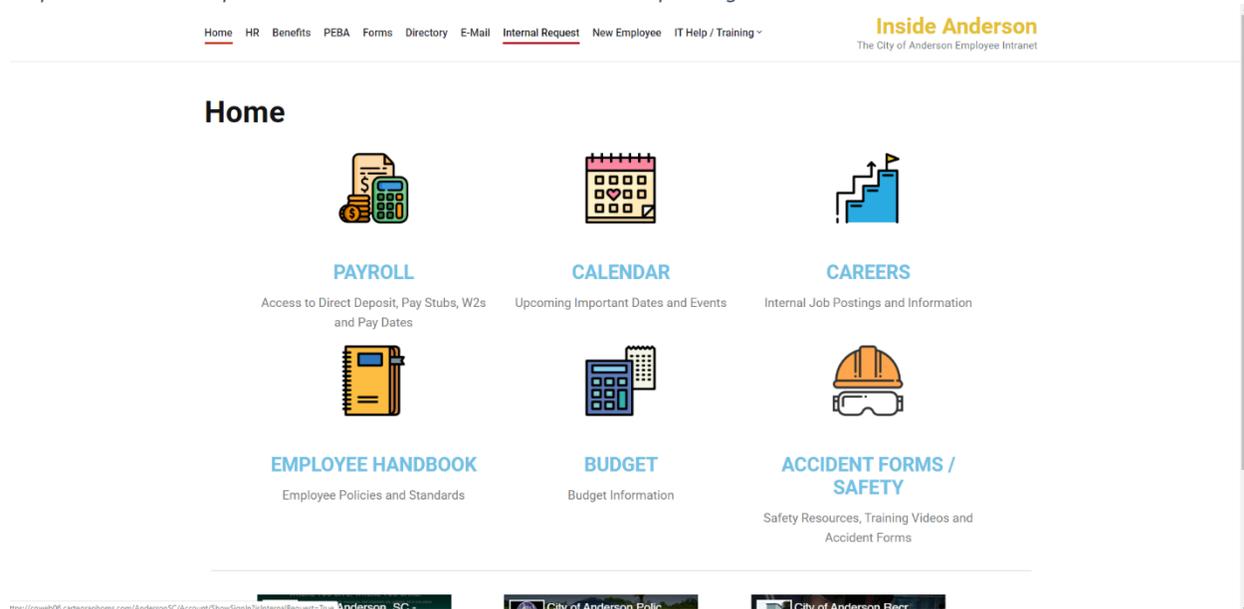
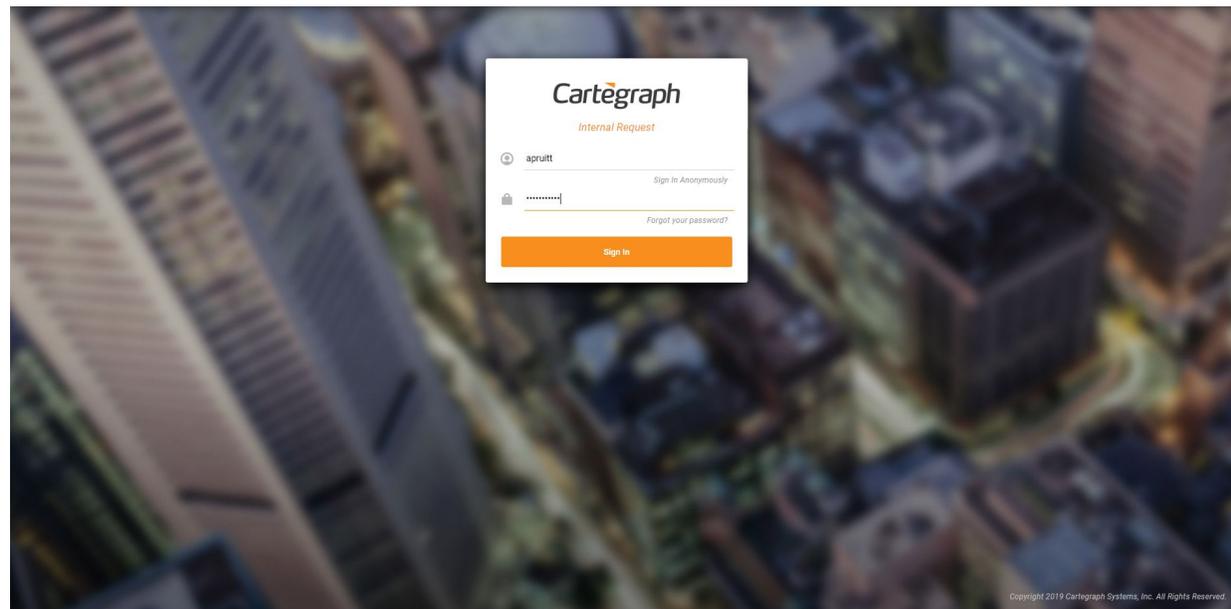


# Internal Request: Internal Request Account User Instructions

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 the @cityofandersonsc.com). Your default password will be Anderson#20. 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' form in the Cartegraph system. At the top left is the 'Cartegraph' logo, and at the top right is a user profile for 'Jason'. The main heading is 'Select an Issue'. Below it is a dropdown menu for 'Issue' with a red warning icon. Underneath is a section titled 'My Submitted Requests' with a table header containing 'Request ID', 'Issue', 'Status', and 'Entry Date'. The table is empty, displaying 'No records to display'.

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' form in the Cartegraph system, now filled out. The 'Issue' dropdown is set to 'Leak'. The form fields are as follows: 'Description' contains 'The sink in the break room is leaking intermittently. It seems to be due to the cold water knob.'; 'Facility' is a dropdown menu set to 'Municipal Business Center'; 'Location Description' contains 'The sink in the break room in the Building and Codes office.'; 'Priority' is a dropdown menu set to 'Low'; 'Contact Name' is 'John Doe'; 'Contact Phone Number' is '555-555-5555'; and 'Contact Email Address' is 'johndoe@cityofandersonsc.com'. At the bottom, there is a link for '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

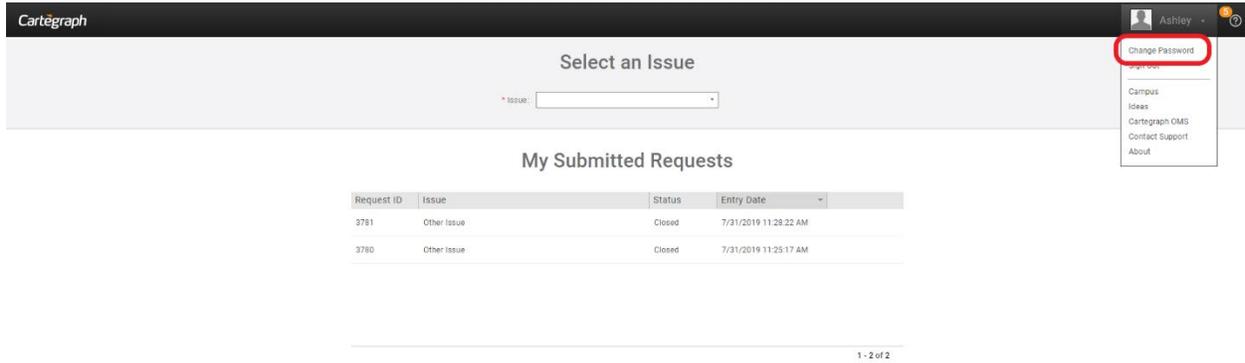
\* Issue:

### 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 user interface. At the top left is the Cartegraph logo. In the top right corner, the user's name 'Ashley' is displayed next to a profile icon. A dropdown menu is open, showing options: 'Change Password' (highlighted with a red box), 'Logout', 'Campus', 'Ideas', 'Cartegraph OMS', 'Contact Support', and 'About'. Below the navigation bar is a 'Select an Issue' section with a search box labeled '\* Issue:'. The main content area is titled 'My Submitted Requests' and contains a table with the following data:

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

At the bottom right of the table, it says '1 - 2 of 2'.

### General Notes:

We are unable to change the appearance of the Facility drop-down for users with accounts exclusively for Internal Requests. If you begin typing the name of your facility in the box, any facility with that name (or that contains a portion of that name) will appear.

It is important that as much detail is provided as possible, including contact information. Providing contact information is the best way for an employee from Building Maintenance to follow-up with you about the issue. If you have submitted the request on behalf of someone else in your department, be sure to include their contact information so that they can be contacted directly by someone in Building Maintenance, if needed.

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