com/Secured/SearchIncidents.aspx?id=8&DoSearch=1&state=FL&incidentType=2&selectedColumns=1,1,1,0,1,0,1,1&showCategories

trac EZ. Search For Incidents

Welcome Jean Redman
Test Municipality

Home Admin Waste Administration Reports Logout

Search for Incidents [Waste Administration] Hide Map Results

Case Number: [] - [] Date: [] - []

First Name: [] Last Name: [] Phone: [] Email: []

Address: [] City: [] State: Florida Zip: []

County: [] Subdivision: [] Incident Type: Requests

Show Details:

Show Columns: Created City Type Status Subdivision Name Phone Email Elapsed Time Action Date

Search

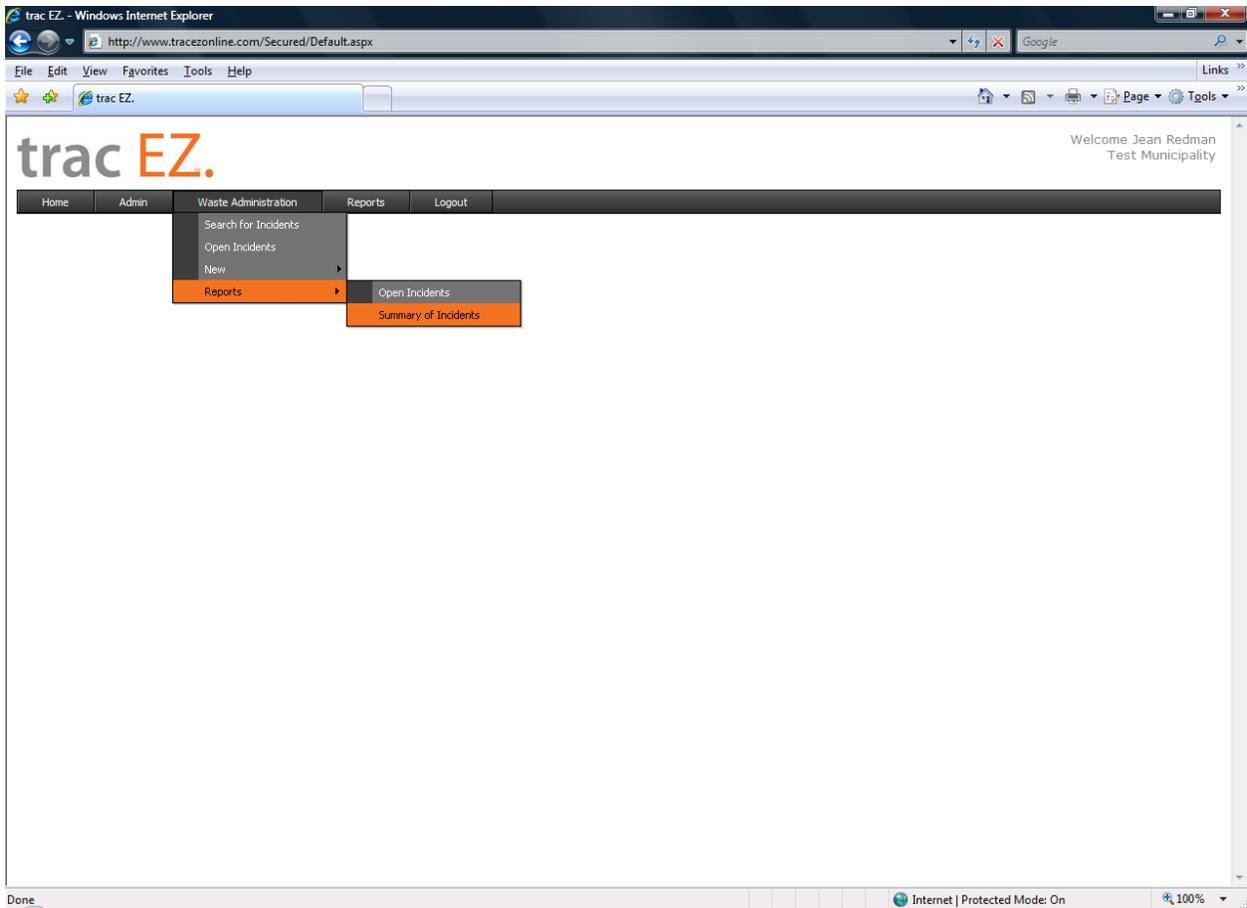
Drag a column to this area to group by it.

Case #	Created	City	Type	Status	Address	Name	Elapsed Time (Hours)	Action Date
1438	10/1/2007 9:34:34 PM	Test City	Requests	Opened	123 Main St Test City, FL 32117	Sam Summer	8151	
2802	10/22/2007 4:22:47 PM	Test City	Requests	Opened	145 Mountain Rd Test City, FL 32661	Brooke Rivers	7652	
2832	10/23/2007 10:10:09 AM	Test City	Requests	Opened	1545 South St Test City, FL 32119	Bill Winters	7634	
23990	8/28/2008 2:18:27 PM	TESTING CITY	Requests	Opened	130 E. Chelsea TESTING CITY, FL 32720	suellen pope	190	
2904	10/24/2007 8:12:43 AM	SANFORD	Requests	Resolved 10/24/2007 8:26:43 AM	129 ANTHONY DR SANFORD, FL 32773-5938	MR NYDAM	0	
2905	10/24/2007 8:13:39 AM	SANFORD	Requests	Resolved 10/24/2007 8:27:26 AM	195 BRUSHCREEK DR SANFORD, FL 32771-7754	RESIDENT RESIDENT	0	
2907	10/24/2007 8:14:45 AM	SANFORD	Requests	Resolved 10/24/2007 8:28:45 AM	186 BRUSHCREEK DR SANFORD, FL 32771-7749	SHELLY KOEHNE	0	
2908	10/24/2007 8:15:46 AM	SANFORD	Requests	Resolved 10/24/2007 8:29:27 AM	154 BOB THOMAS CIR SANFORD, FL 32771-3094	RESIDENT RESIDENT	0	
2909	10/24/2007 8:17:24 AM	SANFORD	Requests	Resolved 10/24/2007 8:30:0 AM	164 BRUSHCREEK DR SANFORD, FL 32771-7749	PAMELA RESIDENT	0	
2911	10/24/2007 8:20:25 AM	SANFORD	Requests	Resolved 10/24/2007 8:32:54 AM	2447 S BAY AVE SANFORD, FL 32771-4553	MS NIELSEN	0	
2801	10/22/2007 4:20:01 PM	SANFORD	Requests	Cancelled 10/22/2007 4:20:45 PM	2617 HARTWELL AVE SANFORD, FL 32773-5007	LaTonya Watkins	0	

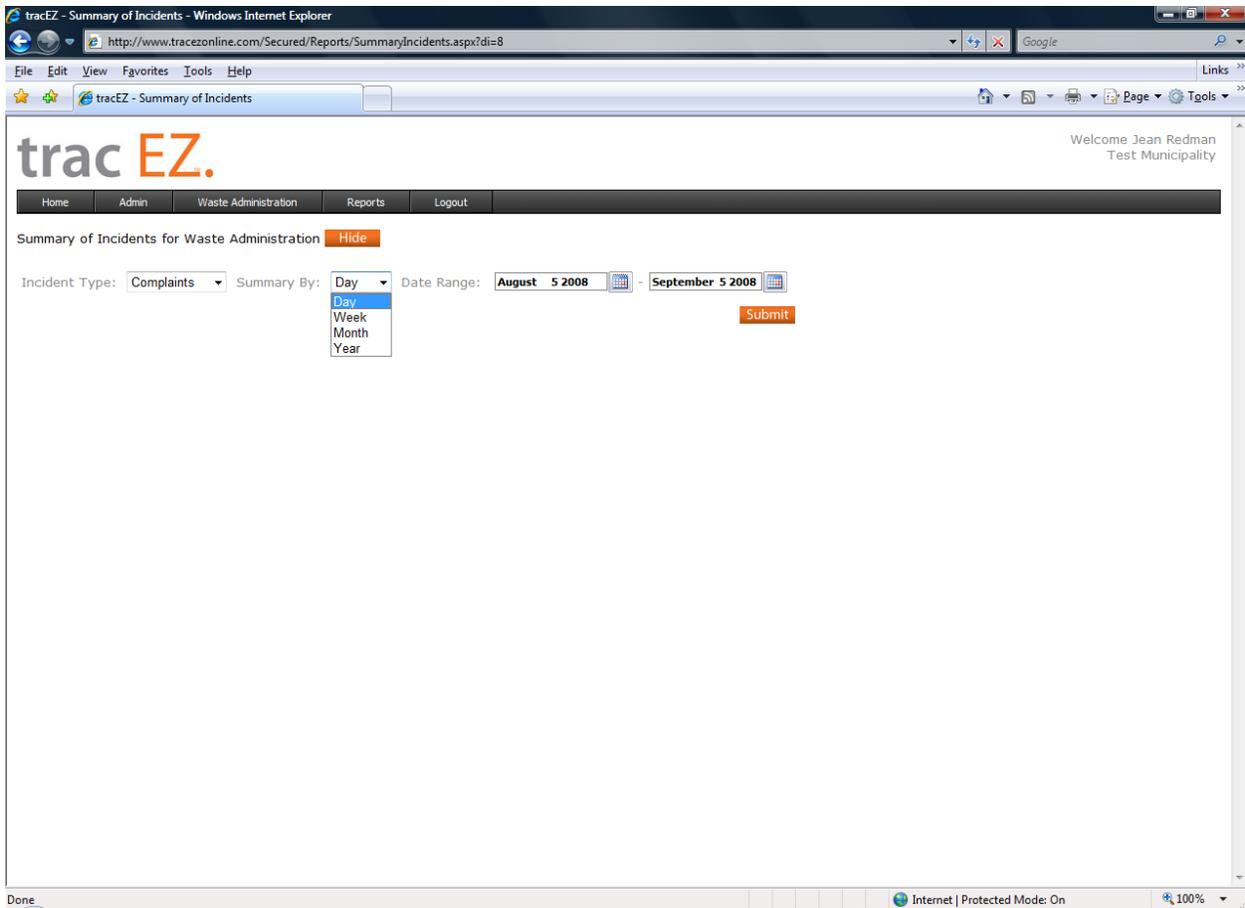
Page 1 of 1 (11 items)

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Once again, you may view all of the information by clicking the “Show Details” box and click search. You will be able to see all of the information for each incident without clicking on one at a time.



Summary Reports: Place your cursor on reports and chose Summary of Reports.



The first thing you select is incident type, complaint or request.

This report gives you a summary by the day, week, month or year. You will notice as you select any one of these time frames the date range automatically changes for that particular time period. You may also enter your own dates for your specific time periods.

tracEZ - Summary of Incidents - Windows Internet Explorer

http://www.traceonline.com/Secured/Reports/SummaryIncidents.aspx?di=8

File Edit View Favorites Tools Help

tracEZ - Summary of Incidents

Welcome Jean Redman
Test Municipality

Home Admin Waste Administration Reports Logout

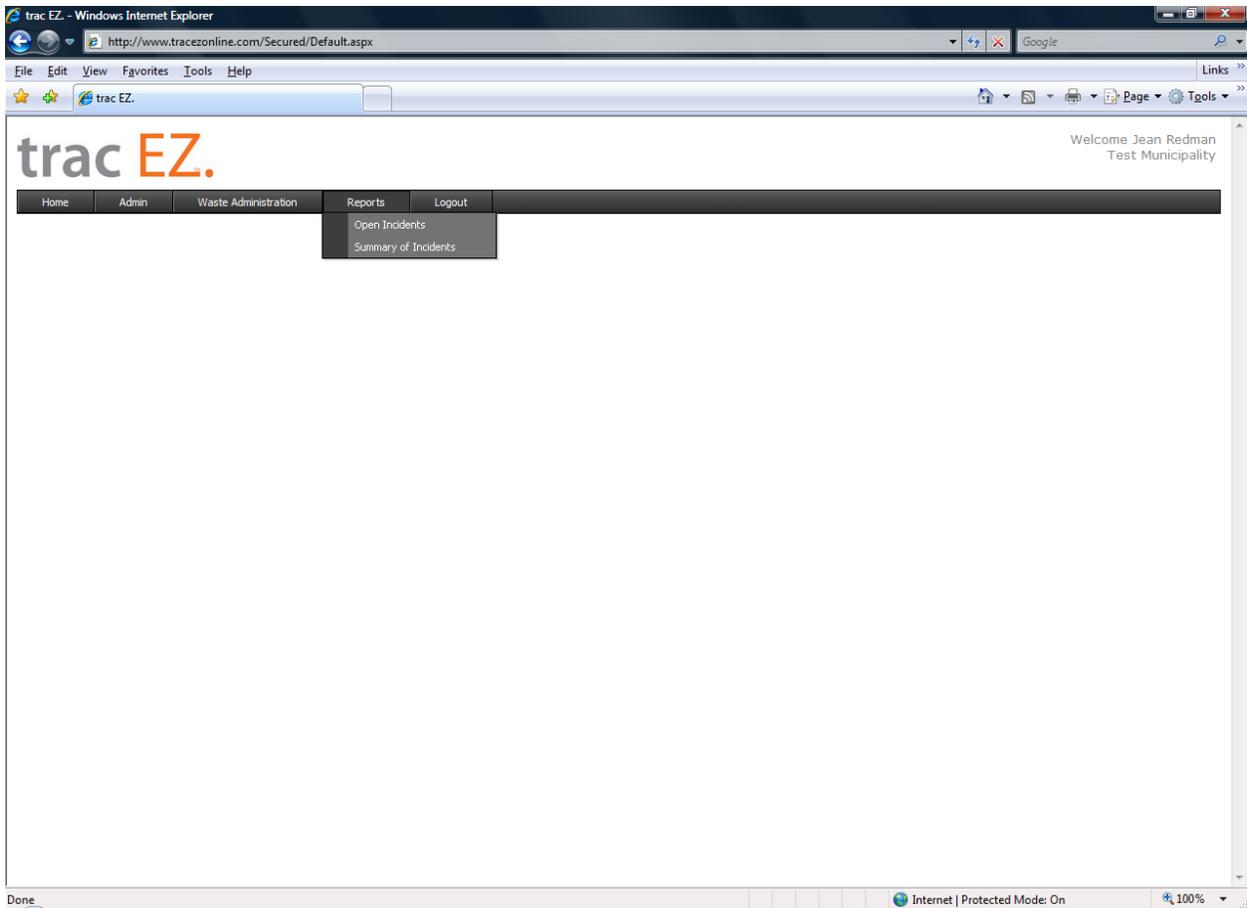
Summary of Incidents for Waste Administration [Hide](#)

Incident Type: Summary By: Date Range: - [Submit](#)

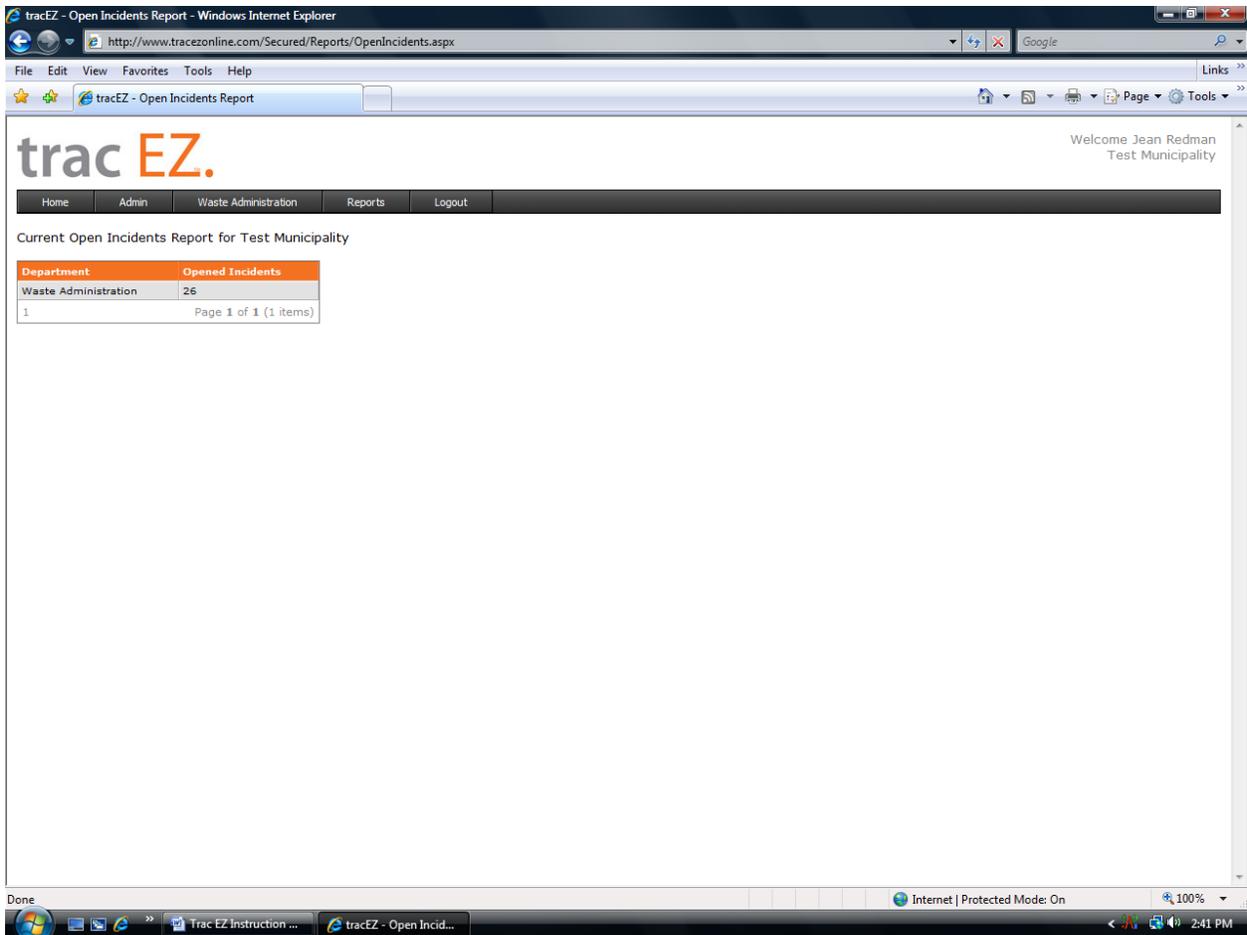
	2007	2008
Compactor - Missed Pick Up	2	1
Dumpster - Missed Pick Up	1	3
Improper Driving (Explain)	5	2
Missed white goods/furniture	1	1
Residential - Missed garbage	7	5
Residential - Missed side door	1	
Residential - Missed yardwaste	2	14
Residential - Missed recycling	4	2
Route Truck Oil Leak	1	
Scattered Trash	1	
Totals	24	29

Done Internet | Protected Mode: On 100%

All of your categories will be shown for complaints and requests with the number of incidents for the specific time period you selected.



The heading “Reports” which stands alone and is not part of any single department serves as a quick look at **ALL** departments.



When you select “Open Incidents” this will list each department within the Municipality and give the number of open incidents for ALL departments.

tracEZ - Summary of Incidents - Windows Internet Explorer
 http://www.traceonline.com/Secured/Reports/SummaryIncidents.aspx

tracEZ - Summary of Incidents

Welcome Jean Redman
Test Municipality

Home Admin Waste Administration Reports Logout

Summary of Incidents for Test Municipality **Hide**

Incident Type: **Complaints** Summary By: **Day** Date Range: **August 16 2008** - **September 16 2008** **Submit**

	2008/08/20	2008/08/25	2008/08/27	2008/09/05
Compactor - Missed Pick Up			1	
Residential - Missed garbage	1	1	1	1
Residential - Missed side door			1	
Residential - Missed yardwaste		1	1	
Residential - Missed recycling				2
Totals	1	2	1	5

Done Internet | Protected Mode: On 100%

When you select “Summary of Incidents” your instructions are the same as on Pages 24 and 25.

The first thing you select is incident type, complaint or request.

This report gives you a summary by the day, week, month or year. You will notice as you select any one of these time frames the date range automatically changes for that particular time period. You may also enter your own dates for your specific time periods.

This report gives you a summary of all incidents for whatever time period you have selected for **ALL** departments.