

COMPUTER LAB SESSION III: USING RIWIS FOR COMMON EVERYDAY TASKS

PART I: Service Providers

This session will feature a brief presentation explaining more RIWIS functions that service providers are likely to use. Participants will learn what to do if they can't find a property in the database, how to send a note to communities' message boards, and how to mail postcards to their clients.

Exercise 1: Adding A New Record to the Database

Your company, XYZ Septic, has performed a pump out for Kevin Yokels, of 944 Seaside Drive in Jamestown Rhode Island, 02835. However, you can't seem to find Mr. Yokels in the Town's database. This exercise will show you how to enter in a new property into the database, the property will then show up in the "lost and found" so that the community can merge it with the proper record or save it as a new record.

- For this exercise you will need to log into RIWIS as XYZ Septic Service
Username: xyzseptic
Password: office

- Proceed to the "Submit Reports" page (click on the "SUBMIT REPORTS" tab on the "Records" menu)
- Search for the property either using the name of the property owner or the site address
- The search will come back with "NO MATCHING RECORDS FOUND"
- Click on "Click here to add a new property to the database"

Submit Reports - Search Results

1. Tracking # 2. County # 3. State # 4. Capacity	Home Owner	System Address	Links	Action
No Matching Records Found!				
Click here to add a NEW property to the database				

If no matching records are found, click here to add a new property to the program

- Select the State and Town that the property is located, then click “Continue”.

To add a NEW customer to the database,

- 1) Select the state where the property is located,
- 2) Select the county where the property is located,
- 3) Click the "Continue" button.

On the next page, you can enter the Customer's information, save it, and then continue.

State

County

- Now you will see the property information page, enter in the basic information (see following page) and click “SAVE”. Remember only the fields in red are required.

Property Information

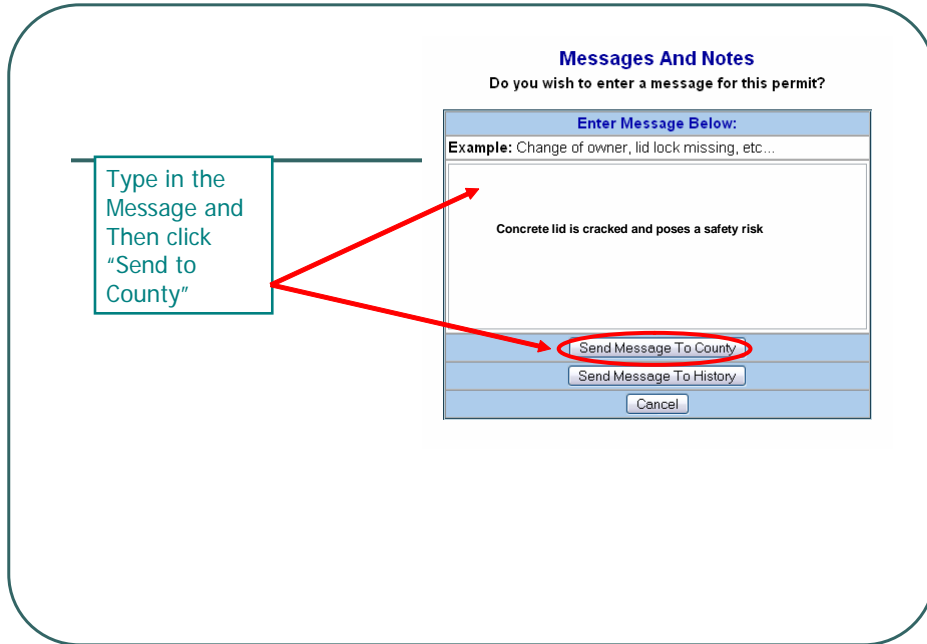
1. Owner & Property Information Top Edit 																											
Property Owner	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; border: none;">First Name</td> <td style="border: 1px solid #ccc;">Kevin</td> </tr> <tr> <td style="border: none;">*Search #1</td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;">*Last Name / Business</td> <td style="border: 1px solid #ccc;">Yokels</td> </tr> <tr> <td style="border: none;">Mailing Address</td> <td style="border: 1px solid #ccc;">944 Seaside Drive</td> </tr> <tr> <td style="border: none;">City, State</td> <td style="border: 1px solid #ccc;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; border: 1px solid #ccc;">Jamestown </td> <td style="width: 5%; border: none;">,</td> <td style="width: 15%; border: 1px solid #ccc;">RI </td> <td style="width: 10%; border: none;"></td> </tr> <tr> <td colspan="4" style="border: 1px solid #ccc;">USA </td> </tr> </table> </td> </tr> <tr> <td style="border: none;">ZIP Code</td> <td style="border: 1px solid #ccc;">02835</td> </tr> <tr> <td style="border: none;">Phone #</td> <td style="border: 1px solid #ccc;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; border: none;">Home</td> <td style="border: 1px solid #ccc;"></td> </tr> <tr> <td style="border: none;">Work</td> <td style="border: 1px solid #ccc;"></td> </tr> </table> </td> </tr> </table>	First Name	Kevin	*Search #1		*Last Name / Business	Yokels	Mailing Address	944 Seaside Drive	City, State	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; border: 1px solid #ccc;">Jamestown </td> <td style="width: 5%; border: none;">,</td> <td style="width: 15%; border: 1px solid #ccc;">RI </td> <td style="width: 10%; border: none;"></td> </tr> <tr> <td colspan="4" style="border: 1px solid #ccc;">USA </td> </tr> </table>	Jamestown	,	RI		USA				ZIP Code	02835	Phone #	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; border: none;">Home</td> <td style="border: 1px solid #ccc;"></td> </tr> <tr> <td style="border: none;">Work</td> <td style="border: 1px solid #ccc;"></td> </tr> </table>	Home		Work	
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5. System Type and/or Components, Flags, Sampling & Renewals Top Edit 																											
Management / State Permit Type	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid #ccc;">-None Selected- </td> </tr> </table>	-None Selected-																									
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Select type of system component to be associated with the property	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid #ccc;">Conventional (Non-Pressurized) </td> </tr> </table>	Conventional (Non-Pressurized)																									
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- Now if you go to the “Submit Reports” page you will be able to find a record for Kevin Yokels

Exercise 2: Post a Note to a Communities Message Board

Your company, XYZ Septic, has performed a pump out for Kevin Yokels, of 944 Seaside Drive in Jamestown RI. When you arrived onsite to inspect the system you noticed that the concrete lid was cracked and ready to fall into the tank. The property owner would not let you replace the lid and you are concerned for the safety of any children or pets that may play in the general area. By filing a note with the community, it will immediately notify the community of the problem and they can require that the property owner replace the lid. This exercise will show you how to post a note to the community’s message board.

- Proceed to the “Submit Reports” page (click on the “SUBMIT REPORTS” tab on the “Records” menu)
- Search for the property either using the name of the property owner or the site address
- Choose the “send message” tab from the menu
- When the message box appears, type your message and click “send message to county”



Exercise 3: Sending Postcards

You notice that XYZ Septic has many clients who are due or overdue for service. You decide that you want to send postcards to your clients reminding them that they are due for an inspection. For this exercise we will create postcards for all Conventional (non-pressurized) systems that are 60 days overdue for service.

- Proceed to the home page by clicking “home” on the main menu

- View the service schedule summary and click on all the conventional systems that are 60 days overdue for service

XYZ Company Service Schedules By Items

(System Components, Flags, Reports, Sampling and Renewals)

[Click here](#) for help on how to read the Service Schedule Summary below.

Service events are updated once every day at 2:00 AM EST

Description	Total	Notice (60 days)	Due 30	60	90+
Cesspool	17	2			1
Conventional (Non-Pressurized)	856	47	39	41	160
Pending Installation	2				2
Sub-Standard	37	7	7	2	16
Total being tracked (System Components, flags, Sampling and Renewals)	912	56	46	43	179

- Click on all the Conventional systems that are 60 days past due for inspection

- This will open a new page with the details for all of the 29 systems, scroll to the bottom and click "Print Postcards"

1052 EAST SHORE ROAD JAMESTOWN, RI 02835 Residential	JAMESTOWN	UNKNOWN	Conventional (Non-Pressurized)	5/14/2007 12:00 AM	89	No service recorded	View History
HASKELL, L. SUSAN 144 74 SUMMIT AVENUE JAMESTOWN, RI 02835 Residential	JAMESTOWN	UNKNOWN	Conventional (Non-Pressurized)	5/15/2007 12:00 AM	88	No service recorded	View History
WILKINSON, AUDREY A. 1034 12 EASTERLY WAY JAMESTOWN, RI 02835 Residential	JAMESTOWN	UNKNOWN	Conventional (Non-Pressurized)	5/19/2007 12:00 AM	84	No service recorded	View History
CICCONI, ORLANDO J. 1081 8 FARVIEW STREET JAMESTOWN, RI 02835 Residential	JAMESTOWN	UNKNOWN	Conventional (Non-Pressurized)	5/19/2007 12:00 AM	84	No service recorded	View History
OLIVERA, JOSEPH J. 1796 87 NORTH ROAD JAMESTOWN, RI 02835 Residential	JAMESTOWN	UNKNOWN	Conventional (Non-Pressurized)	5/22/2007 12:00 AM	81	No service recorded	View History
MARTIN, FRANK B. 14028 PO BOX 243 JAMESTOWN, RI 02835 Residential	JAMESTOWN	UNKNOWN	Conventional (Non-Pressurized)	5/22/2007 12:00 AM	81	No service recorded	View History

[Print Postcards](#)
[View as Excel](#)
[View Google GIS Map](#)

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- Scroll to the bottom of the screen and click “Print Postcards”

□ Now type in your message and click “review”

Print Postcard

Create Message

Our Records Indicate that it is time to have you Septic System pumped and inspected. Call Today to Schedule an appointment!

Mention this post card and receive \$25 off your pump-out and inspection!

We thank you for choosing XYZ Septic

Message (500 characters max)

Name:

Address:

City:

State:

Zip:

Phone:

Fax:

Email:

1. Type the message Into the “message box”

2. Click “Review”

□ This will open the postcard settings, select “four per page” and then click “print all postcards”

Print Postcard

Printing Example

XYZ Company 160 Railroad Ave. SAUNDERSTOWN, RI 02874 Phone 401-296-8505 Fax	Postage
Our Records Indicate that it is time to have you Septic System pumped and inspected. Call Today to Schedule an appointment! Mention this post card and receive \$25 off your pump-out and inspection! We thank you for choosing XYZ Septic <p style="text-align: center;">*** Systems or Events Needing Care ***</p>	***** NOTICE ***** Tax Parcel ID: 12-345-678 Permit ID: 12345 Doe John 123 Johnson Street Mail City, State Zip

Print Postcards

Select Printing Format

Individual Cards
 Four cards per Page

Postcard Statistics:

- 30 component(s)/flag(s) been selected and will be printed.

*** 30 postcards are ready to be printed.***

1. Review the postcard

2. Select "four cards per page" then click print all postcards

- Now a message box will open informing you how to set your margins, and a window will open with the postcards ready for printing.

Do not print the postcards for the exercise

The page at <http://www.carmodydemo.com> says:

Please review the contents of the post card(s) before printing to ensure the proper information has been selected.

You Need To Change Your Print Settings...

- 1) Goto View--Text Size and make sure Medium is selected.
- 2) Goto File--Page Setup.
 - Set Top Margin = .7
 - Bottom Margin = .25
 - Left Margin = .3
 - Right Margin = .25
 Be sure to set the orientation to Landscape and have no text in the headers/footers textboxes.

***** TO REPRINT *****

Verify that your postcards have printed correctly before you close the Postcard Print window. If you need to reprint, go back to File and click Print again.

Thank You.

[END OF LESSON 3 PART I]