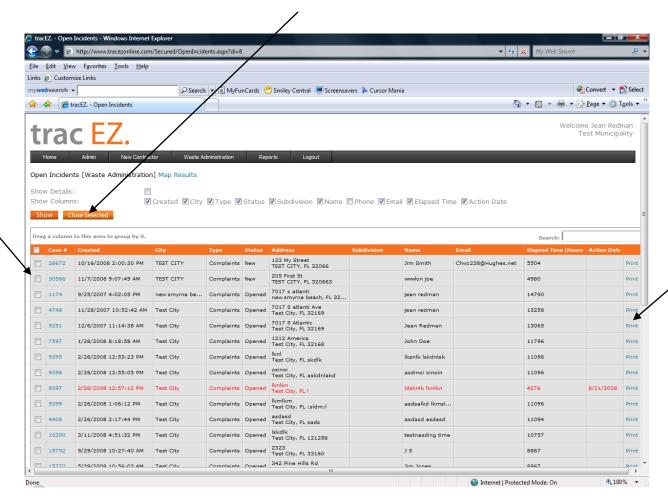# trac **EZ**

System Upgrades

There have been 2 new features added to the system.

Go to open incidents. As you can see in the illustration below there have been 2 columns added.

1. The column to the left of the screen is to close <u>multiple incidents</u> at a time. Simply click the boxes of the incidents you wish to close then click "Close Selected" and all incidents selected will be closed at once.
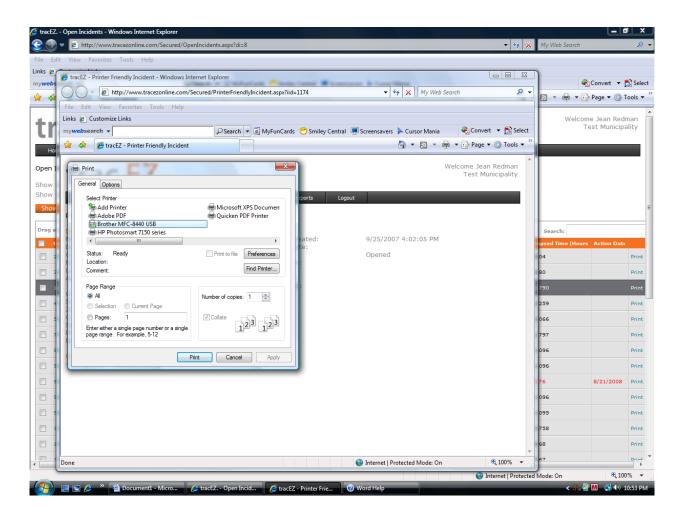

    You may also close incidents from the "Show Details" screen.

    This feature is only available in "Open Incidents"

2. **The column to the right is to print each incident without opening the incident to do so.**
The printable incident will pop up as well as the screen to tell the printer to print.

This feature is also available on the "Show Details" screen.

This feature is only available in "Open Incidents"

These 2 features should save the users a considerable amount of time in high volume areas.

The print column should save time for printing incidents for distribution as tickets or work orders.

If you have any questions or need further explanation or help please call the numbers below.

trac EZ

Jean Redman
Office: 386-427-9339
Cell: 386-527-8665