

# CLICK4ACTION REFRESH GUIDE, SPRING 2020

## OVERVIEW

In Spring of 2020, the City of Milwaukee's Information Technology Management Division (ITMD) of the Department of Administration (DOA) is refreshing the Click4Action, replacing it with a dynamic, responsive web application.

**You can still find Click4Action at <https://milwaukee.gov/click4action> or use the Click4Action link in the upper right-hand corner of City of Milwaukee webpages** – this address will not change; the format is all that will be refreshed.

## WHAT IS CLICK4ACTION?

Click4Action is an app provided to the public via the City of Milwaukee's website used to enter requests for service or information, so that requests are logged and routed, accountably and quickly, to the City divisions which will provide the requested services or information.

The Information Technology Management Division (ITMD) of the Department of Administration (DOA) of the City of Milwaukee, of which the Unified Call Center (UCC) is a section, manages Click4Action.

**UCC staff do not close out submitted requests or mark requests as complete** – this function is performed by the staff at the City divisions who receive these requests and complete the requested work.

## CONTENTS OF THIS GUIDE

This guide helps you through these functions:

- Accessing Click4Action
- Exploring Click4Action
- Entering service requests

## IF FURTHER HELP IS NEEDED

If any material contained within this guide is unclear or inspires further questions, please do not hesitate to contact the UCC for assistance:

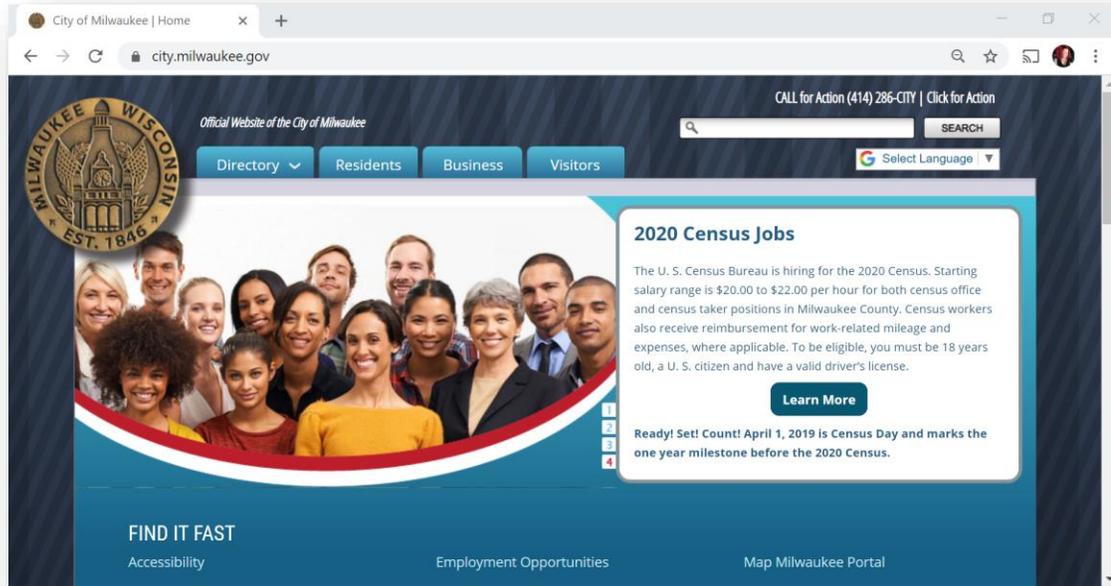
- Phone: (414) 286-CITY
- Email: [UCCWebHelp@milwaukee.gov](mailto:UCCWebHelp@milwaukee.gov)

Please also feel free to contact the UCC if you need assistance with searching for existing service requests or contacts, if you need help with determining a correct address, if you need help entering a request, or if you need any kind of help in any way in using Click4Action.

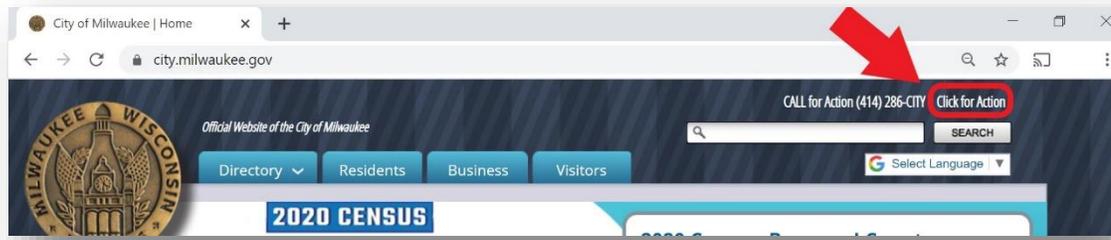
The UCC team are available to help you at any time between 7:00 a.m. and 1:15am on weekdays.

## ACCESSING CLICK4ACTION

1. Launch a web browser. In our example, we are using Chrome, on a desktop PC.



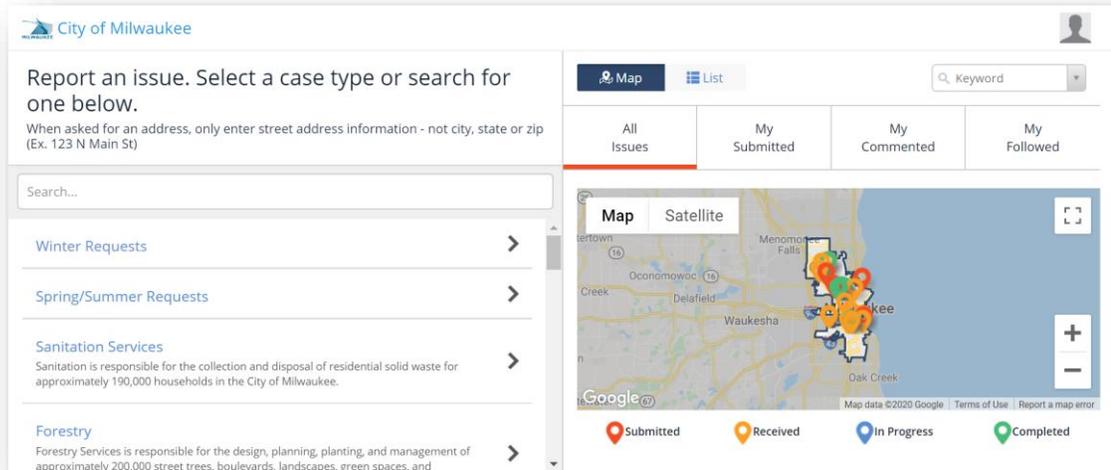
2. Click on "Click4Action" in the upper right-hand corner of the screen...



...or navigate to <https://milwaukee.gov/click4action>.



3. You will now see the refreshed Click4Action!

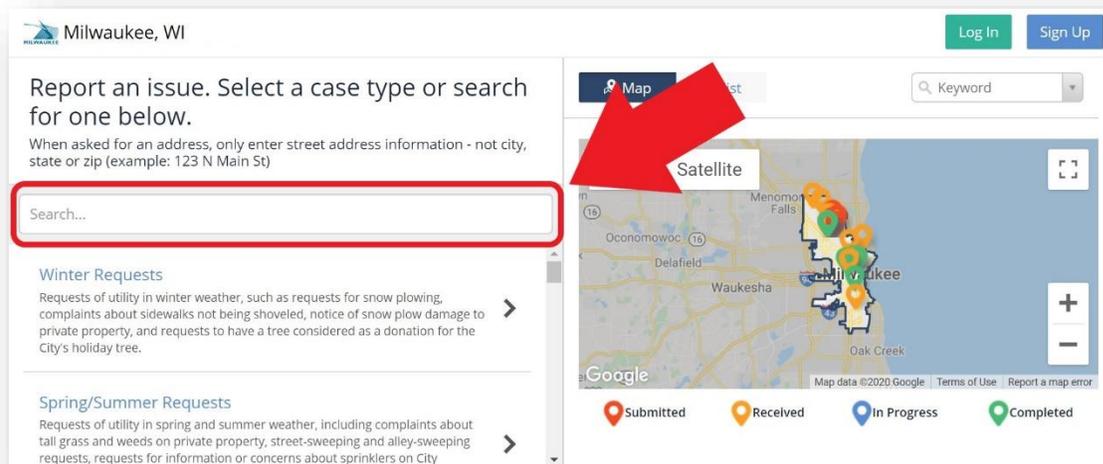


## EXPLORING THE NEW CLICK4ACTION

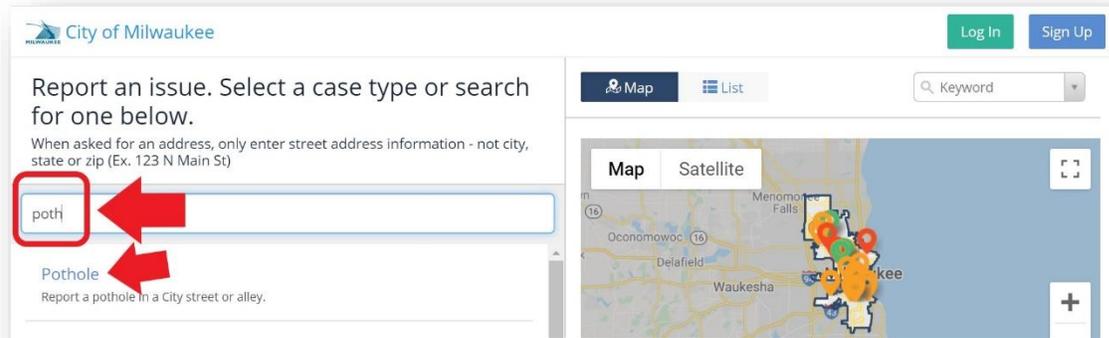
We will now explore the different areas of the refreshed Click4Action.

### THE SEARCH BOX

Near the top left of the page, you will see a Search box.



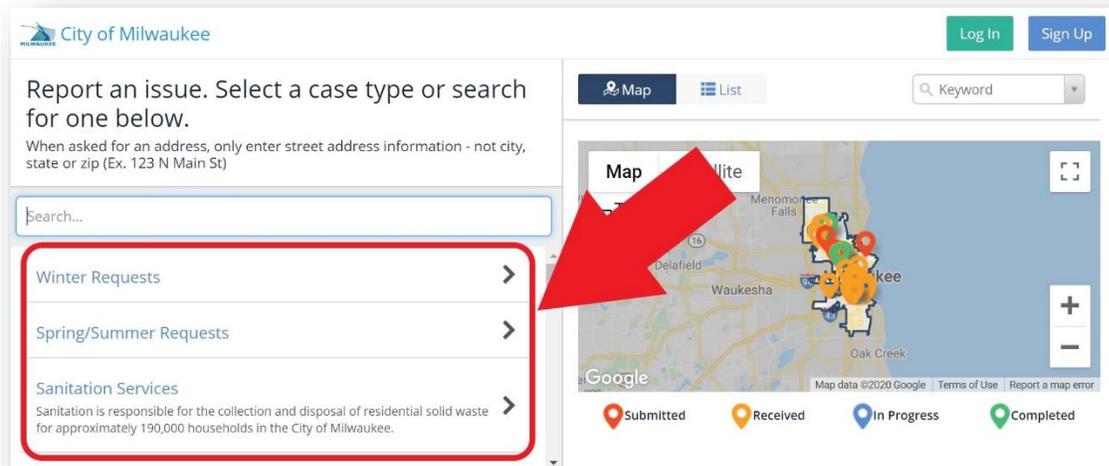
Keywords entered in this box will bring up a list of request types containing that keyword. Let's search for "pothole." Type the word "pothole" into the box.



Note that as soon as you finish typing just the “poth” portion of “pothole,” Click4Action has already supplied you with the choice that fits: a Pothole request.

## THE CATEGORIES LIST

Another way to find request types is by using the list of categories immediately below the Search box.

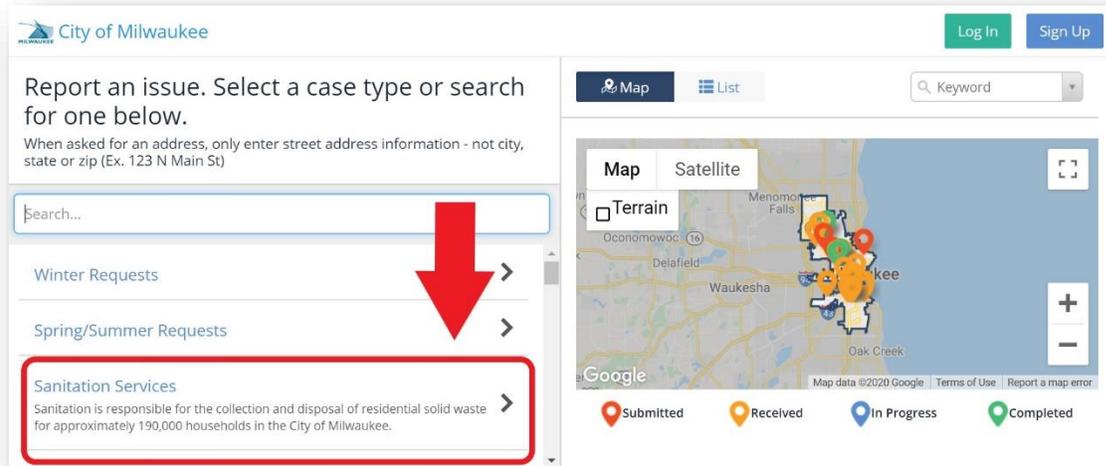


The order of the items on this list is maintained by UCC management to place current-season request types at the top of the list for ease of reference, followed by categories in order of how frequently requests from those categories are placed.

Frequently-accessed categories like Sanitation and Forestry are near the top of the list; however, if circumstances arise necessitating placing another category of requests closer to the top, this change can be made quickly and easily by UCC management.

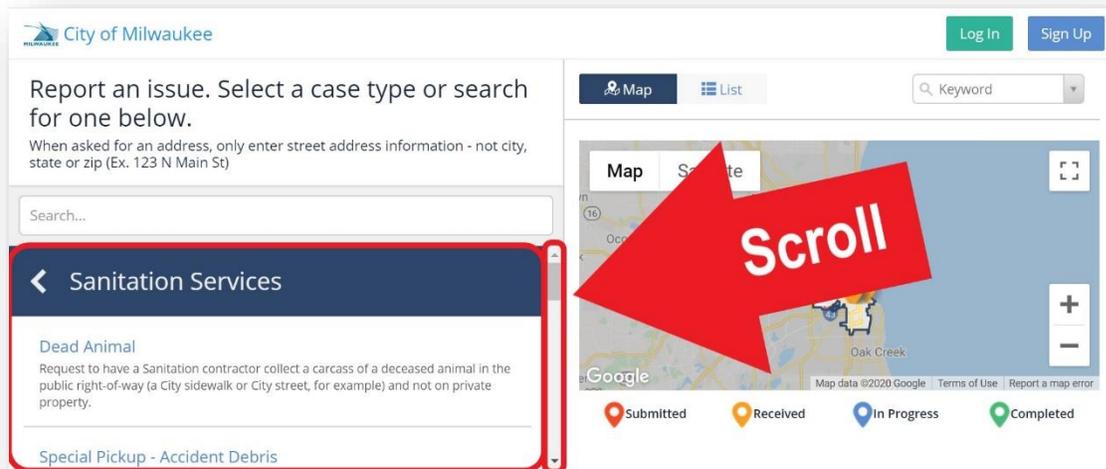
New request types and categories can also be created easily by UCC management to support the work of our valued City service partners.

Let's look for a request type using the categories list. Scroll down to the Sanitation Services category.



When the Sanitation Services category listing is clicked, a list of Sanitation Services request types appear. Brief descriptions accompany each service type, so that you can be certain you are selecting an appropriate request type.

Scroll through the various Sanitation Services request types to view them.



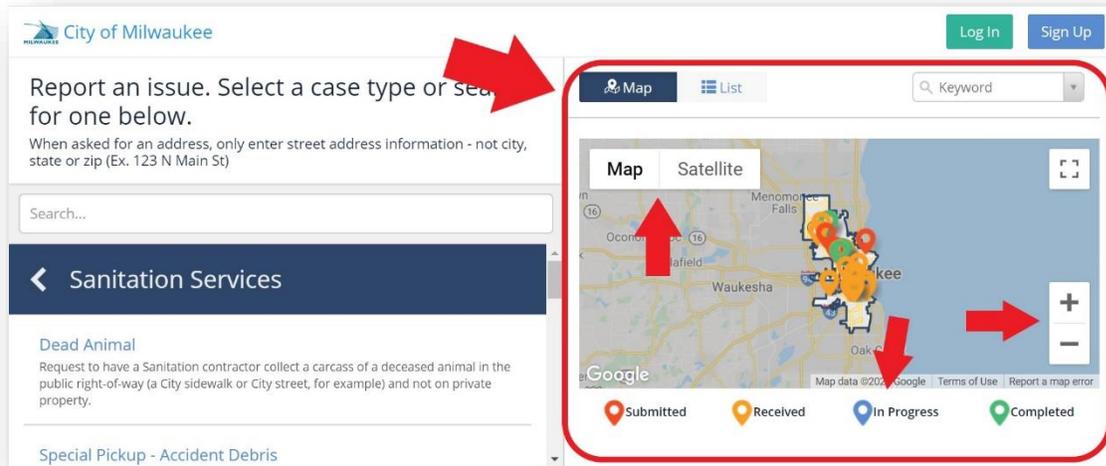
Now let's explore the right side of the screen, where you can view requests which have already been submitted.

## THE MAP

The Map display is intuitive and self-explanatory. Explore zooming into the map and changing from the graphic view to the satellite view.

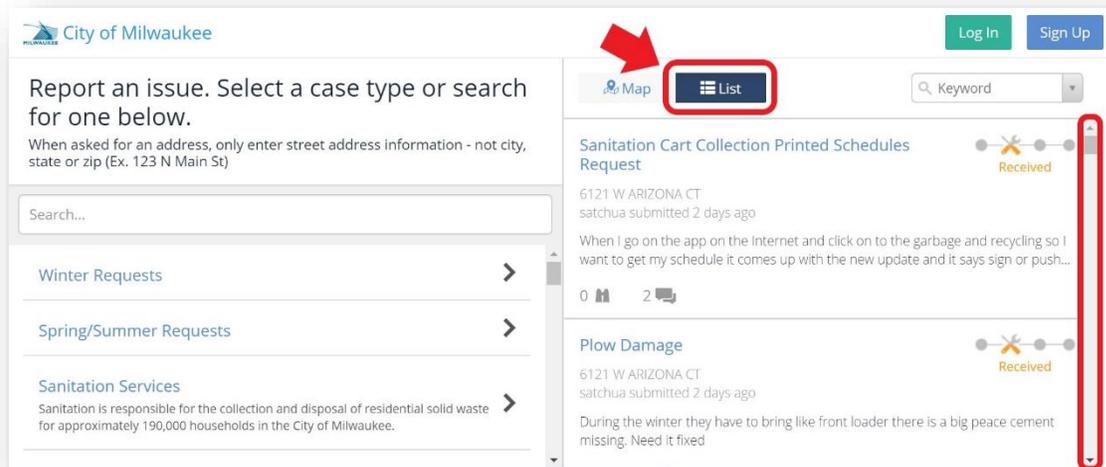
An easy-to-understand legend at the bottom of the map distinguishes between the different colors of map pins and their meanings.

The map displays the 35 most-recent requests by default, and can display 35 requests at a time. As a user zooms into an area of the City, the 35 most-recent requests for that zoomed-in area are displayed.



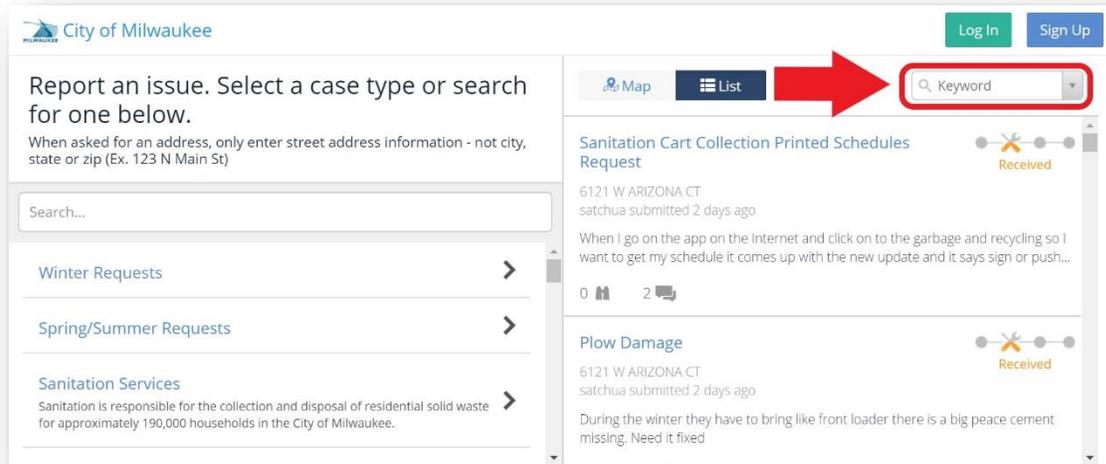
### THE SUBMITTED-REQUESTS LIST

Already-submitted requests can also be viewed in a list. Clicking the "List" button to the right of the "Map" button reveals a list of previously-submitted requests. The list can be scrolled using the scroll bar at the right-hand edge.

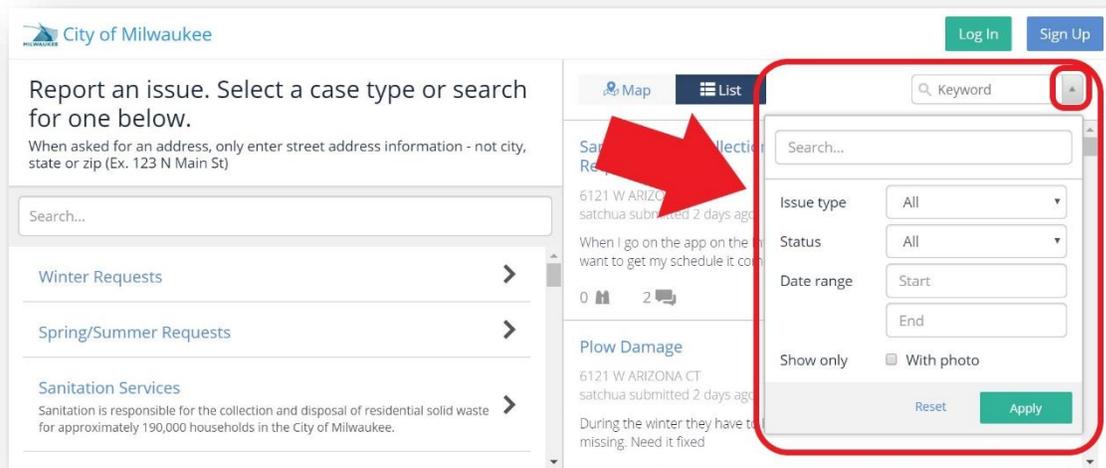


### KEYWORD SEARCH FOR SUBMITTED REQUESTS

You can search for previously-submitted requests in another way as well, using a keyword search via the keyword field at the upper right.



You can simply enter a keyword in this field to search, or you may additionally click the downward-pointing arrow to the right of the field, select issue types or statuses, enter date ranges, and select to view only requests received with photos.



## ENTERING SERVICE REQUESTS

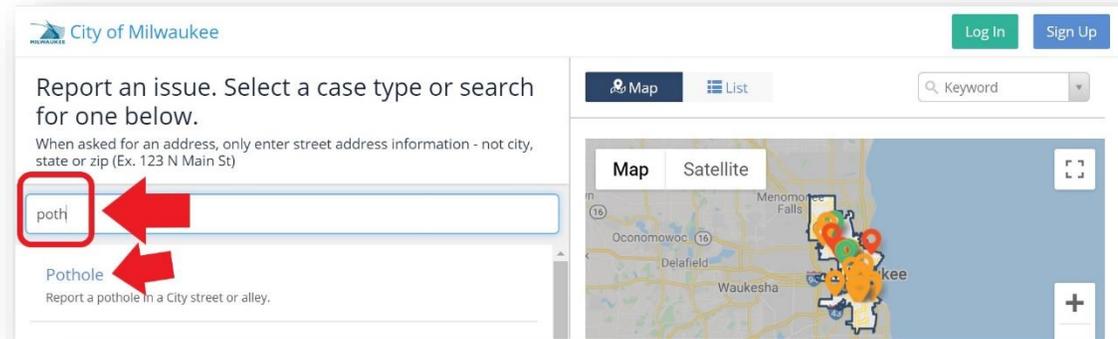
Having explored Click4Action, let's create some service requests.

### EXAMPLE 1: POTHOLE REQUEST

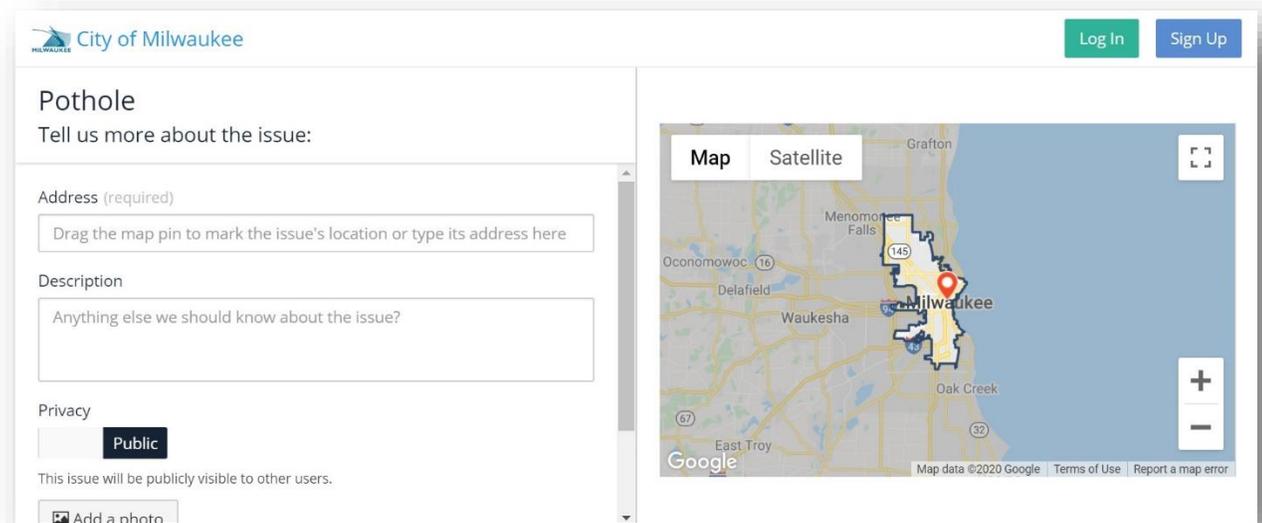
We will begin by entering one of the City's most popular service request types: a request to fill a pothole.

For the sake of example, let's imagine you want to report a pothole in the street outside City Hall on Water Street.

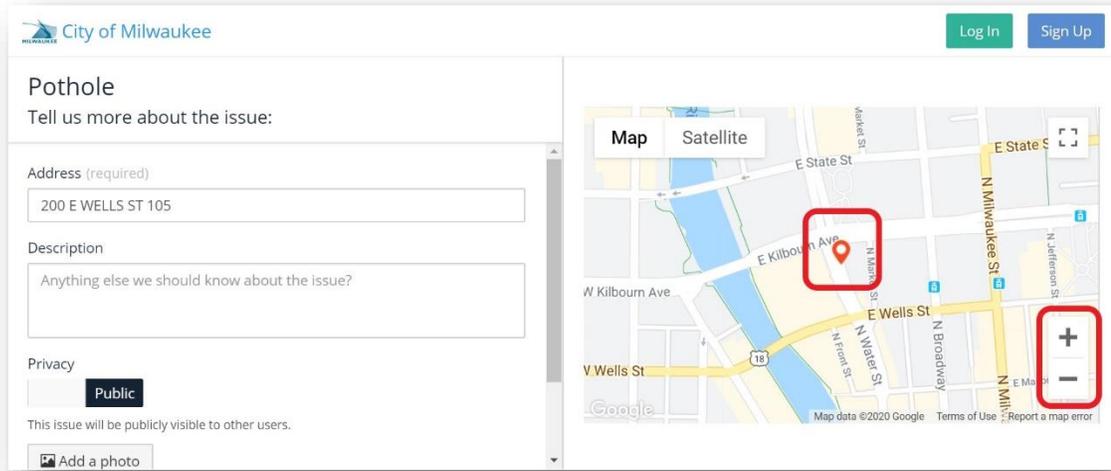
1. Returning to the Search box, type the word "pothole."



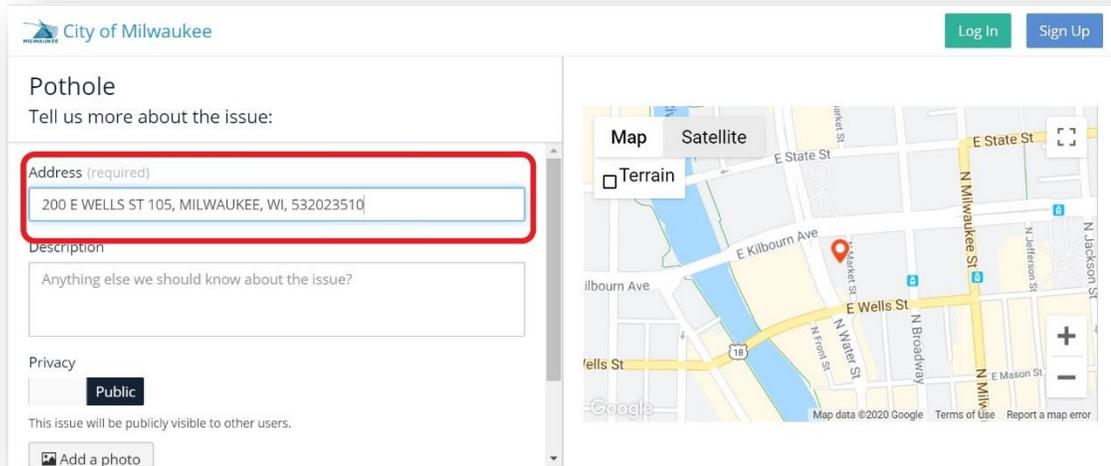
2. Click on the Pothole service request type. The screen below appears:



3. On the map, zoom in to the location and drag the map pin to the spot on the map where the pothole is.



4. Click inside the address field, and then press ENTER on your keyboard. The City's address database will populate this field with its closest match.



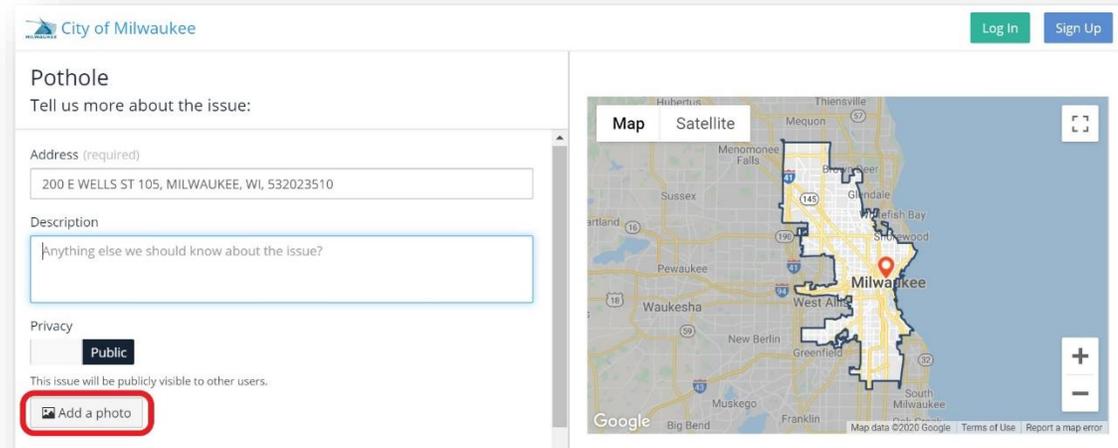
5. We can enter additional information if we wish to do so.

The screenshot shows the 'City of Milwaukee' Pothole report form. The 'Address (required)' field contains '200 E WELLS ST 105, MILWAUKEE, WI, 532023510'. The 'Description' field, which is highlighted with a red border, contains the placeholder text 'Anything else we should know about the issue?'. The 'Privacy' section shows a radio button selected for 'Public'. Below it, a note states 'This issue will be publicly visible to other users.' and there is an 'Add a photo' button. To the right of the form is a Google Map showing the location of the pothole on E Wells St, with a red pin and a yellow highlight on the street.

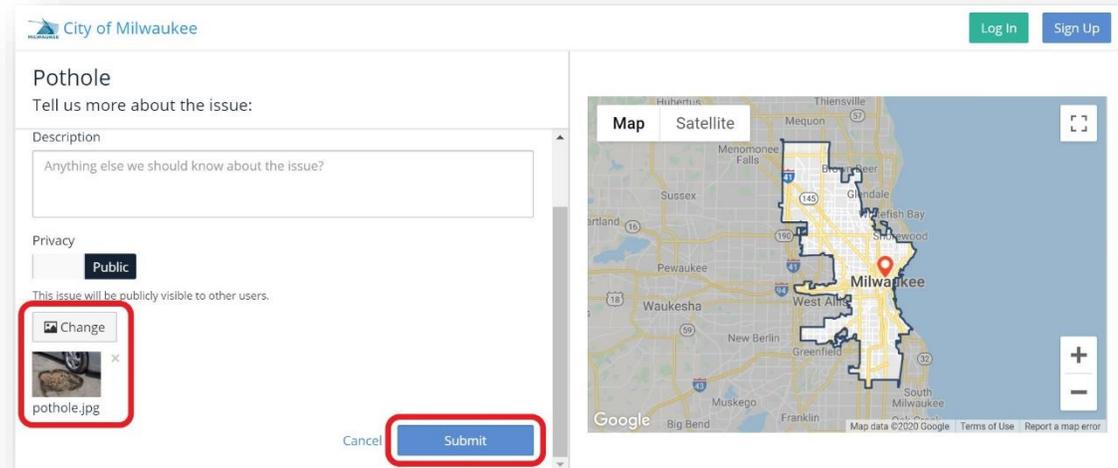
6. In situations when you do not want your identity publicly associated with a request, or when you do not want your request to be visible to other users, you can change the privacy of a request from Public to Private. Private requests will only be visible to you (if you sign up for a profile and log in) and to internal City staff. Most often, there are no privacy concerns about submitting a pothole request, so for this example, we can leave the Privacy switch set to "Public."

This screenshot is identical to the one above, showing the 'City of Milwaukee' Pothole report form. In this version, the 'Privacy' section is highlighted with a red border. It shows a radio button selected for 'Public' and the text 'This issue will be publicly visible to other users.' below it. The 'Description' field is now empty, and the 'Add a photo' button is visible at the bottom of the form. The map on the right remains the same.

7. You can easily add photos using the “Add a Photo” button.



8. Clicking the “Add a photo” button opens a file browser (for example, Windows Explorer in Windows or Finder in MacOS), allowing you to navigate to and select the photo which you wish to upload. Once the photo uploads and you are satisfied with your request, you can click “Submit.”

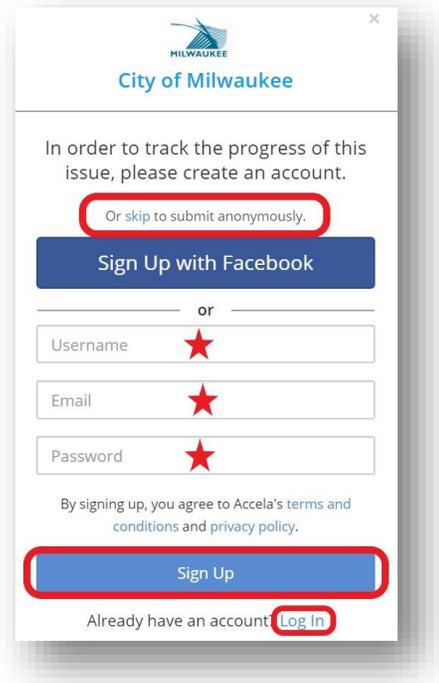


9. If you're not already signed in, a sign-in dialogue window will appear.

For certain request types, requests cannot be submitted without contact information being provided.

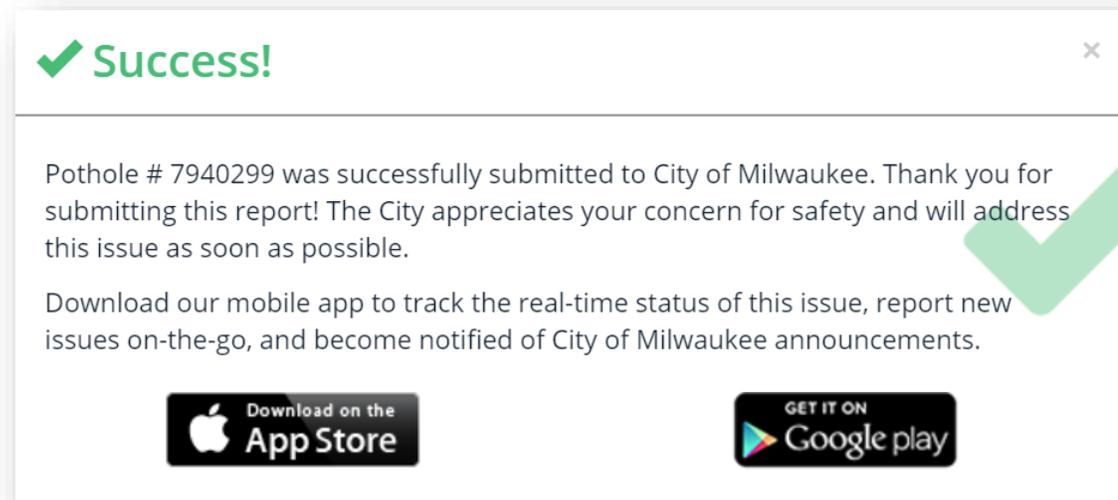
However, pothole requests do not require you to submit contact information, so you can, if you wish, click “Skip” to submit the request anonymously. You can also use Facebook to sign in, if you wish to do so, or create a username, enter your email address, and set a password to sign up with Action. Registered users

can simply sign in via the link at the bottom of the window.



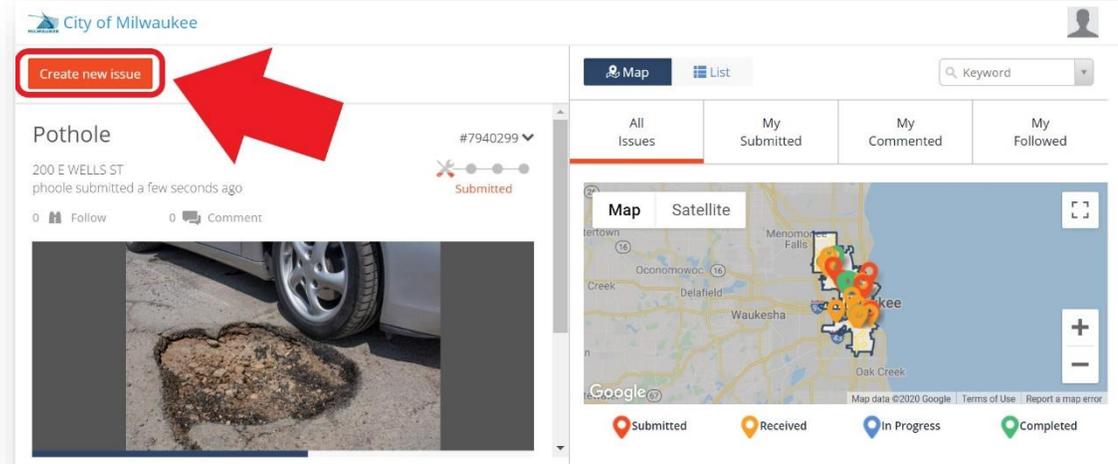
The image shows a mobile app window for the City of Milwaukee. At the top is the City of Milwaukee logo and name. Below that, a message says: "In order to track the progress of this issue, please create an account." A red circle highlights the text "Or skip to submit anonymously." Below this is a blue button labeled "Sign Up with Facebook". Underneath is the word "or" flanked by horizontal lines. There are three input fields: "Username", "Email", and "Password", each with a red star icon to its right. Below the fields is a small text line: "By signing up, you agree to Accela's terms and conditions and privacy policy." A blue button labeled "Sign Up" is highlighted with a red circle. At the bottom, the text "Already have an account" is followed by a "Log In" link, which is also highlighted with a red circle.

10. Once the request is submitted, a "Success!" window will appear, containing a request number, which you can record if you wish to. If you registered for an account and signed in, you will receive an email confirmation of submittal as well with the request number included in the message. You can clear this window by clicking the "X" in the upper right corner.

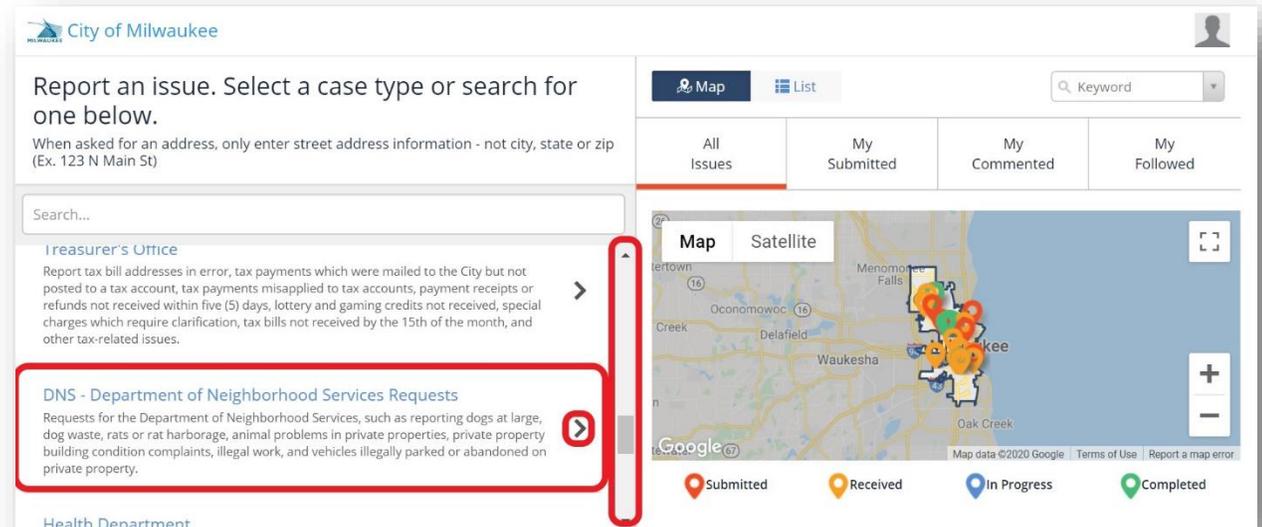


EXAMPLE 2: SCATTERED LITTER AND DEBRIS ON PRIVATE PROPERTY

1. We can begin another request by clicking the “Create New Issue” button in the upper left.

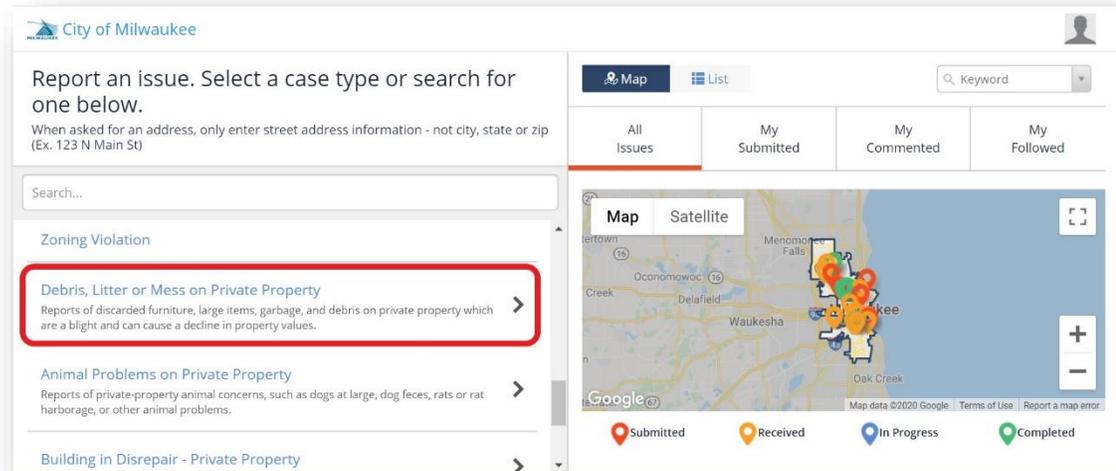


2. This time, for the sake of our example, instead of searching for the request in the Search box, let's find it in the Categories List. Scroll down to DNS - Department of Neighborhood Services Requests and select this category by clicking on it or on the right-pointing arrow next to the category listing.

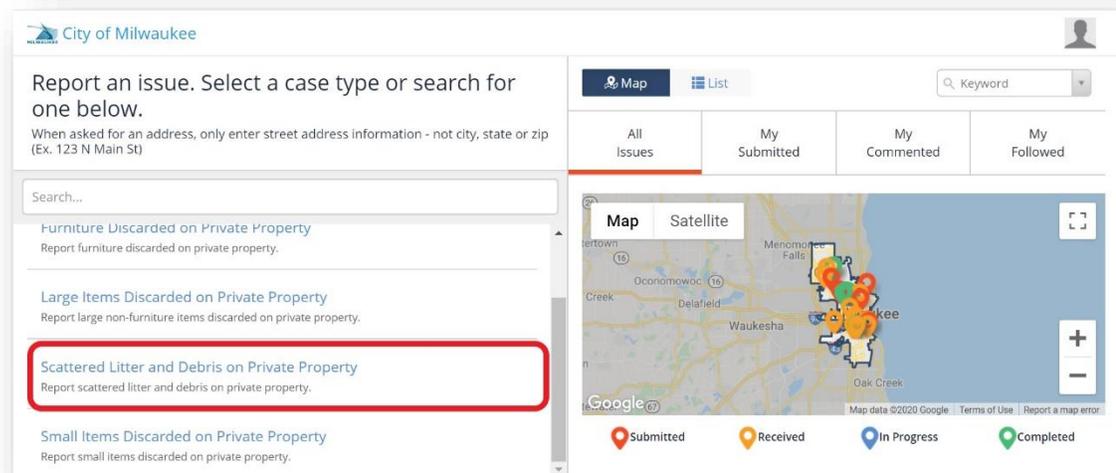


3. Now let's scroll down through the DNS request types to the sub-category Debris, Litter, or Mess on Private property. It seems likely that we will find a request for Scattered Litter and Debris on Private Property in

this sub-category.



4. Click this sub-category to reveal its request types, then scroll down to and click Scattered Litter and Debris on Private Property.



5. Note how much information about this request type is provided to you to help you decide between similar-sounding request types. You can now complete and submit the request, just as you did for the example Pothole Request above.

### IF FURTHER HELP IS NEEDED

We hope you enjoy Click4Action's new intuitive and positive user experience and its many positive differences from the previous version of Click4Action.

If any material contained within this guide is unclear or inspires further questions, please do not hesitate to contact the UCC at any time for assistance at (414) 286-CITY or [UCCWebHelp@milwaukee.gov](mailto:UCCWebHelp@milwaukee.gov).