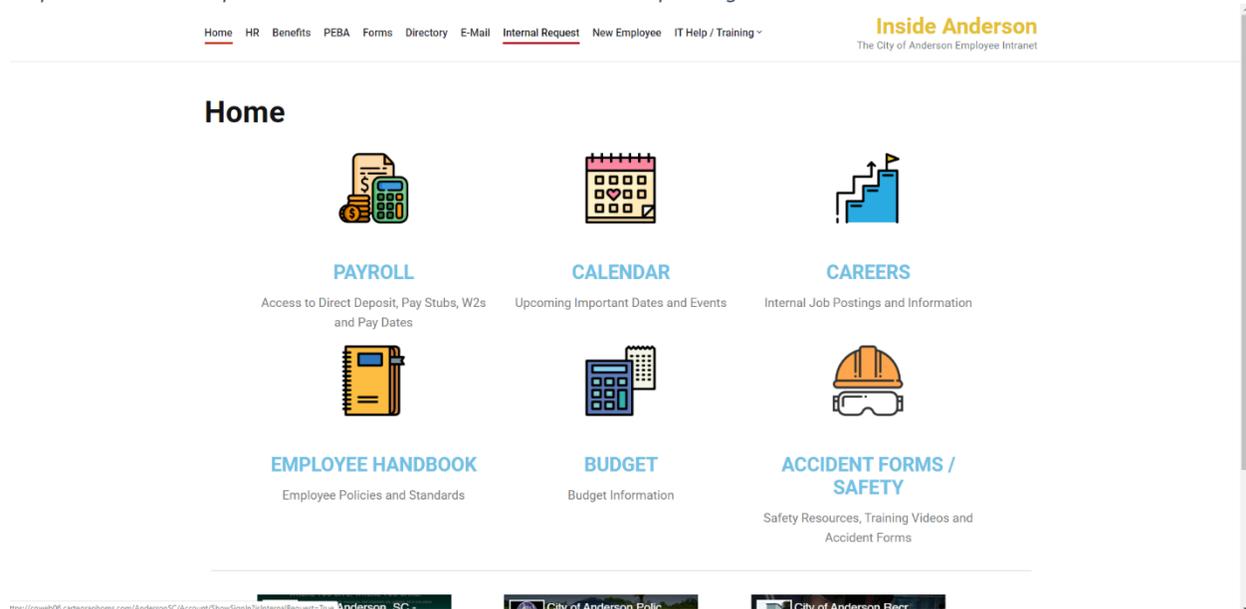
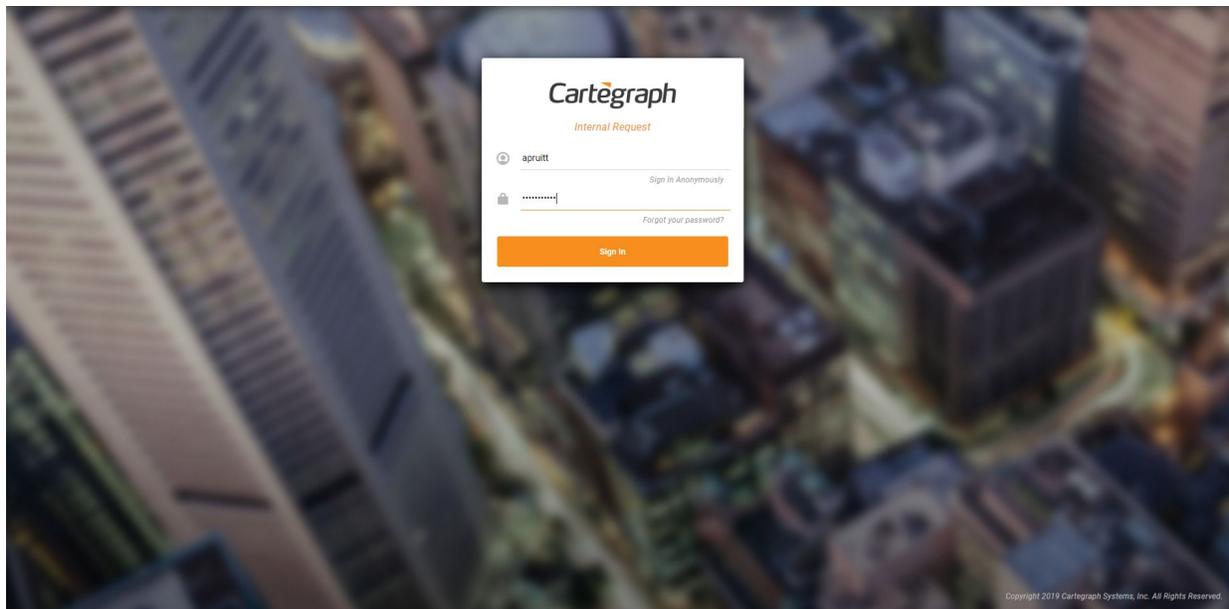


# Internal Request: Existing Cartegraph User Instructions

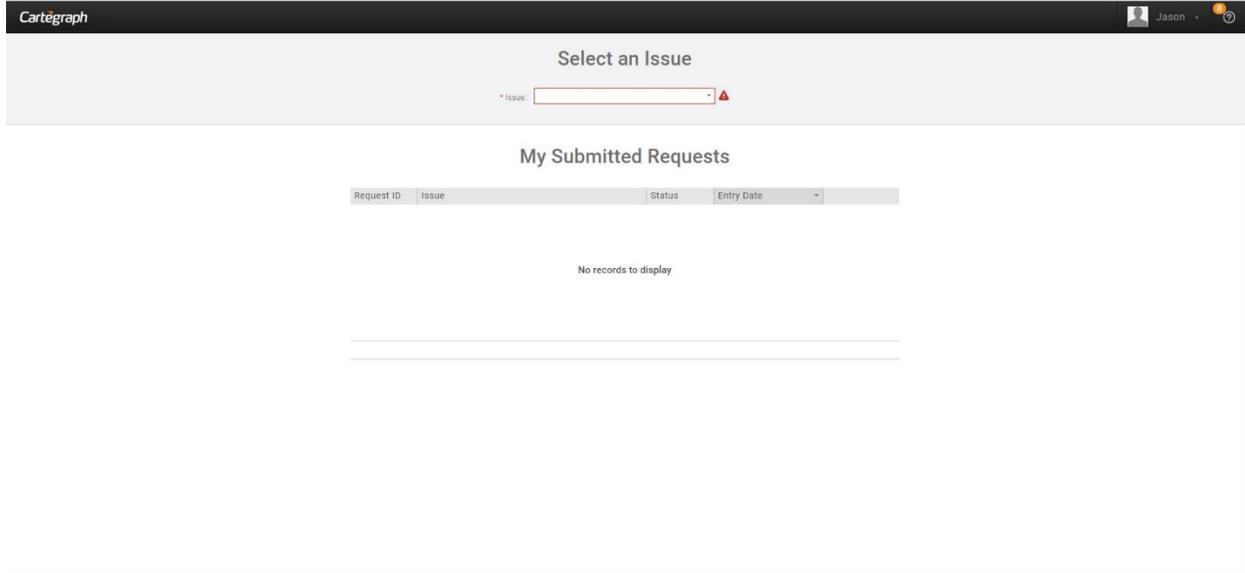
Step 1: Navigate to Inside Anderson, the City's Employee Intranet (<http://www.insideanderson.info/>). Click the "Internal Request" link in the top banner. This will redirect to the Internal Request sign-in screen.



Step 2: Enter your credentials in the username and password fields. Your username will be the beginning of your city e-mail address (i.e. everything before @cityofandersonsc.com). The internal request module is distinct from other enterprise Cartegraph features; therefore, your password will not be your city e-mail password. Your default password will likely be Anderson#10. If it does not work, send an e-mail to [helpdesk@cityofandersonsc.com](mailto:helpdesk@cityofandersonsc.com) to be reset. Click "Sign In."

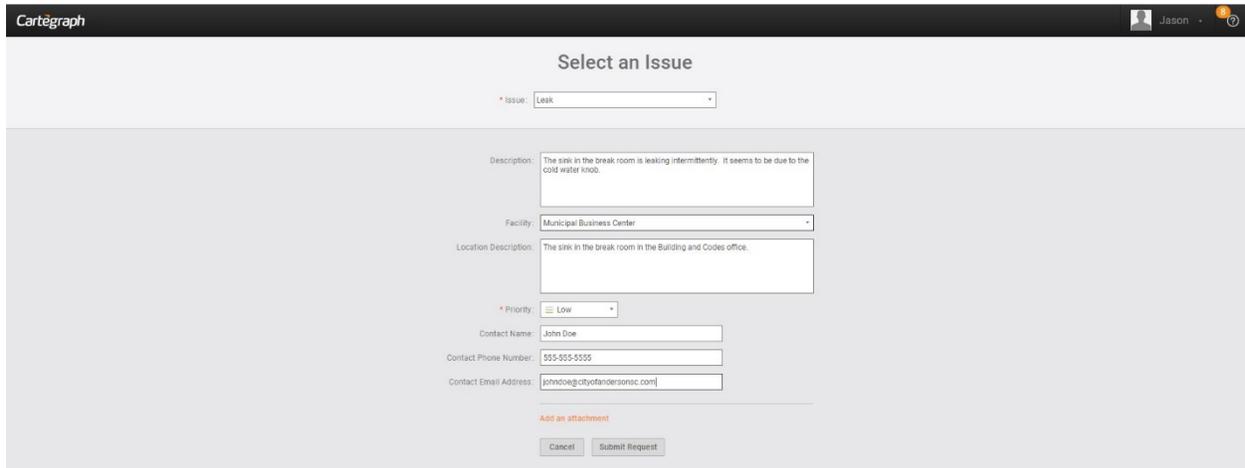


Step 3: Select an issue from the "Issue" drop-down screen. Once you have submitted requests, information about previous requests will be visible beneath the "My Submitted Requests" heading.



The screenshot shows the 'Select an Issue' page. At the top, there is a header with the 'Cartograph' logo on the left and a user profile 'Jason' on the right. Below the header, the main heading is 'Select an Issue'. Underneath, there is a dropdown menu for 'Issue' with a red warning icon. Below that, the heading 'My Submitted Requests' is displayed. Under this heading, there is a table with columns for 'Request ID', 'Issue', 'Status', and 'Entry Date'. The table is currently empty, with the text 'No records to display' centered below it.

Step 4: Fill out the related issue details. This includes a description of the issue or problem; the facility where the issue is located; the specific location within that facility; a priority level; and contact information. If you are submitting this on behalf of someone in your department, provide their contact information, if possible. That way, Building Maintenance will be able to contact them directly, if needed.



The screenshot shows the 'Select an Issue' page with a form for submitting a request. The header is the same as in the previous screenshot. The main heading is 'Select an Issue'. Below the heading, there is a dropdown menu for 'Issue' with the value 'Leak' selected. Below that, there are several form fields: 'Description' with the text 'The sink in the break room is leaking intermittently. It seems to be due to the cold water knob.', 'Facility' with the value 'Municipal Business Center', 'Location Description' with the text 'The sink in the break room in the Building and Codes office.', 'Priority' with the value 'Low', 'Contact Name' with the value 'John Doe', 'Contact Phone Number' with the value '555-555-5555', and 'Contact Email Address' with the value 'johndoe@cityofandersonsc.com'. Below the form fields, there is a link 'Add an attachment' and two buttons: 'Cancel' and 'Submit Request'.

Step 5: You may add attachments by clicking "Add an attachment." Navigate to the file or location of your photo(s) and click "Open." The attachment(s) will appear below the "Contact E-mail Address" box. When you are finished, click "Submit Request."

Cartegraph Jason

### Select an Issue

\* Issue:

Description:

Facility:

Location Description:

\* Priority:

Contact Name:

Contact Phone Number:

Contact Email Address:

 Dripping Faucet\_2.jpg ✕

[Add an attachment](#)

Step 6: Upon submitting a request, you will be redirected to the home page. The submitted request should now appear beneath the "My Submitted Requests" heading. You should receive an e-mail from Cartegraph with details about your request. You should also receive an e-mail from Cartegraph when your request has been closed.

Cartegraph Jason

### Select an Issue

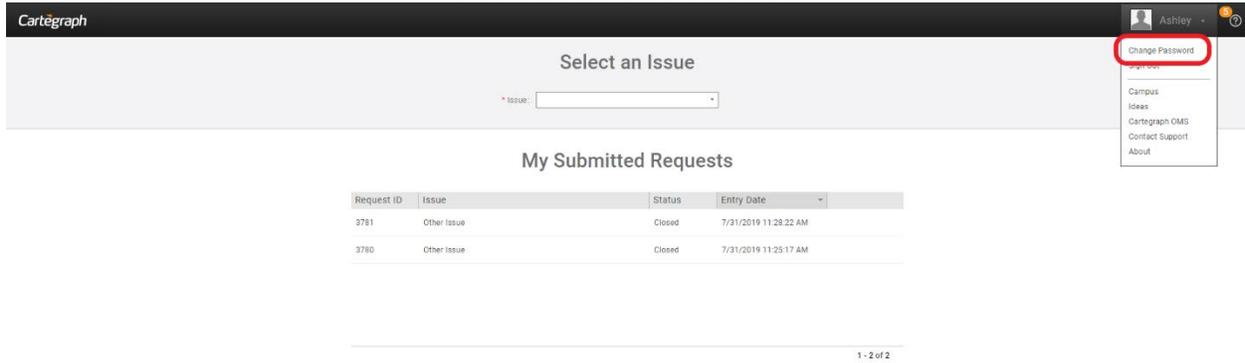
\* Issue:

### My Submitted Requests

Request ID	Issue	Status	Entry Date
4923	Climate Control	Open	1/9/2020 11:27:52 AM

1 - 1 of 1

Step 7: It is highly recommended that you change your default password. To do so, click on your username in the upper right corner, as indicated by the red box, and click "Change Password."



The screenshot shows the Cartegraph web application interface. At the top left is the Cartegraph logo. The main header area contains the text "Select an Issue" and a search input field labeled "\* Issue:". On the right side, there is a user profile for "Ashley" with a dropdown menu. The "Change Password" option in this menu is highlighted with a red box. Below the header is a section titled "My Submitted Requests" containing a table with two rows of request data. At the bottom right of the page, it indicates "1 - 2 of 2".

Request ID	Issue	Status	Entry Date
3781	Other Issue	Closed	7/31/2019 11:28:22 AM
3780	Other Issue	Closed	7/31/2019 11:25:17 AM

### General Notes:

Internal Request issues are not available through the "Create Request" mechanism otherwise used in Cartegraph. You will need to use the Internal Request site to find maintenance specific request issues, such as climate control, leak, pest control, etc.

It is important that as much detail is provided as possible, including contact information. Providing contact information, especially if you are submitting on behalf of someone else, is the best way for an employee from Building Maintenance to follow-up with someone about the issue.

As Cartegraph users, you will be able to view the submitted request under the Requests tab in Cartegraph. Therefore, you will also be able to check the status and follow-up with additional comments or information in the comments log on the request record that is generated.

Remember that your password for Internal Request is distinct from your enterprise credentials. It will not be the same as the other password used to login to Cartegraph unless you specifically change it to match. In such an instance, it will not change if your enterprise credentials change; it must be set and reset independently.

If you have any issues logging on or submitting requests, please send an e-mail to [helpdesk@cityofandersonsc.com](mailto:helpdesk@cityofandersonsc.com).