North Carolina Department of Transportation

ITP.00242
PDEA TRACKING UPGRADE

Training Materials & User Documentation

For the PDEA ETRACS application

Version 1.3

November 2016

Document Version Control

Ver	Date	Description
1.0	9/11/2015	Original version of the document
1.1	4/8/2016	Completed documentation of V1 functionality
1.2	7/31/2016	Documentation of V1.3 functionality; added Troubleshooting
1.3	11/15/2016	Updated troubleshooting

Table of Contents

1 Introduction

The goal of the ETRACS application is to provide a single application for both internal and external users to request work from the HES and NES groups, as well as provide work-request-tracking capability to the PDEA GIS analyst. This will facilitate communications, save time, and save cost for PDEA.

ETRACS will track work to completion. Communications and information-sharing between the groups will be facilitated by auto-generated notifications, regular status reminders, and reports.

User roles will be implemented to provide robust user access and streamline the workflow.

New interfaces between the ETRACS application and STaRS will provide automatic data population for standard EIR requests and allow milestone completion updates from the application back to STaRS. Data-sharing among ETRACS, STaRS, BSIP and other relevant systems provides access to the most relevant and up-to-date information.

The use of a mobile platform will provide access to data and allow real-time data entry and reporting during field studies and meetings for engineers/consultants in the field.

2 Before You Begin

The material in this section is intended to provide a brief overview of the basic ETRACS functionality, as well as provide some useful tips to help you navigate through the application. The functions that you will use in ETRACS will be covered in later sections. For now, just get accustomed to the "look and feel" of the application so that you will be comfortable using it.

See also Before You Begin on NC DOT Connect. That document will explain: how to get the correct drive mapping, how to get Project Store setup for your project (including direction on when to call the HelpDesk), and where to find your support resources.

2.1 Understand User Roles

All user roles will be defined in the existing DOT WebRoles application, and system access will be provided based on the user role. Following is a brief introduction to user roles.

> ***User Tip:*** If you have any difficulty performing your work, ask your ETRACS Administrator (NES or HES) to check your role and the groups you are assigned to. You are probably experiencing an error in your role definition, not a system problem. You can (and will) have multiple roles, based upon the work you do. Refer to the following table.

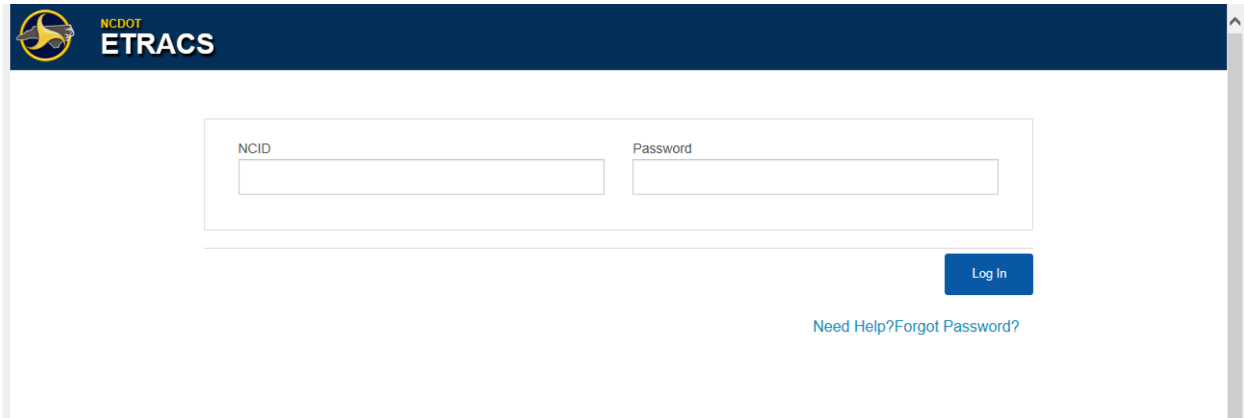
Role	Functions
Internal Requestor (DOT employee)	Creates requests Manages work requested: - Responds to due date updates - Updates requests For work done on their behalf by external consultants: - Reviews requests - Submits request - Adds documents and files
External Requestor (Consultant)	Creates requests on behalf of an Internal Requestor Manages work requested: - Responds to due date updates - Updates requests Sends documents and files to Internal Requestor
Section Head	Receives memo notification of all requests
Supervisors	Manages requests for their groups: - Reviews requests - Assigns requests - Updates requests - Returns requests / proposes alternate due dates - Create requests for external requestors Transfers single requests (future functionality)
Specialist	Receives assigned requests Manages work requested: - Accepts requests - Updates requests - Completes work assigned - Responds to due date updates
Administrator	Transfers groups of requests (future functionality) Manages user roles, modifies information for work request types, and other administrative tasks as needed
All	Updates project information

2.2 Logon to ETRACS

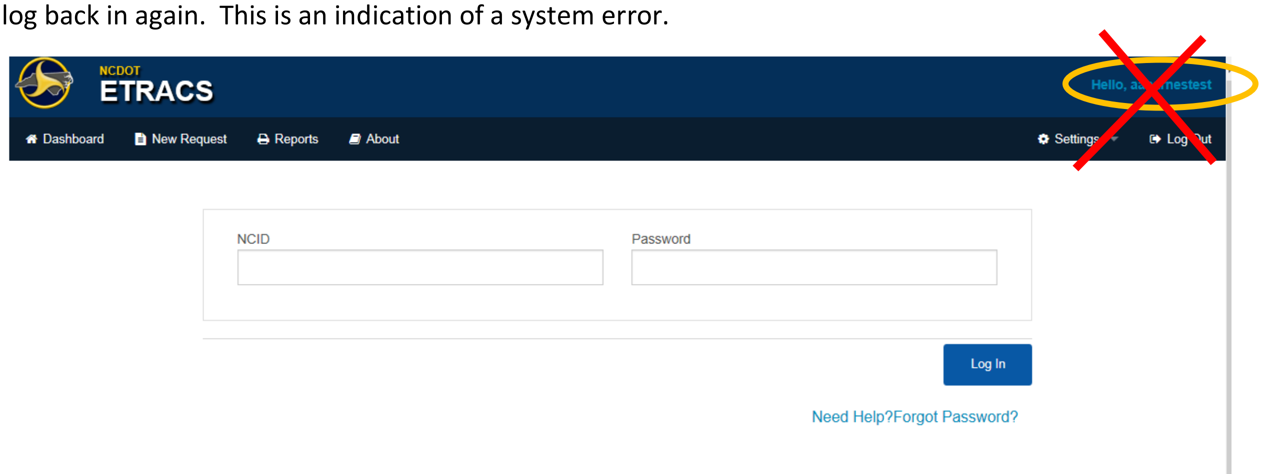
To logon to ETRACS:

1. Open a browser and navigate to PDEA ETRACS: https://apps.ncdot.gov/PDEA/ETRACS/HES/

The 'NC DOT ETRACS' logon page opens.

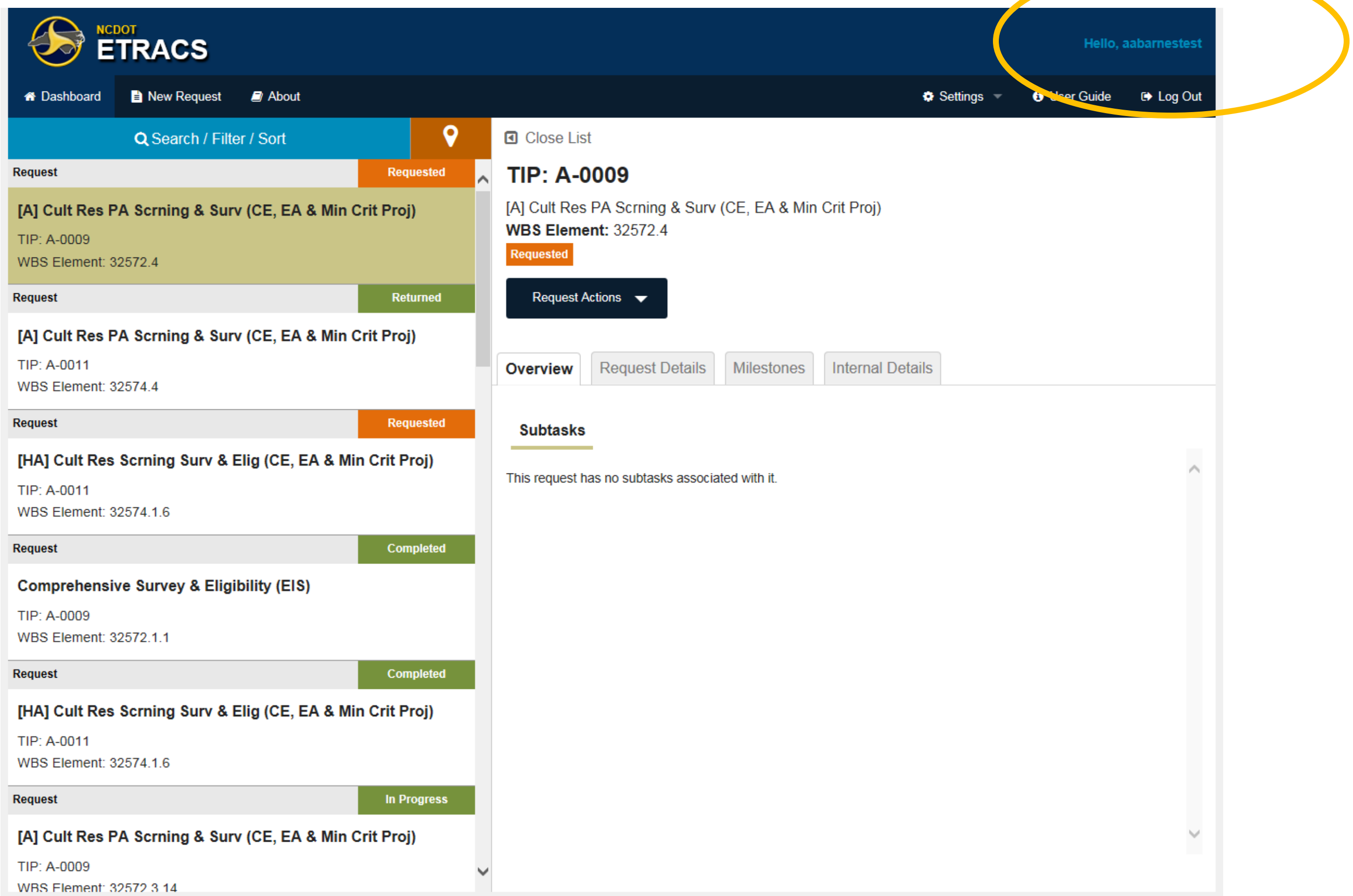


NOTE: If you ever see a logon screen with your name already shown as logged in, please log out & then log back in again. This is an indication of a system error.



2. If you would like, you may save ETRACS as a favorite in your browser for convenience.
3. Log on with your valid NCID credentials: provide your NCID and Password and click the Log In button.

When you have logged in successfully, ETRACS will acknowledge you by username & you will see your Dashboard. This view will show you all the work you've been assigned, as well as work that you have requested, or work that you supervise. You will also have links to application **Settings** (covered below in Section 2.6, User Preferences), a link to the online **User Guide**, and a **Log Out** button.

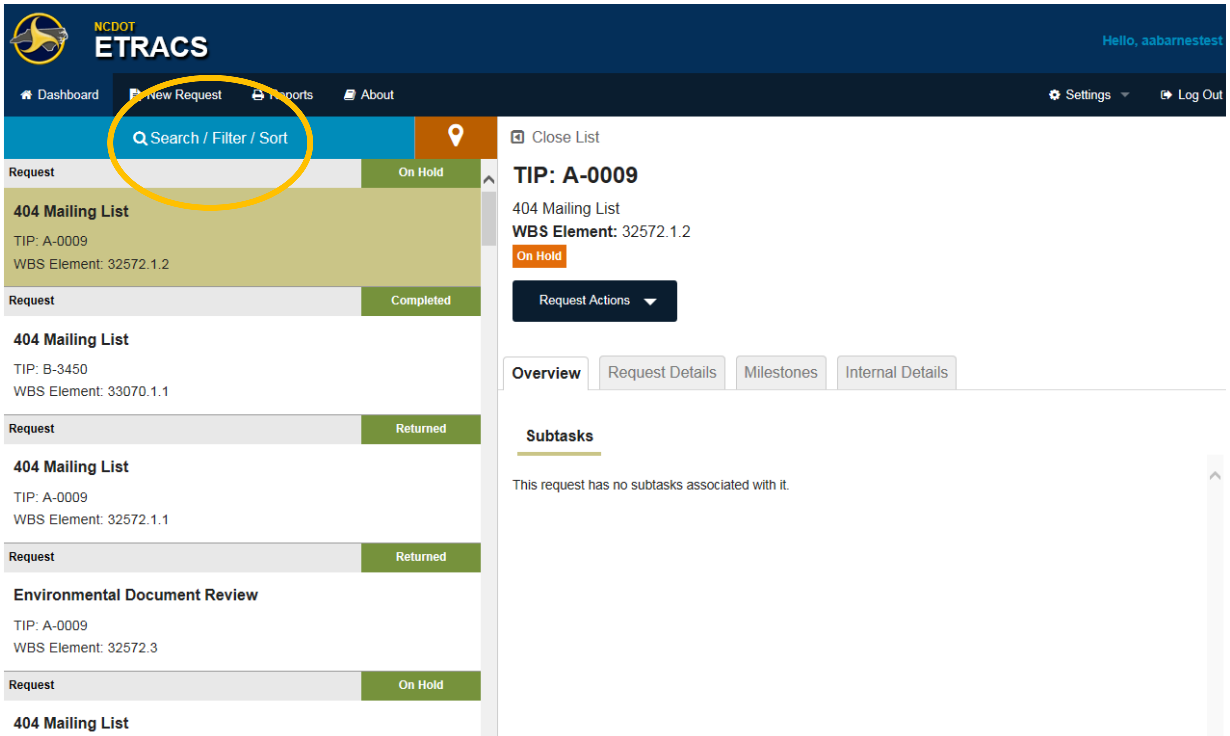


2.3 View Dashboard: Search / Filter / Sort

The Dashboard is your primary landing spot in ETRACS. Familiarizing yourself with the dashboard will help you get up-to-speed quickly.

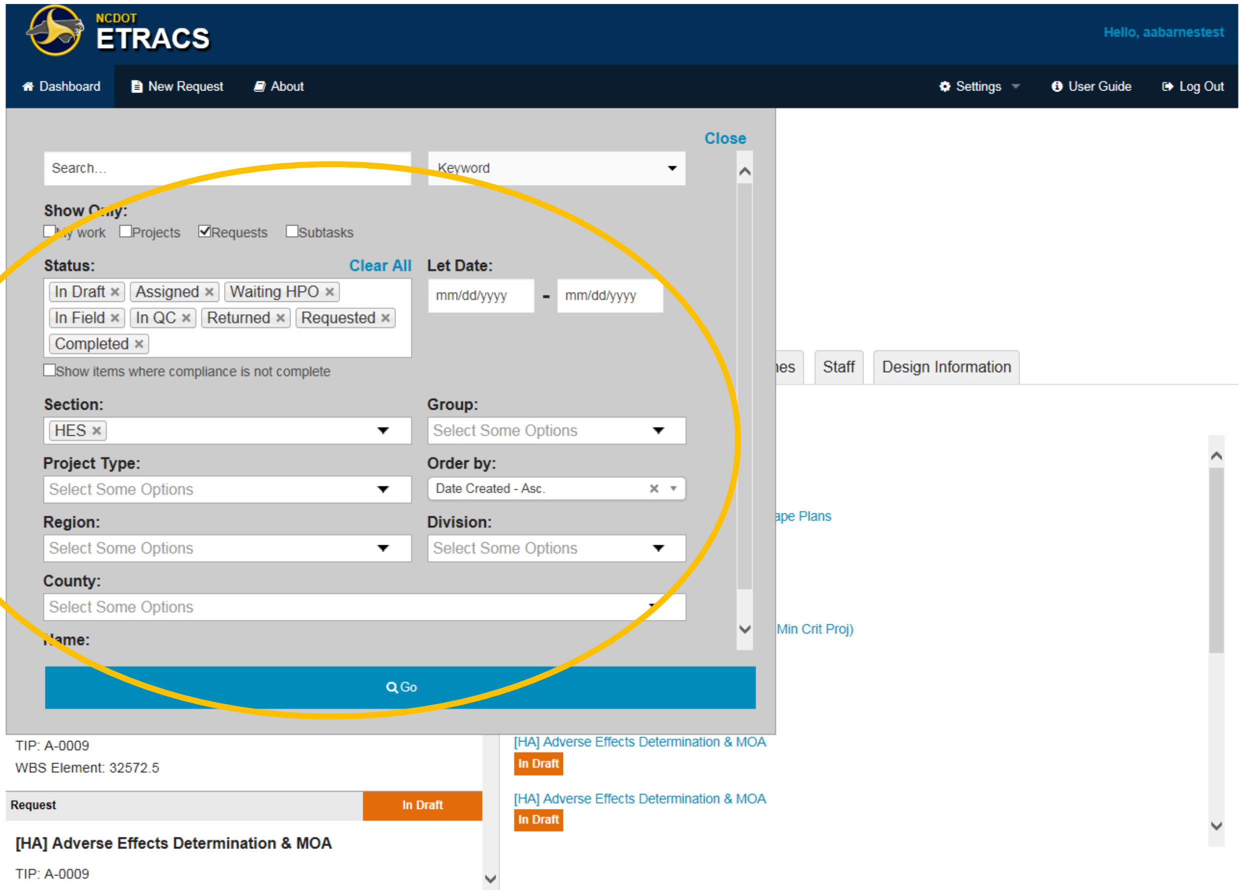
Depending upon your job function and the level of your activity, you could easily have 50-60 things in your dashboard. Therefore, you need a way to search and filter the list.

1. Click the Search / Filter / Sort button.

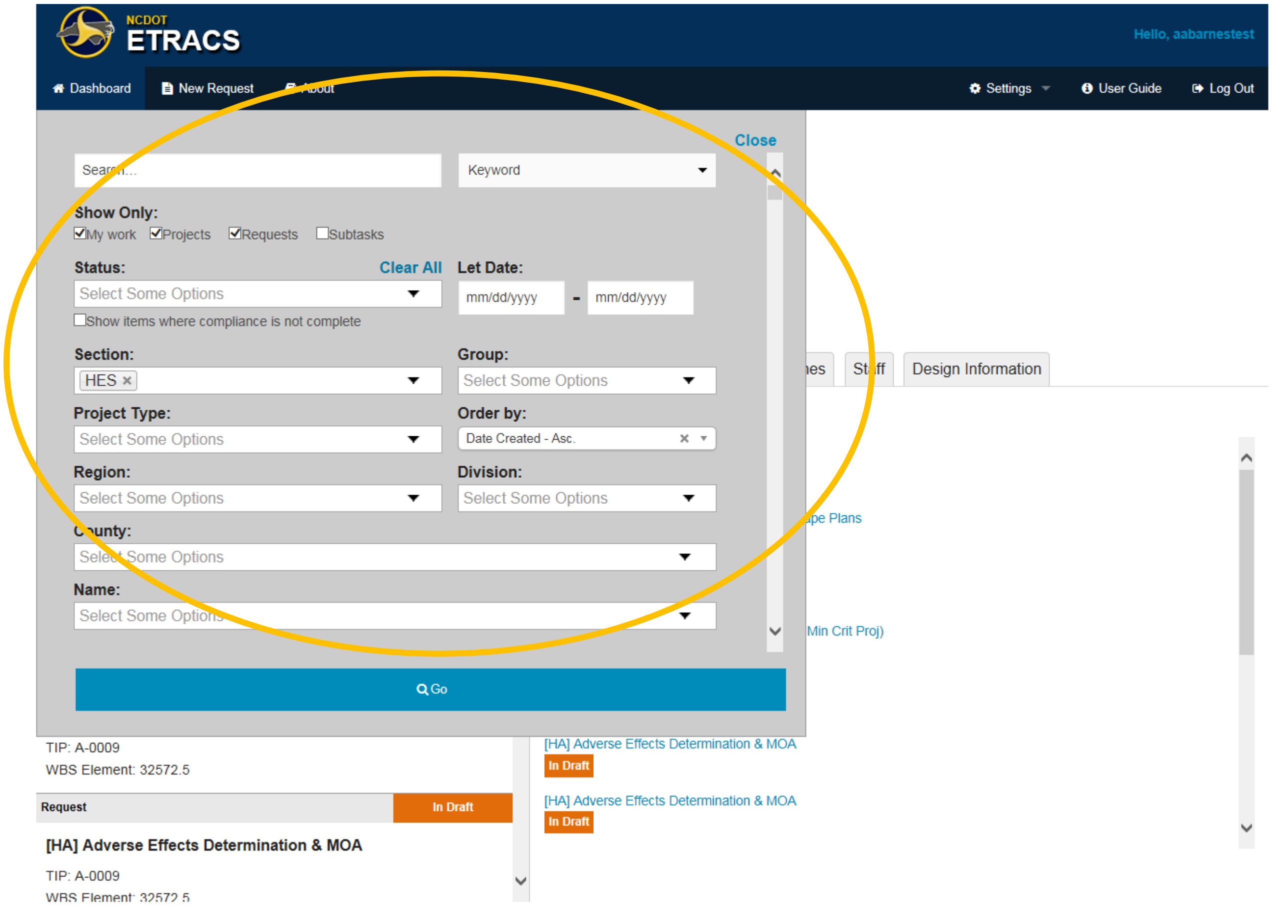


The menu appears.

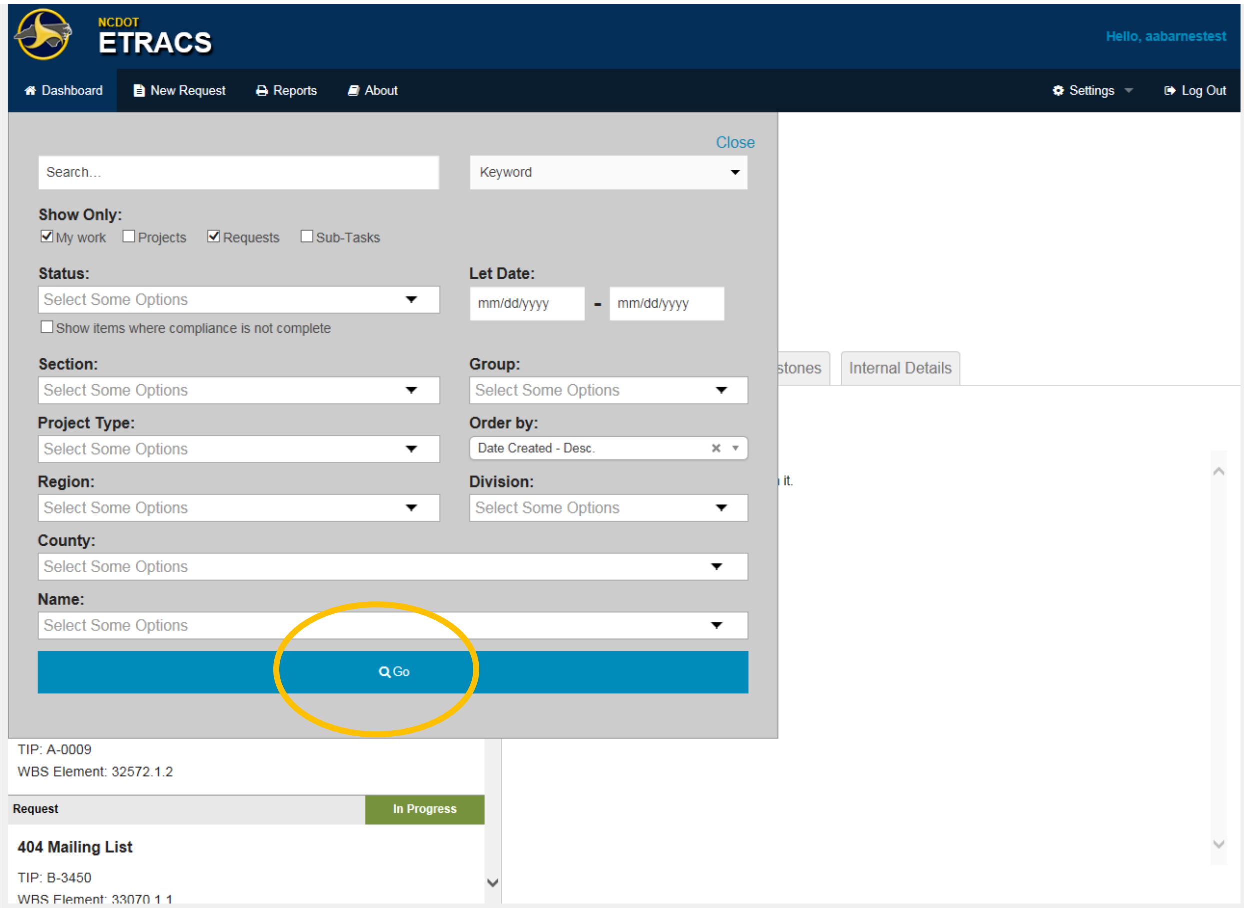
2. Click the blue CLEAR ALL option to clear possibly-extraneous information.
3. Pick your desired view. By default, the list contains only Requests and does not show either Projects or Subtasks. Select the checkboxes for My Work, Projects and Requests (for what you want).



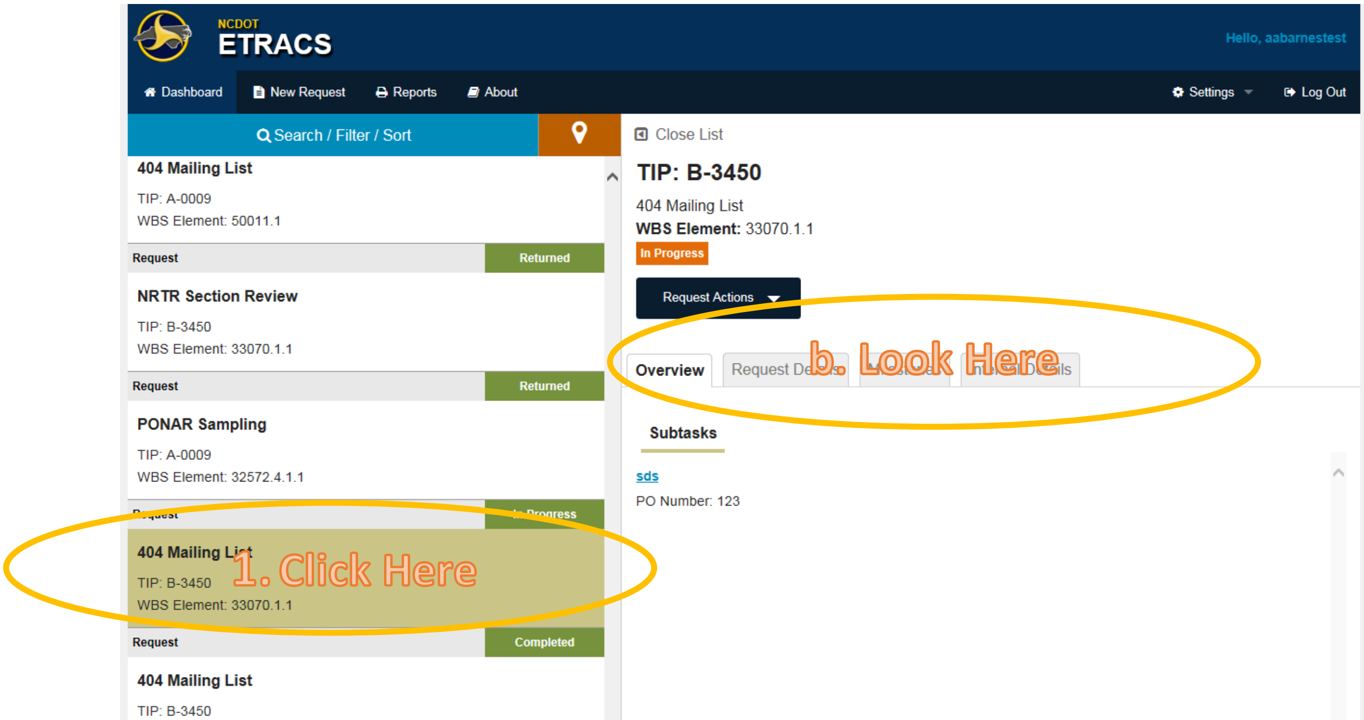
4. Select any other parameters you need in order to conform the dashboard to the view you want. By default, ETRACS orders your list by the Date that a request was created, with the oldest items appearing on top of the list. But you can focus on other things such as status, keyword, etc. Try out the filters until you get the view you prefer. ETRACS will remember your view and bring it back the next time you log on. Of course, you can re-filter anytime you like.



5. Click the Go button to re-load the dashboard with the view you have created.



6. When you've filtered the list down to find the items you need, click on an item on the left-hand side to load it in the detail view on the right-hand side of your screen.



2.4 Basic Navigation Tips

This section of this document will provide some basic navigation tips intended to quickly acquaint you with the ETRACS "rules of the road."

2.4.1 Screen Layout, Tabs & Action Menus

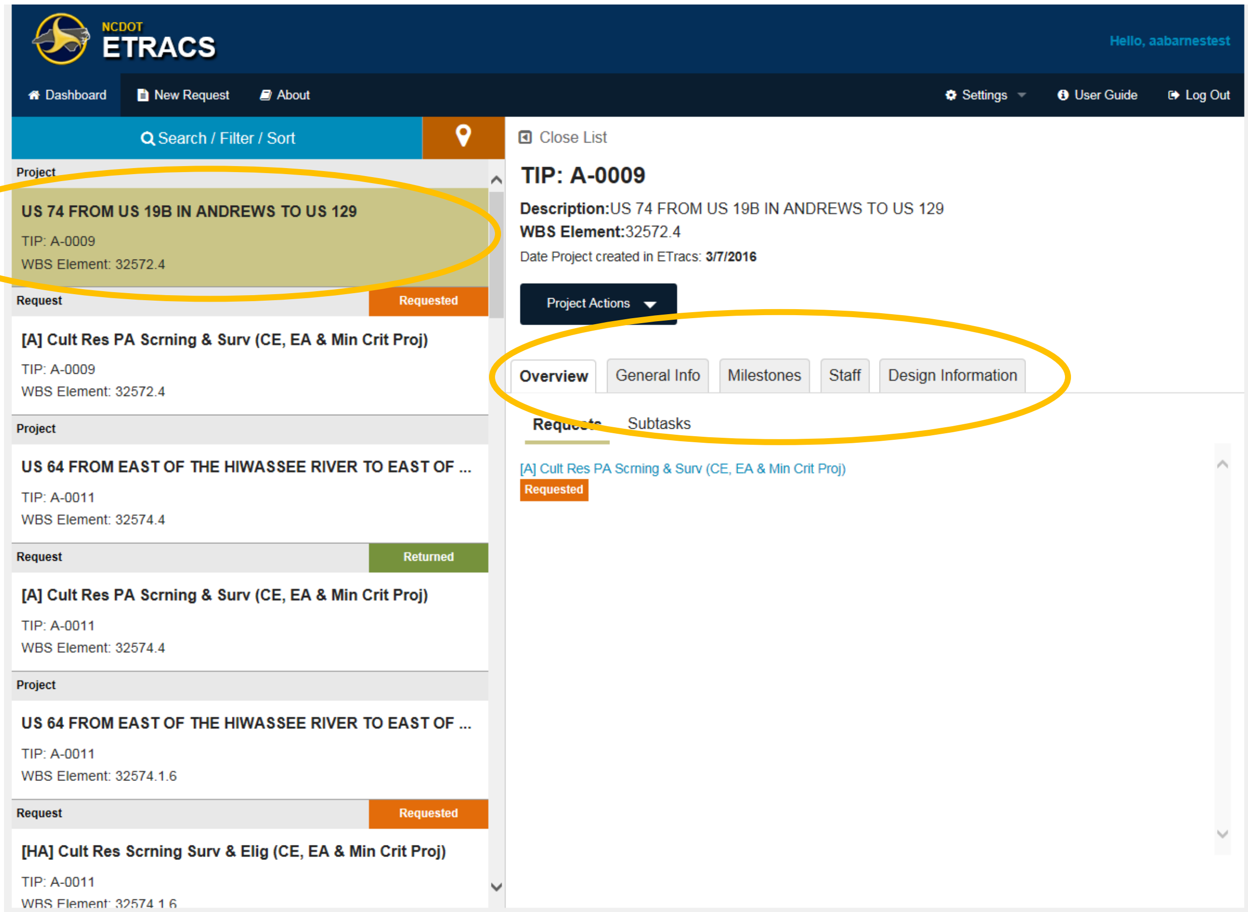
As shown in Section 2.3 "View Dashboard," ETRACS generally flows from left-to-right.

There are a lot of different pieces of information to view and/or update for projects and requests, so you will notice a pattern of **tabs** in the edit windows. You can navigate through each tab to update the information in that tab. We suggest that you get into the habit of navigating through the tabs left-to-right to ensure that you are seeing and/or updating all of the information.

2.4.1.1 Project Tabs

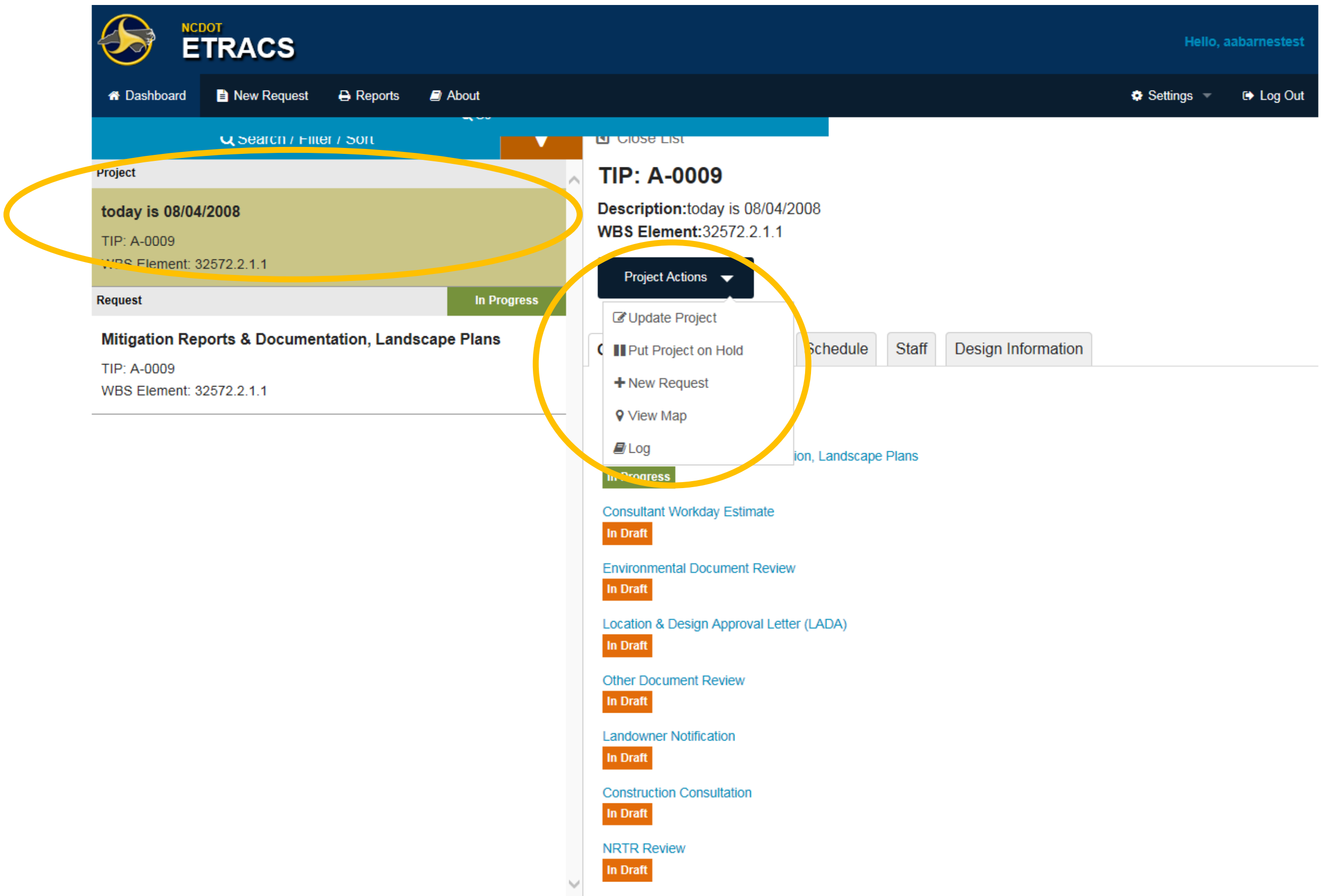
With a project highlighted on the left-hand side, you will see tabs containing basic project information on the right-hand side.

NOTE: to see the project tabs, you must have “projects” in your dashboard view. See Section 2.3 “View Dashboard: Search / Filter / Sort.”



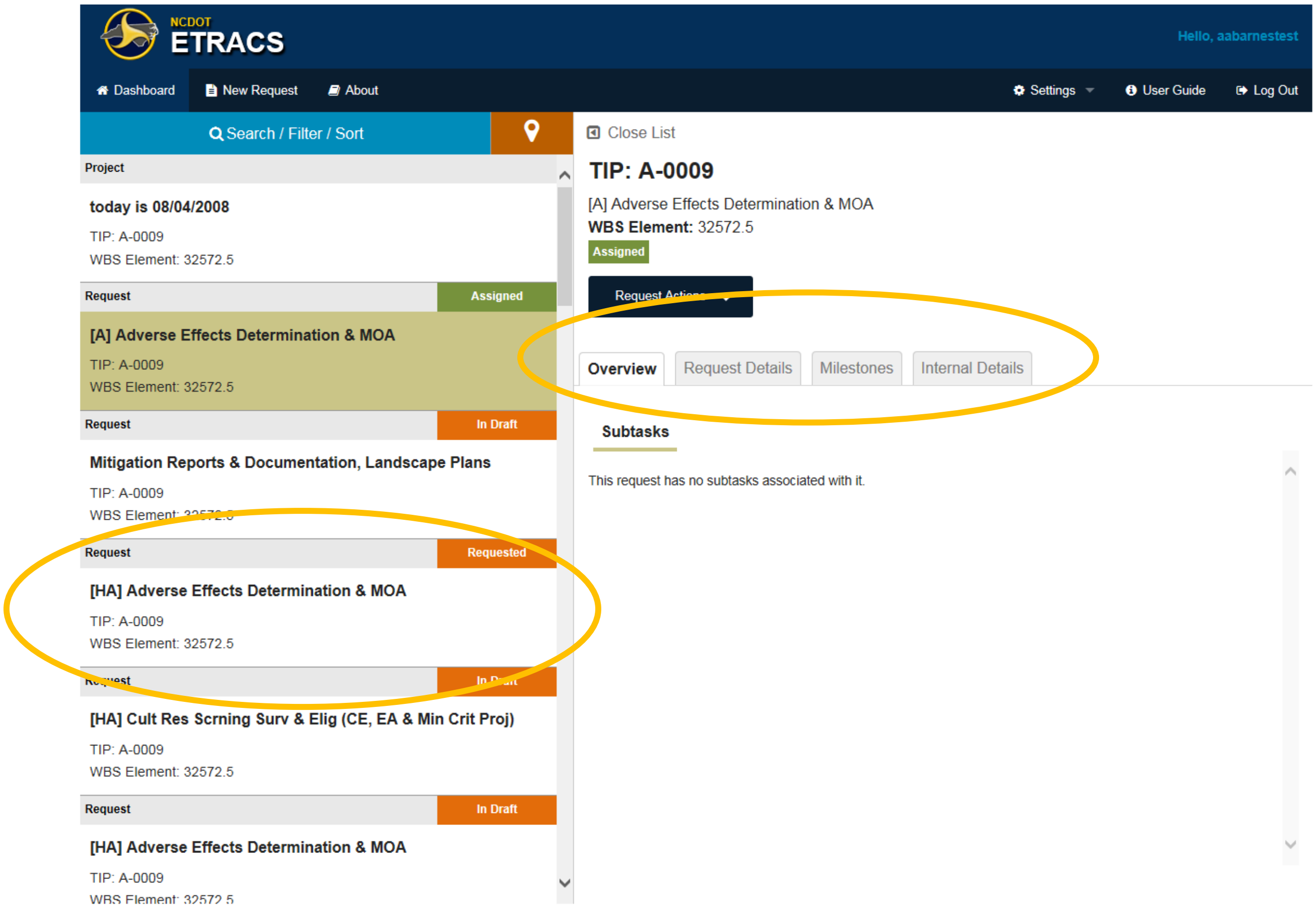
2.4.1.2 Project Actions

With a project highlighted on the left-hand side, click on the Project Actions dropdown menu to access the various basic actions that you can take at the project level. The actions available to you are dependent upon your role. These functions will be explained below. For now, just acquaint yourself with highlighting the project and familiarizing yourself with the Project Actions menu.



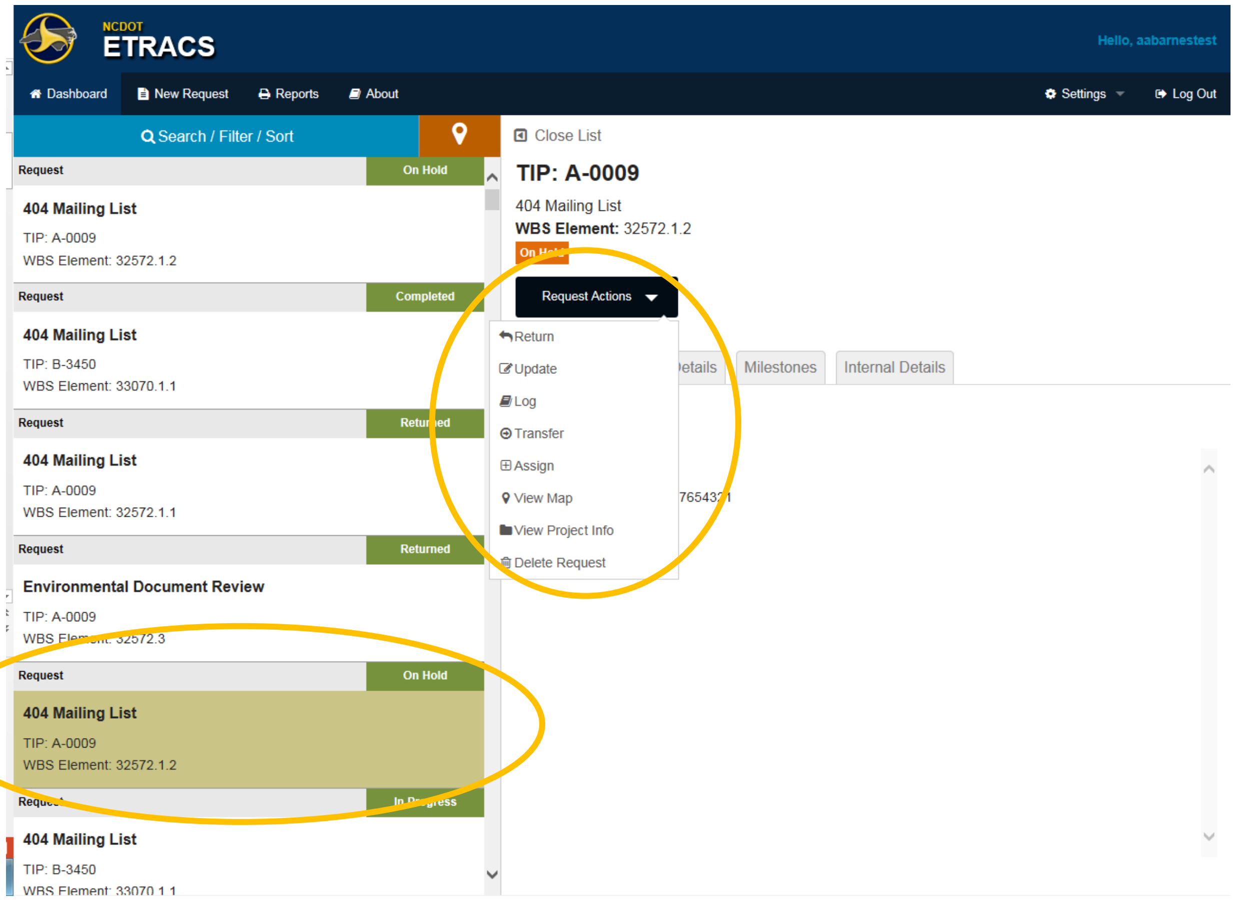
2.4.1.3 Request Tabs

With a request highlighted on the left-hand side, you will see tabs containing request information on the right-hand side.



2.4.1.4 Request Actions

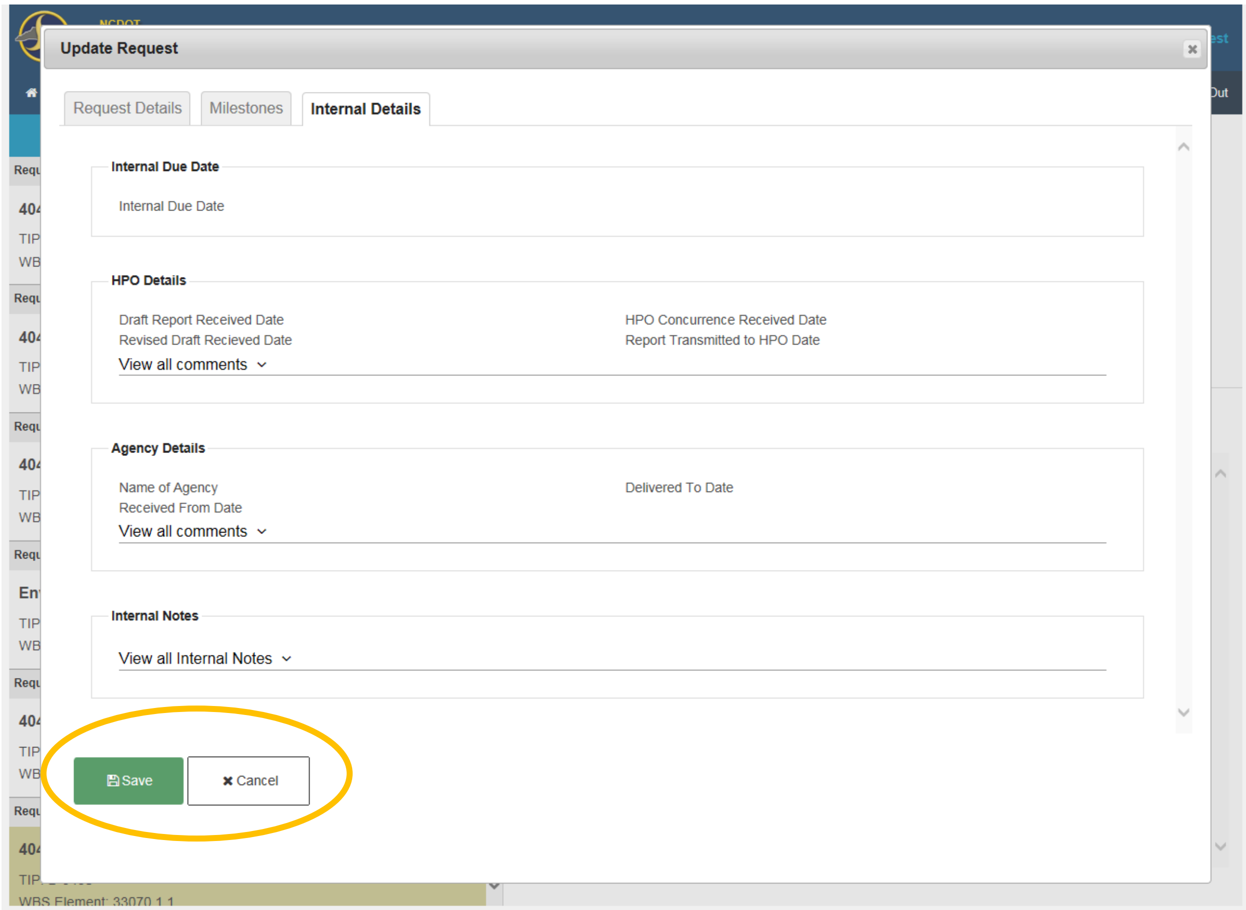
With a request highlighted on the left-hand side, click on the Request Actions dropdown menu to access the various actions that you can take for a request. The actions available to you are dependent upon your role. These functions will be explained below; for now, just acquaint yourself with highlighting the request and familiarizing yourself with the Request Actions menu.



2.4.2 Buttons

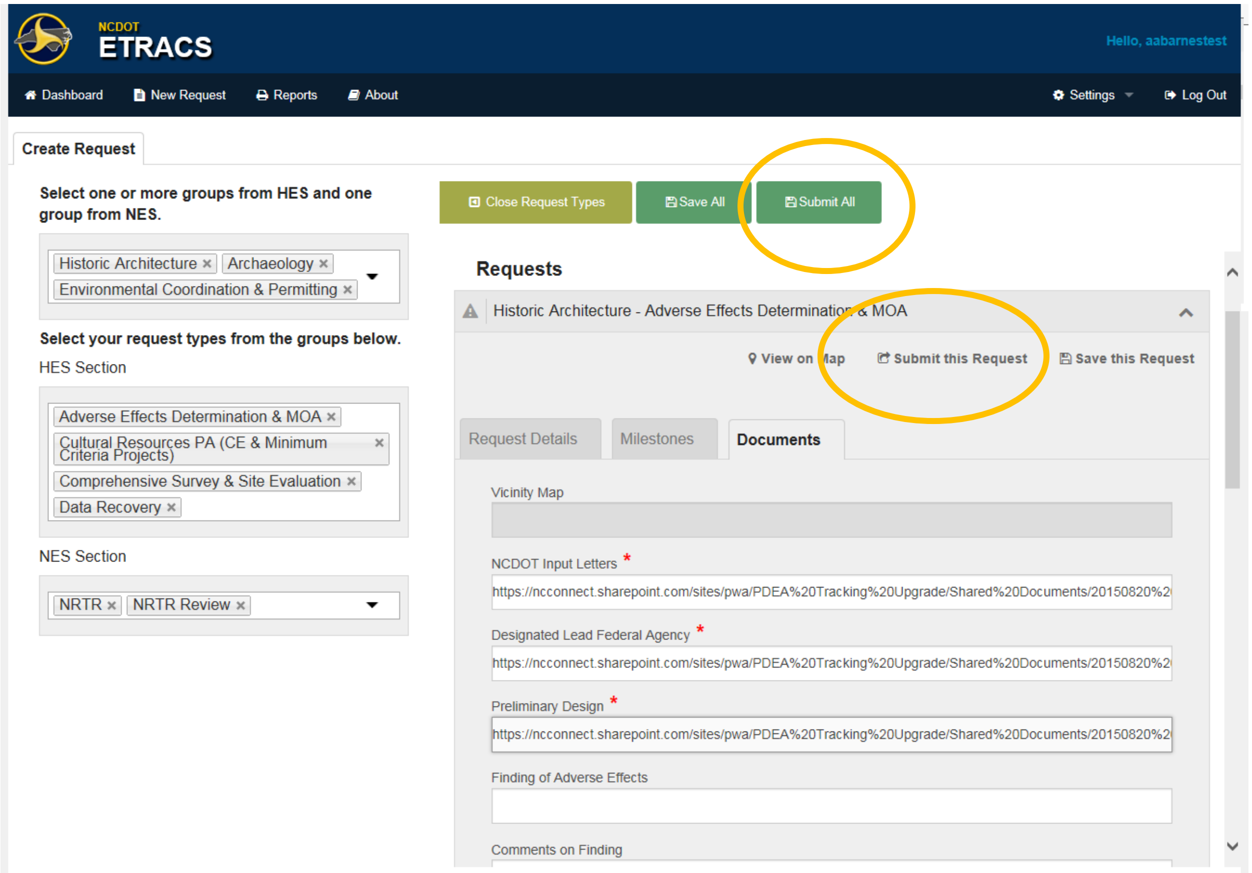
There will be Save and Cancel buttons on almost screens.

- SAVE (SAVE ALL) will save your information and will not generate notifications
- CANCEL (also X, depending upon context) will allow you to remove entered information in a text box, back out of a function, or close a window or popup, depending on context.

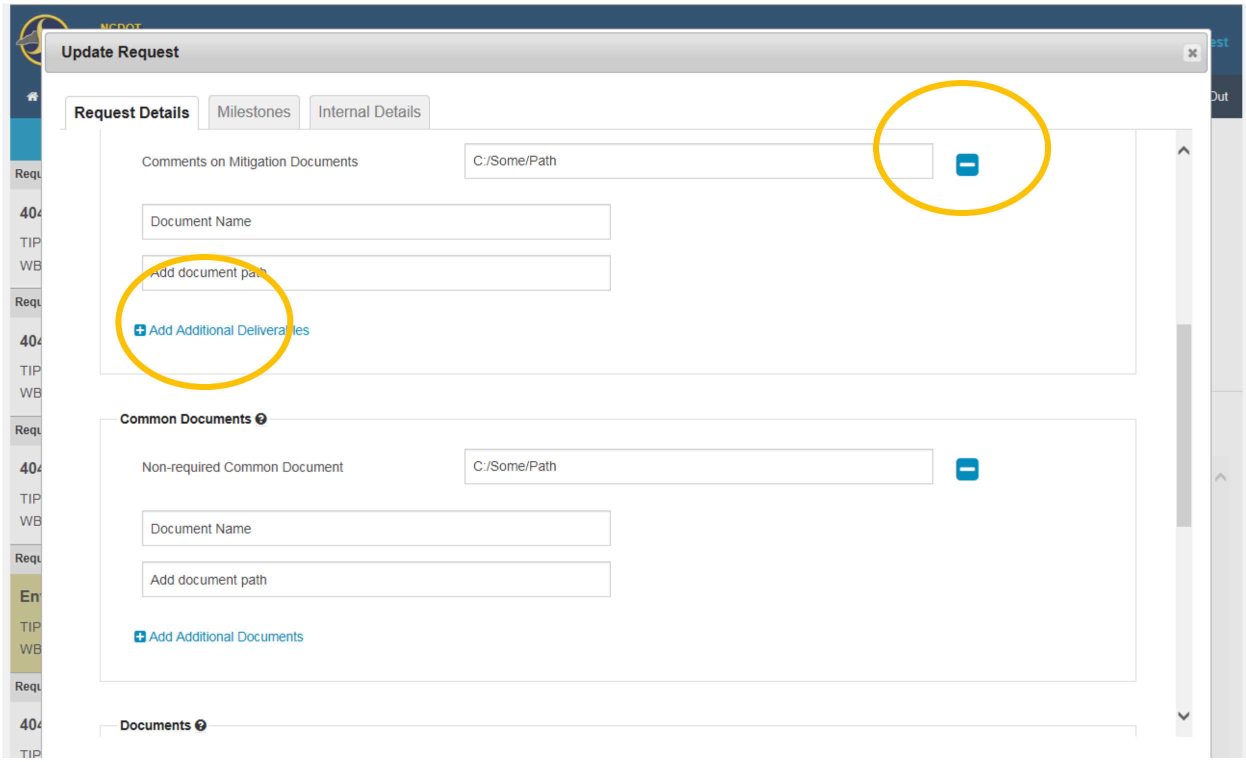


Many screens also have a Submit button, depending upon the function you are performing. SUBMIT (SUBMIT ALL) will tell ETRACS to validate all of the required information and will either:

a) Give you an error message and take you to the place where you need to correct your data
b) Give you a success message/icon and take you to the next step in the process.

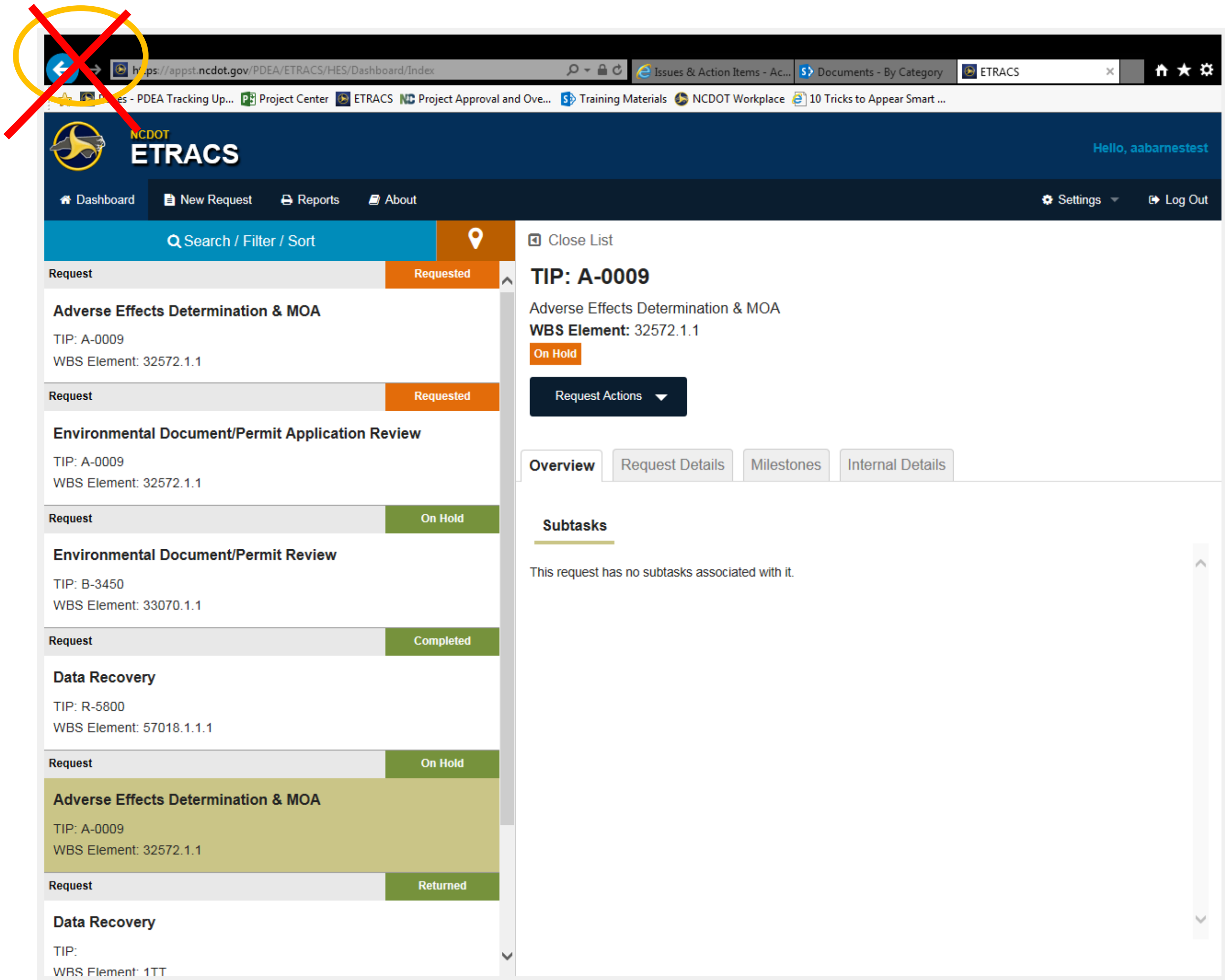


Many screens also have an Add and/or Remove function, depending upon what you are performing. The buttons allow you to add (+) or remove (-) an item on a screen/list.



2.5 Cautions about Browsers

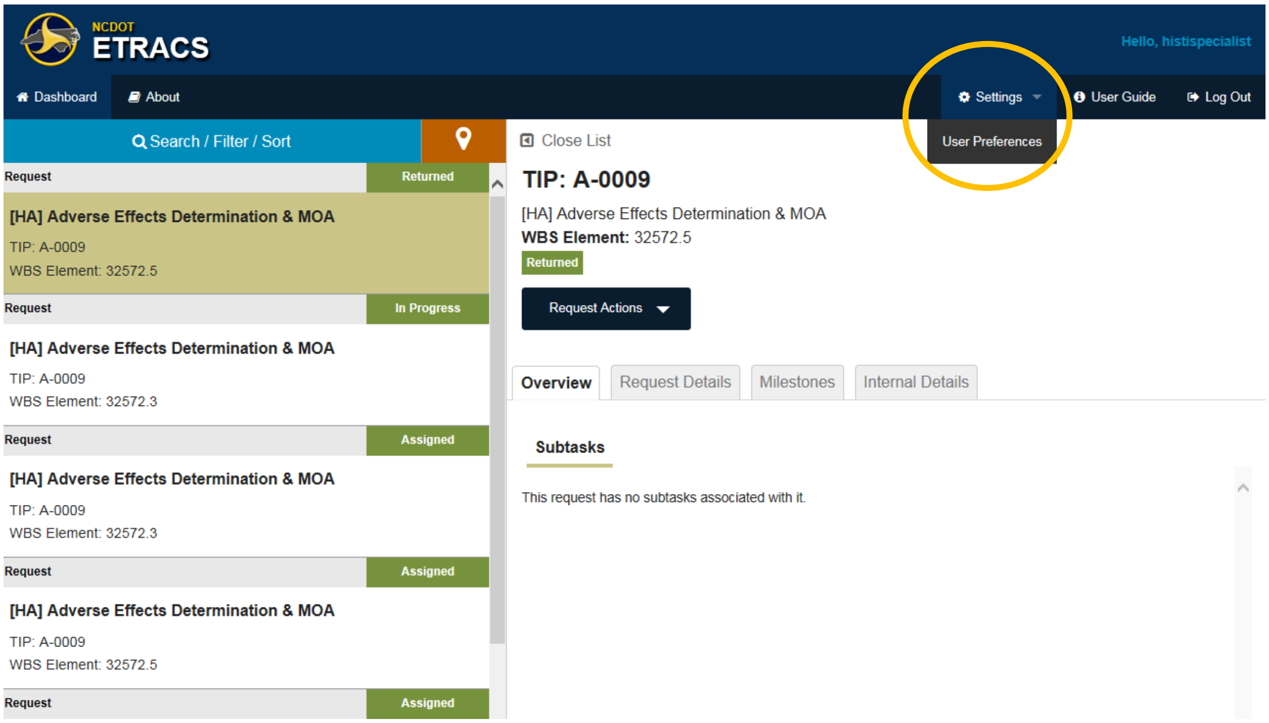
As you use ETRACS to create and update requests, **please be cautious** about using the browser BACK button. In some cases, this will corrupt the request or project that you are working on. Instead, get into the habit of using the buttons, Action menus, and other functions on the screen itself to navigate.



2.6 User Preferences

You may setup your preferences for working in ETRACS.

1. Click 'Settings' from the application top navigation bar.

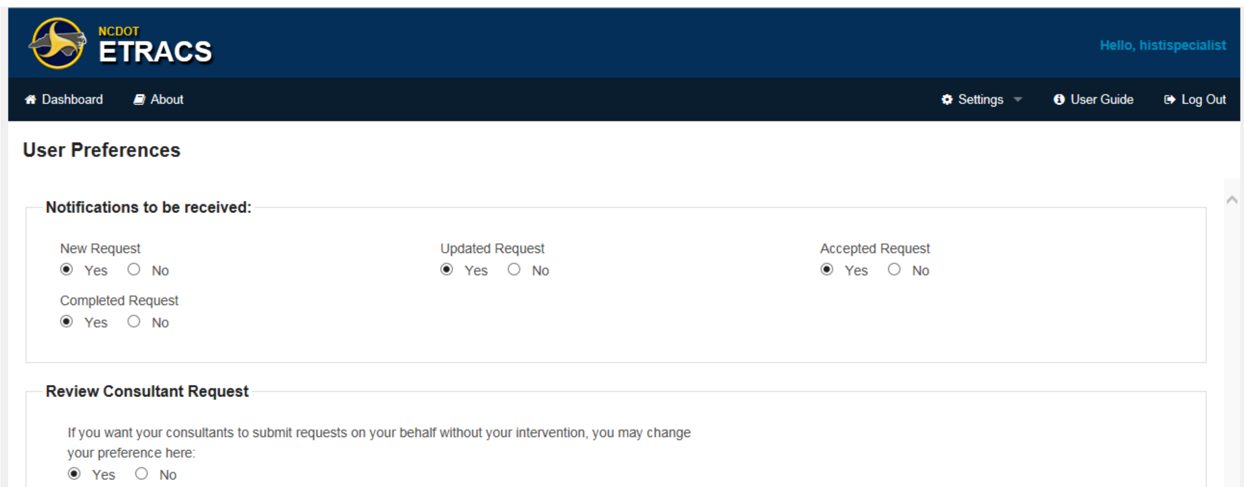


The system will show you one or two options for you to customize, depending upon your role:

- **Notifications** (for all users)
- **Review Consultant Request** (for requesters who have consultants working on their behalf)

Your notification defaults are shown.

2. To change Notifications, use the radio buttons to select which notifications you wish to receive/not receive.
3. If you are an Internal Requester, you can select whether or not you want to review your consultants' requests before they are submitted:
    - If you choose "Yes," the consultants' requests will come to you with "In QC" status
    - If you choose "No," the consultants' requests will be submitted through the normal process (with Submitted status) and you will receive notifications [NOTE: unless you turn off New Request notifications]



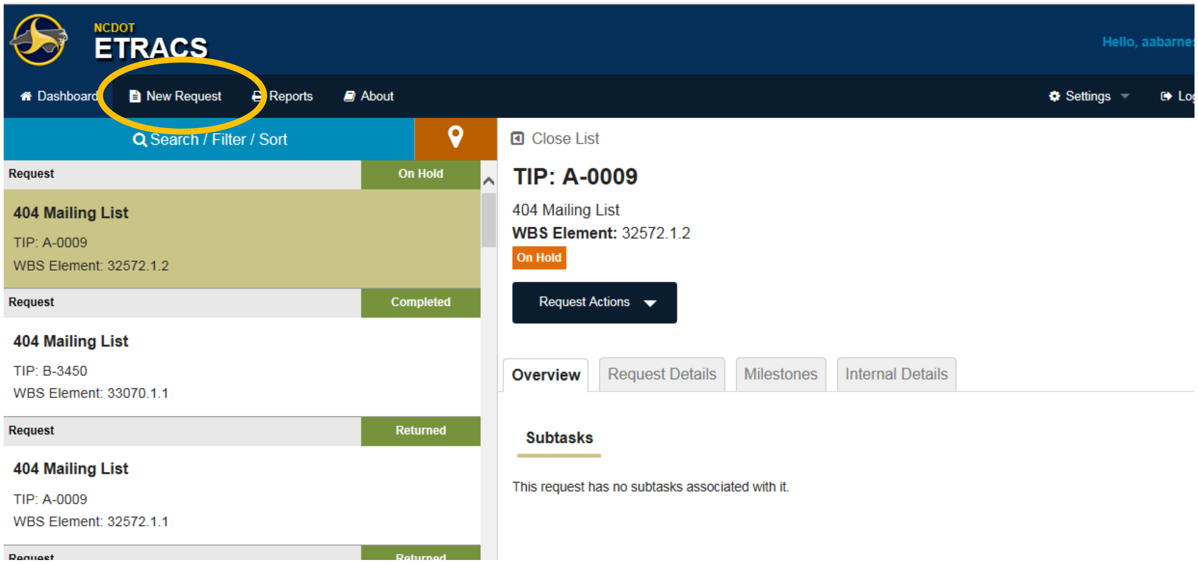
3 Request Functions – For the Requestor

The first step in using ETRACS is to create a request. This is where the process starts!

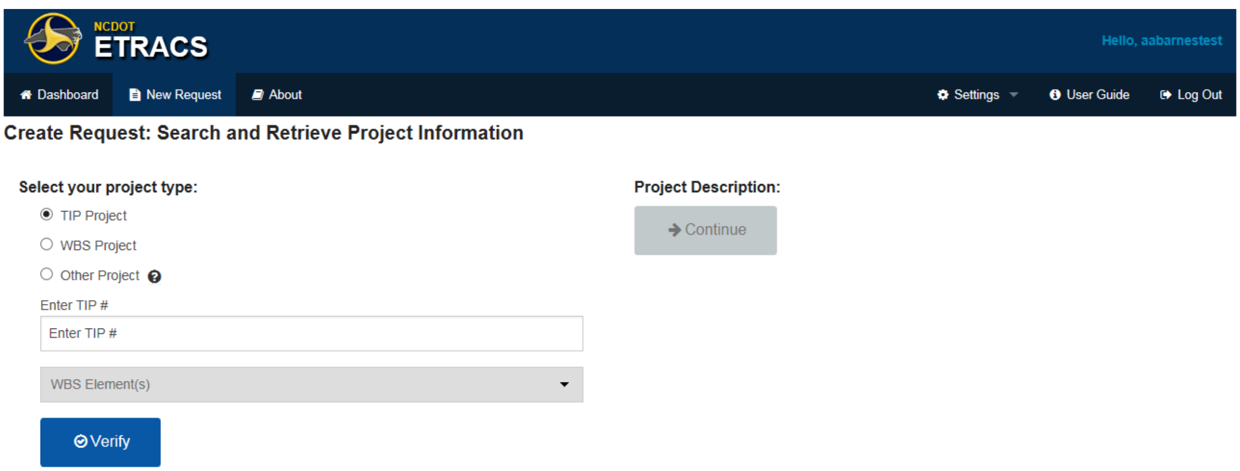
3.1 Create Request – Step 1 Search and Retrieve Project Information (TIP or WBS project)

If you are an internal or external requestor, or a supervisor, you can create requests.

1. Click 'New Request' from the application top navigation bar.

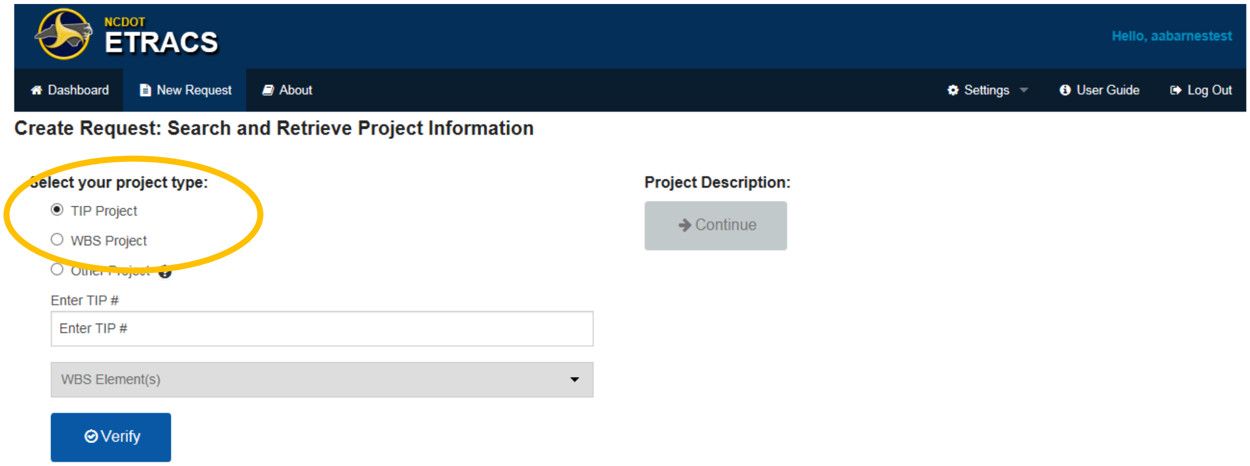


The screen appears for you to search and retrieve the project information:



Now you start by identifying the project that you're going to create requests for.

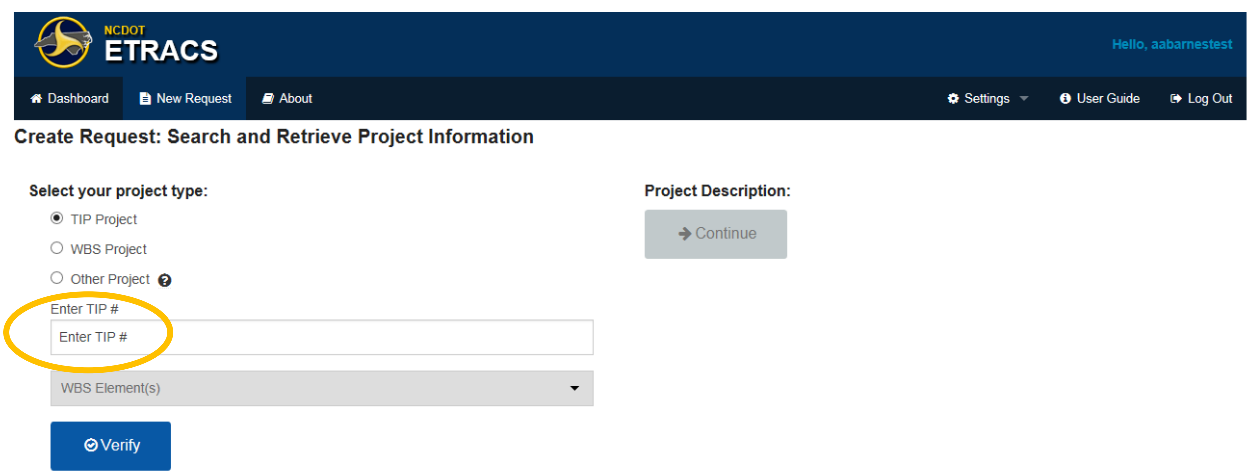
2. Select either the:
    a. TIP Project radio button, or
    b. WBS Project radio button, or
    c. If your project is neither a TIP project, nor a project with a distinct/separate WBS, please skip to Section 3.2, "Create Request – for "Other Project" Types," below. Refer to that section for complete information about the "Other" project type.



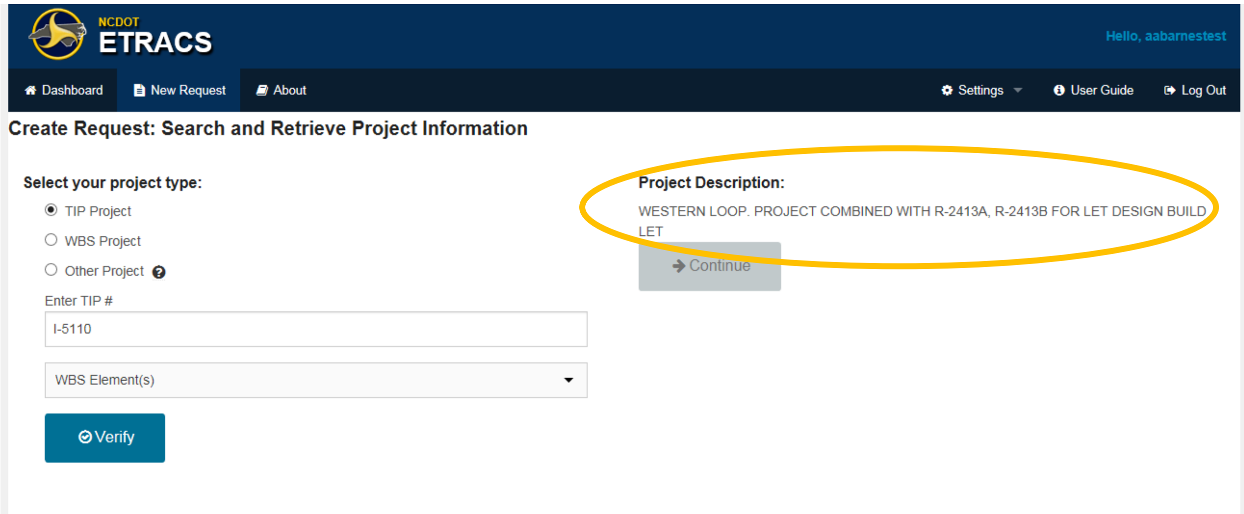
3. Depending upon your choice in the last step, enter either the:
    - TIP number or
    - WBS number.

NOTE: You should always know whether your project is TIP or non-TIP. You should also always be working with a TIP#/WBS# that you know exists as an active project in SAP\STaRS in the database that ETRACS is connected to.

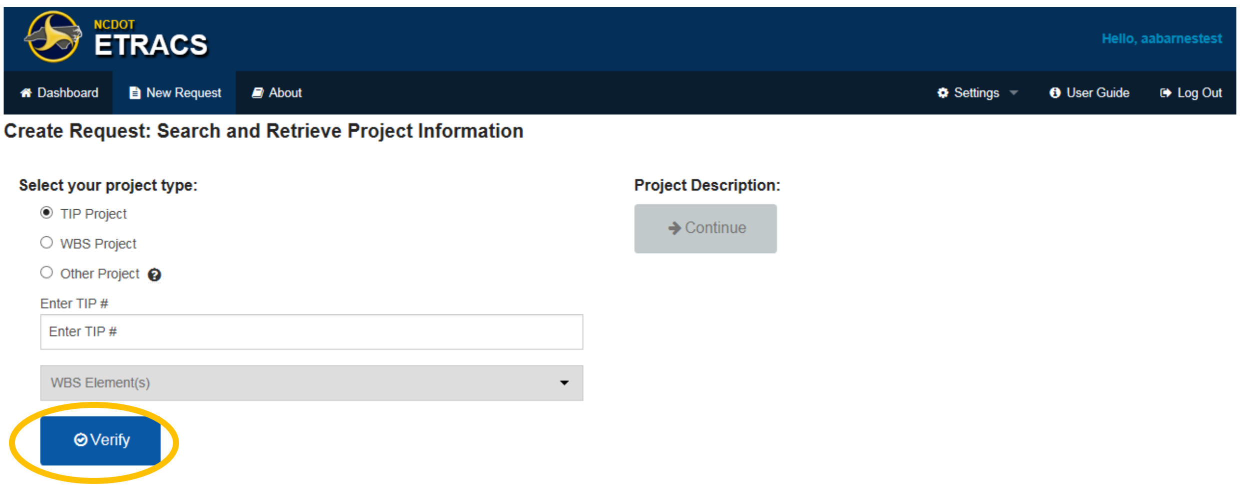
WARNING: If you erroneously select the Non-TIP option for a project that exists under a TIP number, ETRACS will attempt to find the project, but may not find the correct one. If this happens, you can check for your project when you proceed to Section 3.3.1.1 General Info Tab.



ETRACS will take a few seconds to load data from STaRS and will display the Project Description. Check to be sure you have the correct project loaded.



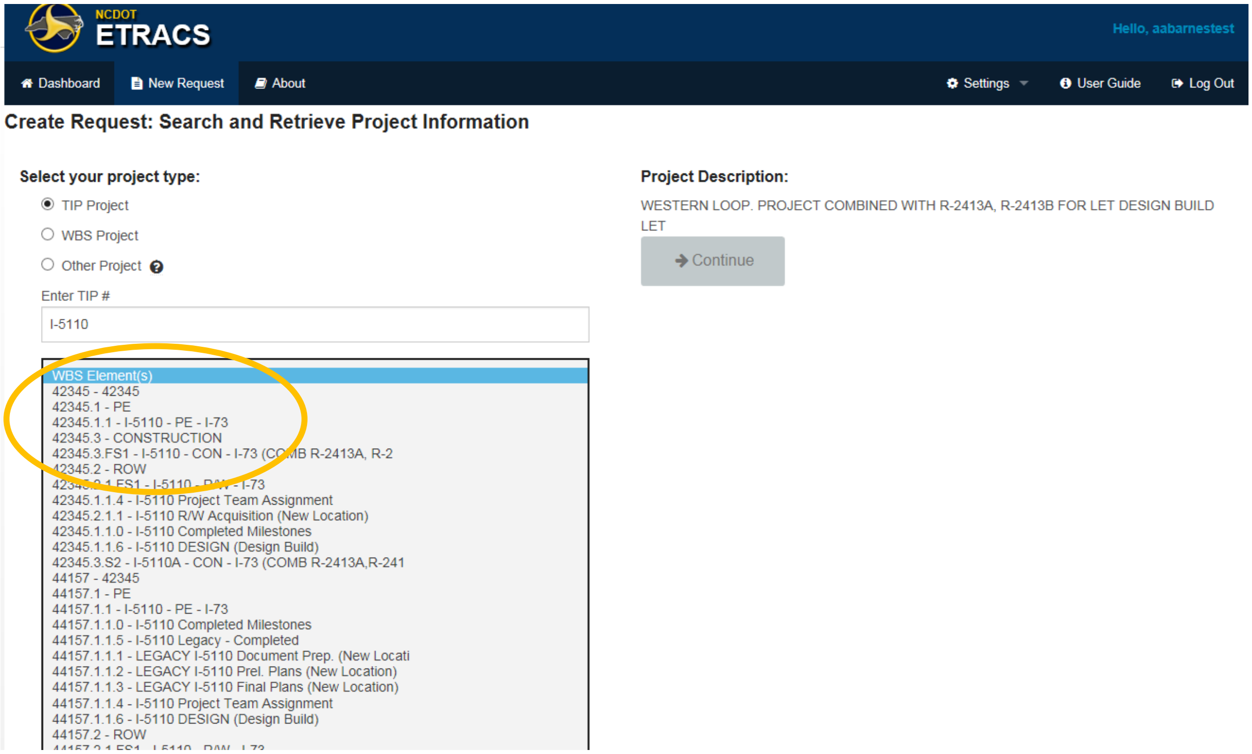
4. Click the Verify button.



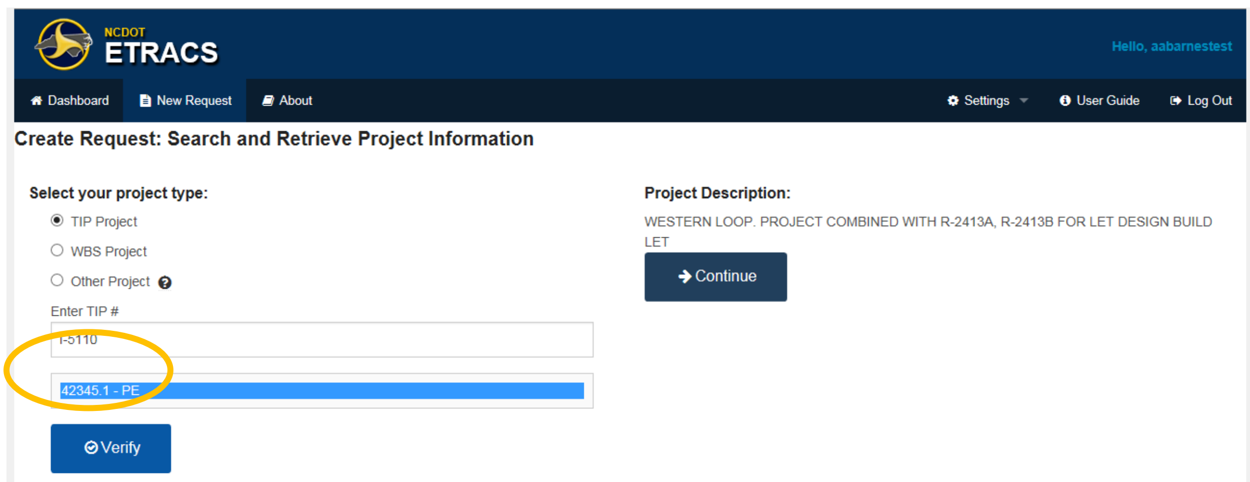
5. If you have selected:
   a. TIP Project, you must now select the WBS number at the level where you want to create the request. Proceed to the next step.
   b. The WBS# for a non-TIP project, it will be already be displayed.

NOTE: project data is normally stored in SAP at the 3rd level. However, ETRACS will display all of the WBS levels that are in SAP and will allow you to create a request at any level of the WBS.

NOTE: SAP filters out all project/WBS numbers that have been completed and closed. Therefore, you will not see them in your search. Contact your supervisor if you believe that this will be a problem for your creating a request.

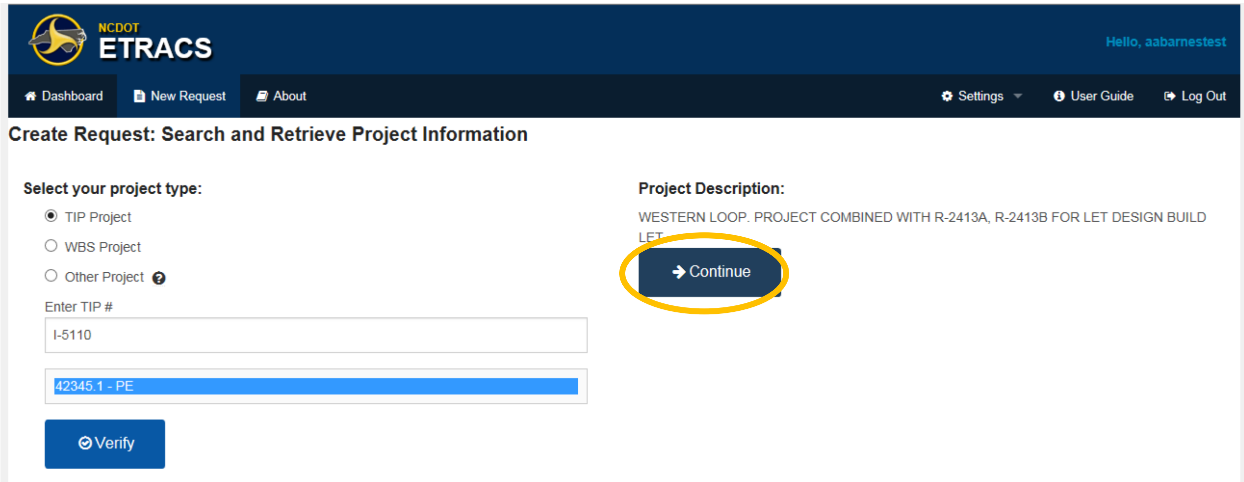


6. Select the WBS number at the level where you want to create the request.



The blue Continue button will now be active.

7. Click the Continue button.



The system will now display all of the Project Information from STaRs on the four tabs. Skip to Section 3.3, "Check and Update Project Information on all the project tabs," below.

User Tip: ETRACS considers the ***PROJECT*** to be the level of information that exists in STaRS with the unique combination of TIP, Sub-TIP, and WBS.

3.2 Create Request – for "Other Project" Types

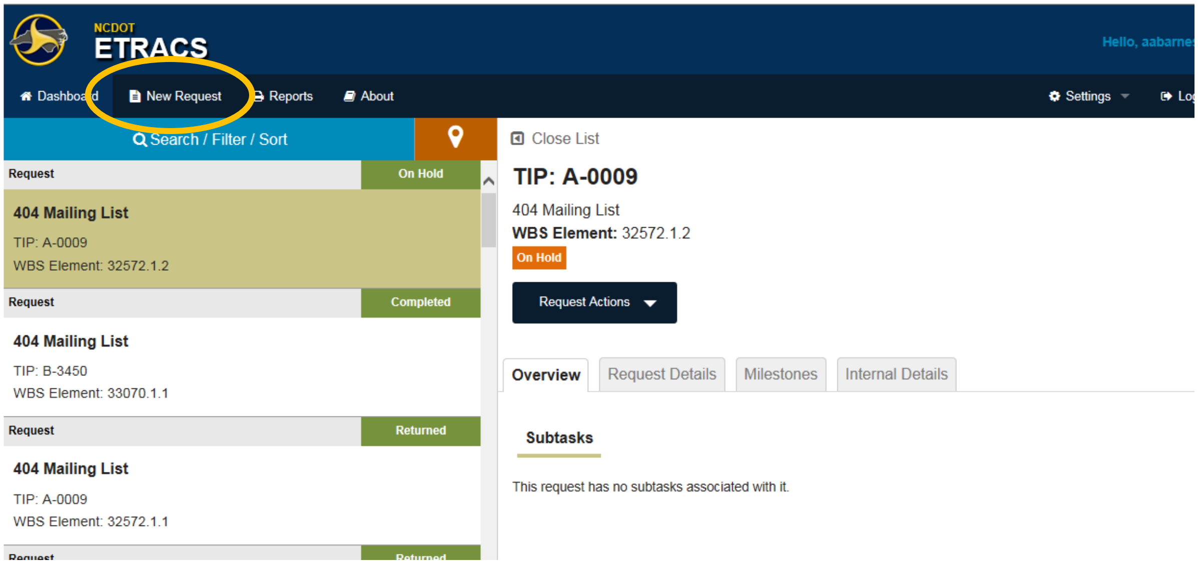
A third "Other Project" type is used for: a) projects that share a WBS or b) projects without a TIP or WBS number. Examples of projects that are organized under a single WBS are bridge projects, preliminary engineering projects, Division maintenance, spot safety, bridge, rail. Examples of projects that do not have a TIP or WBS are commerce, or municipal projects.

User Tip: If you create an "Other" type project, there will be no STaRS information. You will have to populate all the data yourself.

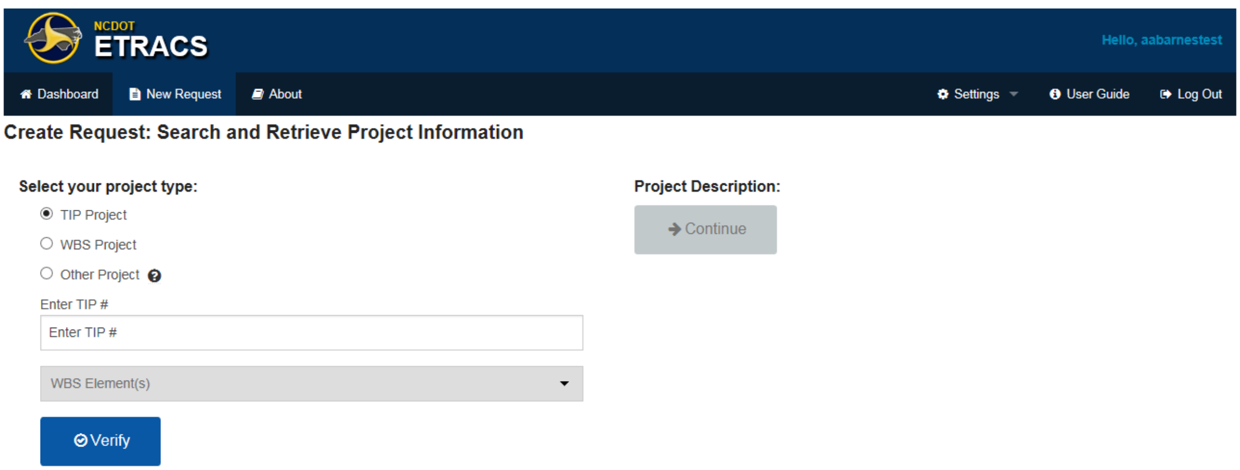
3.2.1 Creating the project from the dashboard

This project type is created the same way from the dashboard.

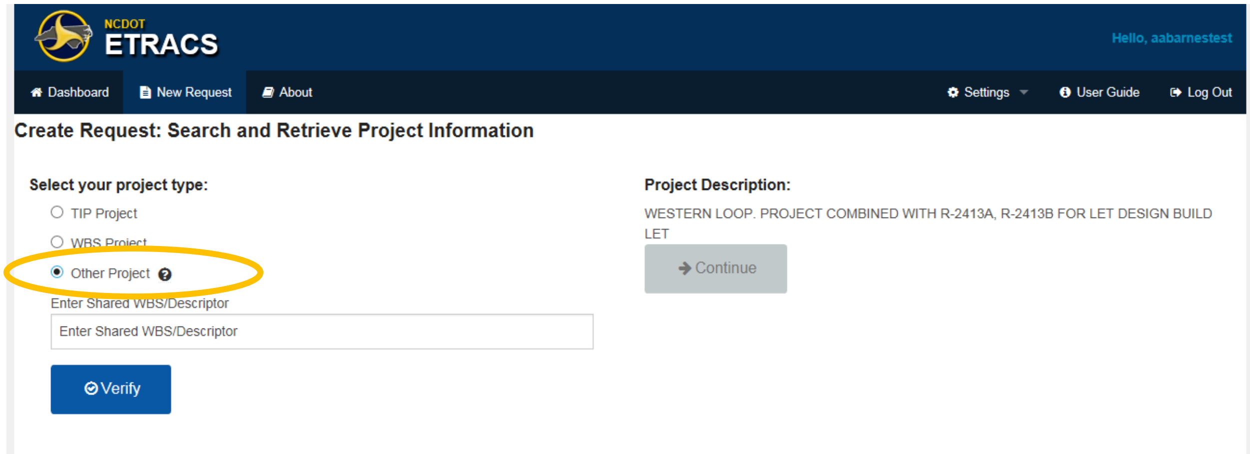
1. Click 'New Request' from the application top navigation bar.



The screen appears for you to search and retrieve the project information:



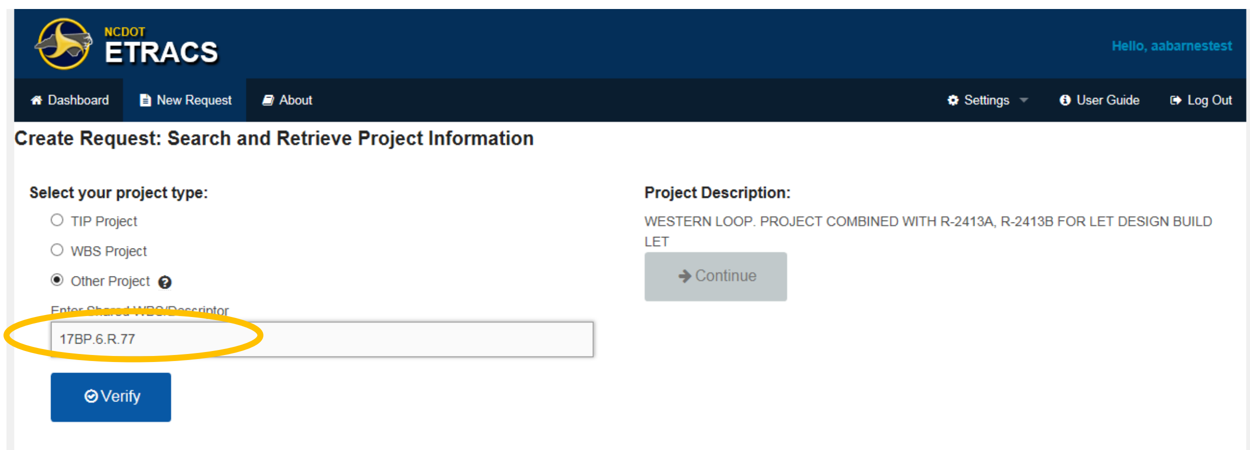
2. Select Other Project.



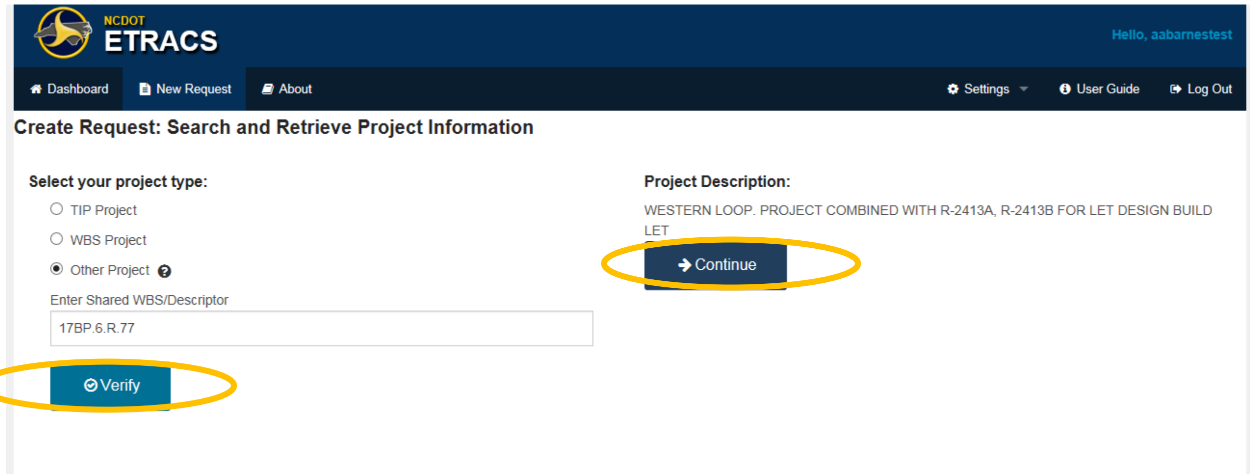
User Tip: there is a tooltip to explain the project type(s) that require this new option. Look for the **?.**

WARNING: Be very careful to use this option *only* in cases where your project requires it (because it shares a WBS or doesn't have a TIP or WBS). This option *does not* get information from STaRS nor send milestone completion dates back to STaRS. Do not use the option for "Other Project" when there is a correct TIP/WBS to "drill down to" in STaRS.

3. Enter the shared WBS or some other descriptor.



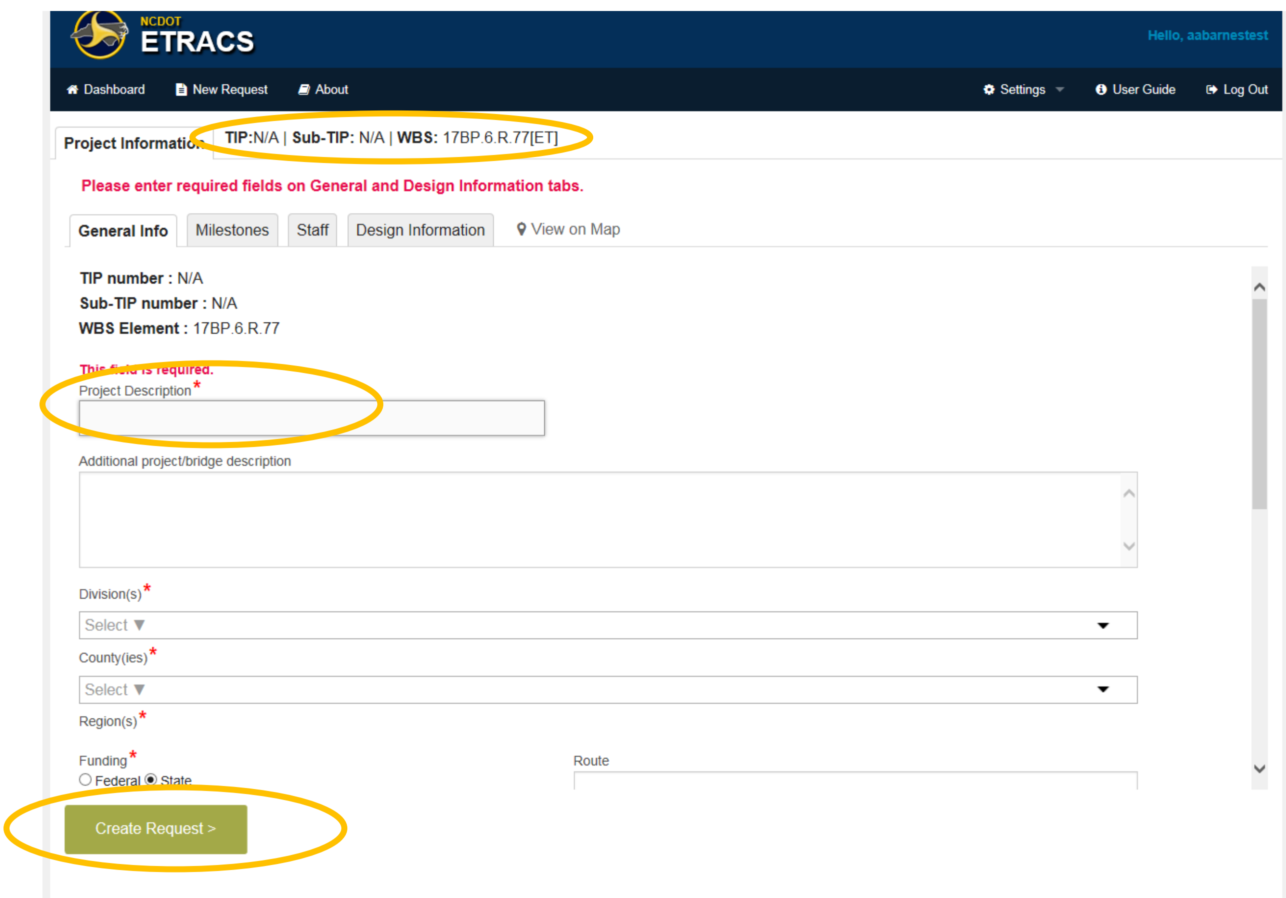
4. Click Verify. The Continue button is enabled.



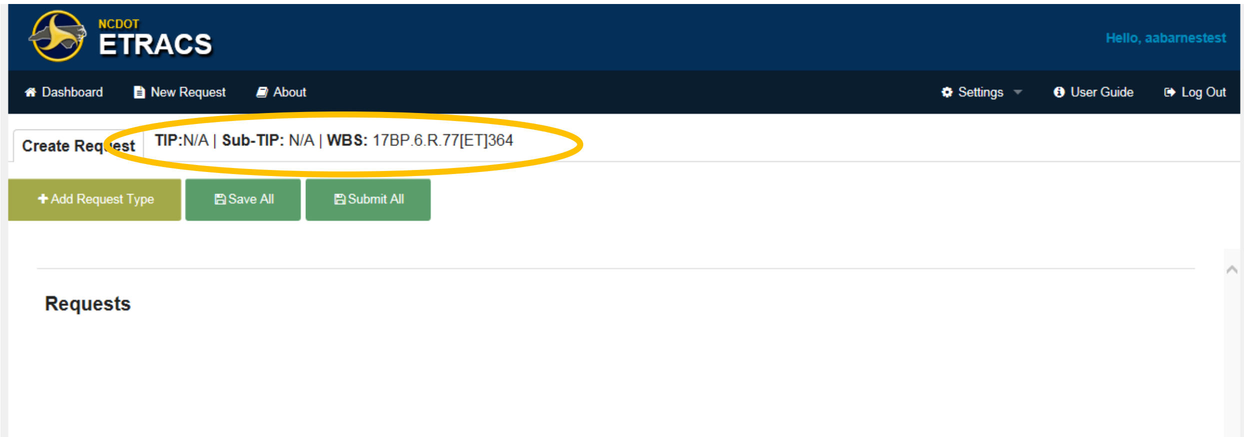
3.2.2 Completing Project Information

The Project Information tabs appear.

5. Note the project number at the top of the screen. It will contain the original shared WBS, plus [ET] as an indicator that ETRACS is going to assign a special (non-SAP) project number.



6. Enter the information that is required. The *only* difference in this project type is the Project Description field, which is open for you to name your project yourself. See Section 3.2.3.1, “Naming these projects” for more information.
7. When all the information is correct, press Create Request. The Create Request screen will appear.
8. NOTE that ETRACS has now assigned a full and unique (non-SAP) project number to your project. From this point, everything functions in the same way for creating, assigning, accepting, and completing a request.

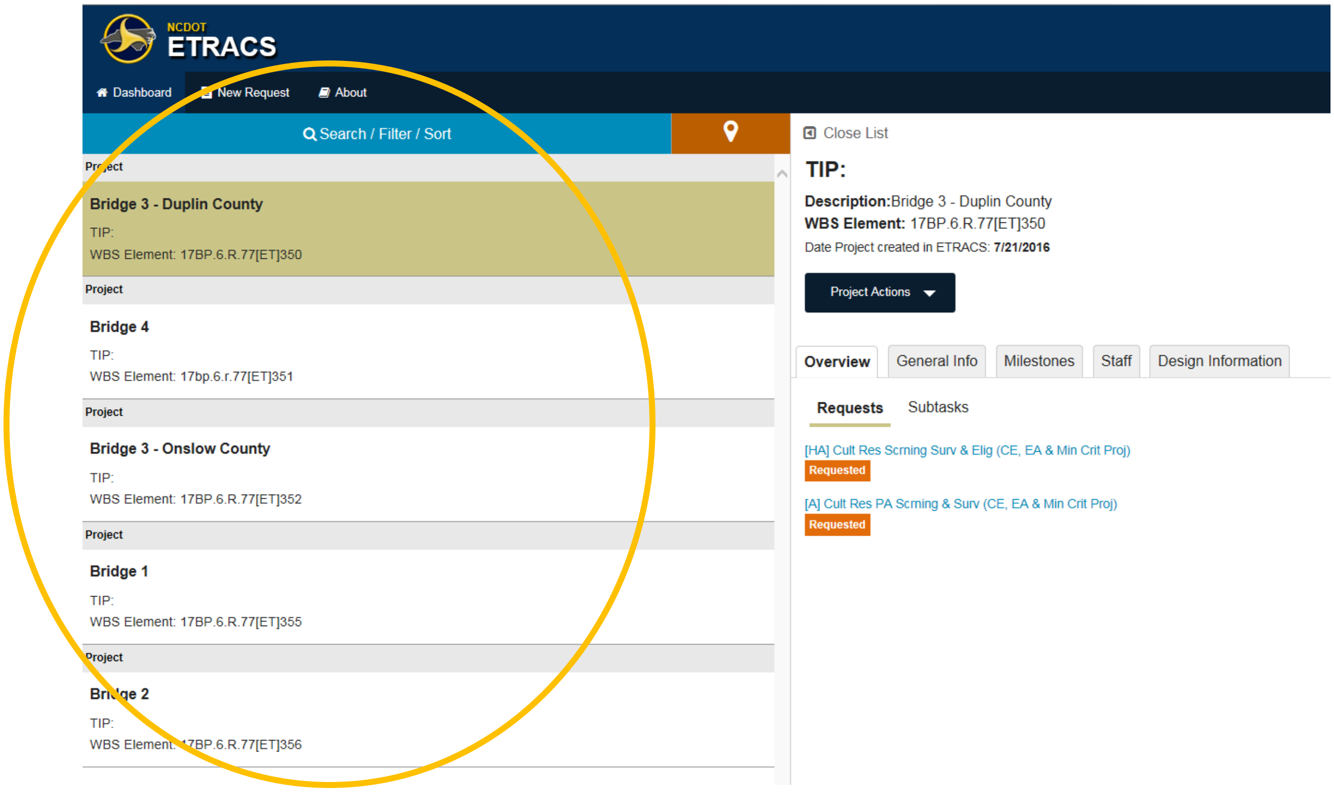


3.2.3 “Other Projects” on the Dashboard

The dashboard will include these projects, and their associated requests, in the same way as the other projects. The only differences you may note are: naming the projects, filtering, and searching for these projects. See the next sections for information.

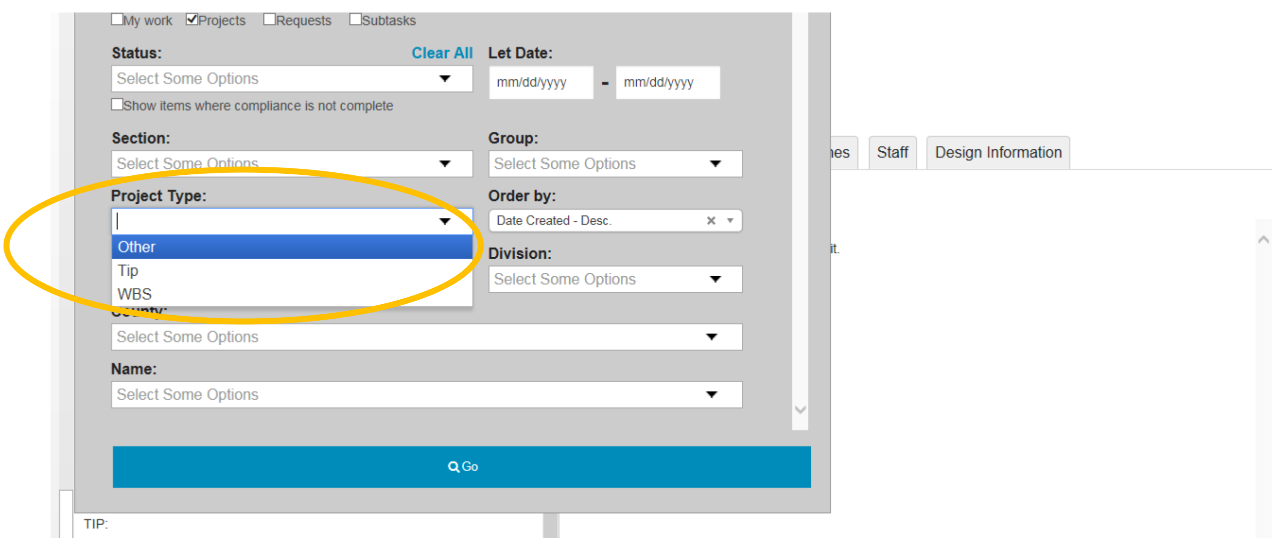
3.2.3.1 Naming these projects

Because these projects share a WBS, you should use the Project Description of the project to clearly tell them apart. For example, in the screenshot below, five projects were opened under WBS 17BP.6.R.77. Note how two of the names include the County name so that the other ETRACS users can easily see “which Bridge 3” they need to look at. Consider this when you are naming your “Other” type projects.



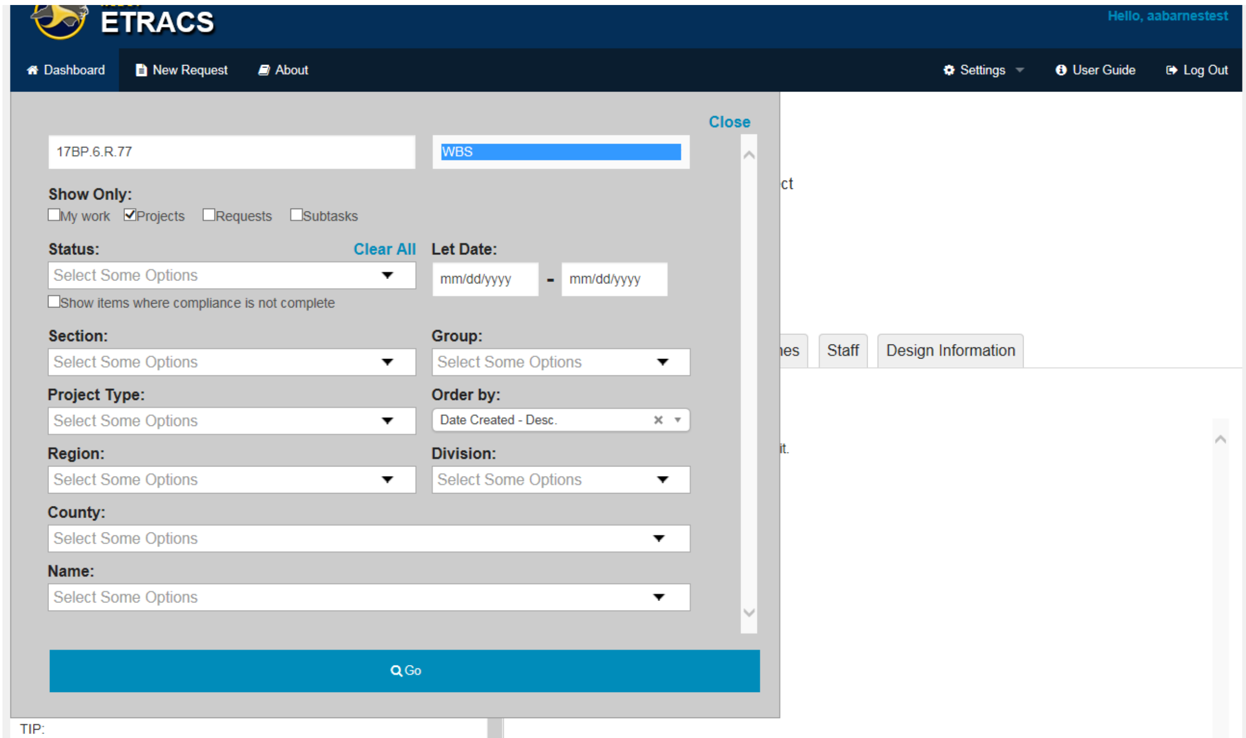
3.2.3.2 Filter for these projects

From the Dashboard, if you want to filter for these projects, you will note that "Other" is one of the Project Type filter options.

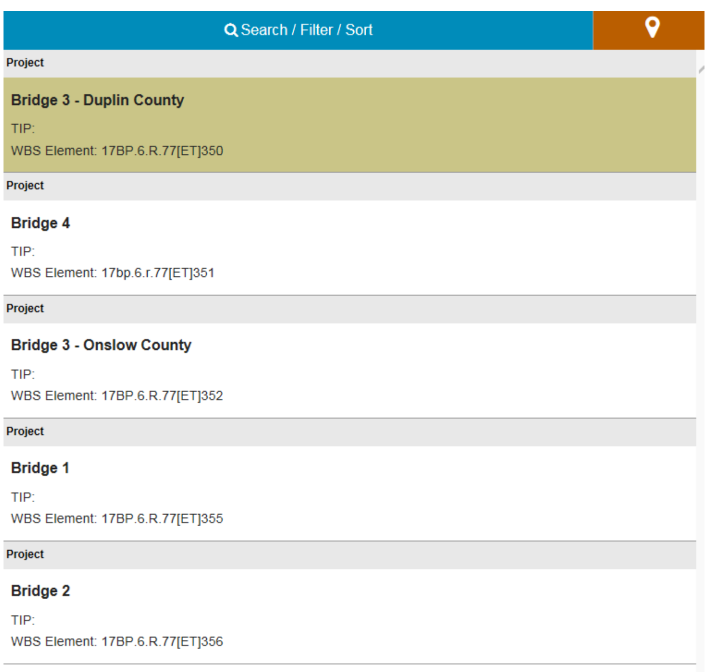


3.2.3.3 Search for these projects

If you want to view only the projects that have been created under a specific shared WBS, you can use the Search option at the top of the Search/Filter/Sort menu by entering the "parent" WBS in the search field. For example, to find all the projects under WBS 17BP.6.R.77, enter that WBS into the Search field and select WBS as the search option.



You will see all the projects created under that WBS.



ETRACS has now created your “Other Type” project. Continue with Section 3.3, “Check and Update Project Information on all the project tabs,” below.

3.3 Check and Update Project Information on all the project tabs

3.3.1 Project Information Tabs

This section explains how to fill out the four project information tabs. The data pulled from STaRS/SAP will display on the tabs, and ETRACS allows you to update any information before creating your request. There is lots of information, so you will need to check all four tabs.

User Tip: Remember, if you have created an “Other” type project, there will be no STaRS information. You will have to populate all the data yourself. See Section 3.2.2, "Completing Project Information” if you need more information.

NOTE: all fields marked with a red asterisk (*) are required. You will be prompted for the areas where there is missing information that will prevent your creating your request.

The following five tabs/functions are described below:

3.3.1.1 General Info Tab

3.3.1.2 Milestones Tab

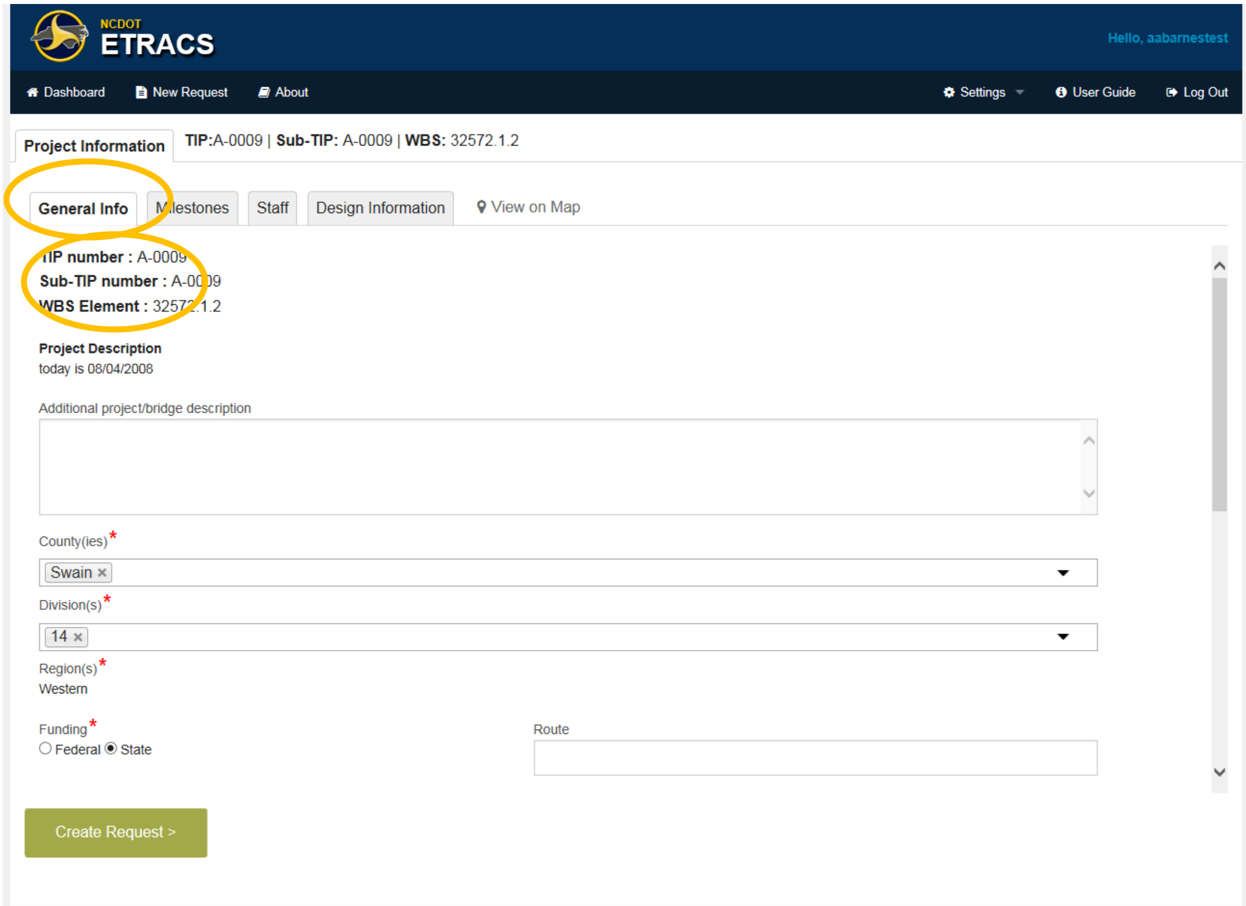
3.3.1.3 Staff Tab

3.3.2 View on Map

3.3.1.1 General Info Tab

1. Select the General Info tab. The General Info tab contains the most-current information from STaRS, as well as all updates by anyone else who has been working on this project in ETRACS. This is a long screen with lots of information, so use the scroll bar(s) to review and/or edit.

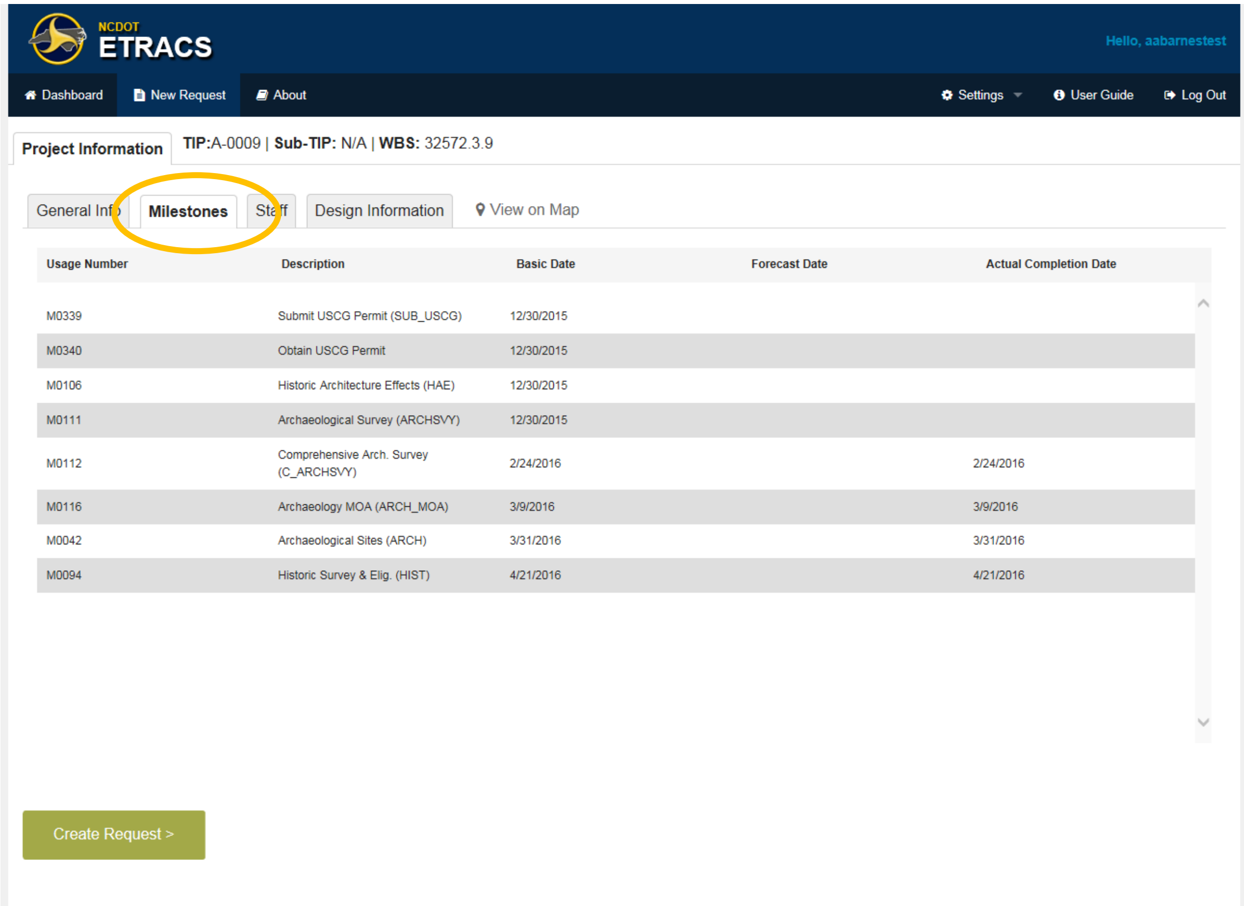
   User Tip: Remember, if you have created an “Other” type project, there will be no STaRS information. You will have to populate all the data yourself. See Section 3.2.2, "Completing Project Information” if you need more information.



2. . **FIRST STEP**: Check the TIP, Sub-TIP and WBS numbers at the top of the screen to ensure that you are creating your request <u>on the right project at the right level</u>.
3. Provide updates as needed. Information can be added to any editable field.

3.3.1.2 Milestones Tab

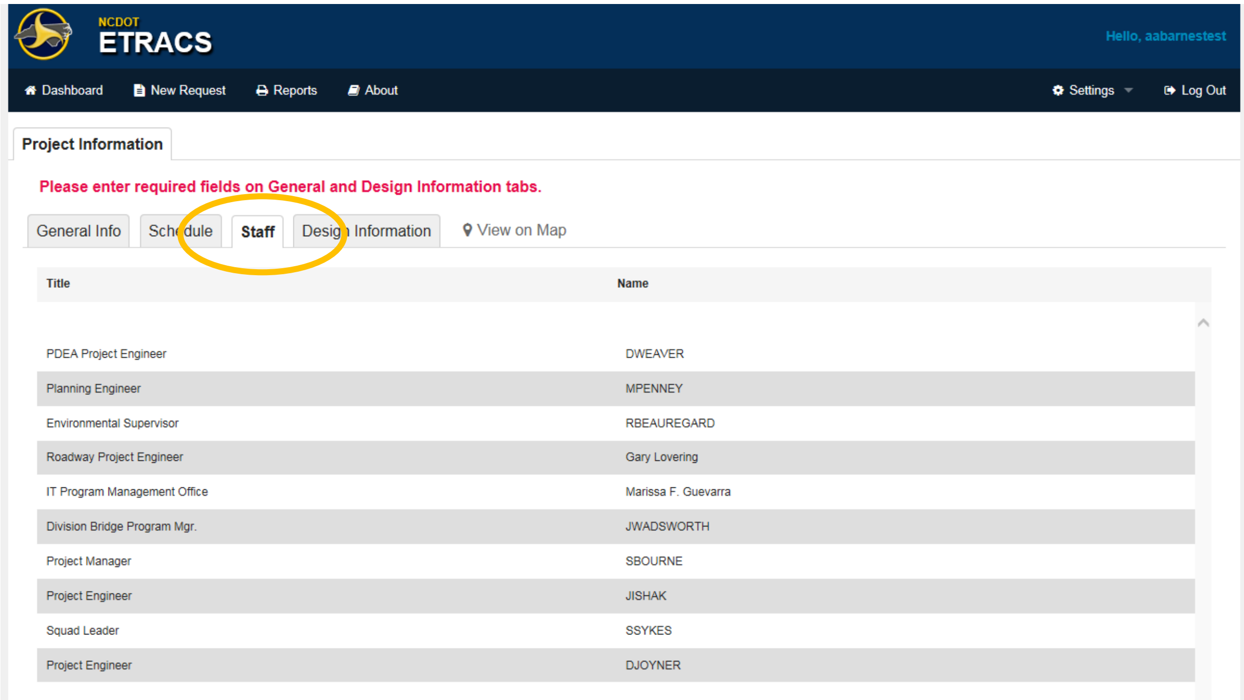
4. Select the Milestones tab.



5. Check the information that has come from STaRS/SAP. You may not update. Check the milestone list to ensure you are at the proper WBS level. For “Other” type projects, there is no STaRS/SAP information.

3.3.1.3 Staff Tab

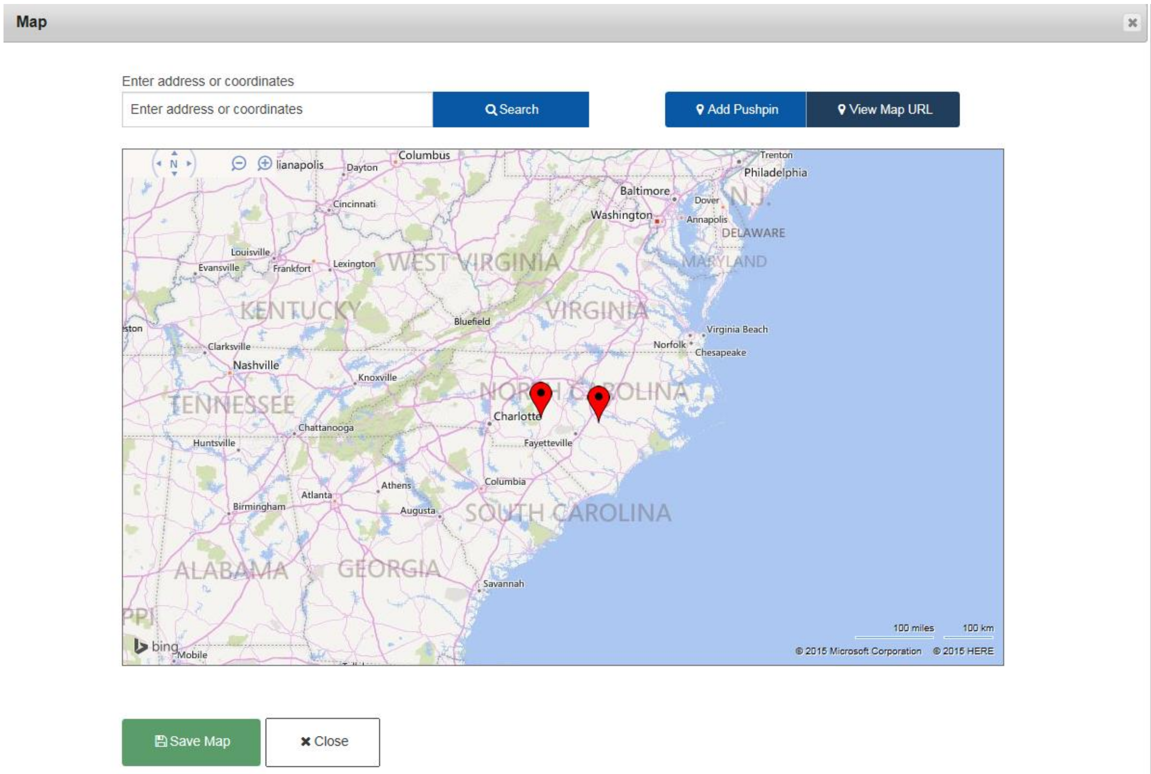
6. Select the Staff tab.



7. Check the information that has come from STaRS/SAP. You may not update. For “Other” type projects, there is no STaRS/SAP information.

3.3.2 View on Map

8. After you are satisfied with the information on the tabs, you may click on the View on Map function.



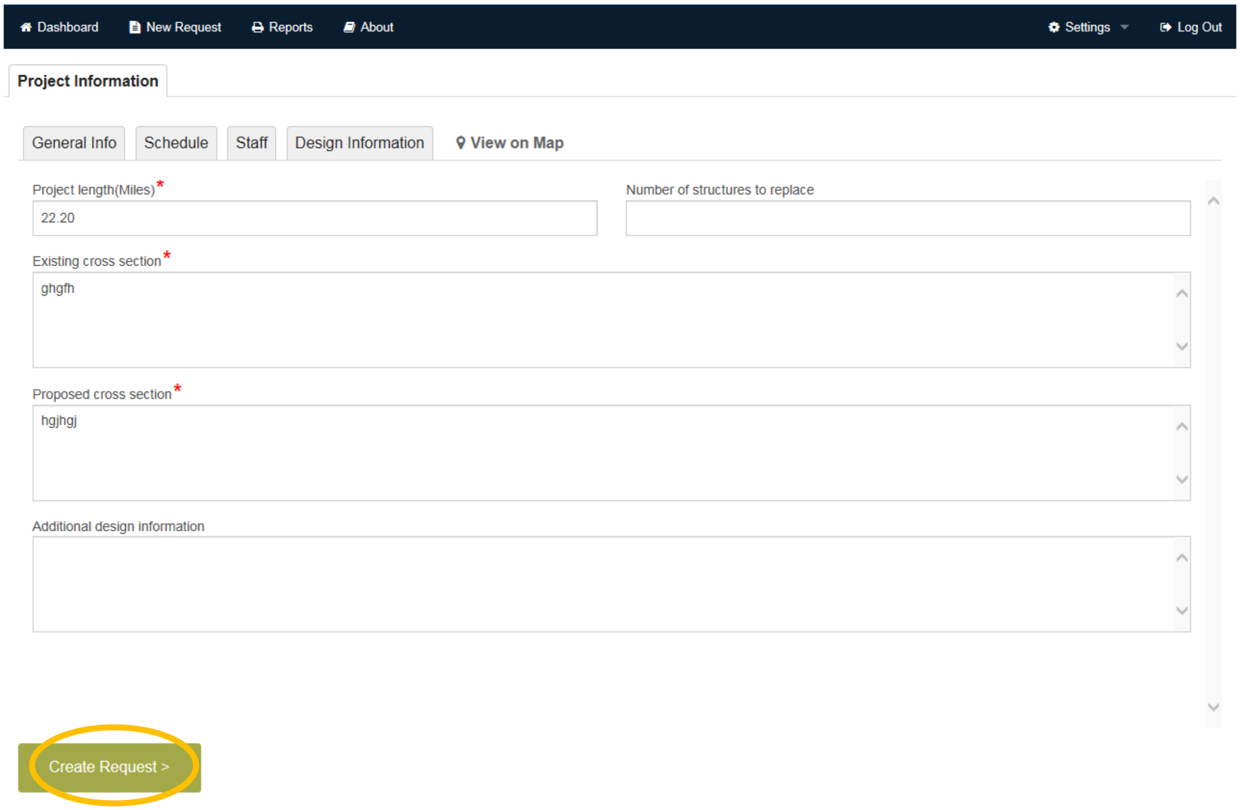
9. Provide updates as needed.
10. Add **all the pins you want**, then click the Save Map button.

NOTE: Project pins are red. Request pins are yellow.

3.3.2.1 Basic Project Information Complete

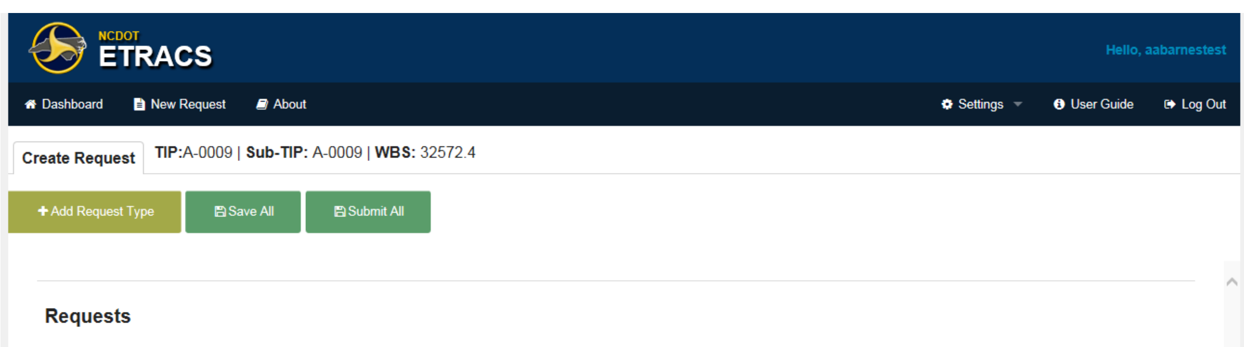
When all required information has been entered – that is, all fields marked with a red asterisk * – and you are satisfied with all of the project information on all four tabs and the map:

11. Click the Create Request button at the bottom of the Design Information tab.



NOTE: The system has now saved your project information.

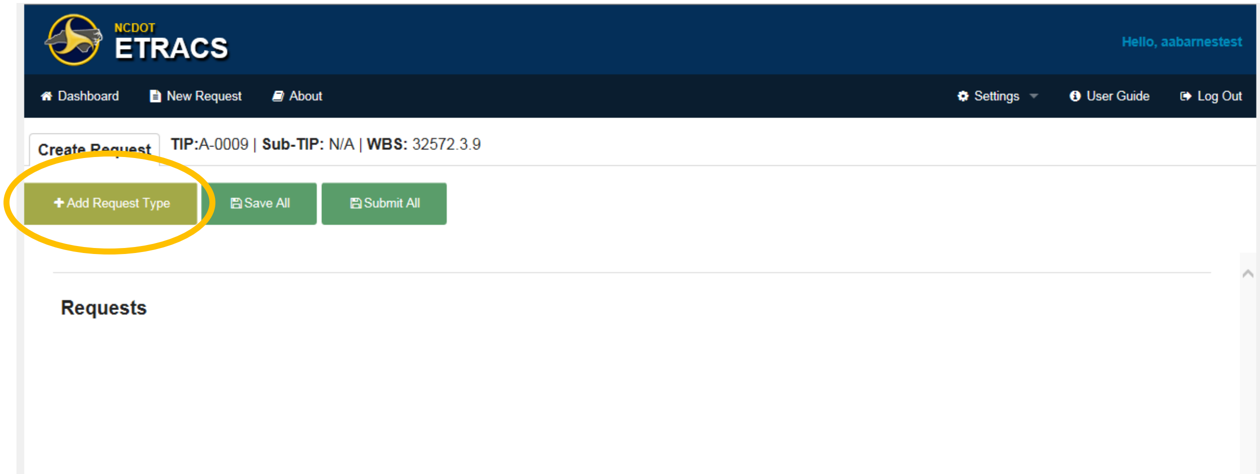
An empty Create Request screen appears.



3.4 Create Request – Step 2 Create Your List of Requests

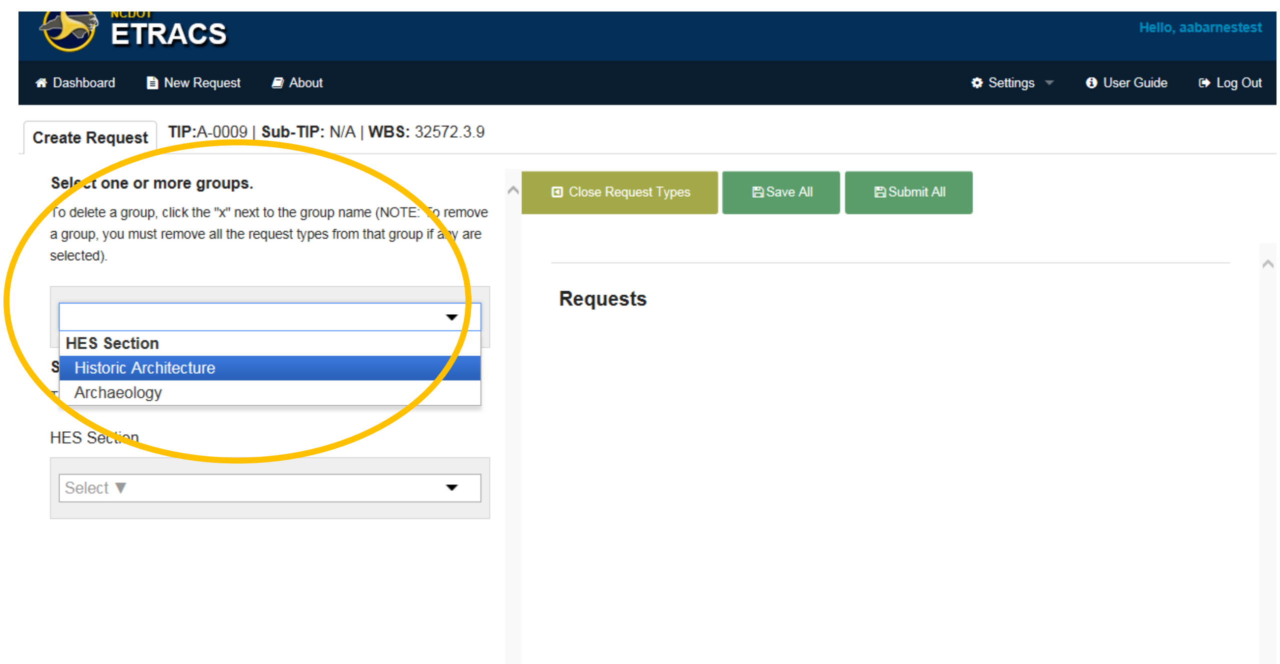
Starting on the empty Create Request screen:

1. Click the + Add Request Type button.

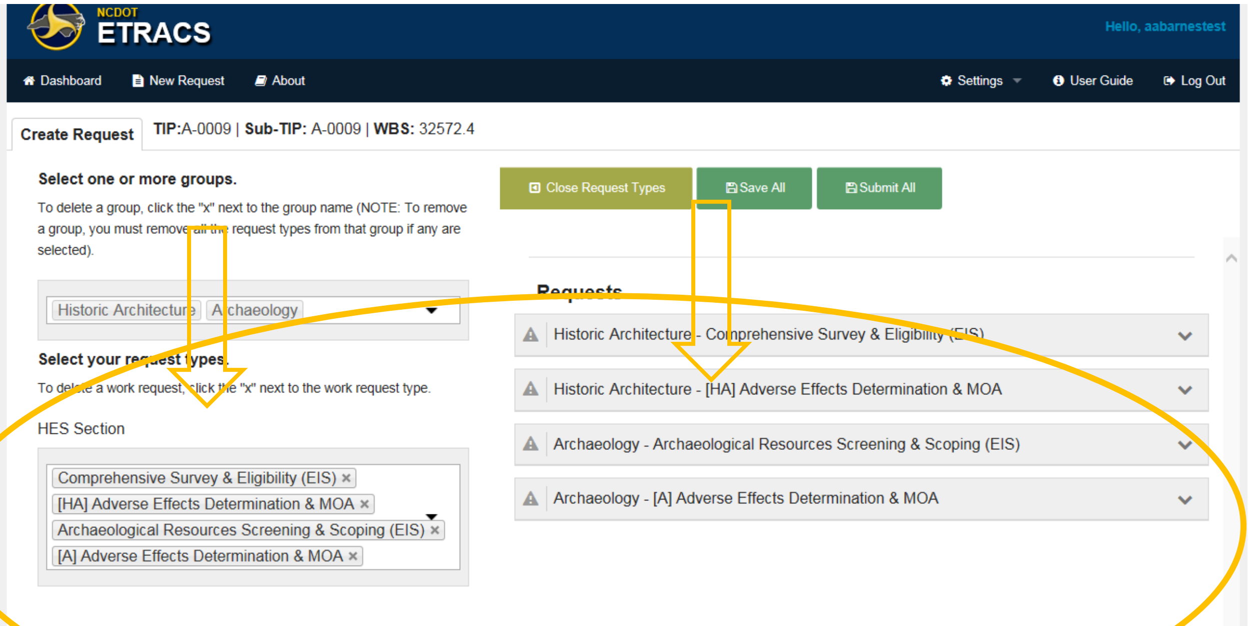


The Request Selection panel appears on the left-hand side.

2. In the first dropdown on the left-hand selection panel, select as many groups as you need.



3. On the second dropdown on the left-hand selection panel, select the appropriate request type(s) from the groups that are enabled.



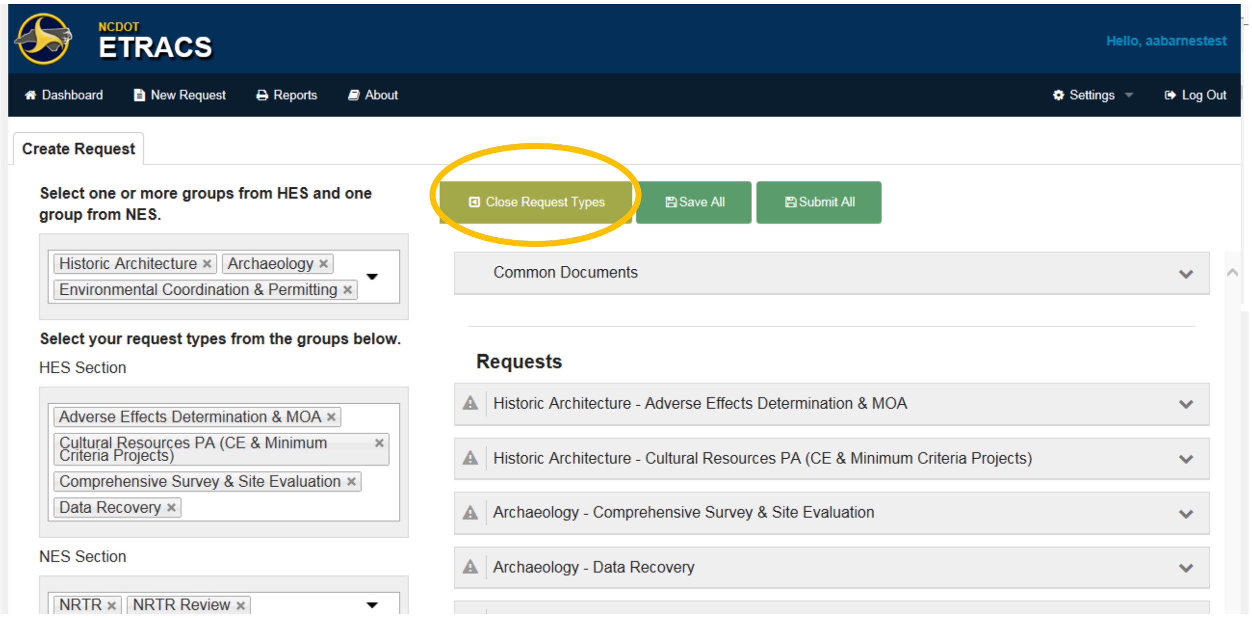
The request type(s) you selected will appear in the left-hand selection panel and also in a list in the right-hand panel.

NOTE: if you change your mind about the group and/or section you have on the left-hand list, you can click the clear symbol (x) at any time before you submit the request.

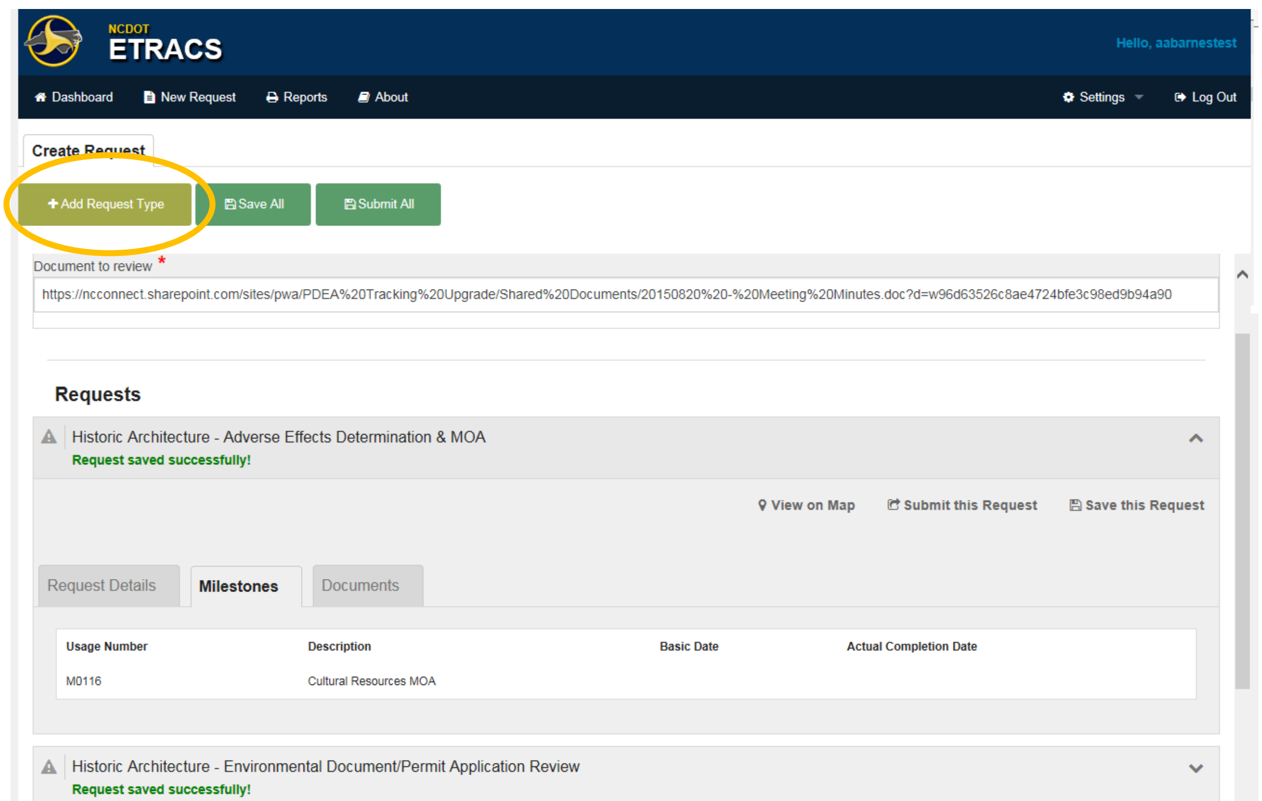
NOTE: You may click “Save All” at any point so that you can leave & return later to finish your requests.

Screen Tips:

A. If you want more space on the right-hand panel, you may select the Close Request Types button.

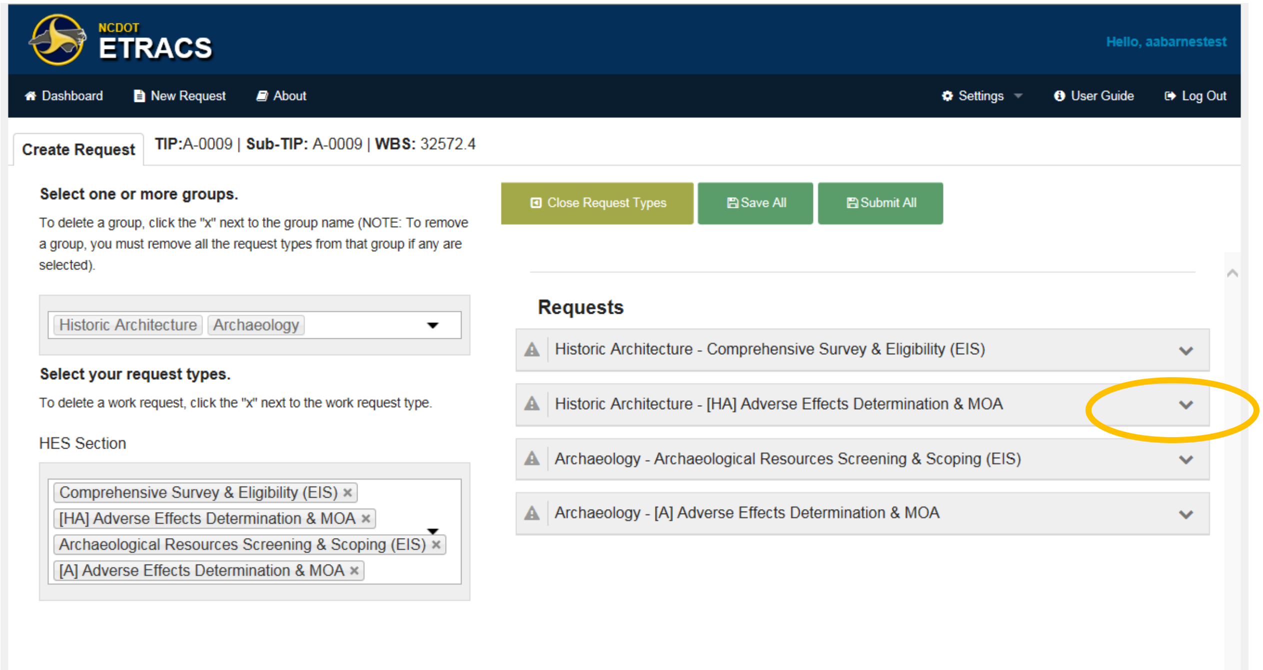


B. To open up the left panel back up again, simply select Add Request Type.



3.5 Create Request – Step 3 Create Request Details

4. On the right-hand panel, select the down arrow ⮟ for the request you want to work on.



For each request, the Request Details open with 3 tabs for you to enter information as explained in the following sections:

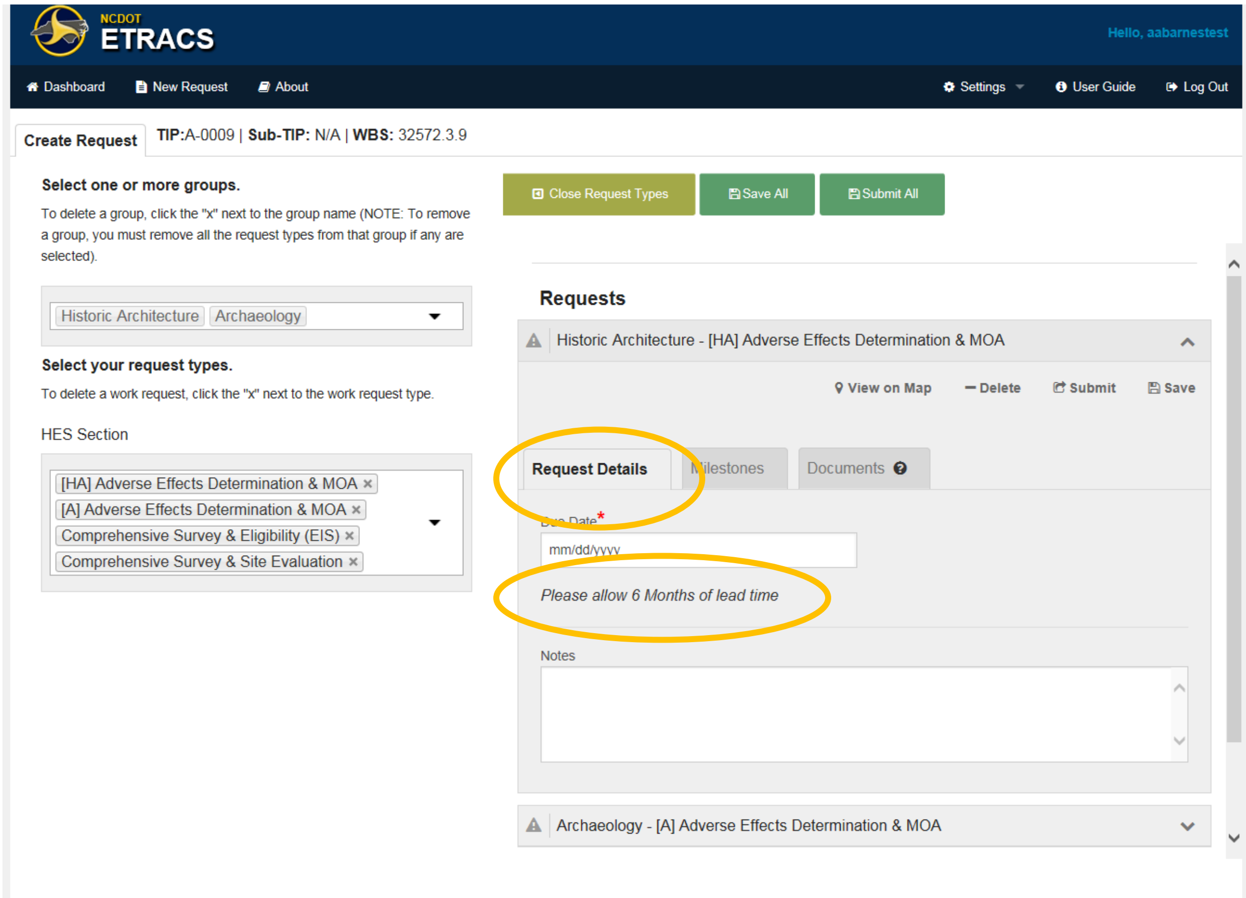
3.5.1 Request Details Tab

3.5.2 Milestones Tab

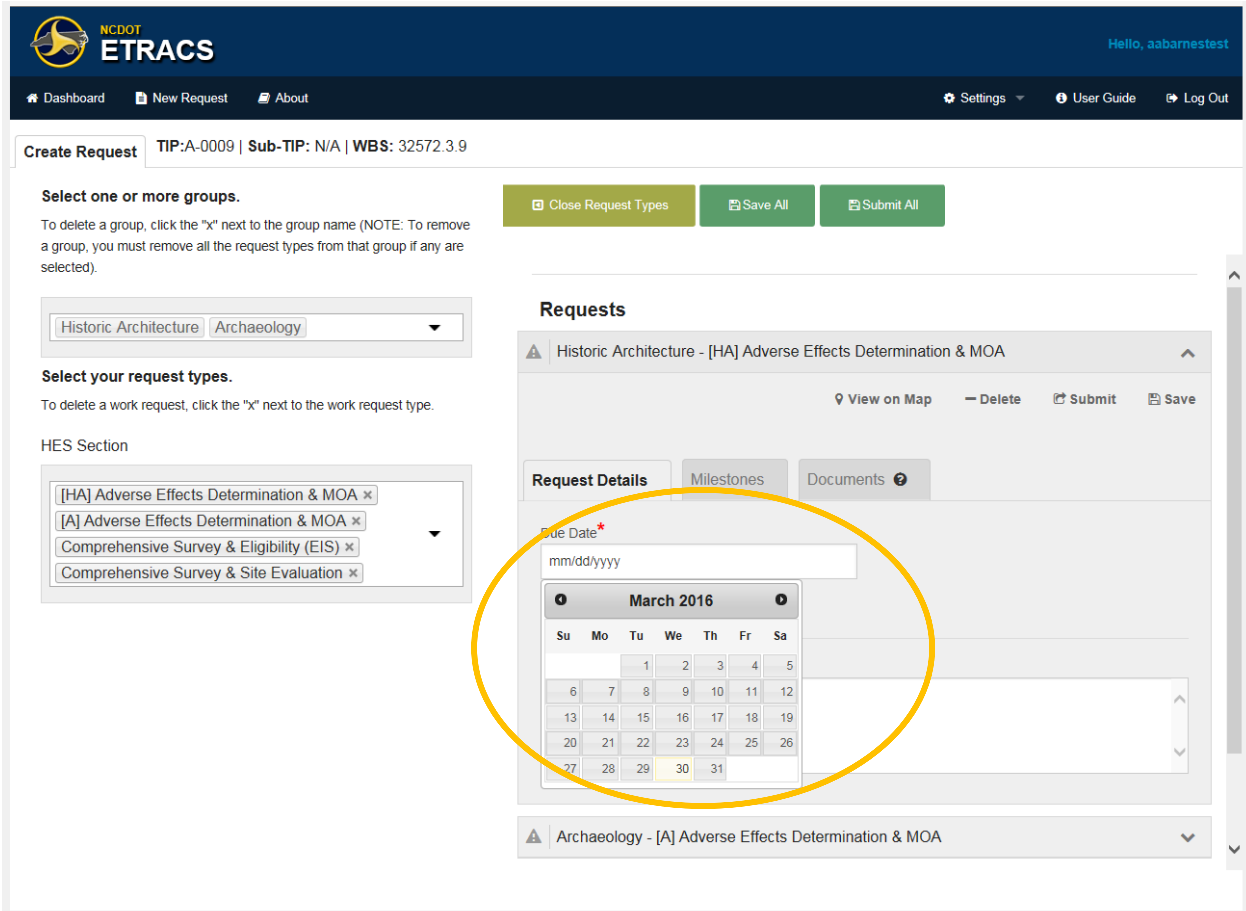
3.5.3 Documents Tab

3.5.1 Request Details Tab

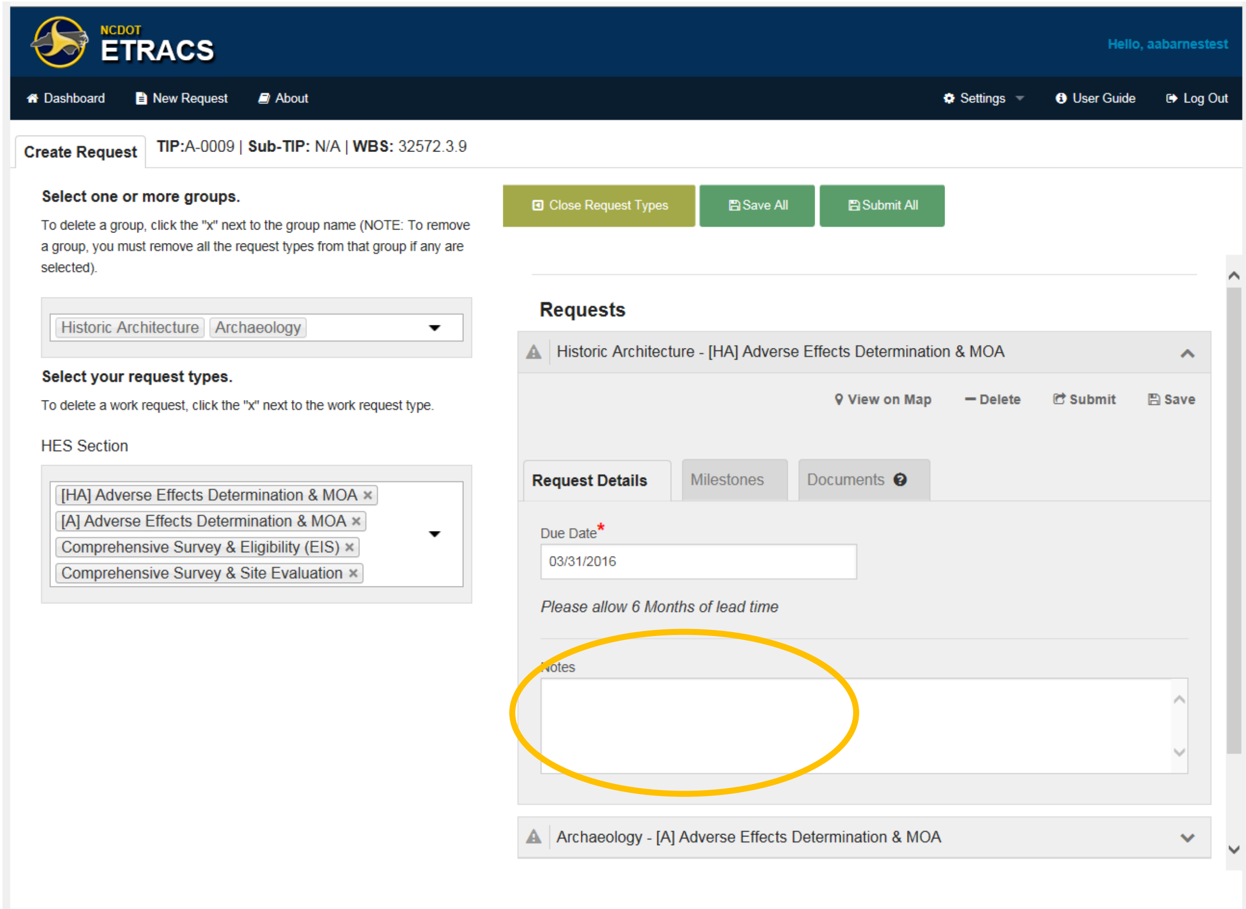
1. Click on the Request Details Tab. Note the requested suggestion for lead time for this request



2. Enter a Due Date using the calendar.

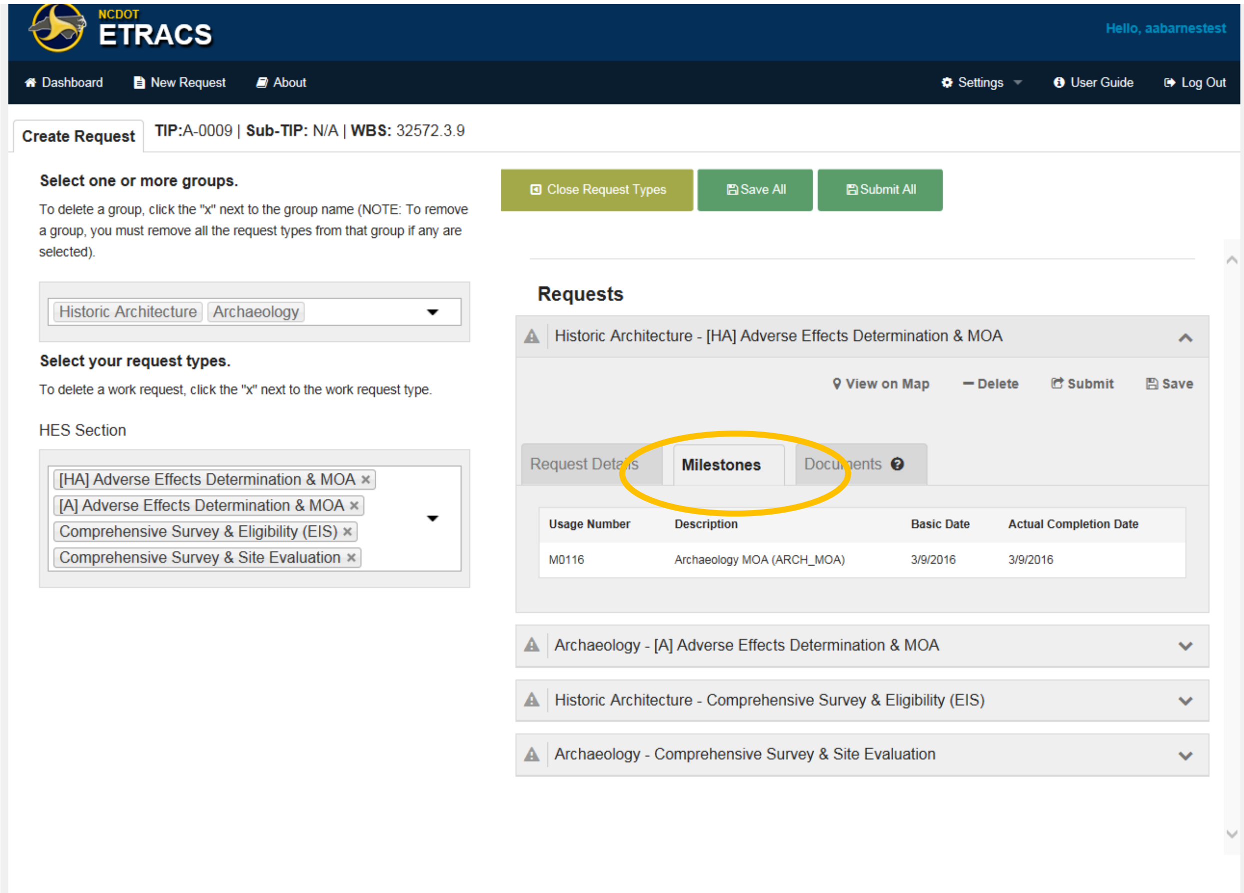


3. Add your notes in the large text box.



3.5.2 Milestones Tab

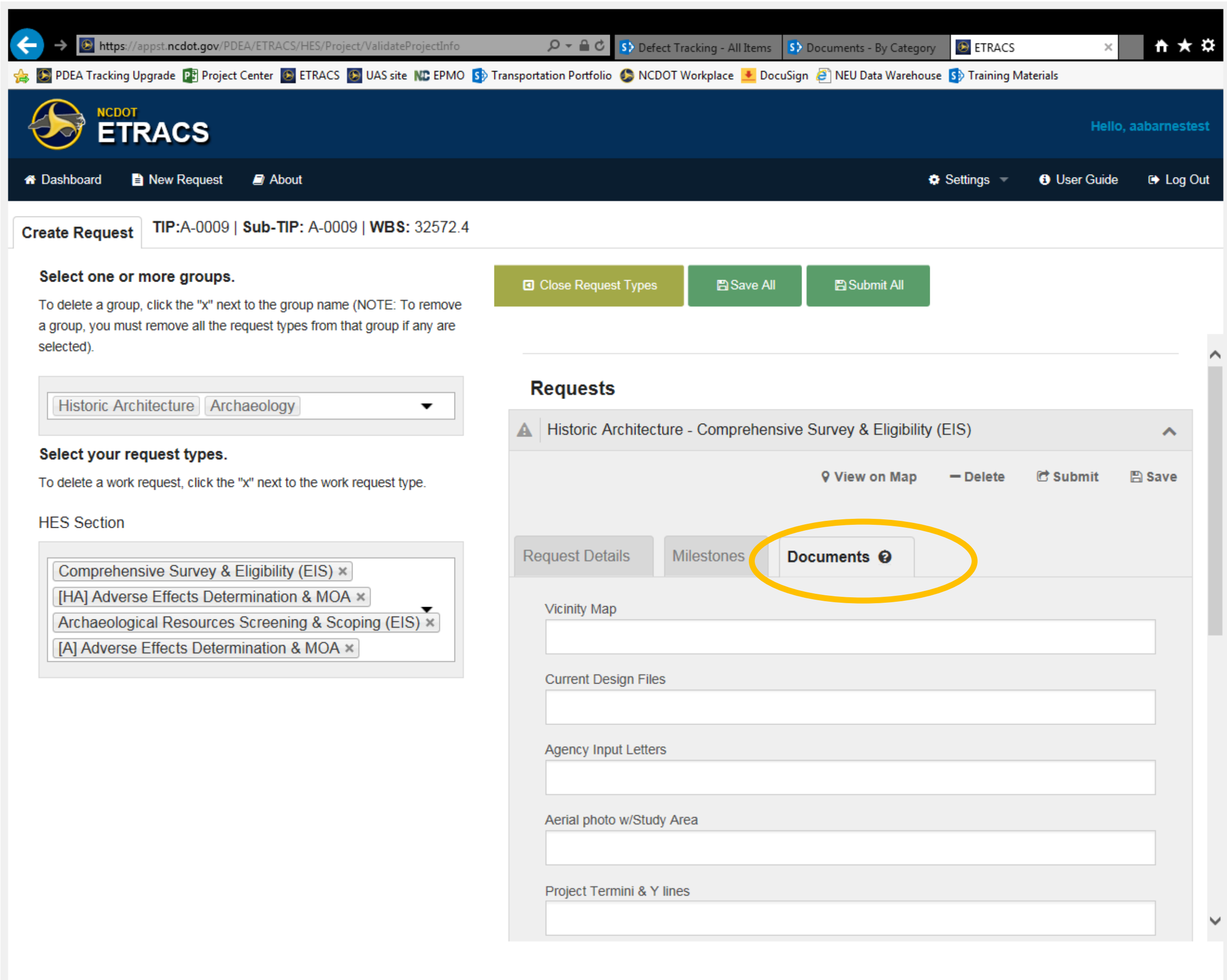
4. Click on the Milestones Tab. The Milestones screen appears.



5. Check the information that has come from STaRS/SAP. You may not update. Check the milestone list to ensure you are at the proper WBS level.

3.5.3 Documents Tab

6. Click on the Documents Tab. The Documents screen appears.



This screen will have no pre-populated information and may be quite large.

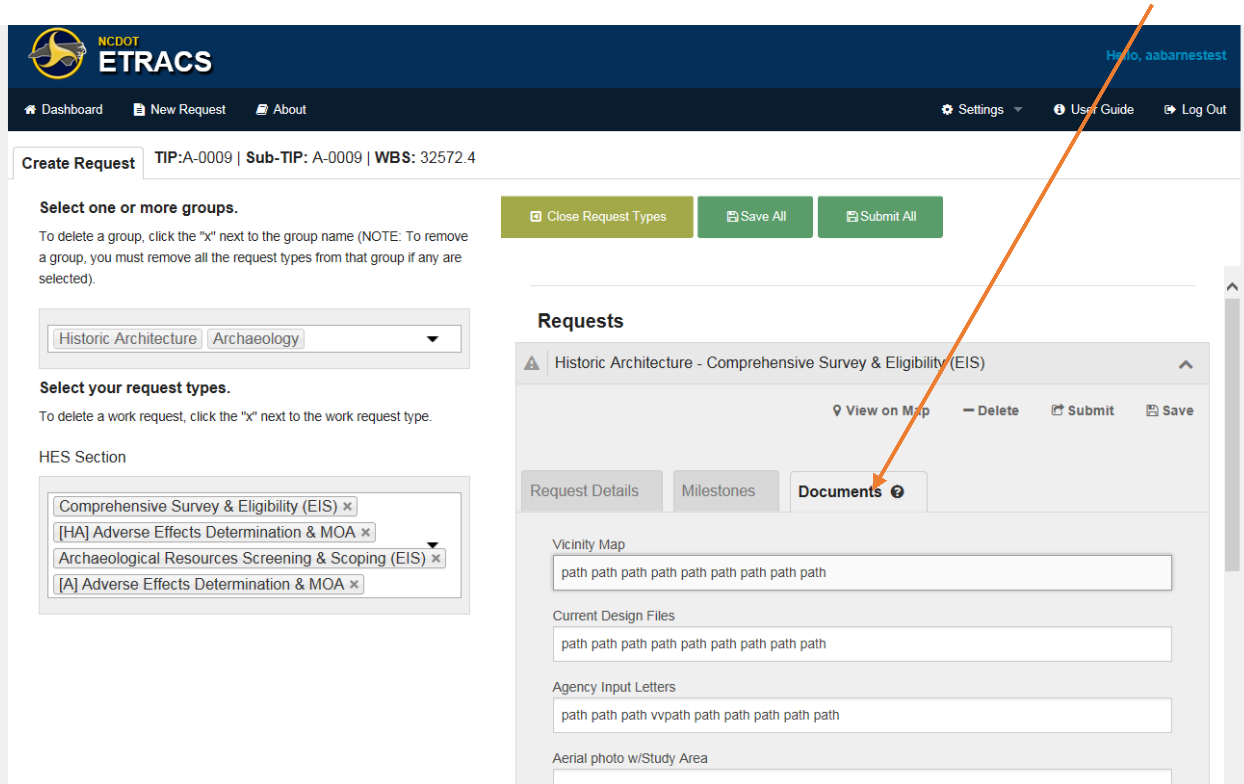
NOTE: some documents are required and are marked with a red asterisk (*).

NOTE: each request type has its own unique set of required and optional documents.

7. Using the location that is in the project's Project Store directory, enter the path to each document. When you are adding a document path:
    a. Make sure that your Y: drive is mapped to Project Store
    b. Browse to the file using **Windows Internet Explorer.**
    c. Shift-Right-Click on the file.
    d. Select Copy as Path.
    e. Paste the path into the text box, removing the quotation marks around the link.

User Tips: Always use **Windows Internet Explorer** to capture and view the documents. Never use servconn to find documents.

These instructions are also in Tool Tips on any screen that requires document links. Look for the **?**

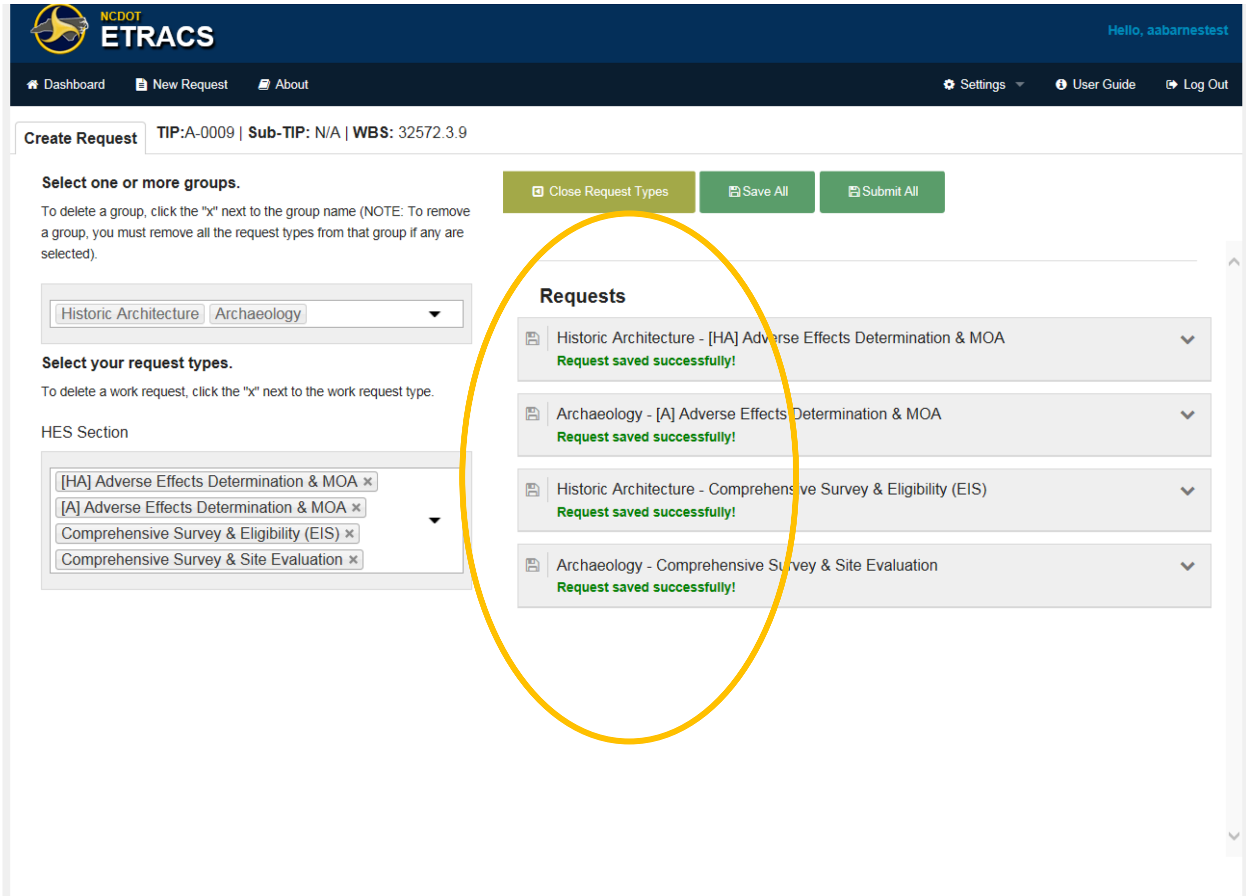


8. Save each request as you complete it. You will see a message **Request saved successfully!**

9. Close the completed request with the up arrow ^.

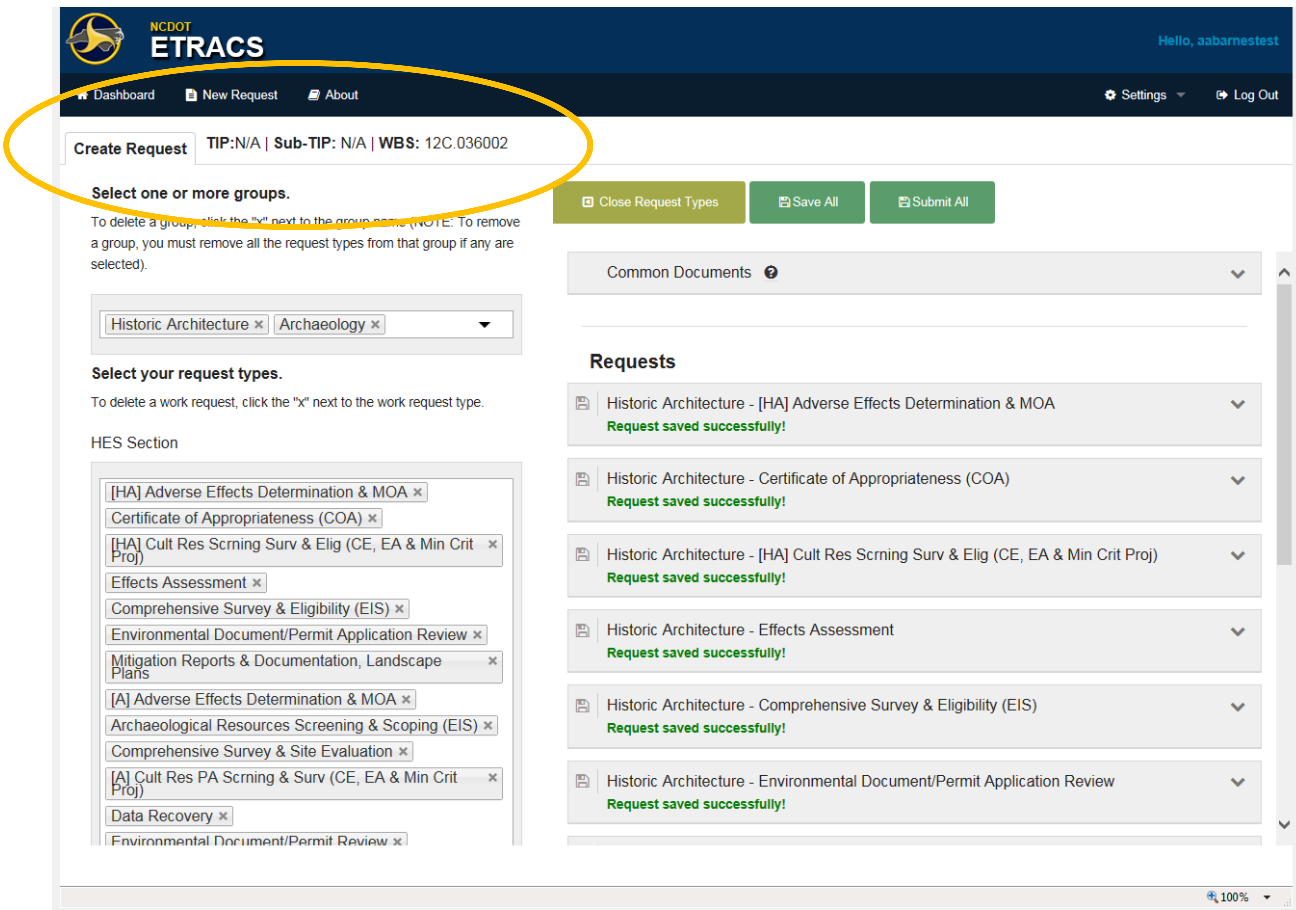
10. For each request, return to Section 3.5 Create Request – Step 3 Create Request Details and repeat the steps for each request.

When you have completed and saved all the requests for this project, your screen will show the **Request saved successfully!** message for each request. There is also now a "save" icon in the form of a floppy disk.

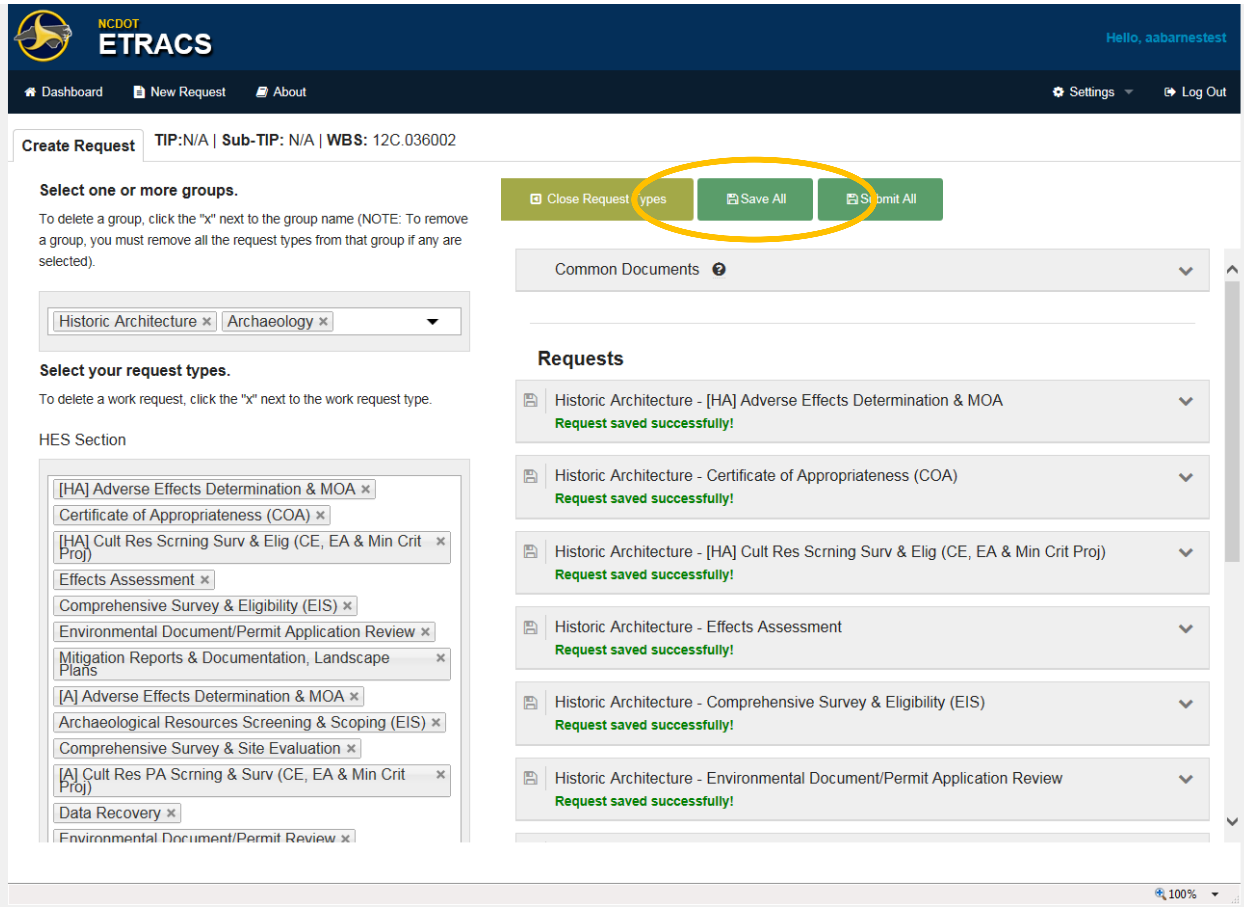


Screen Tip: These instructions suggest saving each request so that ETRACS can help you by verifying each request in turn. When you are more familiar with ETRACS and all the request types, you may choose to complete all the request details without saving each request, but rather by saving them all when they are all complete. In this case, use the Save All button.

Screen Tip: As you work through creating and adding all the information to your requests, note that the TIP#, Sub-TIP# and WBS# are shown on the screen. This will prove helpful if you want to check to be sure you recall which project you are working with.



NOTE: you can also save your work at any time in the process of creating the request. However, you will not be able to submit them (next step) until all the information and required documents are included.



When your requests have been successfully saved, they are in the ETRACS system and will show on your dashboard as IN DRAFT.

3.6 Create Request – Step 4 Submit the Request

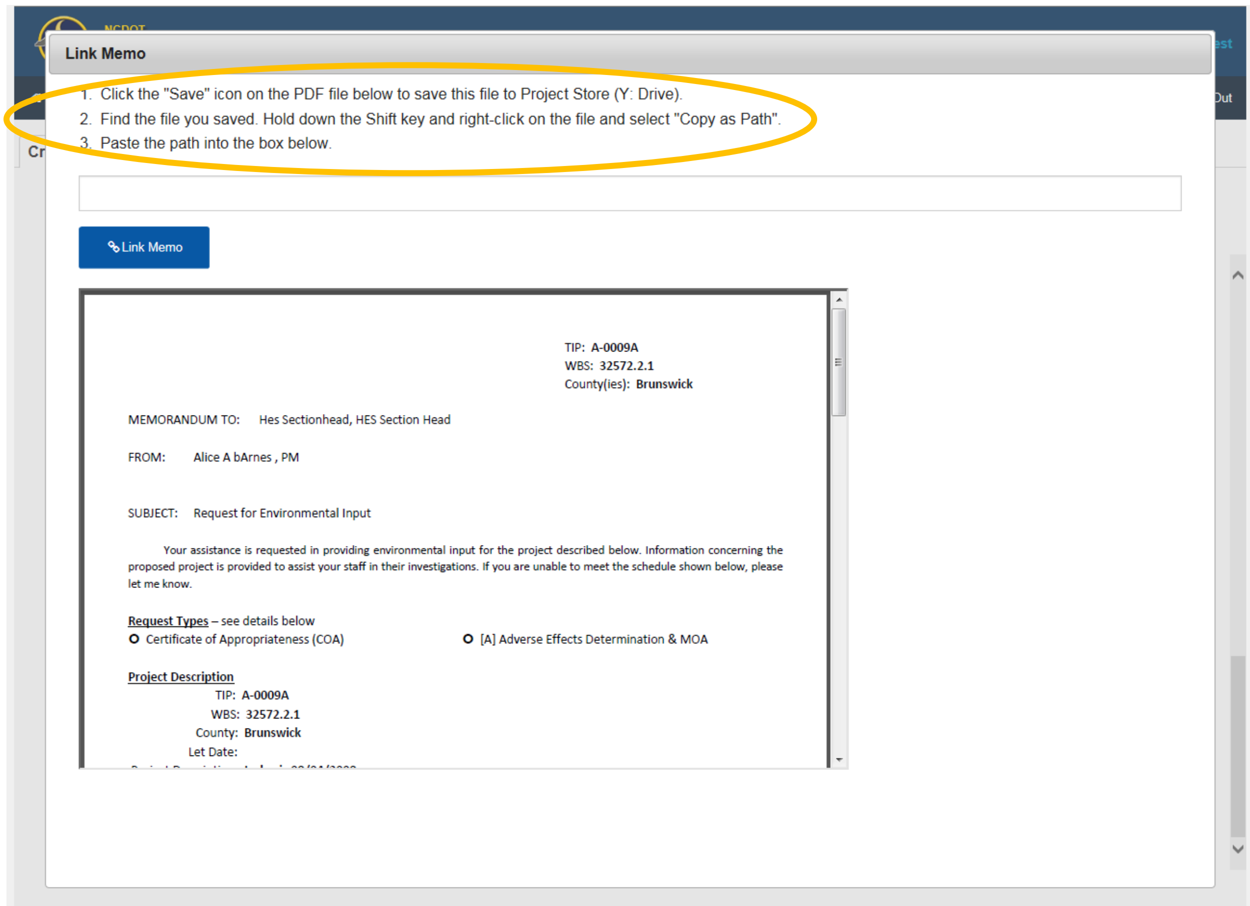
11. Click on the Submit All button. NOTE: if you are creating a single request, just use the Submit button on the request screen.

The Request now moves to Requested status. You will be taken to the Link Memo screen.

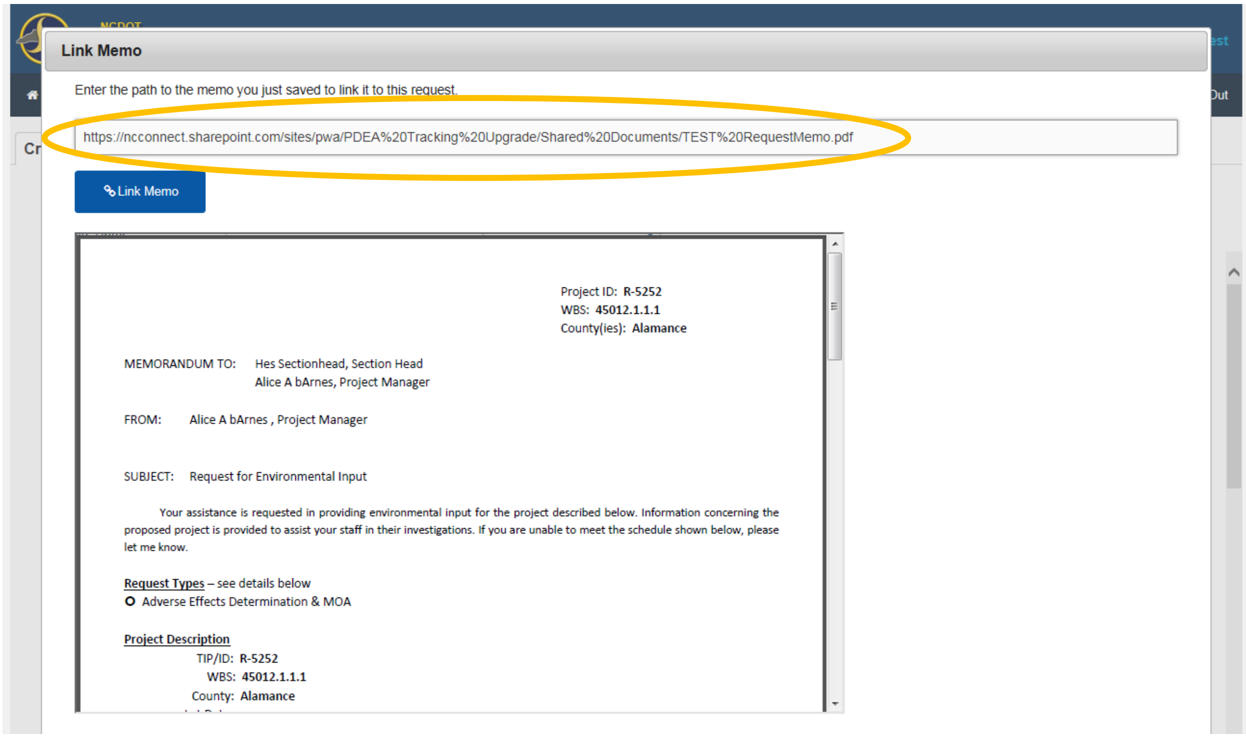
3.6.1 Generate Memo and Notifications

12. Hover over the top of the memo to find the print option.
13. Save the memo to Project Store using the Save icon and using the instructions on the screen.

NOTE: If you are an external consultant, or for any reason do not have access to Project Store, follow your normal procedure for submitting documents to PDEA.



14. Paste the path to link the memo to the notification.

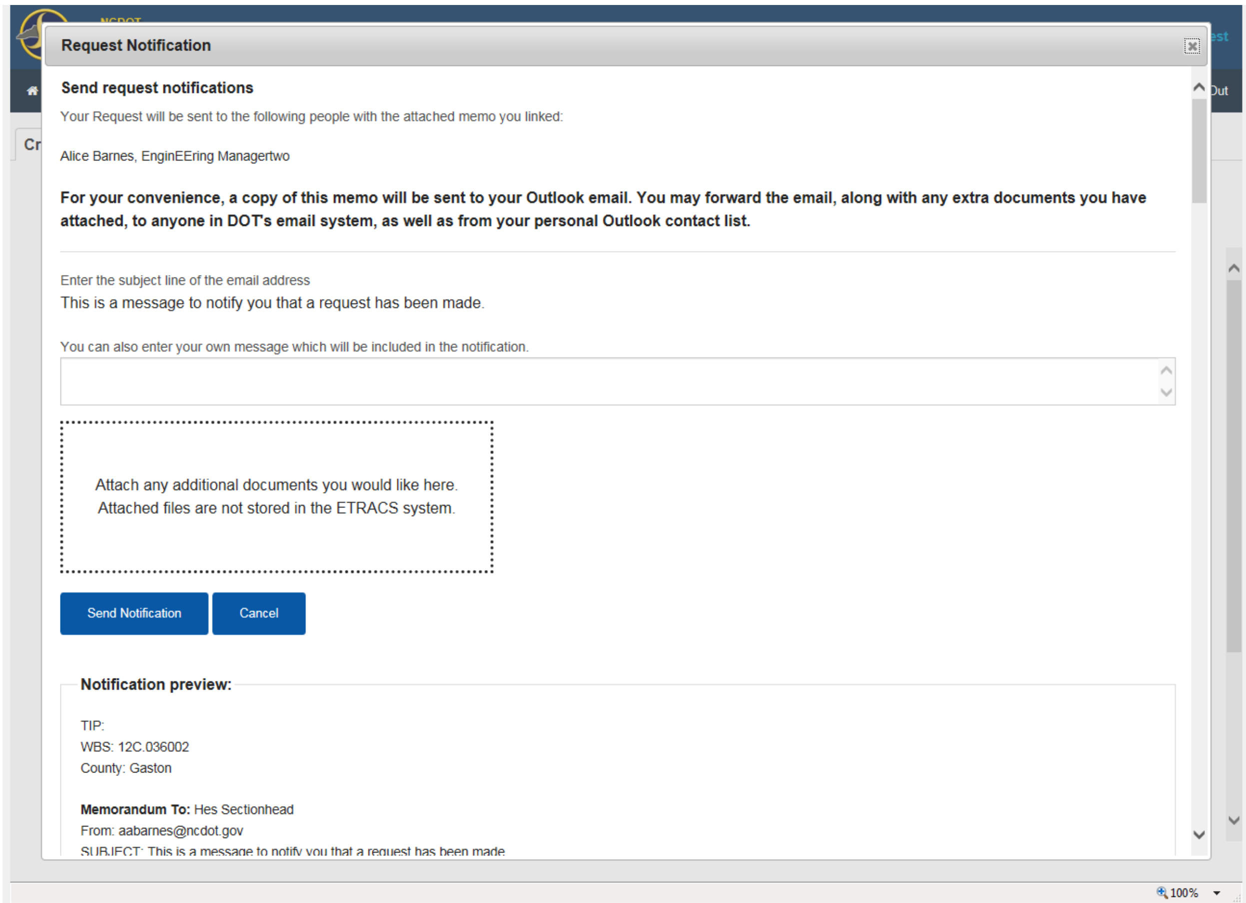


15. Click Link Memo.

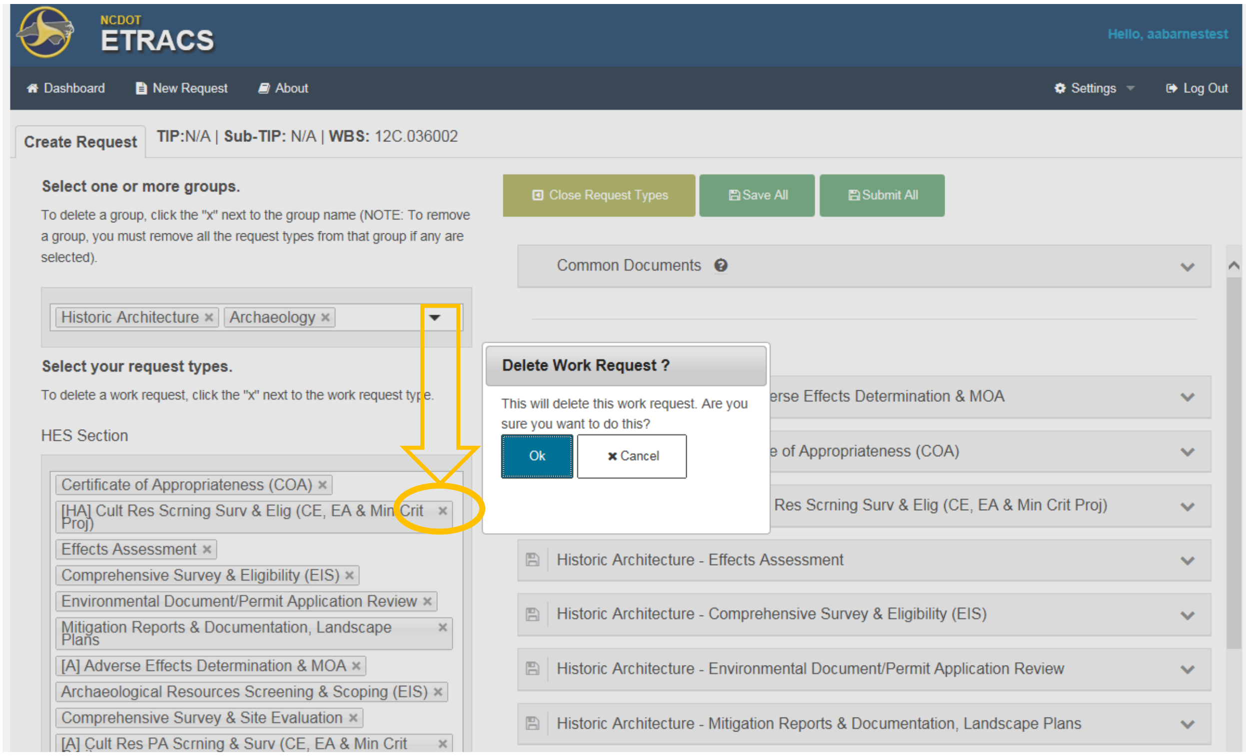
The Request Notification preview will appear.

16. Preview the notifications:

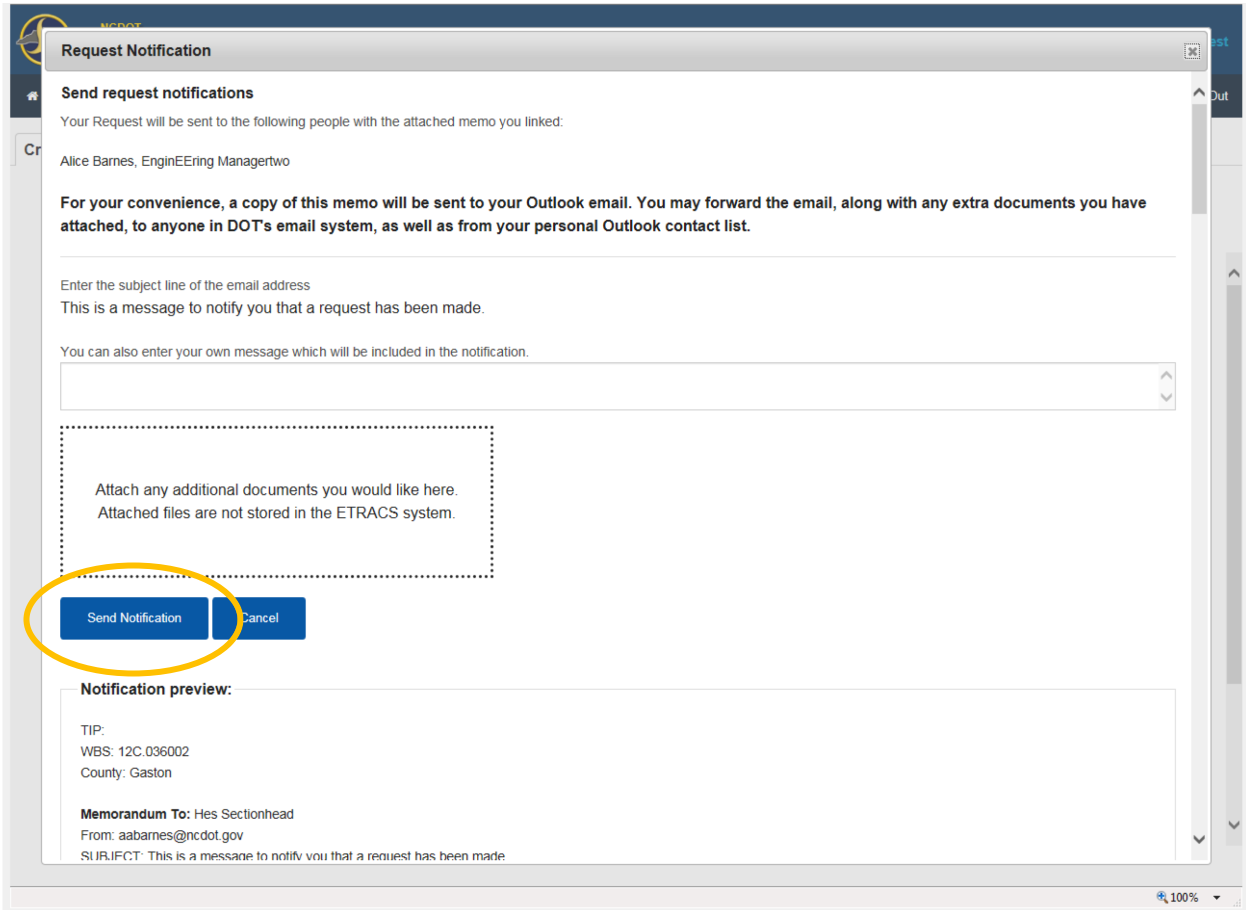
   a. For your convenience, a copy of this memo will be sent to your Outlook email. You may forward the email, along with any extra documents you have attached, to anyone in DOT's email system, as well as from your personal Outlook contact list.
   b. (Optional) Include your own message along with the system-generated information.
   c. (Optional) Attach links to any additional documents. NOTE: be aware that files linked in this memo are not stored in ETRACS.
   d. Scroll down to see that ETRACS has included the information about the projects, as well as for all of the requests you just created.



17. If you see problems with any of the requests, press Cancel. You will be returned to the Create Request screen. You can edit the request details or delete work request(s) if you need to. To delete a request, use the X button located in the left panel. You will be prompted to be sure you want to delete it.

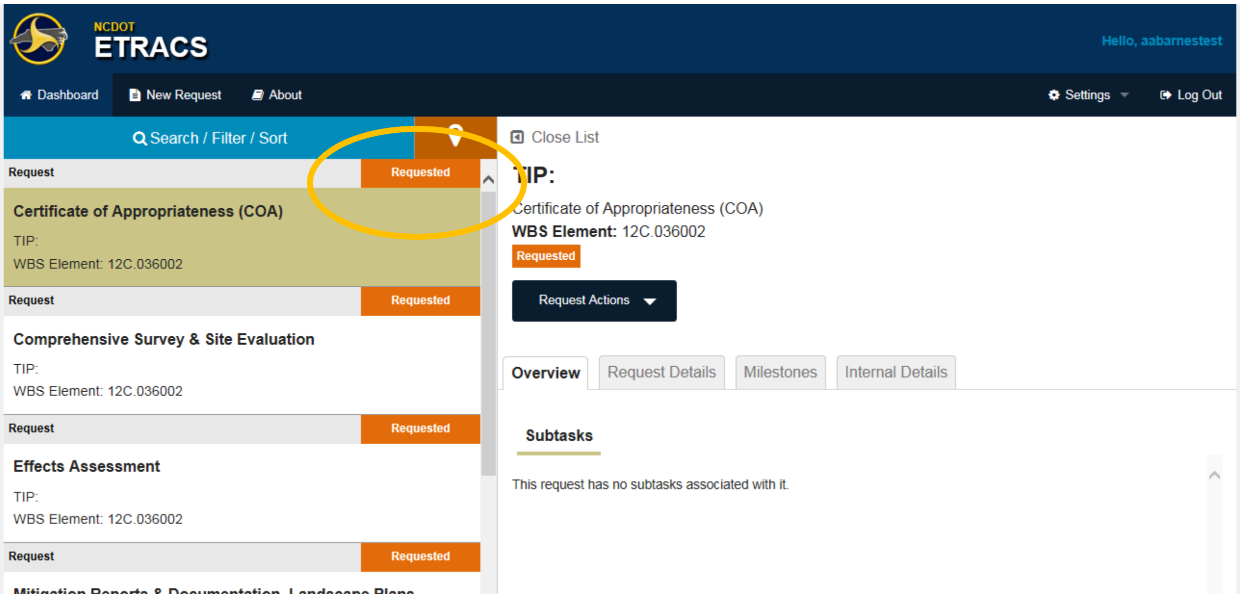


18. When you are satisfied with the information in the notification, click the Send Notification button.



You will receive a message that your request has been submitted successfully. ETRACS sends the request notification to the appropriate Outlook inboxes: the section head, group supervisor, requestor, and any additional people whom you selected.

ETRACS returns to the Dashboard. On the Dashboard, the requests will all have the status **REQUESTED**.

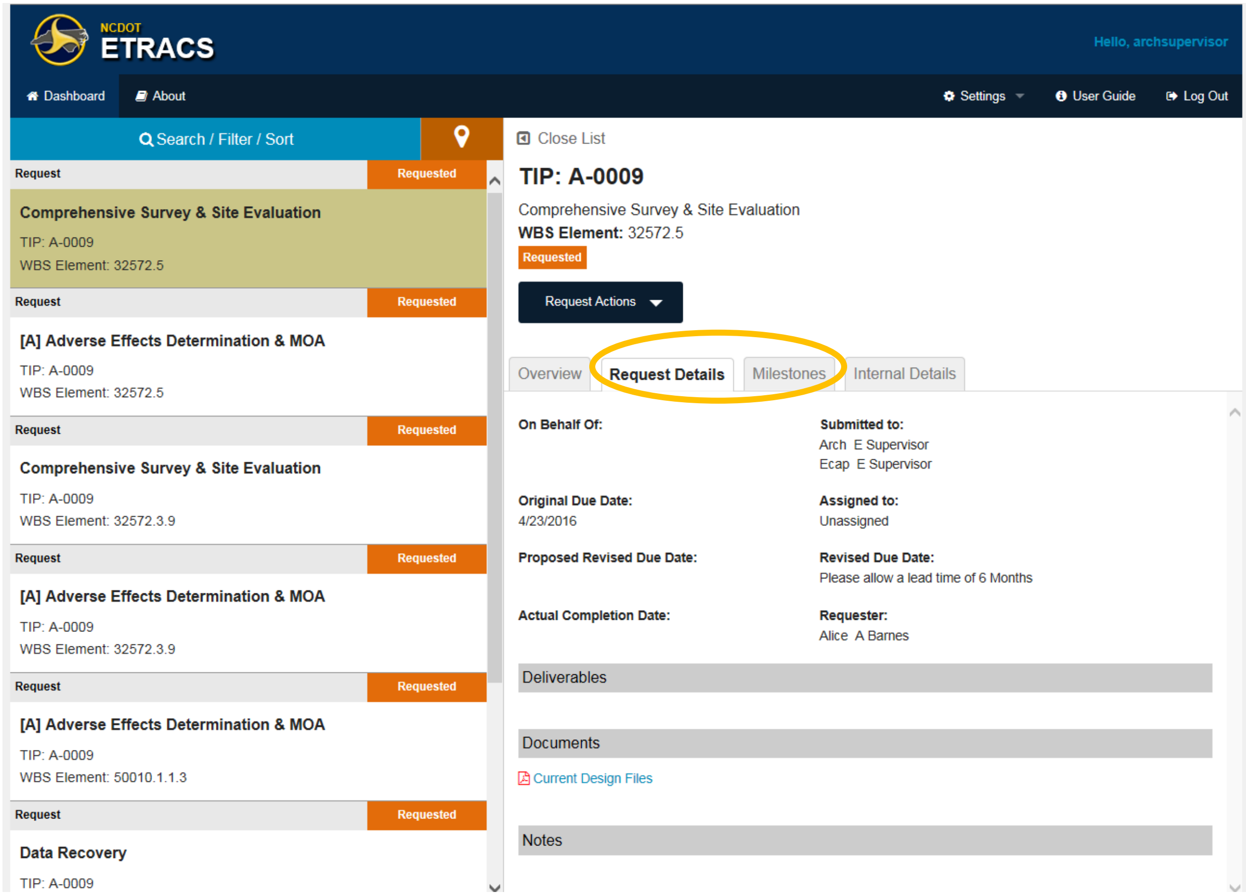


4 Assign Request – For the Supervisor

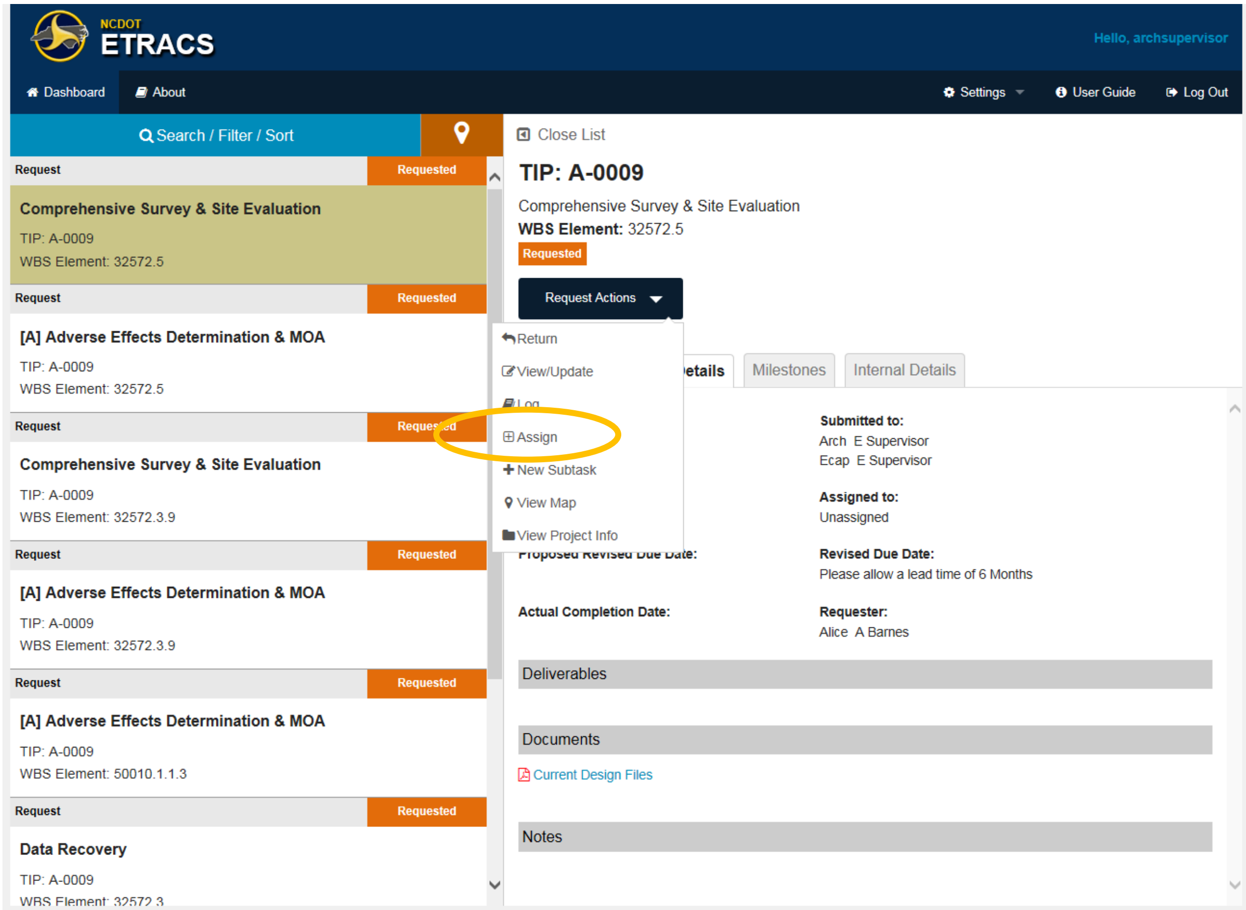
Now that the requests have been created and requested, the request status is **REQUESTED**, and the supervisor can assign each one appropriately to a specialist to do the work.

NOTE: If the request is not correct for any reason, the Supervisor may return the Request to the Requestor. See the instructions in Section 5.2 Return Request – For the Specialist and the Supervisor, below.

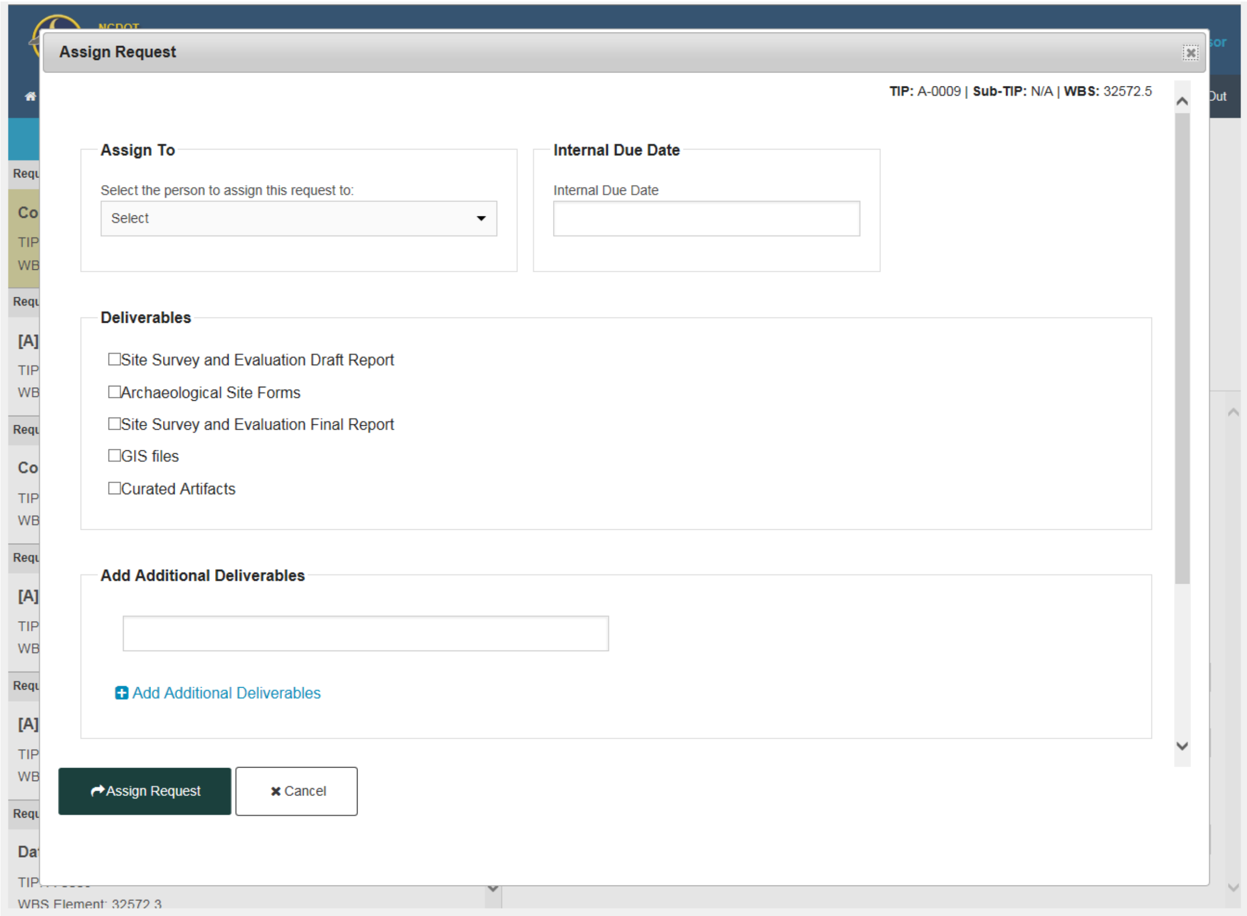
1. Review all of the information that has been created in the request by the requestor, as outlined in the preceding process, Section 3 "Request Functions – For the Requestor." The only tabs with information at this point are Request Details and Milestones.



2. From the Dashboard, highlight the request on the left-hand panel, click on the Request Actions button, and select Assign.



A blank Assign Request screen appears.

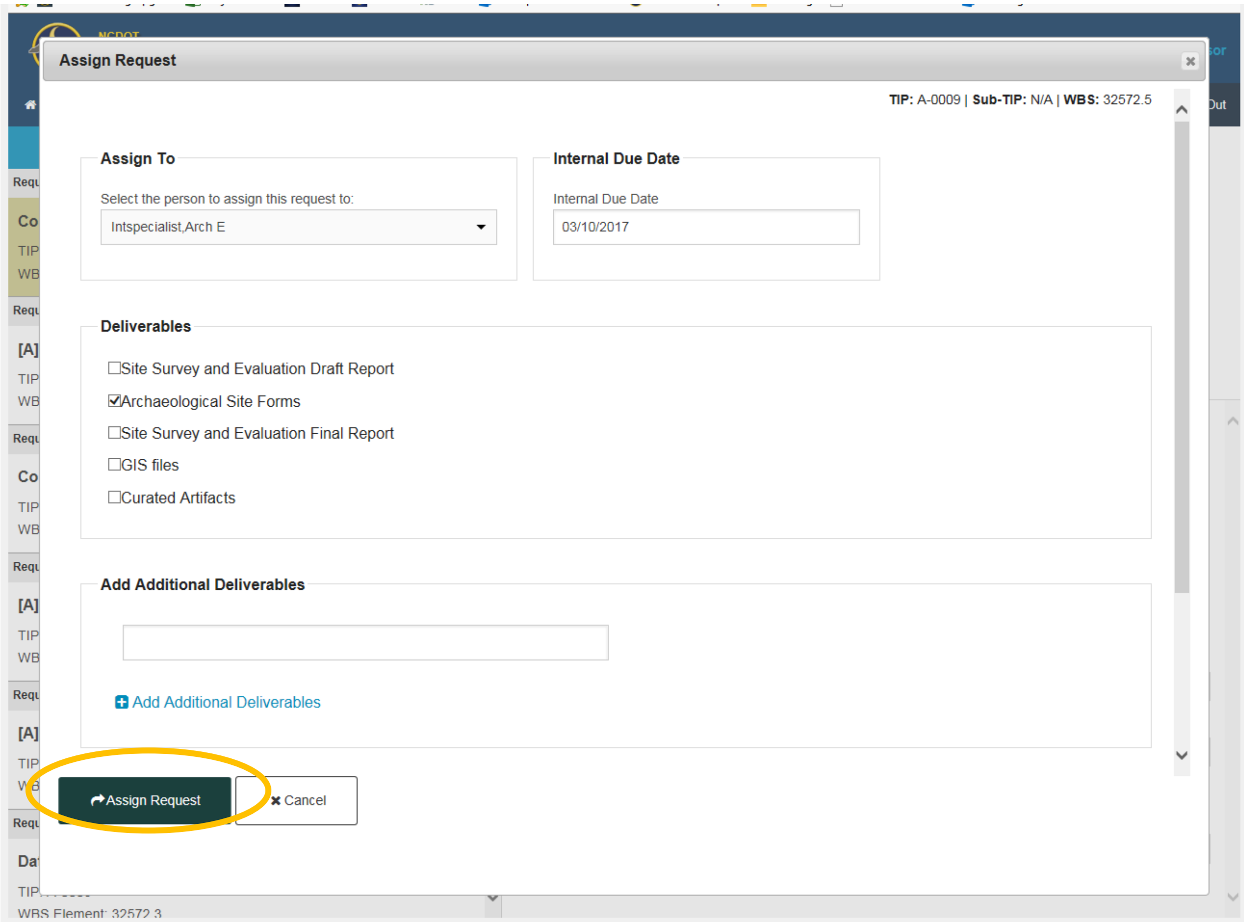


3. Select the person you wish to assign the request to.

NOTE: you may also assign a request to yourself if you are in the appropriate user group.

4. Select the Internal Due Date either typing the date or using the calendar. You can use the Internal Due Date to give everyone a buffer of time for internal review before the request due date.
5. Select the deliverable(s) that must be completed. Add the **name** of any additional deliverable(s) that are needed.
6. Scroll down to use the large text box for internal notes that are going to the assignee.

7. When you are satisfied with the information, click the Assign Request button.

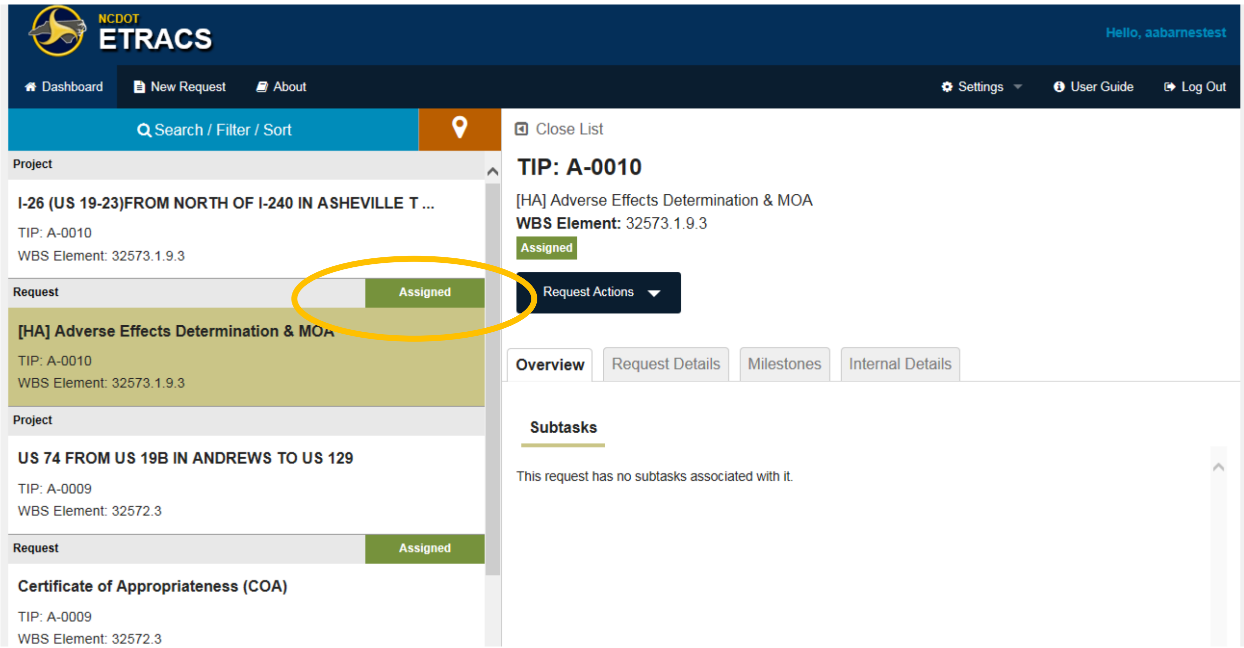


You will receive a message that you have **successfully assigned the request**. The request is now shown on the Dashboard as **ASSIGNED**.

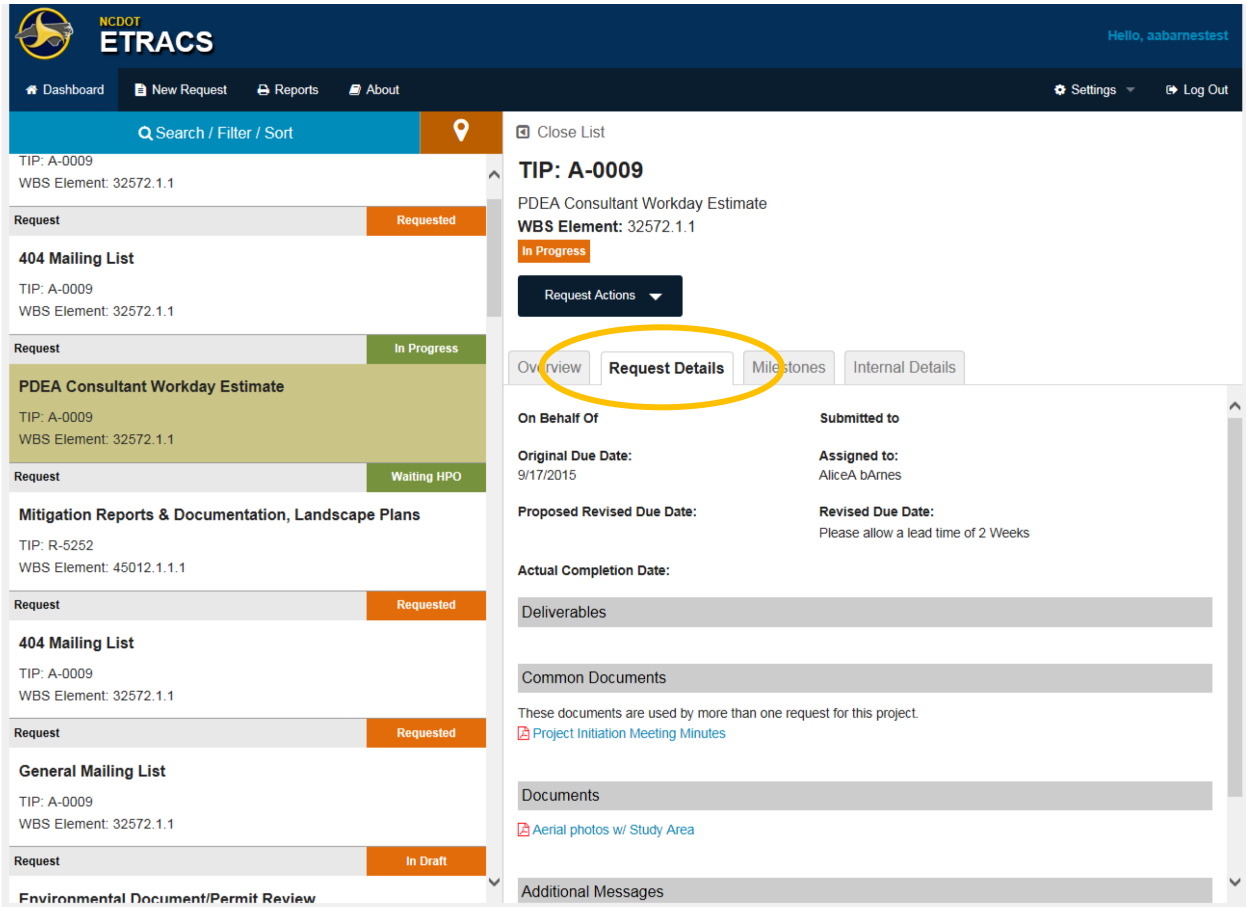
5 Review Request – For the Specialist

Once the request is assigned, as in Section 4 Assign Request, the specialist who has been assigned will see it in their dashboard with the status ASSIGNED. If you are assigned a request:

a. Highlight the request on the left-hand panel. Review the request tabs: Overview, Request Details, Milestones, and Internal Details.



b. Take note of the dates and other information on the Request Details tab.



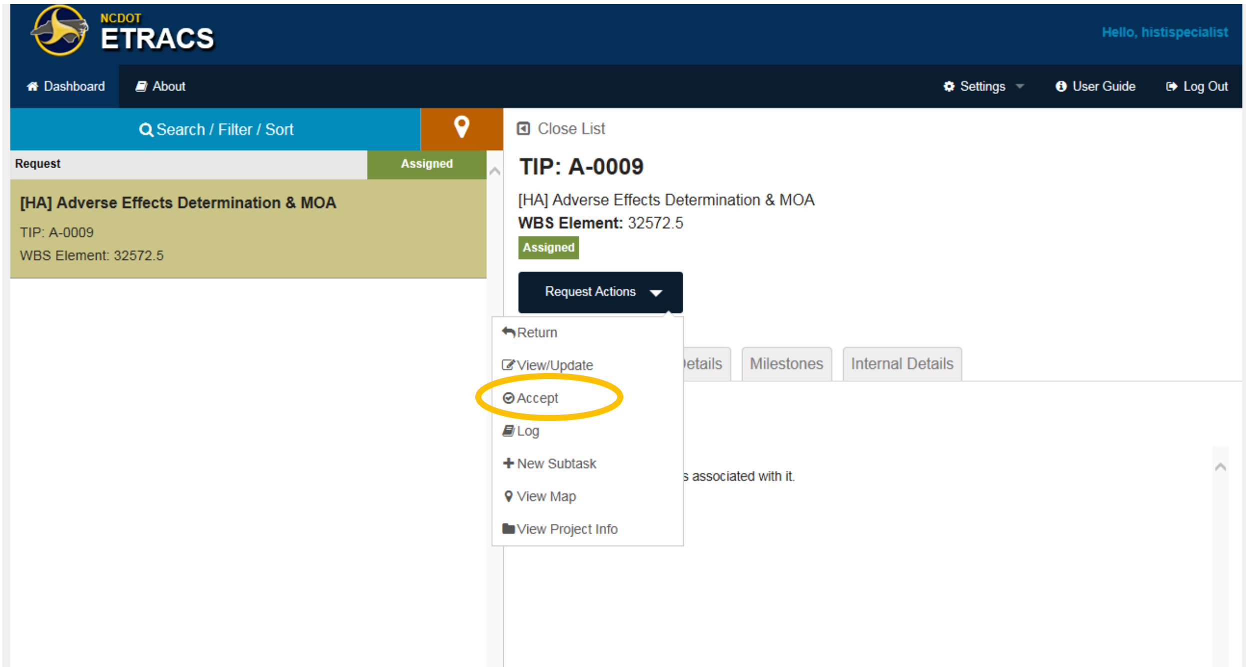
c. After reviewing the Request Details:

1. If everything is in order, you accept the request. Continue with Section 5.1 Accept Request.
2. If there is some problem with the request, you will need to return it to your supervisor or to the requestor. Continue with Section 5.2 Return Request.

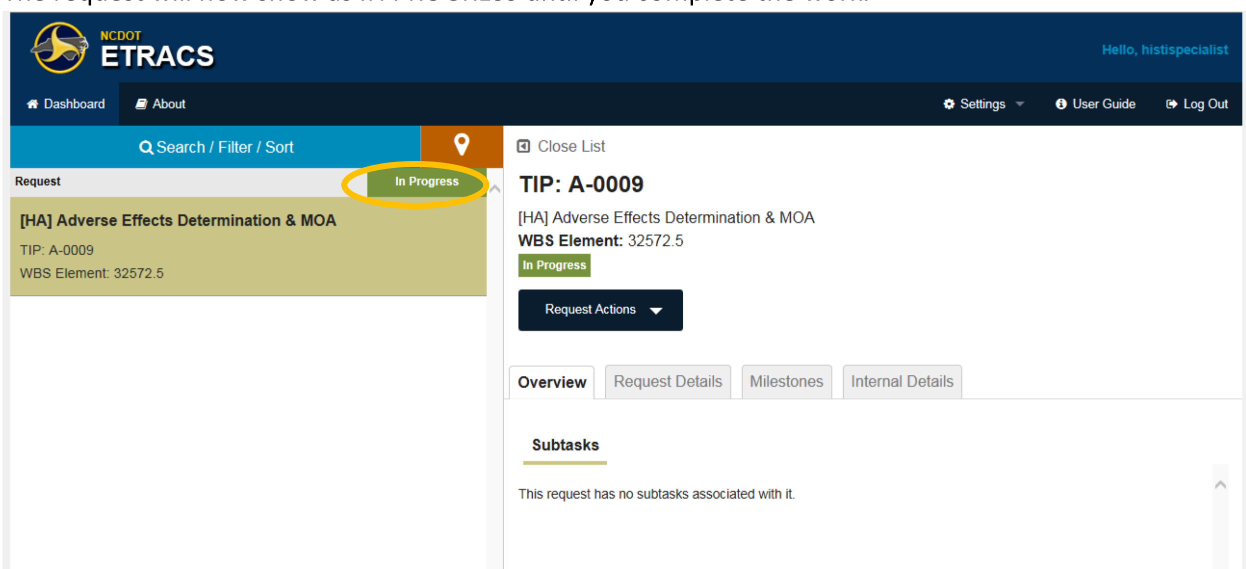
5.1 Accept Request – For the Specialist

If you find everything in order:

1. Pull down the Request Actions menu and select Accept.



The request will now show as IN PROGRESS until you complete the work.



Continue to Section 5.4 Update / Complete Request – For Specialists.

5.2 Return Request – For the Specialist and the Supervisor

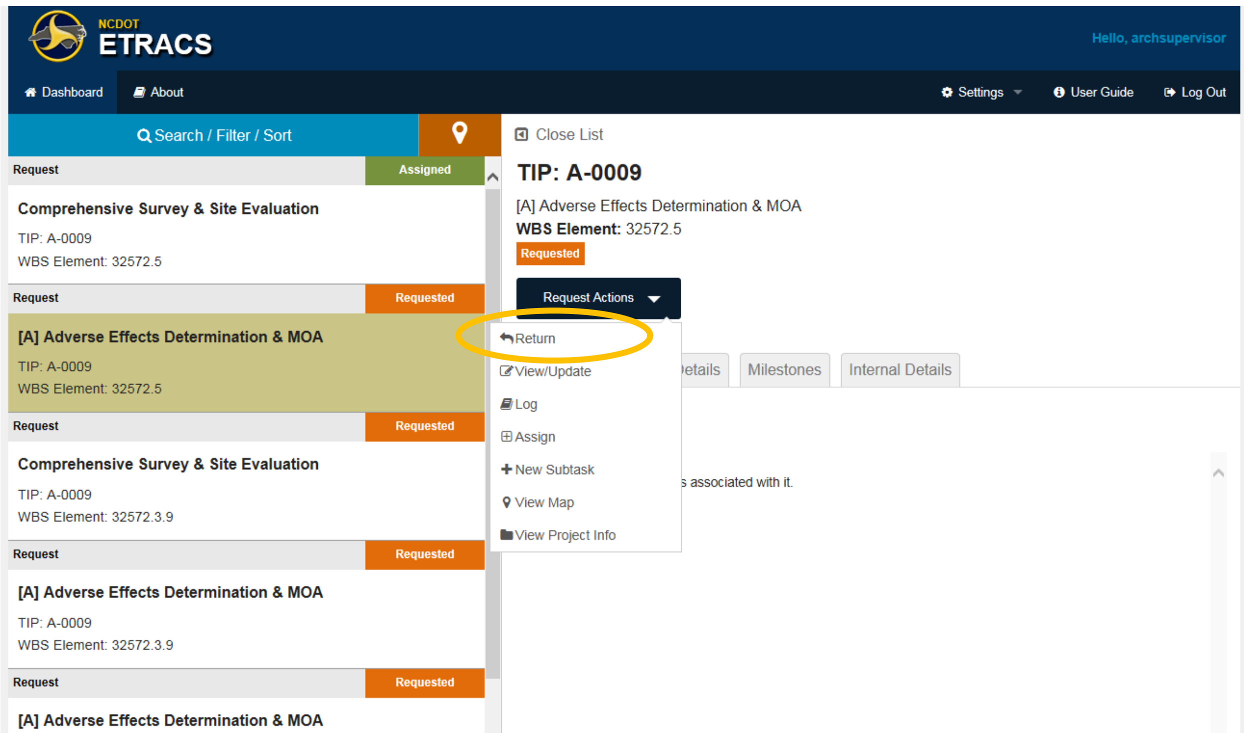
If the supervisor finds some problem with the request, they will return it to the requestor. In that case, the status goes from **REQUESTED** to **RETURNED**.

If the specialist who has received the assignment is not able to perform this request for some reason, or is not able to meet the date requested, the assignee would return the request to the supervisor. In that case, the status goes from **ASSIGNED** to **RETURNED**.

NOTE: the specialist is also able to return back to the requestor, but the supervisor should be asked first if that is appropriate.

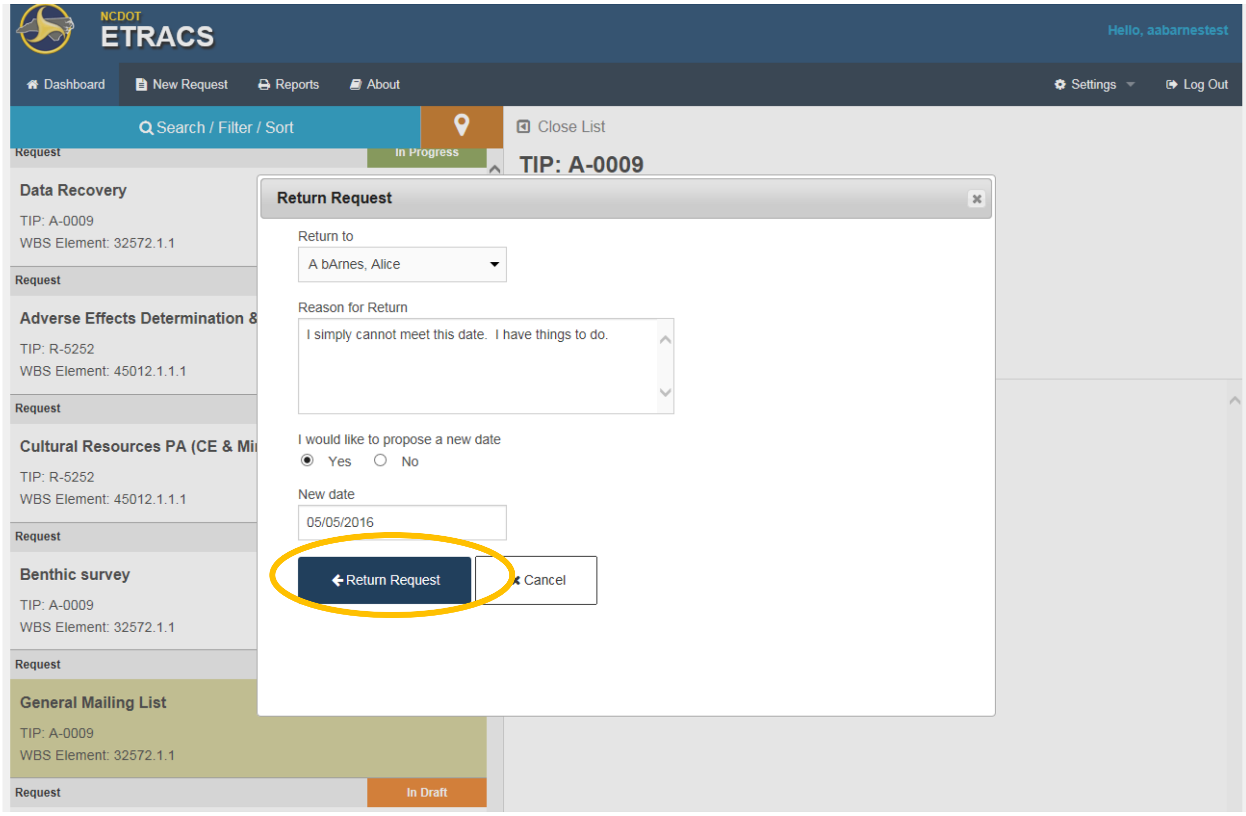
In both cases (supervisor or specialist), the functionality is the same and is described below.

1. Highlight the request on the left-hand panel, click on the Request Actions button, and select Return.



The Return Request window appears.

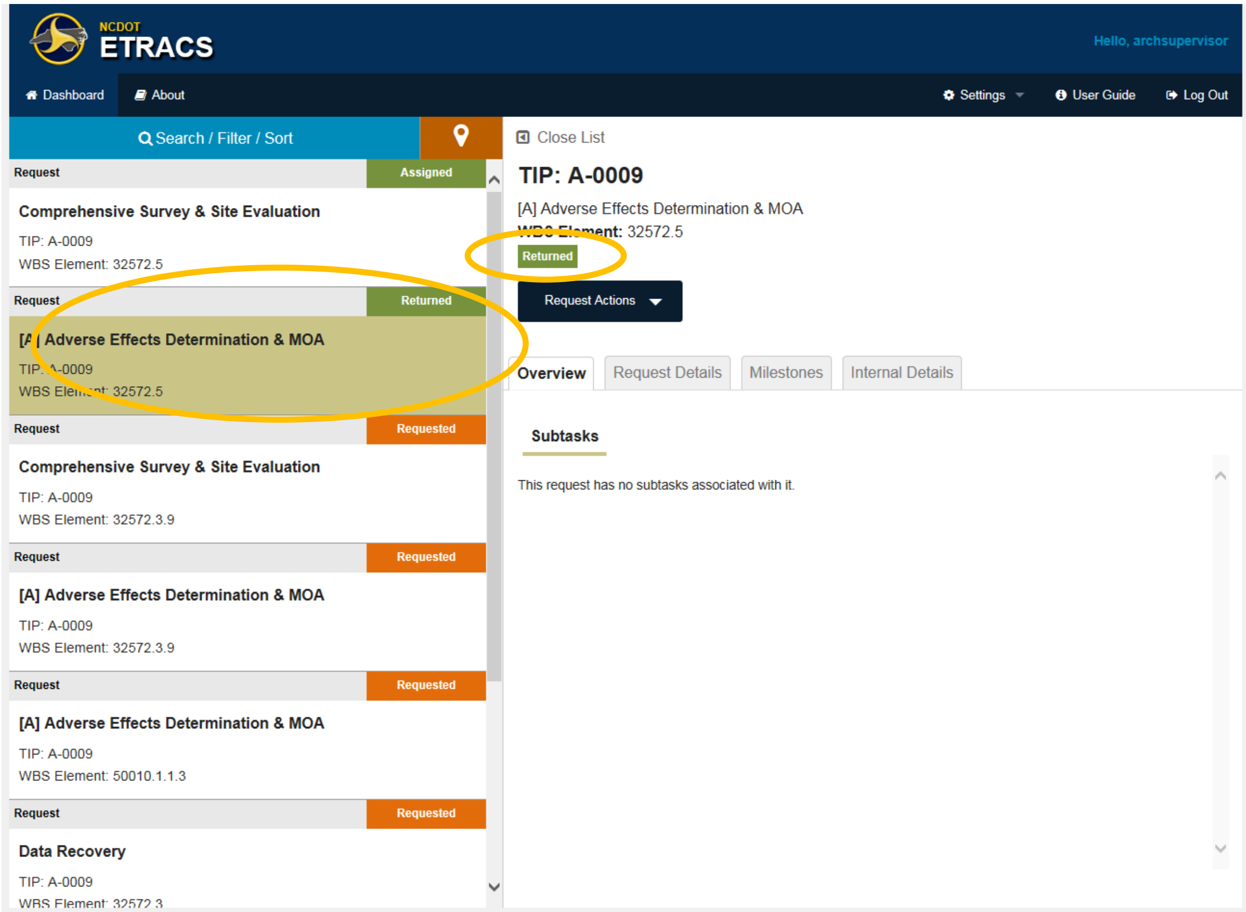
2. Fill out the appropriate information: the **appropriate person** to Return to, Reason for Return, radio button to indicate whether you want to propose a new date, and date (if you are proposing a new date).



3. Click the Return Request button.

You will receive a message that you have **successfully returned the request**.

The request returns to the appropriate person's dashboard with the status **RETURNED**. See Section 5.3 Act on Returned Requests.



5.3 Act on Returned Requests

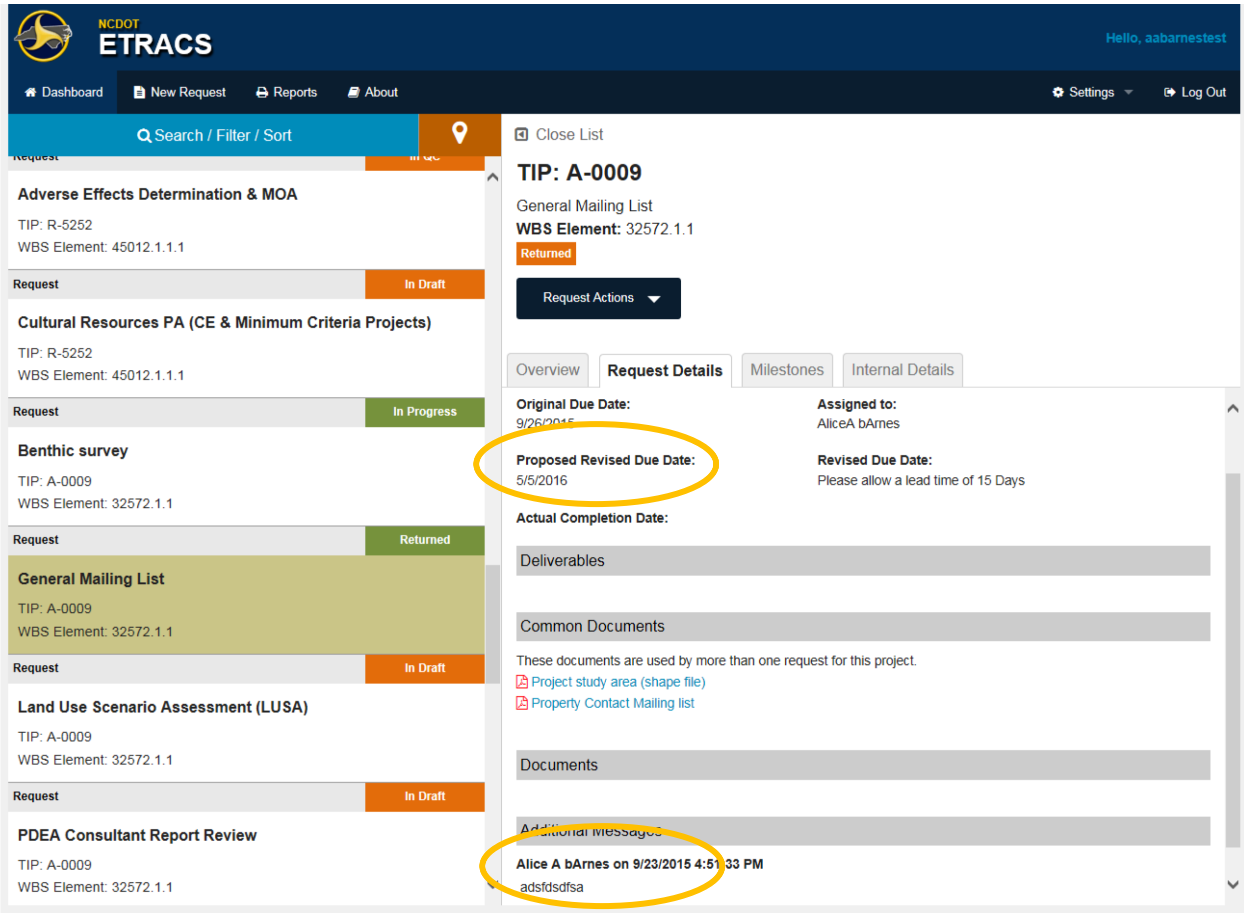
When a request has been returned, the requestor or supervisor may take a number of different actions, depending upon the reason for the return. See the following sections:

1. Negotiate / Change the Due Date of Information (supervisor or requestor)
2. Update Project Information (requestor)
3. Submit the Request (requestor)
4. Reassign the Request (supervisor)
5. Delete the Request (requestor)

User Tip: The actions available to you are entirely dependent upon your role! In order to see *only* the returned requests that need your action, change the Search / Filter / Sort on the dashboard to see only My Work and Returned status.

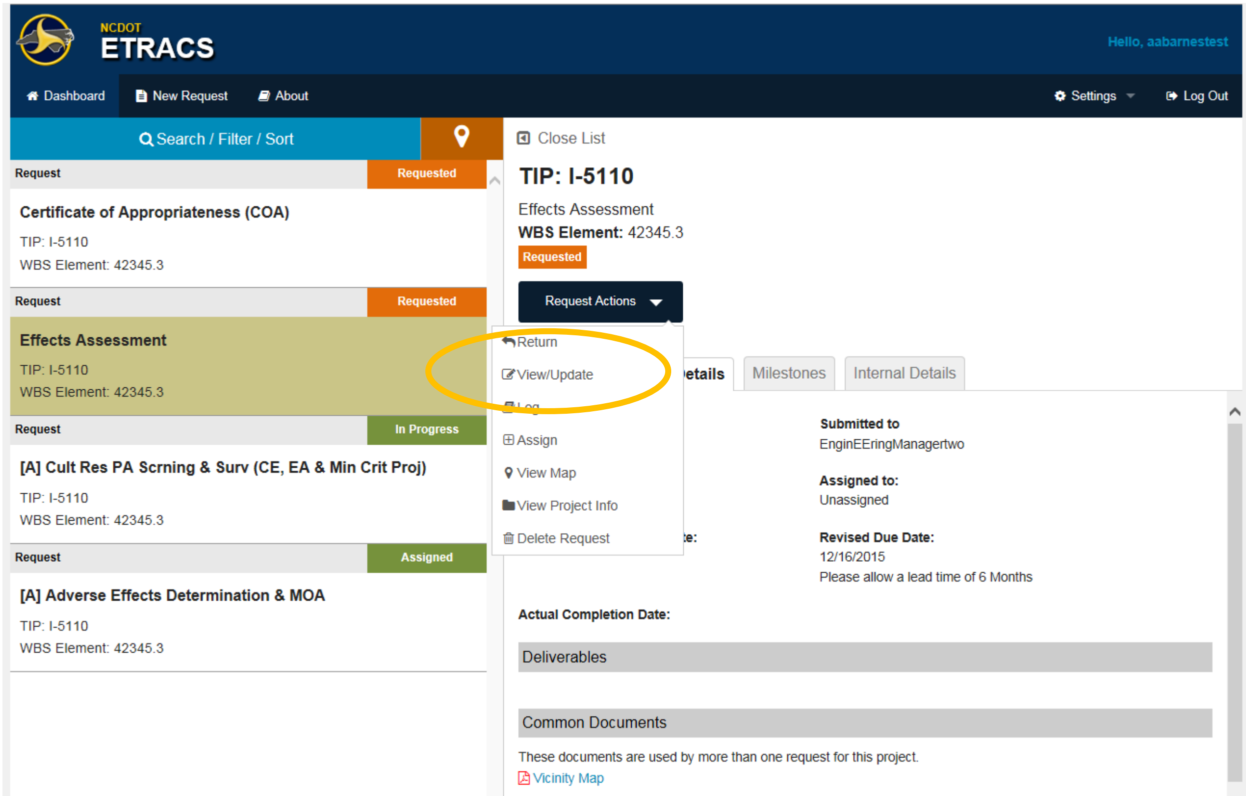
5.3.1 Negotiate / Change the Due Date or Information

- With the request highlighted on the left-hand screen, review the Proposed Revised Due Date and the message that was included in the return.



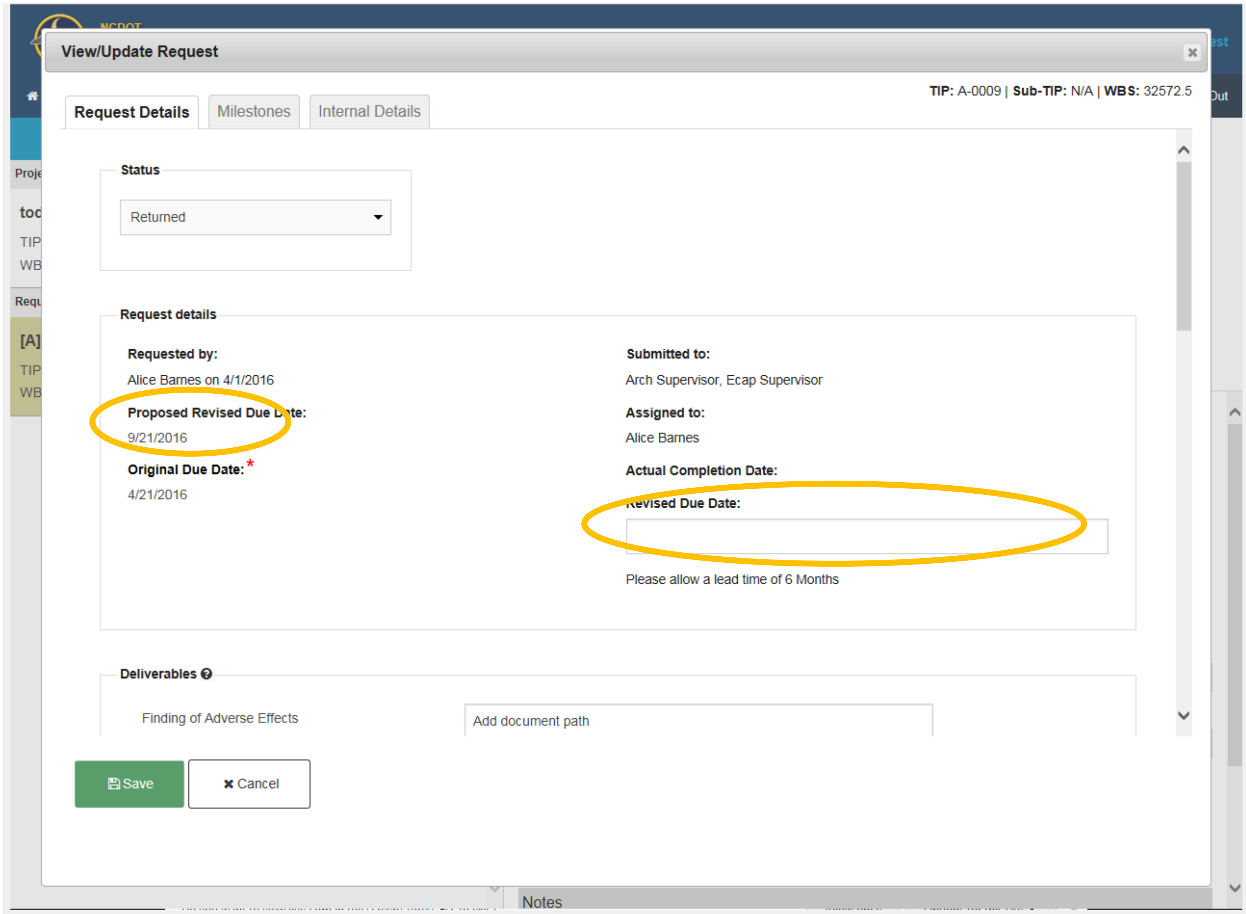
User Tip: Both the requestor and supervisor can negotiate and change due dates and other request information.

- Use the View/Update functionality to review and change information as needed.

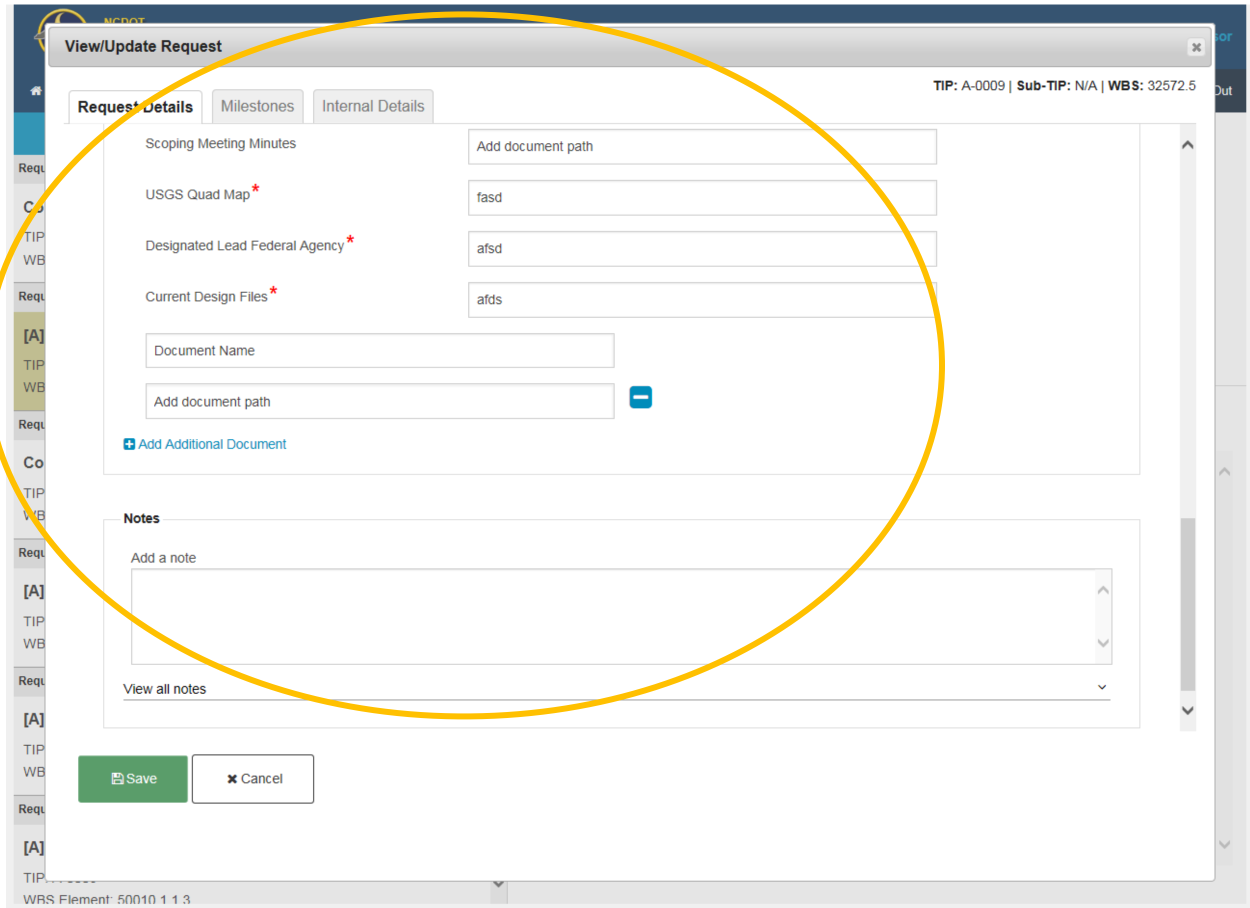


The View/Update Request screen appears.

- For the Proposed Revised Due Date, accept it or change it using the Revised Due Date field.



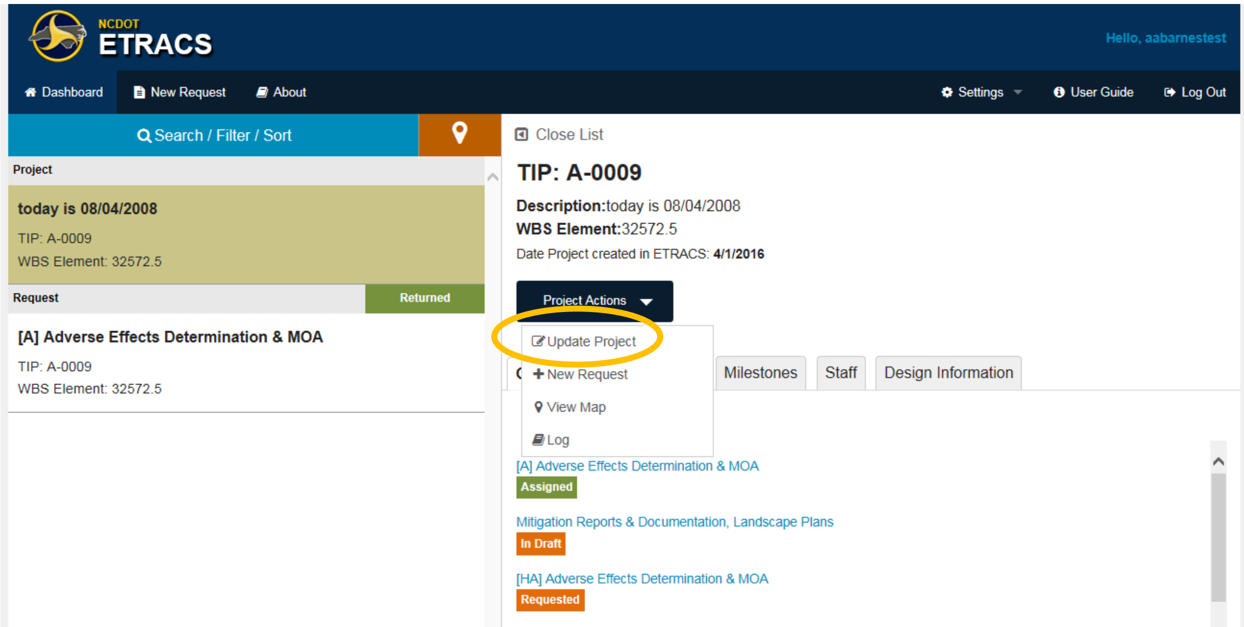
- Scroll down to review / add documents. You can also Add a Note and View All Notes for this request.



- Save your changes.

5.3.2 Update Project Information

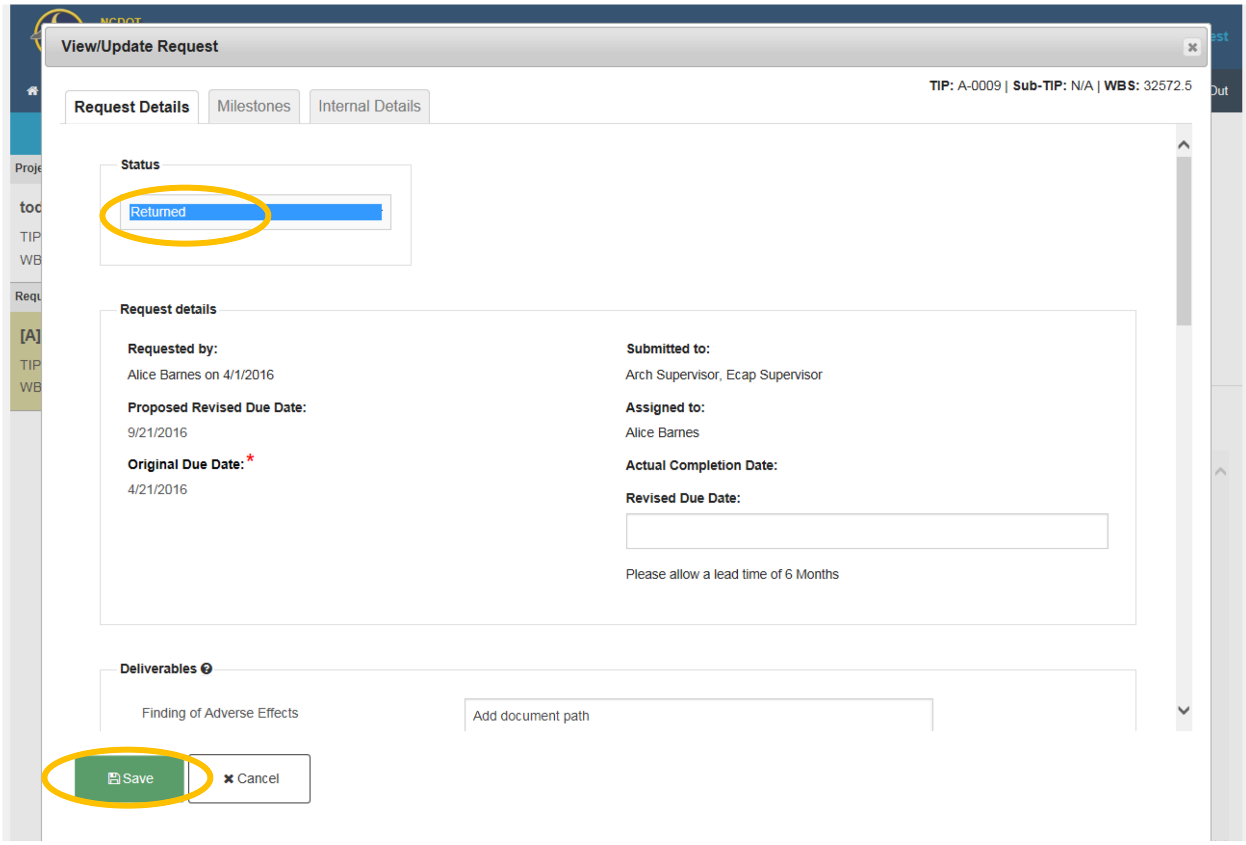
1. If the request was returned due to missing or incorrect project information, the requestor must highlight the project, and update the project information using Update Project from the Project Actions menu.



User Tip: Only the requestor(s) on the project can update project information.

5.3.3 Submit the Revised Request (for the requestor)

1. If the proposed date and all other information are now acceptable:
   The Requester can proceed to resubmit the request by choosing View/Update Request from the Request Actions menu. Change the status to Requested. Save the change.

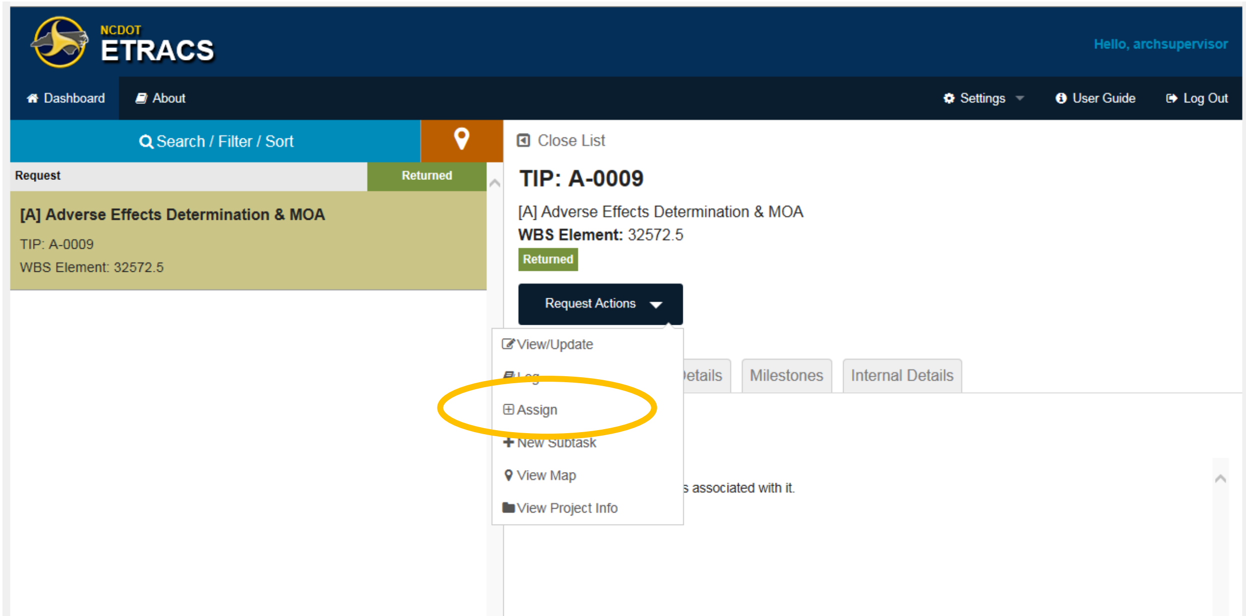


NOTE: The Supervisor can proceed to reassign the request. See section 5.3.4 Reassign the Request (for the supervisor).

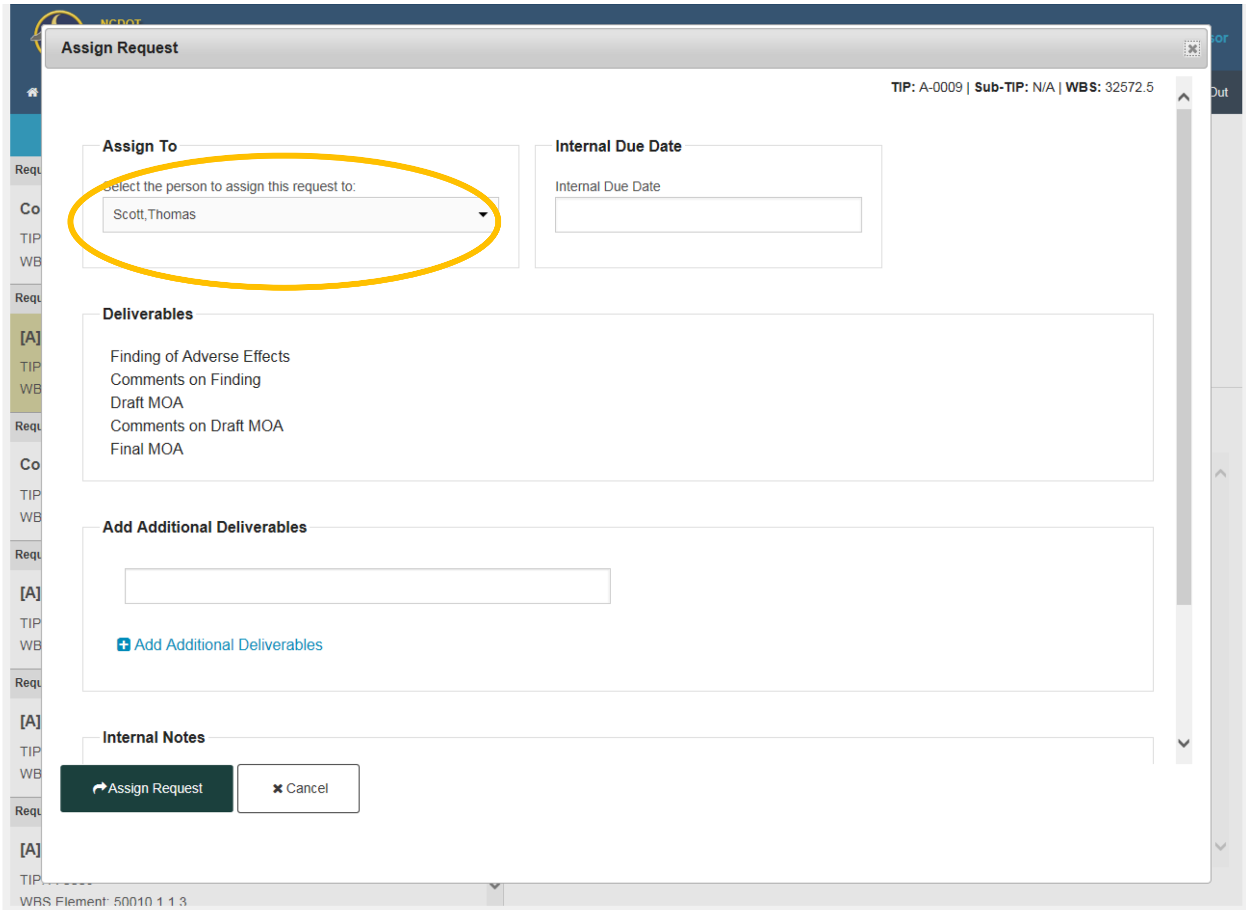
5.3.4 Reassign the Request (for the supervisor)

After checking the date and other information, and making any changes that you need to make (see section 5.3.1 “Negotiate / Change the Due Date or Information”):

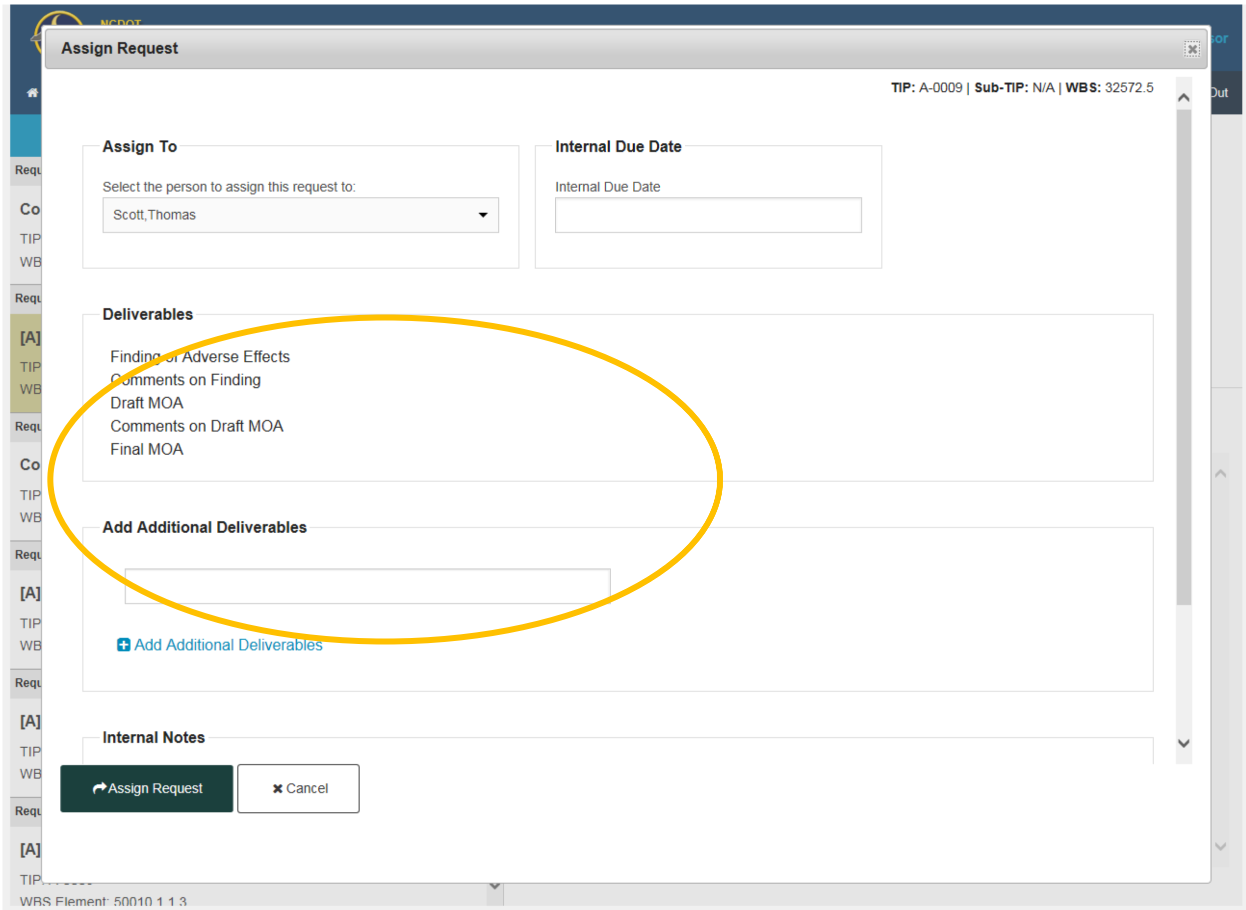
- With the request highlighted on the left-hand screen, choose **ASSIGN**.



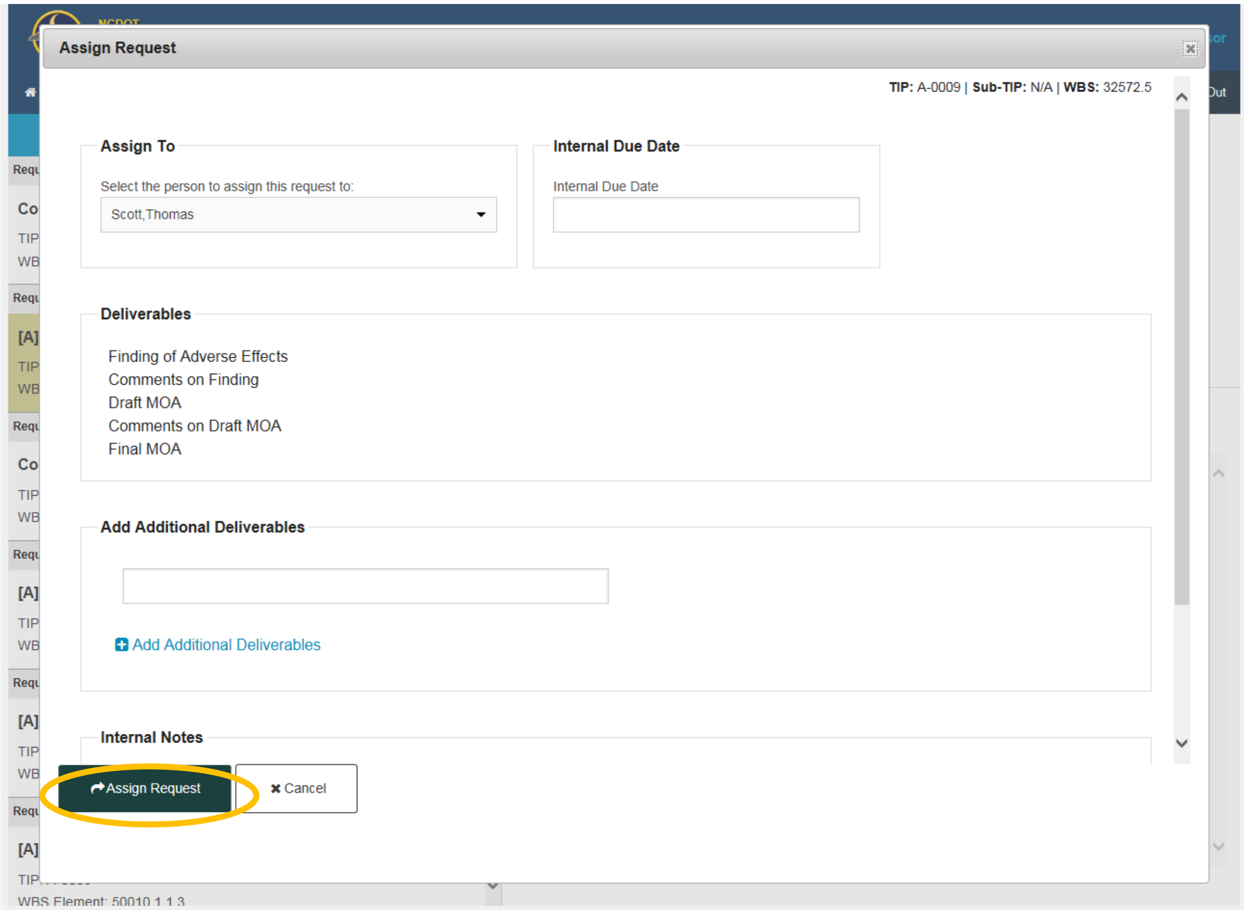
- Use the same process as in Section 4 Assign Request. You can assign the request back to the same person or to someone else.



- The deliverable(s) that you already selected will be on the screen. If you need to add any deliverables, use the Add Additional Deliverables function as many times as you need to add the name(s) of the deliverable(s).

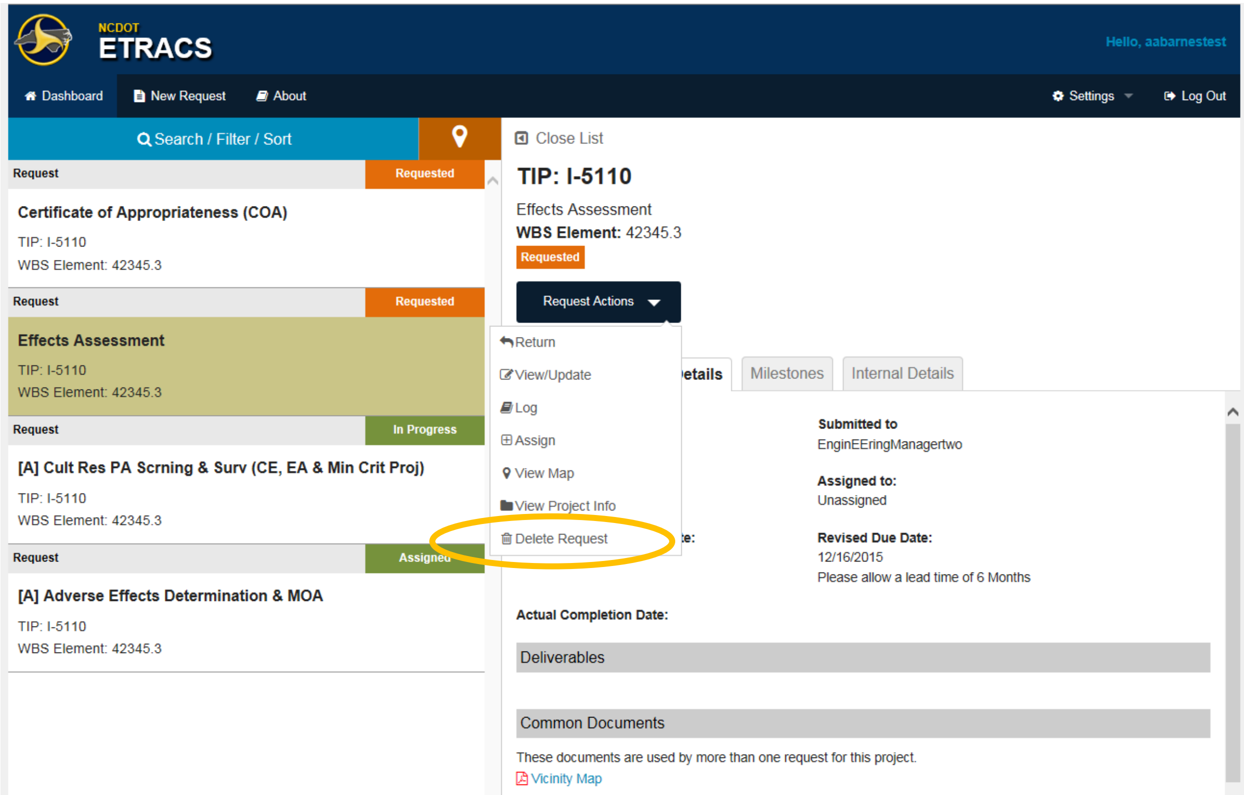


- Click Assign Request.

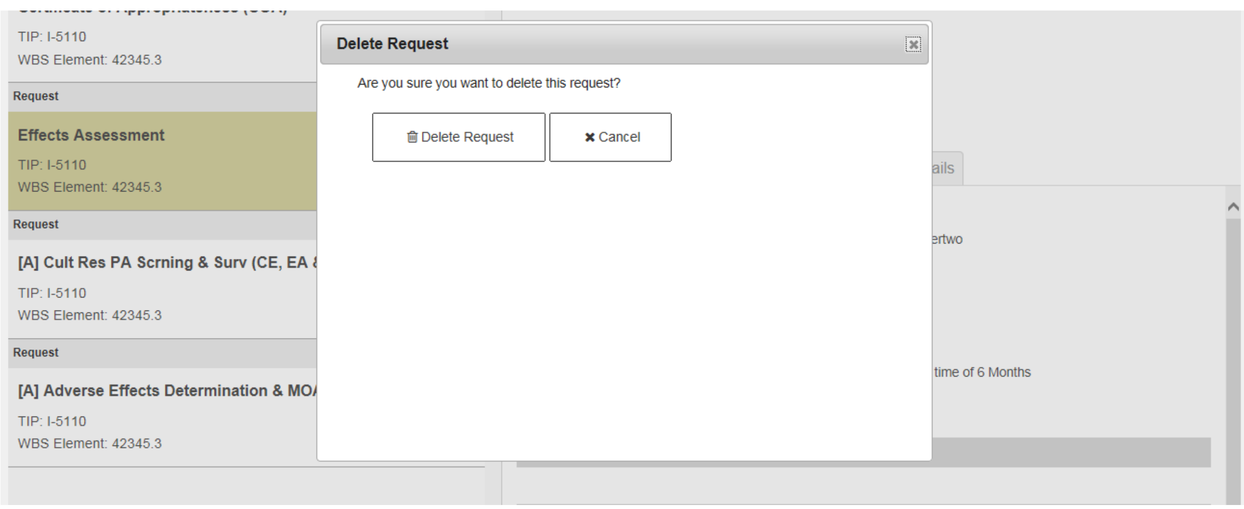


5.3.5 Delete the Request (for the requestor)

1. To delete a request, use the Delete Request under Request Actions.



The system will prompt you:



2. You can confirm or cancel.

5.4 Update / Complete Request – For Specialists and Supervisors

During the lifecycle of a request, while it is IN PROGRESS, there will be multiple times that the supervisor and specialist will add detail, as well as producing and reviewing deliverables. A request may be in ETRACS for a very long time. There will be multiple opportunities and requirements to update the request. This section of the Users' Guide will show all the possible fields for updating, but you will not do these all at the same time, but rather at different times during the project. The following functions are explained below:

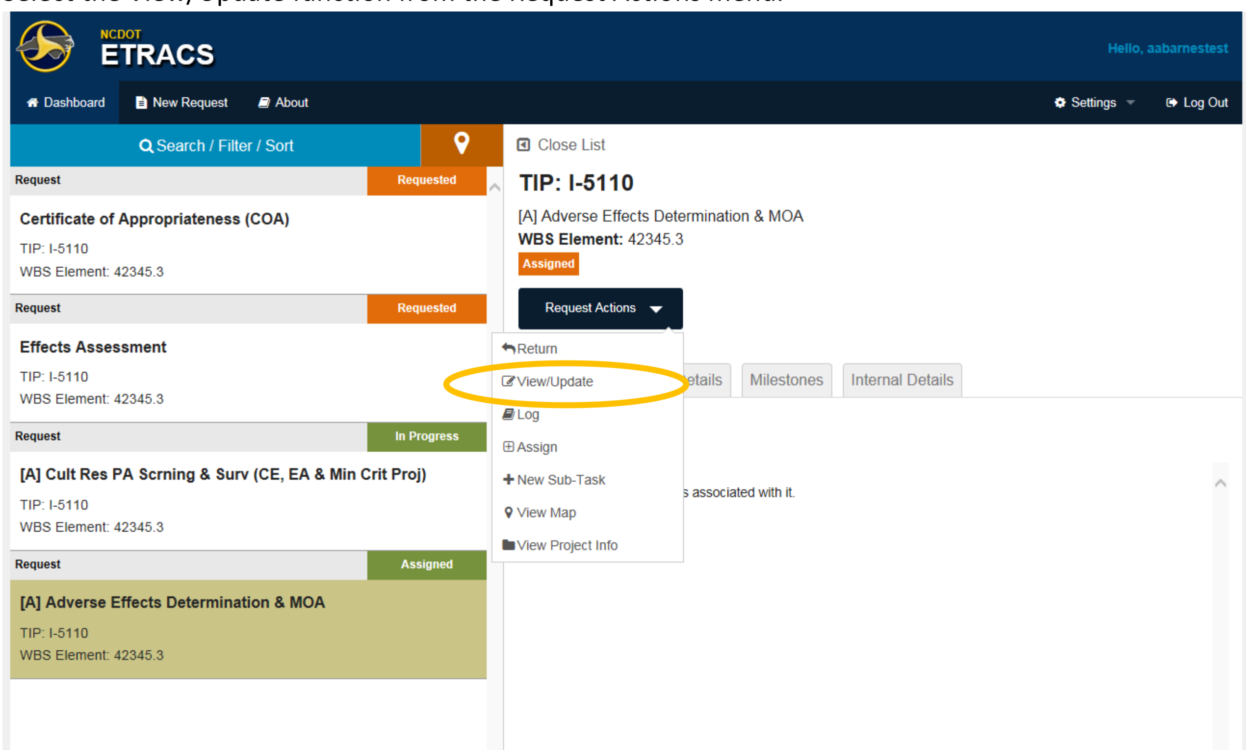
1. Updating Request Details
2. Updating Internal Details
3. Updating Milestones

5.4.1 Updating Request Details

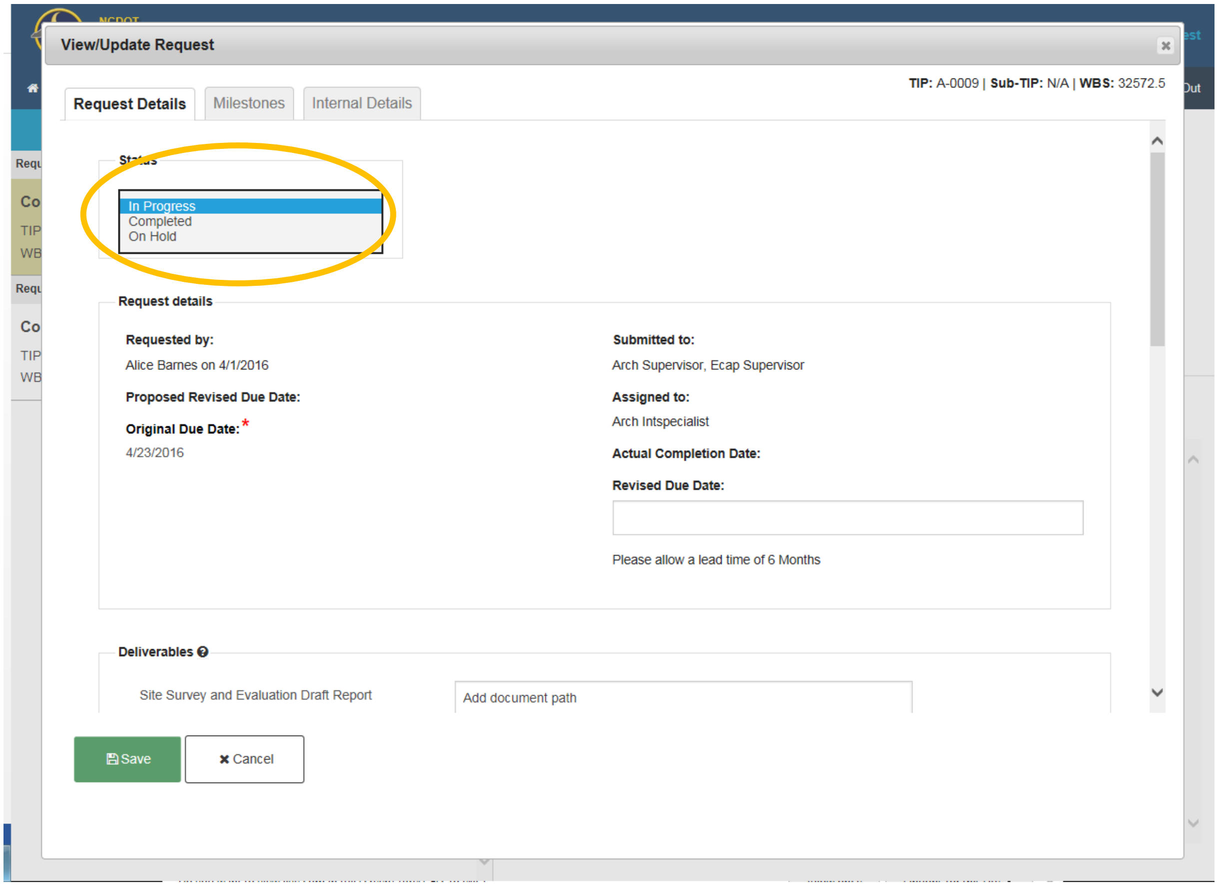
All requests have a common tab called Request Details. This tab contains all of the basic data tracked for every request, regardless of the group or request type. Some of this data will be tracked automatically by ETRACS. Other data can be updated by specialists and supervisors.

User Tip: The choices available for editing are dependent upon your ROLE and your permissions.

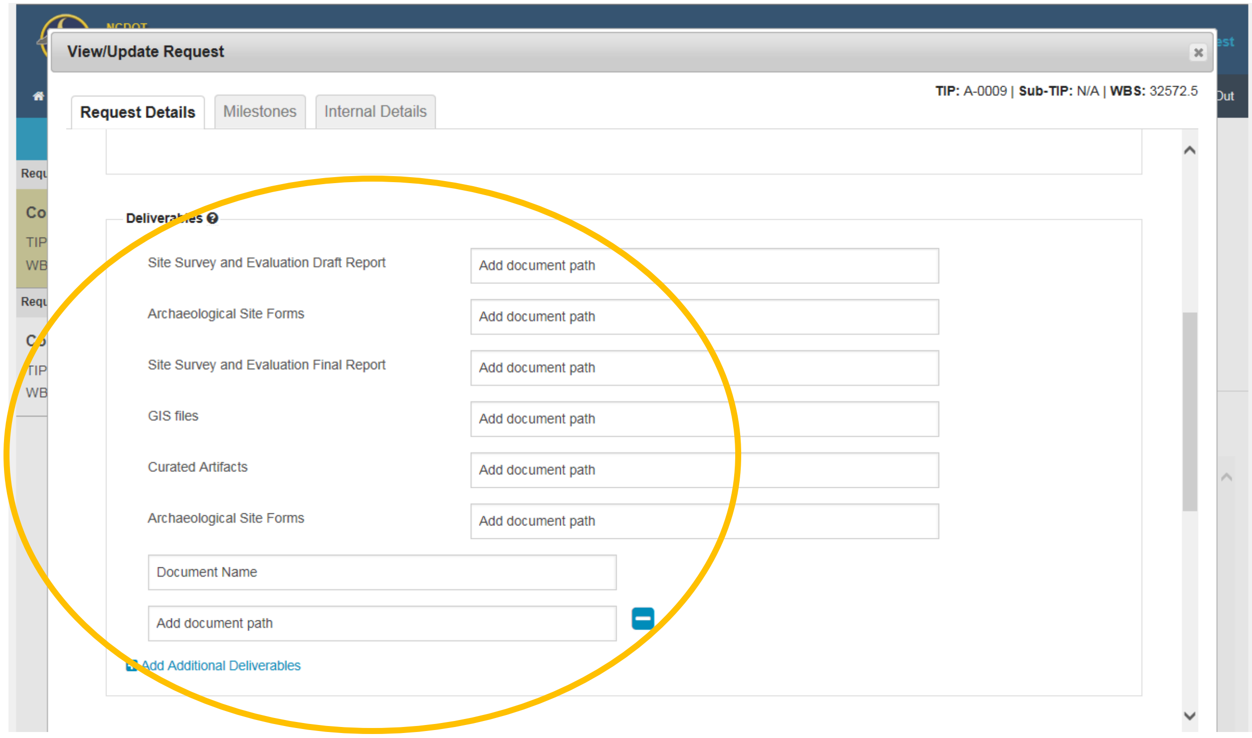
1. Select the View/Update function from the Request Actions menu.



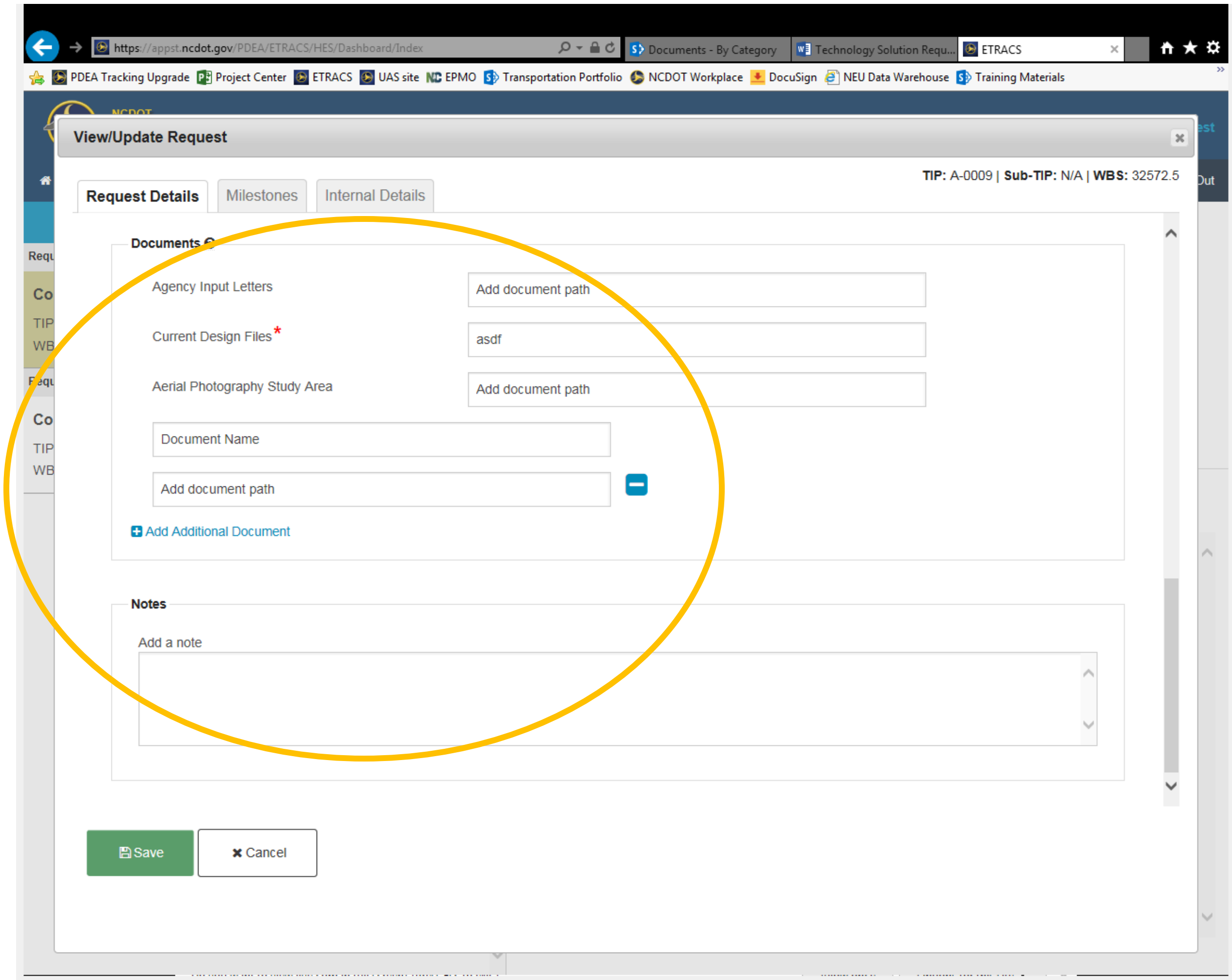
2. To move requests to another status, choose the dropdown. For example, when a request is complete, the specialist or supervisor can change the status frpm In Progress to Completed.



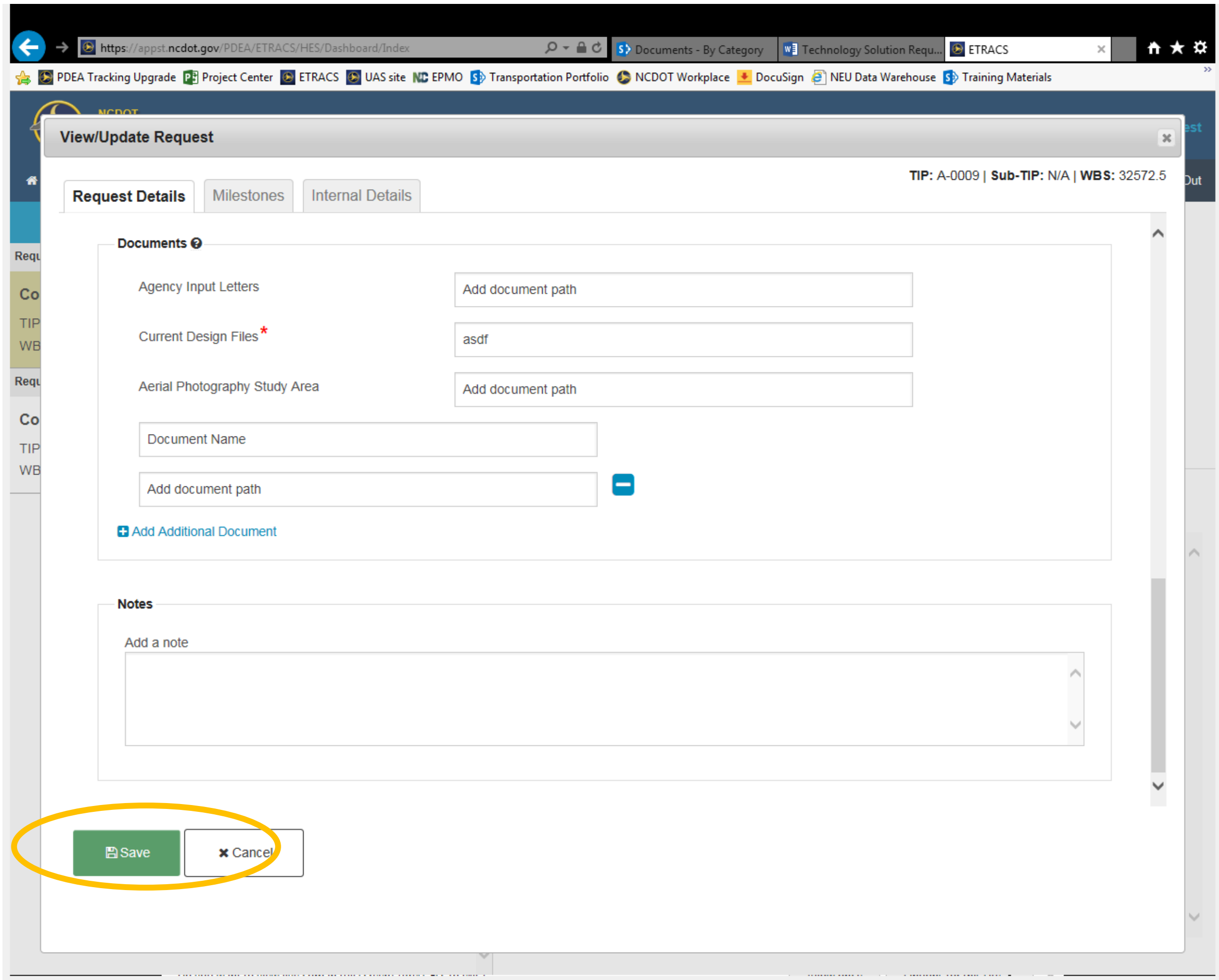
3. Scroll down to add deliverable paths when the deliverables have been completed. The deliverables you see listed will generally be the ones that have been requested. You can also add deliverables.



4. Scroll down again to add Documents or Notes.



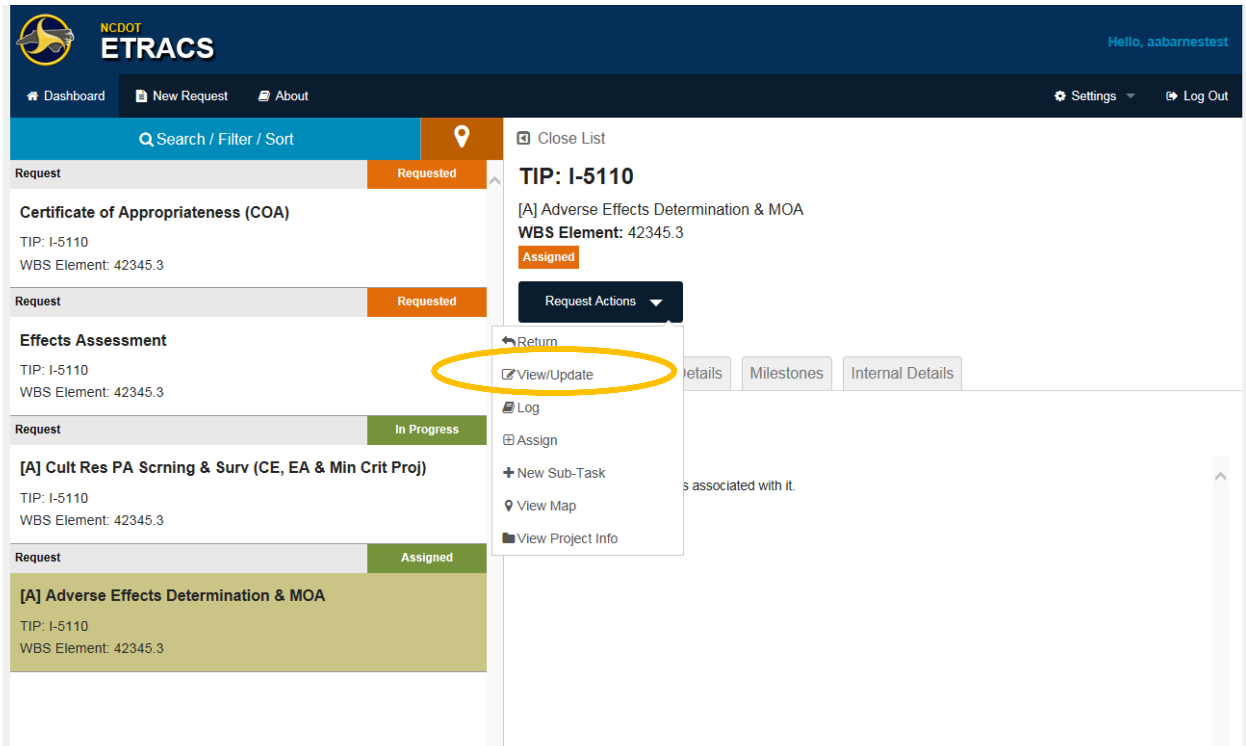
5. Save your changes.



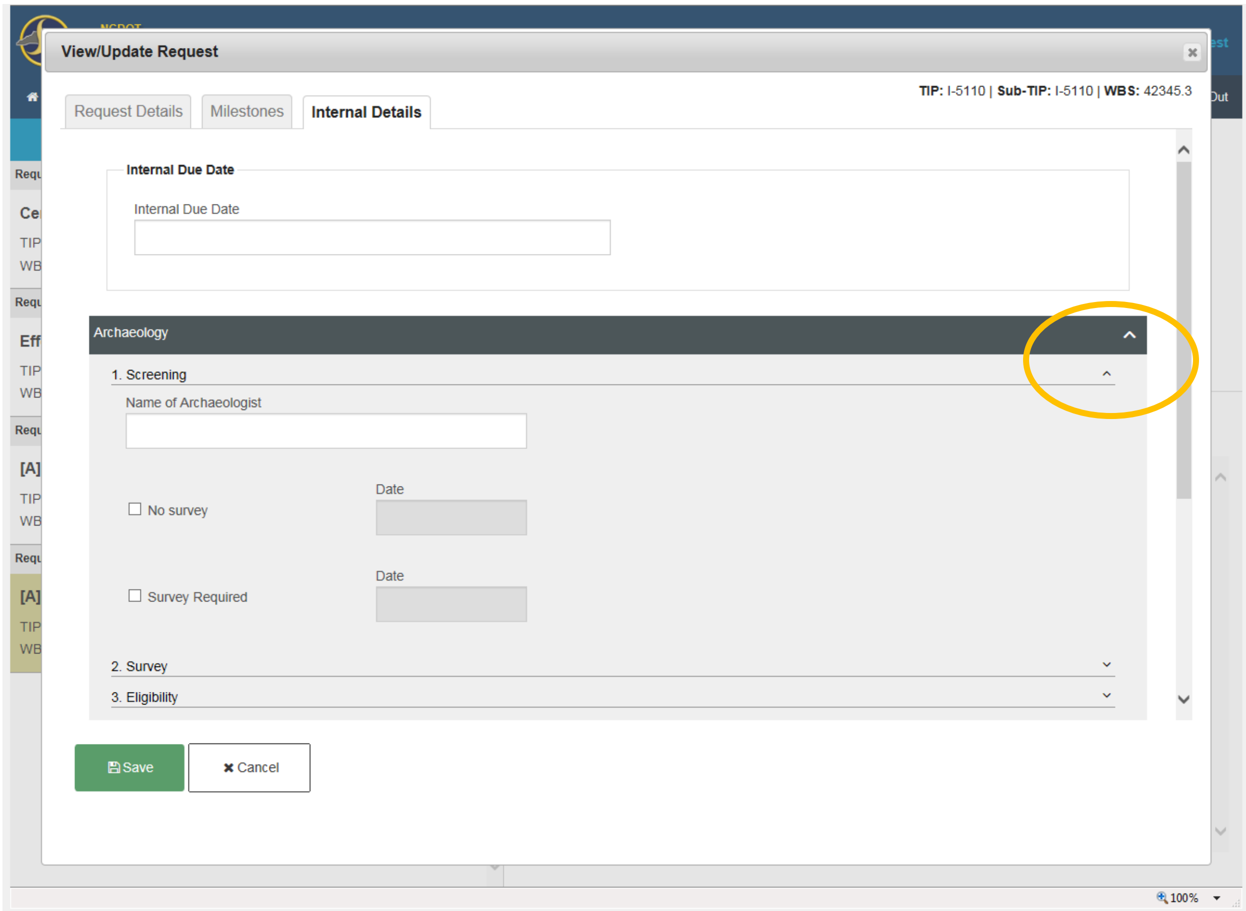
5.4.2 Updating Internal Details

The Internal Details screen has been developed just for your groups to contain the things that you need. Wherever there is an Internal Details tab, it will contain the information that needs to be tracked uniquely for that request type.

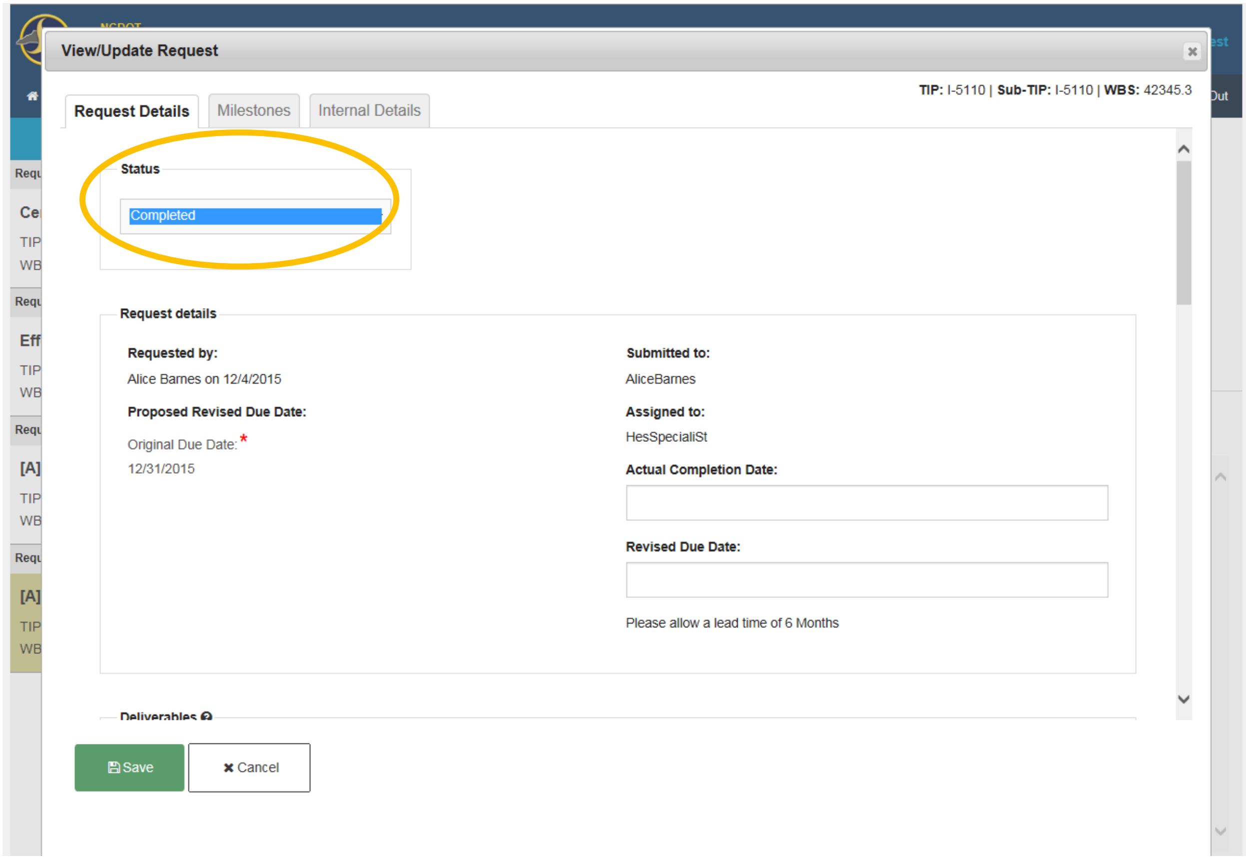
6. Select the View/Update function from the Request Actions.



7. Click on Internal Details.
   On the View/Update screen you may view and/or enter all of the information for the request (depending upon your role). These screens may be quite large, so use the scroll bars and the possibly-multiple levels of expansion arrows to navigate.



8. When all of the work on the request has been completed, Use the Status field on the Request Details to mark it completed.



9. Save your update(s).

5.4.3 Updating Milestones

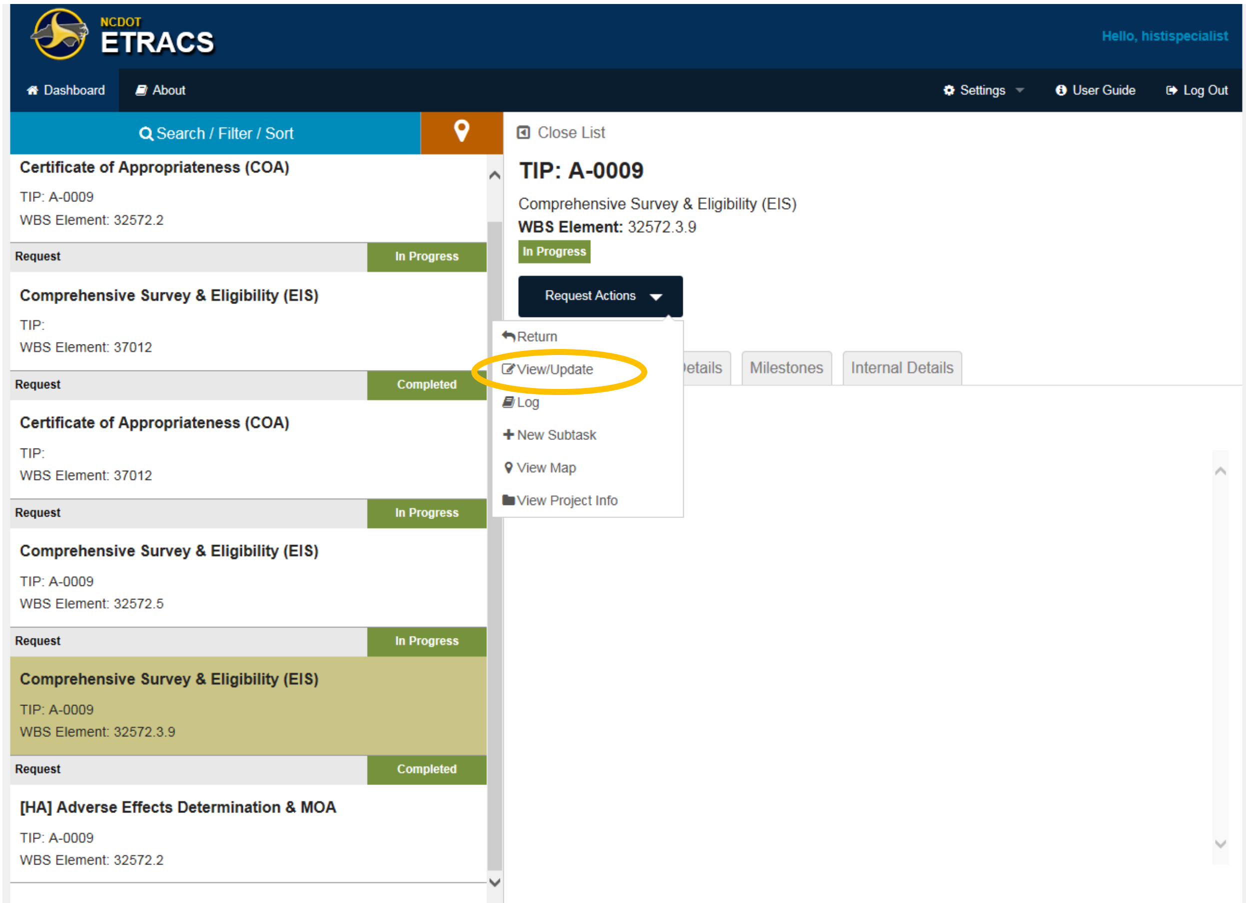
Some requests will, upon completion, signal that a STaRS milestone has been completed for the project.

> ***User Tip:*** ETRACS pulls a great deal of information out of STaRS (as shown in Section 3.1, Create Request – Step 1 Search and Retrieve Project Information). When you update a milestone in ETRACS, that date goes back into STaRS and shows the milestone complete on the date that you entered. Milestone completion is the only thing that ETRACS sends back into STaRS to be updated.

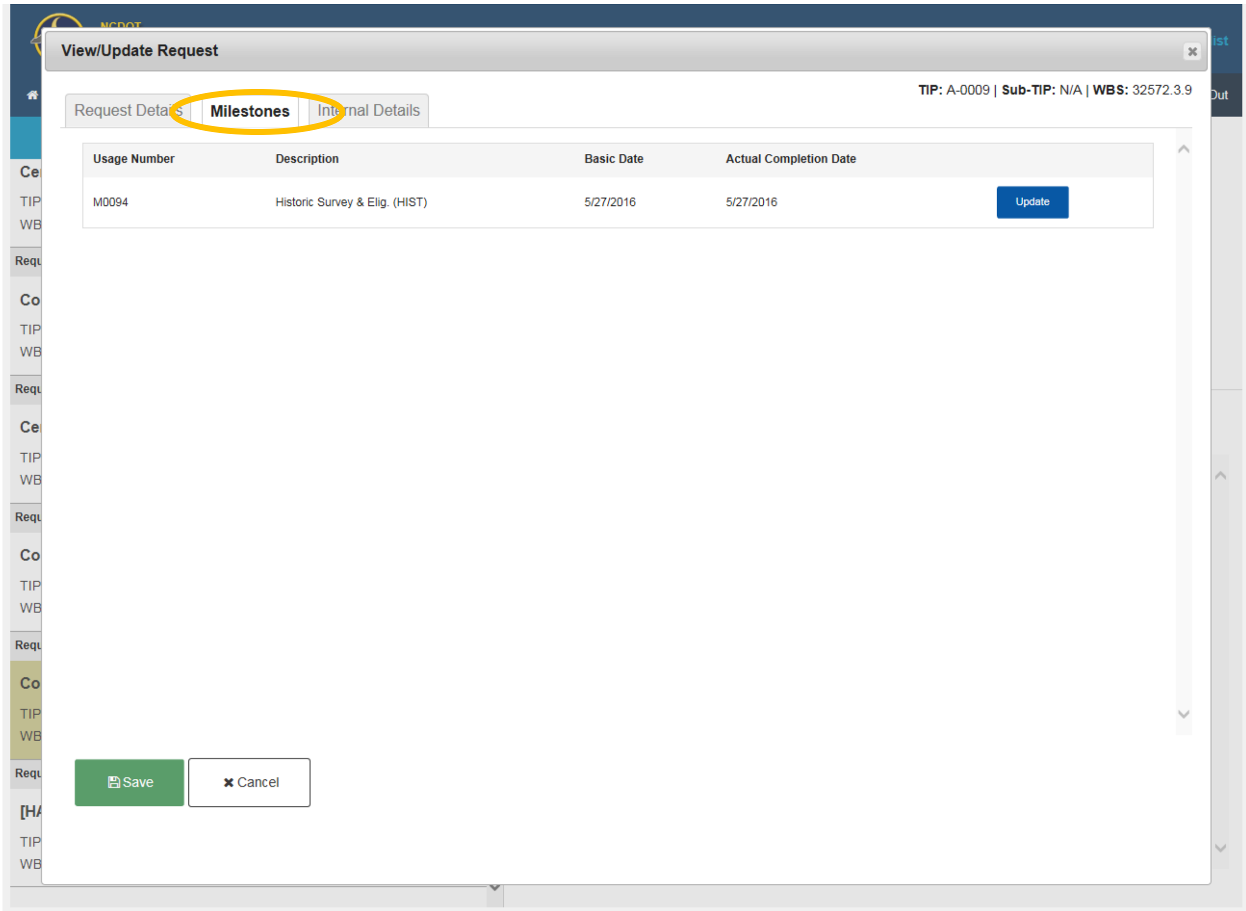
> ***User Tip:*** In order to update a milestone on a project in ETRACS, the milestone must be setup in STaRS at the correct WBS level.

> ***User Tip:*** The choices available to you for updating a milestone are dependent upon your role, your permissions, and your assignment on this request. Only on requests where you are the requestor, supervisor, or specialist can you use ETRACS to mark a milestone complete and record the date of completion.

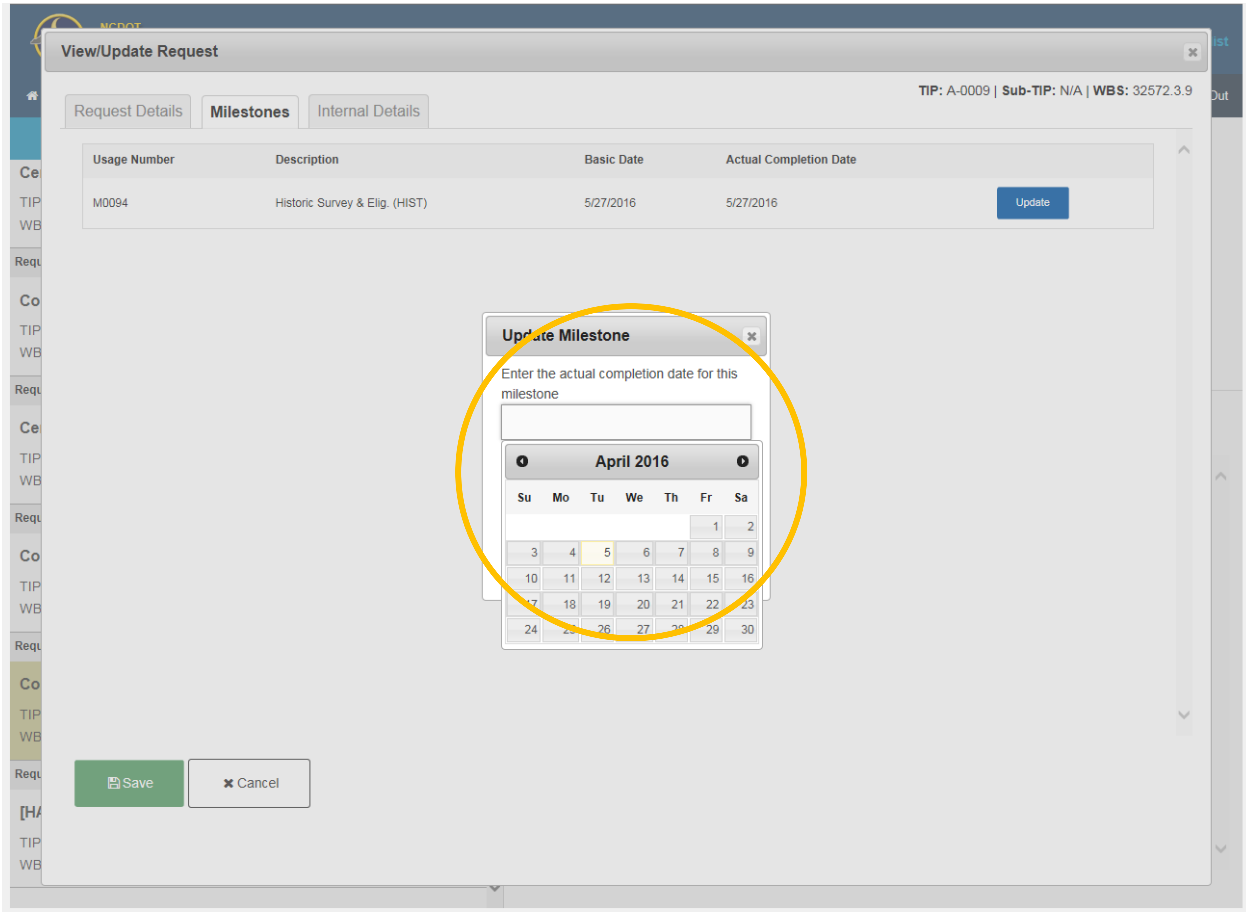
1. Select Request Actions dropdown -> View/Update.



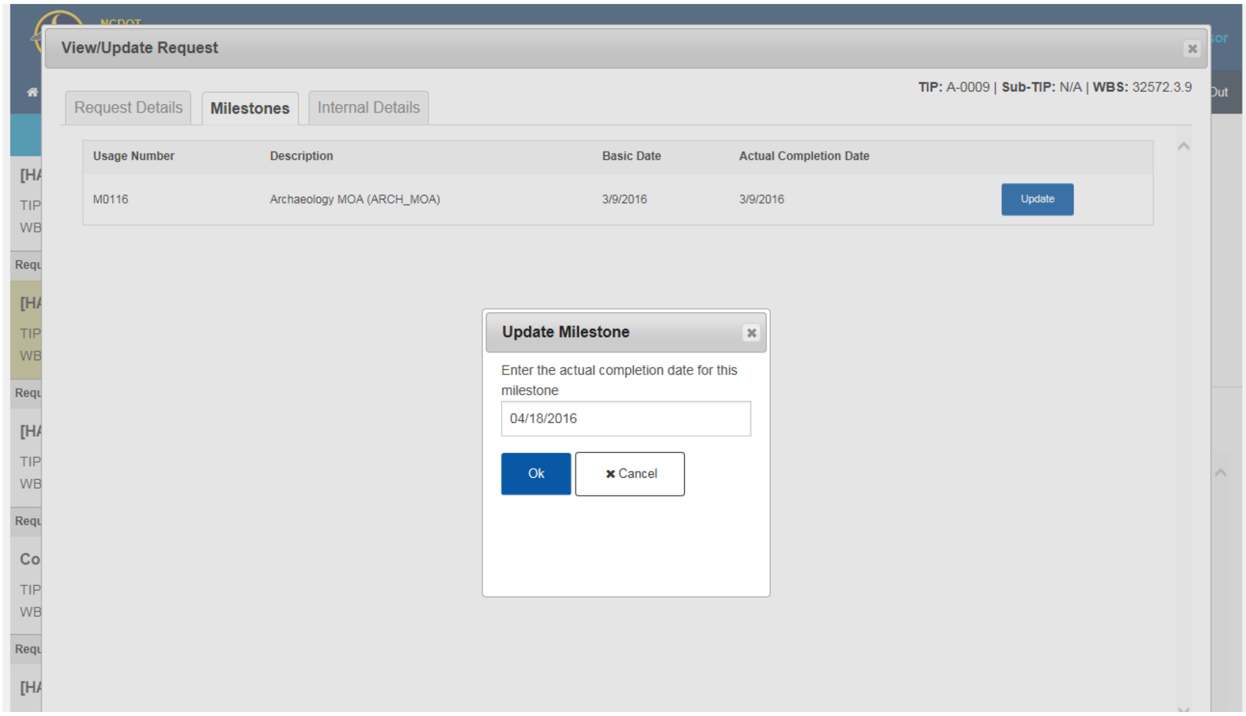
2. Click on the Milestones tab. All of the milestones eligible for update are listed.



3. Click on the blue Update button to select the actual completion date for the milestone. The calendar closes.



4. Check the date and click on the blue OK button.



You will see a brief message that your request was updated successfully and you will be returned to your dashboard.

5.5 Return an Incomplete or Unacceptable Request – For Requestor or Supervisor

In addition to the purposes outlined in Section 5.2 “Return Request,” there may be instances where a specialist (an internal employee or external consultant) incorrectly marks a Request as Completed. For example, when it comes back to the supervisor and/or requestor:

9. The work may be deemed incomplete
10. The deliverable may be unacceptable
11. There could be another reason that it should not be marked complete.

In that case, the requestor or the supervisor should:

1. Select Request Actions dropdown -> Return Request.
2. Return it to the specialist OR choose to send to send the request to another person to complete.
3. Fill in the Reason for Return box to communicate the deficiencies.

5.6 View a Project and/or Request – For All Users

Depending upon your role, you will be able to view information on projects and requests. If you have a role on the project/request, you will have the options documented above. If you do not have a role on the project/request, you may still view the information that is in the system.

1. For **project** information, on the dashboard, highlight the project. The right panel shows the project information. Its Overview tab has a clickable list of the requests and subtasks.

2. For request information, highlight the request. The right panel shows the basic request information. For some request types, there is too much information to display. In those cases, choose the Request Action -> View/Update. This will allow a view of all the request information.

6 Troubleshooting

6.1 Problem: I can't get logged on.

1. Are you using your NCID and password? If you don't know your password, or if you think it has expired, check NCID and make the correction needed.

6.2 Problem: I see an error when I try to launch ETRACS

1. If you see an error when you try to launch ETRACS, close your browser and launch a new browser session.
2. If that does not resolve the problem, click on the ETRACS logo in the top left-hand corner.
3. Check to be sure that ETRACS does not display your name in the top right-hand corner. If it does, log out and log in again.
4. If you still can't solve the problem, contact NCDOT Service Account - ETRACS Help <ETRACShelp@ncdot.gov>.

6.3 Problem: ETRACS crashes while I am working

1. Close your browser and launch a new browser session.
2. If you can't get logged back on, check to be sure that ETRACS does not display your name in the top right-hand corner. If it does, log out and log in again.
3. If you still can't solve the problem, contact NCDOT Service Account - ETRACS Help <ETRACShelp@ncdot.gov>.
4. Remember: do not use the browser-back button!

6.4 Problem: I cannot do one or more tasks that I'm supposed to do

1. Contact your ETRACS Administrator (NES or HES) to check your role and the groups you are assigned to. You must have the correct role(s) **AND** you must be a member of the group whose request you are working on. You can (and will) have multiple roles, based upon the work you do.

6.5 Problem: I can view but cannot edit the Internal Details

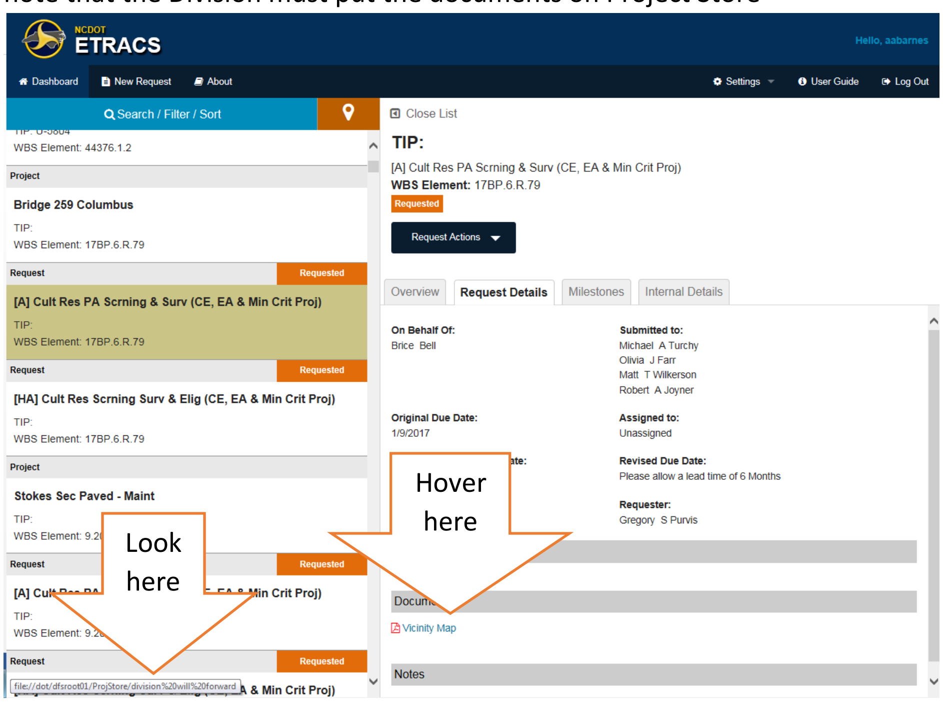
1. Contact your ETRACS Administrator (HES or NES) to be sure your role is setup correctly. You should be a supervisor and/or specialist, **AND** you must be a member of the group whose request you are working on.
2. Check the Status of the request. Make sure it's in the right status for working on Internal Details.
   a. If it is REQUESTED, it is a new request that must be assigned by the supervisor.
   b. If it is RETURNED, it must be submitted or assigned (depending upon where it is in the workflow).
   c. If it is IN PROGRESS, the specialist can work on it.
   d. If it is COMPLETED, it must be returned to a specialist to be worked on.
3. 3. Look at the Request Details to ensure that you are listed under ASSIGNED TO.

6.6 Problem: the project information is not what I expected to find

1. Remember that ETRACS considers the ***PROJECT*** to be the level of information that exists in STaRS with the unique combination of TIP, Sub-TIP, and WBS … not just the TIP number. On most screens you can check at the top of the right-hand panel and find the project.
2. If you have the wrong project, just cancel out (or use the Dashboard button) to start over.
3. If the project has more detail than you expected, it could be that other people have added project detail. On the dashboard, highlight the project and look at the right-hand panel to see when the project was created in ETRACS.
4. If you can't solve the problem, contact your System Administrator.

6.7 Problem: I cannot see the document when I click on the link

1. Check to be sure you are using Internet Explorer (IE) for your browser. Security features on other browsers will prohibit viewing documents on Project Store.
2. Hover over the document link and look in the lower left-hand corner to see if there is a message. For example, for the request in the screenshot, the requestor is external to DOT and added a note that the Division must put the documents on Project Store



3. Check to ensure the link has a valid path.
   a. Here is a **valid** path: [\\dot\dfsroot01\ProjStore\Proj\TIPProjects-U\U5743\Common\Maps\U-5743 area.pdf]
   b. Here is a **bad** path: [file://dot/dfsroot01/ProjStore///dot/dfsroot01/projstore/divproj/division12/w5601q/environmental/proposed%20project%20study.pdf]

User Tip: Note how a valid path begins vs. a bad path. Note that dot/dfsroot01/ProjStore repeats in the bad path. Note that the forward slash is incorrect in the bad path.

4. If you see a bad path and don't see a note, the path was put into ETRACS incorrectly. If you have permissions to update the request (Request Actions -> View/Update), you can fix it. If you can't fix it yourself, contract your supervisor or the DOT employee (Requestor or On Behalf Of) to ask them to fix it.
5. If you can't solve the problem, contact your System Administrator.

6.8 Problem: I can't see anything on my dashboard or have an error that says "data not found"

1. Pull down the blue Search / Filter / Sort menu.
2. Make sure that you have the correct checkboxes (start with just Projects and Requests).
3. Click the blue Clear All button.
4. Also clear fields that have data in them.
5. Click Go.

6.9 Problem: I can't find a project (or request) that I expect to see on my dashboard

1. Pull down the blue Search / Filter / Sort menu.
2. Make sure that you have the correct checkboxes (start with just Projects and Requests).
3. Click the blue Clear All button.
4. Also clear fields that have data in them.
5. Click Go.

6.10 Problem: I can't find the project sub-TIP

1. From the dashboard, highlight the project.
2. Select Project Actions -> Update Project.

All project details can be seen.

6.11 Problem: My project does not have a TIP or WBS

1. Use the "Other Project" type option. See Section 3.2, "Create Request – for "Other Project" Types."

6.12 Problem: I have several projects that share a WBS

2. Use the "Other Project" type option. See Section 3.2, "Create Request – for "Other Project" Types."

7 Reference

7.1.1 Request Status Values

No.	Status	Status Description
1.	Requested	Requestor submits new request. Can be deleted by Requestor. Can be updated by Requestor and Supervisor.
2.	In Draft	Requestor saves the request that is not yet submitted Can be deleted by Requestor. Can be updated by Requestor.
3.	In QC	Consultant (External Requestor) submits the request to Internal Requestor (On Behalf Of) Can be deleted by Requestor Can be updated by Requestor
4.	Returned	On Behalf Of returns the request to Consultant. Supervisor returns to Requestor. Specialist returns to Supervisor. Can be deleted by Requestor. Can be updated by anyone: - Requestor can select Requested status - Supervisor can select Assigned
5.	Assigned	Supervisor assigns the request to Specialist or themselves. Cannot be deleted. Can be updated by anyone
6.	In Progress	Specialist begins work on the request. Cannot be deleted. Can be updated by anyone
7.	Pending Review	Requested document is pending a document review. Cannot be deleted. Can be updated by anyone
8.	Waiting on HPO	Cannot be deleted. Can be updated by anyone
9.	In field	Specialist indicates the field visit & provides the field visit dates. Cannot be deleted. Can be updated anyone
10.	Completed	Specialist completes the work for the request. Cannot be deleted. Milestone Actual Completion Date, Internal Details, and Request Details can be updated by Supervisor, Specialist, and Requestor. Exception: For split request, only the Supervisor can mark the request complete.
11.	On Hold	Cannot be deleted. Can be updated by anyone
12.	ALL	Internal Details can be updated only by Supervisor and Specialist