

Crisisworks user Quick Reference Guide

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1 Changing your Profile/Settings

Click on your name then press "Edit Profile".
Change your mobile & contact details in the default tab.
Be sure to click on Alert Modes & Alert options to set your notification preferences

Edit Profile

Contact Details Alert Modes Positions

Alerts are automatically generated messages from the system, and will be sent according to these rules.

General Alert Options

Receive alerts via SMS
Send alerts to my mobile when I am on duty

Receive alerts via Email
Send alerts by email when I am on duty

Frequency of alerts

Instant

2 Adding record Requests/ Information / Offers / Cases

Each record type can be added from most screens via the drop down list. ^{2b}

Note the ² "New" button's function changes based on the screen you are on, in this example "New Request" is the default when you are in the requests area

- *Requests* – activities that need to be actioned by someone (default)
- *Information* – to record information received, such as situation report
- *Offers* – to record offers received for material or in-kind assistance
- *Case* – a recovery case for all types of follow-up work Re private property/assets or affected people during the emergency or event

3 Resolving requests or sending back to the co-ordination team

Activities should be marked as "Resolved" ^{3a} when your agency is finished with the request. If the request has been assigned to your agency incorrectly you can change the request back to "Requested" ^{3b} to go back to the co-ordinator (This will un-assign it from your position)

Change events

Bus Roll Over ▾ Pete K 1 s ▾

New Request ▾

New Request

New Information

New Offer

New Reference

New Case

New Person

New Environmental Health Assessment

New Service Required

Workflow

Status *

✓ Assigned

Requested 3b

In Progress

Resolved 3a

Position Assigned

vices

Tip: Make sure that you are working under the correct *Event*.

4 Adding the requestor

If the request is not from you, select the "I wish to enter a different requestor", you can search for their details if they have another request in the system or add them in the area provided

4 Requestor

I am the requestor

I wish to enter a different requestor

Search

If the requestor isn't found i.e. not involved with this event before, add their details below

A new entry will be created.

Enter a person's name or organisation to search, or enter the details below

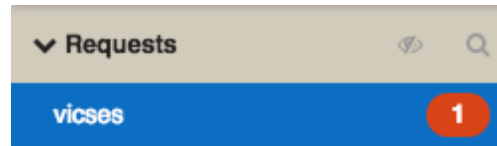
First Name

Last Name

Organisation

5 Position Counter

Click on the number next to your position to quickly see all of your open requests.



6 Add Log Entries & Sidebar

Log Entries are useful for recording your important notes for audit. They are not connected to any other records like requests or information. Create them via the sidebar 6b next to the new button. The sidebar also shows recent activity

6b New Request

Post a log entry or message...

6

Event

- Bus Roll Over

Add File or drag and drop files

Post Message Cancel

Pete Kakris — Municipal Emergency Resource Officer

Updated a request and transitioned it to assigned

REQUEST 14975 – AMBULANCE NEEDED

Assigned: viceses Assigned

37 minutes ago · Show Details

7 On Duty / Off Duty

Remember to change your Duty status at the start and end of your shifts for auditing and to affect your notification settings by selecting any of your positions or "Manage My Duty status"

Peter Crown

Peter Crown

Municipal Recovery Manager 7

Council EMLO 7

Recovery Officer 7

User Profile

Change My Password

Manage My Duty Status 7

8 Mapping Tips

8.1 Choose Data/Asset type to search
- "Property" database is default , "POI" does a Google search

8.2 Auto Map zoom to show all items on the map at once

8.3 Large map mode (map uses most of the screen)

Search & Annotate the map

8.4 Visual Search  then click on map, see nearby assets

8.5 Add multiple points 

8.6 Draw lines /polygons – Double Click to finish adding points  

