

AssetWorks FASuite

QUICK REFERENCE GUIDE

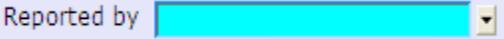
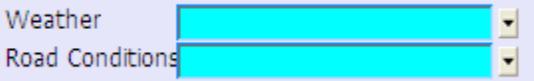
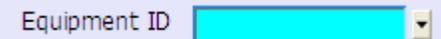
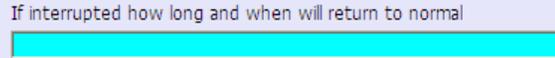
CREATE AN INCIDENT

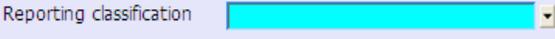
The following fields are the minimum needed to record an incident. All of these fields map to the current Accident/Incident Notification form. The remainder of the fields in the screen can be used if your organization wishes to track the information.

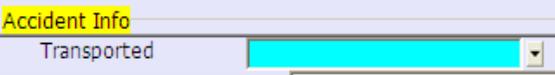
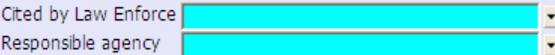
1. Select the **Menu** tab  to access the Enterprise Portal menus
 2. Under the *****Equipment Management***** section, select **Incident Management**
 3. Click the **New** button 
 4. Select the **Incident Type** of **ACCIDENT**

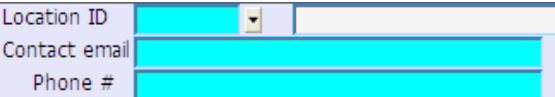
 5. Select the **Status** of **REPORTED**

- Note! It is very important to choose REPORTED if you want the system to send a notification to your NCDOT staff person. If you are an Urban system, choose URBAN REPORTED.**
6. The date/time occurred defaults to today/now. Click the drop down to select the date and time the accident occurred.


7. Select your id from the drop down in the **Reported by** field as you are the person entering the data.

8. Also much select the operator from the pull down menu. IF the operator is not set up; select the magnifying glass and enter the operator as follows (Name of vehicles-Employee # eg ANSON-011)
9. Select the **Weather** and **Road Conditions** using the drop down boxes

10. If **service was impacted**, check the **Service impacted** box  You will give details in *Step 11* about how long and when it returned to normal.
11. Use the drop down box to select the **equipment/vehicle** involved. If there were more than one involved, enter the primary vehicle here. Be sure to enter your location id first to quickly jump to just your vehicles

12. In the **More Info** section, enter the details of the service interruption if you checked the box in *Step 9*, otherwise leave this blank.

13. select the **reporting classification** of the incident by clicking the drop down

- box

14. In the **Comments** section, enter the details of the incident

 15. In the **Accident Info** section, select **Yes** or **No** from the drop down box for **Transported**. If you answer **Yes**, you will put the details (number of person transported and medical facility transported to) in *Step 23*

 16. If the driver was cited Law Enforcement or Responsible agency select **Yes** from the drop down boxes, otherwise, select **No**. (remember, *if cited, fax police report to your safety training specialist 919-733-1391 and attach to record in AssetWorks*)

 17. Select **Yes** or **No** from the drop down to indicate if the accident was preventable

 18. Click the drop down to select your **location id**, delete any information that appears in the **Contact email** and **Phone #** fields and enter the email and phone number at which you can be reached if more information is needed.


19. In the **Site** field, identify the street, intersection, route no., river, railroad, city, county, state, etc. where the incident occurred

Site

20. If the vehicle involved is a system vehicle, enter the Driver/Operation information under the Injury Info section (even if the driver/operator was not injured), otherwise leave these fields blank.

Driver/Operat
Address
Address 2

21. Choose the response to whether or not the vehicle was **towed**

Towed?

22. If the vehicle was towed, designate where it was towed

Veh Loc

23. If a **Drug/Alcohol test** was performed, designate that in this field

Drug Test?

**WRITTEN RESULTS FROM TESTING SHOULD BE FAXED TO DONNIE TIM AS SOON AS THEY ARE AVAILABLE - 919-733-1391 and attached to incident in AssetWorks*

24. If in Step 14, you indicated that persons were transported to medical facilities, give details here about the number and where transported.

Transport Info

25. Enter the number of fatalities and/or

Injury/Fatal Info
Fatal #
Injury #

injured

26. In the **Equipment** area, enter all of the system equipment/vehicles involved

Equipment ID

and note the mileage at the time of the accident/incident

Mileage at time of incident

27. **If the vehicle is totaled, fax the police report and insurance settlement statement report to Eric Williams (919-733-1391) AND attach to incident in AssetWorks.**

28. Process the record to the database.



UPDATE AN INCIDENT

When information is received or the incident investigation is closed, update the record.

1. Select the **Menu** tab  to access the Enterprise Portal menus
2. Under the *****Equipment Management***** section, select **Incident Management**

3. Click the **Filter** button 

4. Filter by the Equipment ID

Equipment ID

and then click the Get Data button

5. Click the unlock button 

6. Update any fields necessary (for example, change the **status** to "Under Investigation")

Status

ID
CLOSED
FOLLOW UP REQUIRED
REPORTED

Weather
Road Conditions UNDER INVESTIGATION

and process the changes to the

database. 

Work Orders and Service Requests

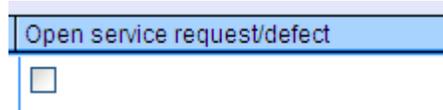
Optionally, you may use the system to generate a Service and/or a Work Order to address any problems with the vehicle.

To generate a Service Request:

1. Choose a **Symptom** in the Symptom field in the Basic Info section

Symptom

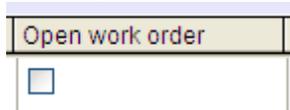
- In the **Equipment** area, where you entered the meter reading at the time of the incident, check the box under the heading "Open service request/defect"



- Process the change to the database and the system will create the Service Request that you can add to a work order at a later date.

To generate a Work Order

- In the **Equipment** area, where you entered the meter reading at the time of the incident, check the box under the heading "Open work order"



- Process the change to the database and the system will create the work order. Go to the Supervisor portal to work with the work order as you normally do.

HELPFUL INFORMATION

-  yellow fields are required
-  Green/blue fields are mapped to the Accident/incident form and need to have information in them.

- Do not hit Enter to move from one field to another, use tab or mouse click
- Never use the Back button  in your Browser

REPORTS AVAILABLE

- Query tab \ Incident section
 - Summary report
 - Single Incident Report

Notes
