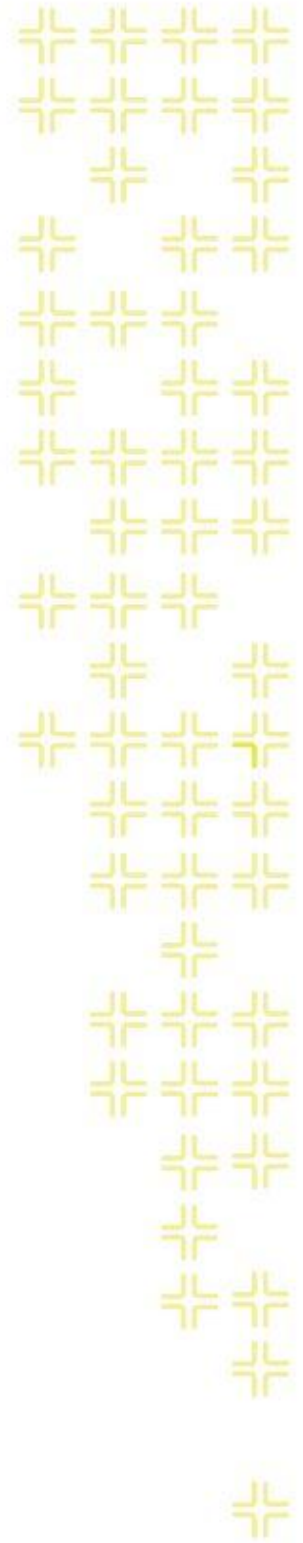




TRAINING GUIDE

# Web - End User Training



# Lucity Pre-Conference Workshop - Web End User Training

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In this booklet, we'll introduce you to the Lucity Web application. The Web system allows you to utilize customized views, forms, grids, and menus. You'll use the forms to view, add, and edit data. In addition, the web application has a dashboard feature that makes organizing and retrieving data quickly and easily.

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## Menus

When users login to the web application, there will always be the Lucy Logo and main menu. This menu provides users with the necessary links to navigate through the web application.



This main menu includes the following tabs:

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<b>Home tab</b>	Provides a toolbar with access to the Dashboard, Web Links, Web map, Help, Customization, and Timesheet.
<b>Menu tab</b>	A customizable list of drop down menus to jump to customized views and forms.
<b>Favorites tab</b>	A list of views and forms that the current user has flagged as their "Favorites".
<b>Open Views tab</b>	A list of all the currently opened views.
<b>Modules tab</b>	A list of all the Lucy modules that the agency owns. This is similar to the menu available in Lucy Desktop.

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**User Controls** The user controls are found at the top right corner of the screen and allow users to logout and change their password.

---

A toolbar with the following buttons appears under the main menu:

- 
-  The **Dashboard** button returns the application to the dashboard from anywhere else in the application. Clicking this does not close anything currently opened.
  -  The **Links** button provides a drop down list of links to outside web pages or content. This button will only display if links have been configured. These Links are configurable by your administrator.
  -  The **Web Map** button launches the web map in another browser window.
  -  The **Help** button provides a drop down list of help options.
  -  The **Preferences** button allows users to customize the web application's colors and font sizes. These are user-specific preferences. It is also possible to reset the preferences to the default settings.
  -  The **Timesheet** button will appear if timesheets have been configured. Clicking the button either directly launches the Timesheet, or provides a dropdown list of time sheets if multiple are assigned to the user.
-

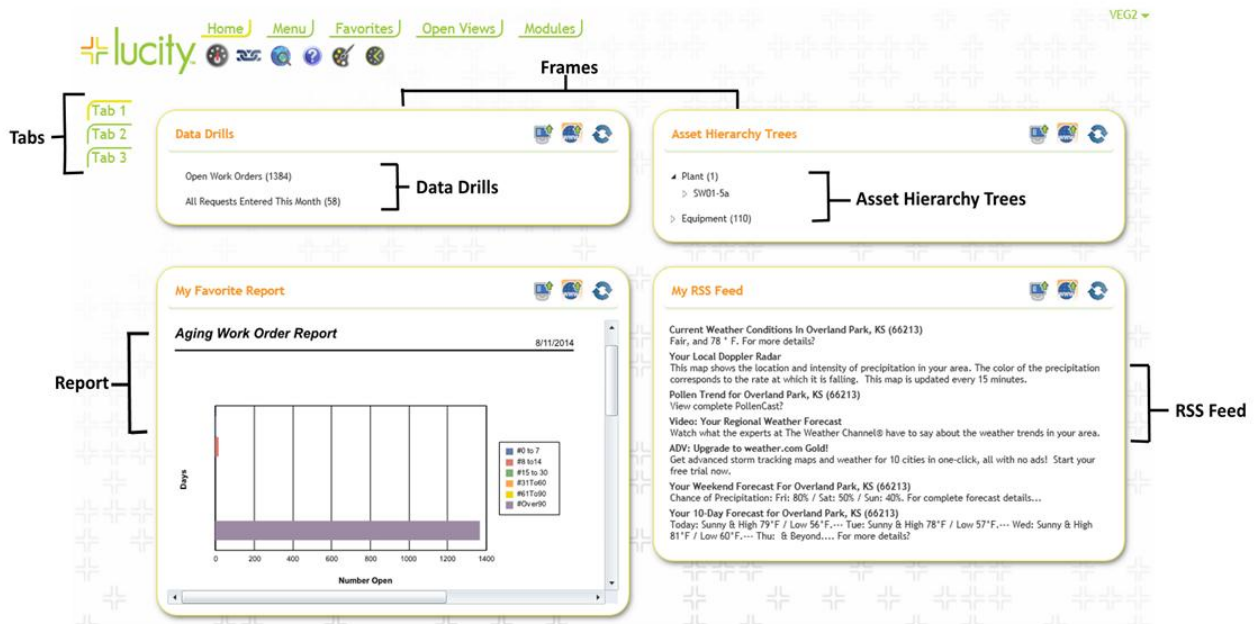
# Dashboards



Unlike the desktop, the web allows for the creation of a customizable dashboard for each user or group of users. The dashboard is customizable by your Lucity administrator. The Dashboard is a page that appears immediately upon logging into the web application. It contains overview data that users can use to identify questions they would like answered and to quickly jump to a more detailed view of that data. The Dashboard screen is made up of several elements:

<b>Tabs</b>	A tab helps organize data elements that are displayed whenever the dashboard is loaded. One user can have an unlimited number of tabs. The user's tabs are listed down the left hand side of the screen. Clicking on a tab in that list will display the frames and plugins that tab holds.
<b>Frames</b>	A frame is a space that helps organize the dashboard and contains plugins.
<b>Plugins</b>	Plugins are stored in frames and are what actually display data. There are 4 standard types of plugins that are available for use on the web dashboard: Asset Hierarchy Tree, Data Drill, Report, and RSS Feed.

Here is a sample of a dashboard with the components labeled:



## Modules Menu

Besides the dashboard, modules can be accessed from the **Modules** tab located on the main menu. A list of all the Lucity modules that your agency owns will be available for selection. When a module is opened from this menu, the module's default View will open.

Here's a sample of the Water Distribution Inventory sub-menu available from the main menu:



## Lucity Web Definitions

The Lucity Web modules are made up of three main components: Views, Grids, and Forms. We've described these components below.

### Views

**Views** dictate the overall structure of the online experience and display data in Grid format. A view can contain a parent grid as well as child grids (these are like the parent modules and child records in the desktop application). When a module is first selected from the dashboard or modules menu, it will open in a view.

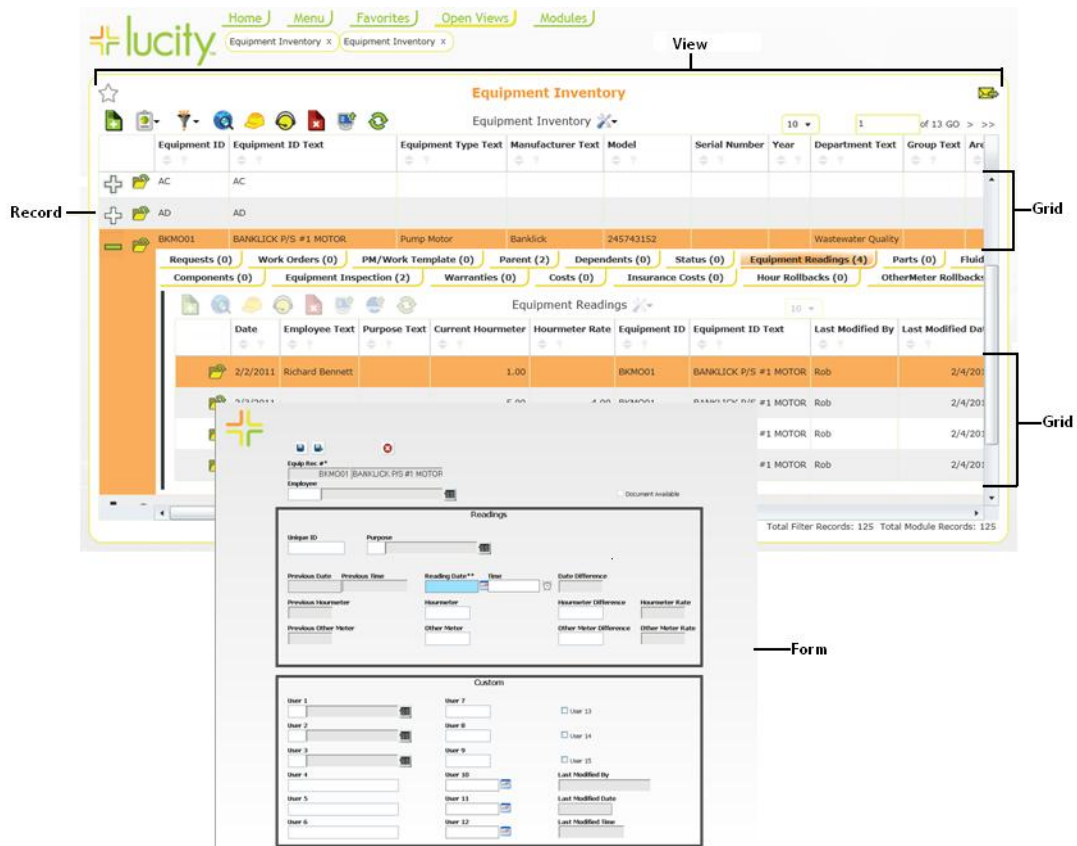
### Grids

**Grids** are individual components within the Views and may display multiple records that can be easily filtered. They also allow you to view parent and child relationships. For example, in Water Hydrants, there may be parent Hydrant records that contain child Inspection information. In the Work Orders module, there may be parent Work Order records that contain child Tasks and Tracking information, and Tasks that contain child Resource information. The Request module's view may have a parent grid that contains child grids for Requestors, Comments, or Tracking information. Other inventory modules can be arranged in a similar manner. Most grids can then have a form associated with it.

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# Forms

Forms are used for adding new records, editing existing records, or viewing details about a single object. Forms can be customized to show all or only certain fields. Forms are launched in a separate browser window. These forms may be tied to a grid, or used alone as Request Submittal forms. Forms open when adding and editing records.



## Custom Views, Grids, and Forms

Almost everything in the web interface is customizable. This allows administrators to setup anything from a generalized web experience for everybody or a specialized web experience for each group of users. The examples shown in this guide will cover some of that experience, but your agency's web setup might be very different. For questions about your specific web setup, please talk to your administrator.

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## Sample Hydrant Inventory View

Below, we've provided an example of an online Hydrant Inventory View in Grid format. As you can see, this particular View displays 10 Hydrant records on the first page, out of 22 total pages of data. The data is displayed in columns that have been customized by the system administrator. This arrangement allows you to quickly and easily find the records you're looking for. The buttons above the grid allow you to add records, navigate through the record set, filter for specific records, and access reports, among other functions.

Hydrant Number	Hydrant Type Text	Overall Cond	Building No	Address	Street Name	Street Type	Street Suffix	Inspection Date	Overall Cond Text	Next Insp Date
11-342	Storz									
11-343	Wet-Barrel									
12-345								8/1/2014		
12-475	Wet-Barrel	4						1/9/2014	Poor	
1203	Dry-Barrel		2643	S	ASH	ST				
1204	Dry-Barrel	2	2754	S	BALBOA	DR		9/1/2007	Good	9/1/2009
1205	Dry-Barrel	2	2634	S	BLAKE	ST		6/1/2007	Good	6/1/2009
1206	Dry-Barrel	2	2643	S	CONSTELLATION	WAY		1/1/2007	Good	1/1/2009
1207	Dry-Barrel		6432	E	CODY	AVE				
1208	Dry-Barrel	2	2643	N	BURK	RD		9/21/2007	Good	9/21/2009

Total Filter Records: 215 Total Module Records: 215

## Using the View

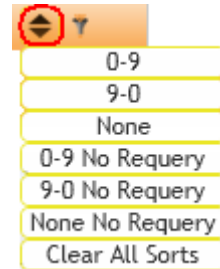
The View can display multiple parent and child records in grid format. In our sample Hydrant Inventory View, there are a number of parent Hydrant records.

In the example below, the main Hydrant Inventory grid contains six child grids: Field Ties, Associations, Inspections, Tests, Work Orders, and Requests. The number of child records in each grid appears besides the name and can vary for each parent record.

Hydrant Number	Hydrant Type Text	Overall Cond	Building No	Address	Street Name	Street Type	Street Suffix	Inspection Date	Overall Cond Text	Next Insp Date
2020	Dry-Barrel	2	2643	W	HANCOCK	AVE		3/1/2007	Good	3/1/2009
2426	Dry-Barrel		2754	E	EAGLE	LN				
2427	Dry-Barrel		2643	N	DEVY	DR				
2428	Dry-Barrel	1	2643	S	DEW DROP	LN		8/9/2014	Excellent	9/9/2014
<a href="#">Water Hydrants Field Ties (0)</a> <a href="#">Water Hydrants Associations (0)</a> <a href="#">Inspections (3)</a> <a href="#">Tests (1)</a> <a href="#">Work Orders (1)</a> <a href="#">Requests (0)</a>										
2429	Dry-Barrel		2754	E	DEVONSHIRE	AVE				
2430	Dry-Barrel		2634	E	DEVON	CT				
2431	Dry-Barrel		2643	E	DESOTO	WAY				
2432	Dry-Barrel		2753	W	DESERT	CT				
2433	Dry-Barrel		2643	E	DERRINGER	WAY				
2434	Dry-Barrel		2643	E	DENNISPORT	CT				

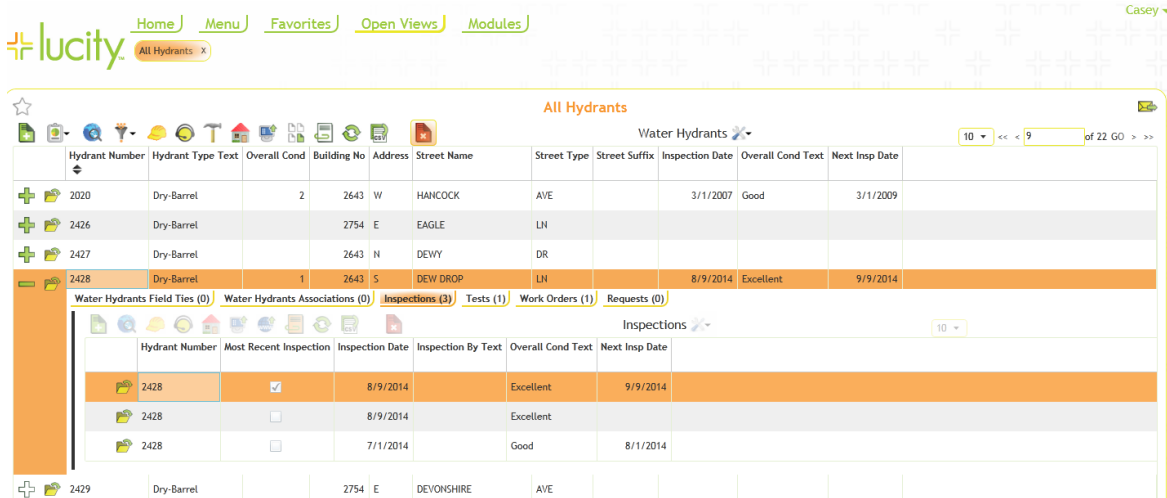


You can sort information in the View by clicking the double arrow beside the Column Filter buttons. There you'll see options to sort by ascending or descending order. The System will support multiple column sorts at a time. You can also stretch column widths to see the entire text of a cell.





## Using the Grids

The parent grids can display multiple child records in grid format. The types of child records included can be customized by your system administrator. You can click on each type of child record (i.e. Hydrant Inspections, Work Orders, etc.) to access the available child grids. In the example below, the Hydrant Inspection child grid contains three child records. These child grid rows each display an individual Inspection record.



Next to each record in a grid two buttons may appear:

Click the plus sign  next to each record to access the available child grids. If the plus sign is green, the record has a child record. The plus sign will be white if the record does not have a child record. The number of child records found in each grid type is displayed in parentheses beside the grid name.

Click the folder sign  next to each record to open that record in a Form. This allows you to see more detailed information. Most forms also allow users to edit attribute information for a record. A form must be configured by your Lucity administrator in order for its folder sign to appear.

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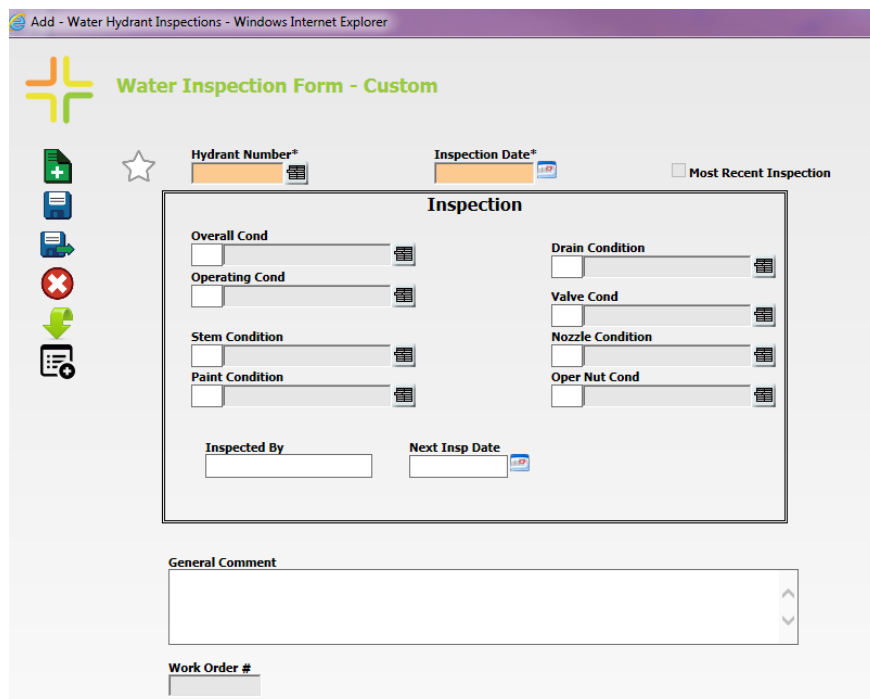
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## Using the Forms

Each grid may have a form associated with it that allows for adding, editing, and viewing details about records. By clicking on a listing in the grid, you can access the Forms. Each form will be launched in a separate browser window. These forms can be customized by your administrator and can have different fields available. Changes made to the values in the fields on these forms will also be reflected in your desktop application, mobile applications that are online, and possibly GIS.

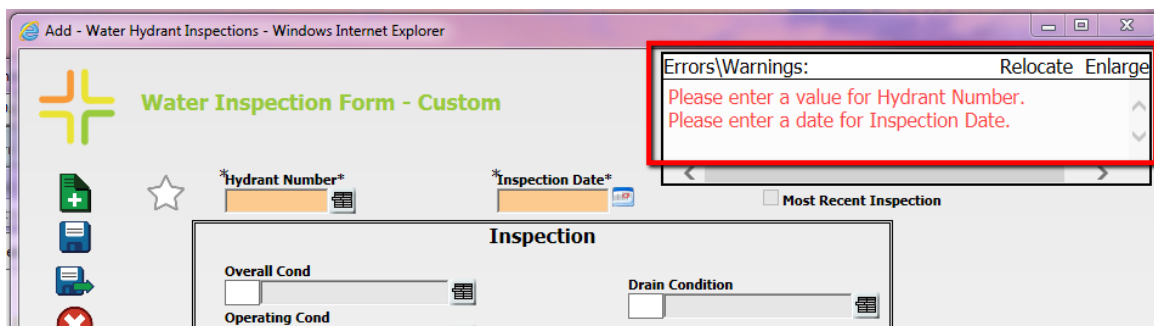
You can navigate through the fields on the form by using the Enter key (read-only fields will be automatically skipped). Or, click with your mouse in the desired fields. You can also use key combinations of Shift + Enter to cycle backwards through the fields.

The forms can be customized to display only the fields that are pertinent to your agency as in this custom inspection form:



The screenshot shows a web browser window titled "Add - Water Hydrant Inspections - Windows Internet Explorer". The page displays a "Water Inspection Form - Custom". At the top, there are two required fields: "Hydrant Number\*" and "Inspection Date\*", both highlighted in orange. To the right of these fields is a checkbox labeled "Most Recent Inspection". Below these is a large box titled "Inspection" containing several dropdown menus: "Overall Cond", "Operating Cond", "Stem Condition", "Paint Condition", "Drain Condition", "Valve Cond", "Nozzle Condition", and "Oper Nut Cond". At the bottom of the "Inspection" box are two more fields: "Inspected By" and "Next Insp Date". Below the "Inspection" box is a "General Comment" text area and a "Work Order #" field.

Within a form, the required fields will be highlighted in orange and have an asterisk by them. If data is not entered in the required fields, messages will appear in the Errors/Warnings box upon attempting to save the record:



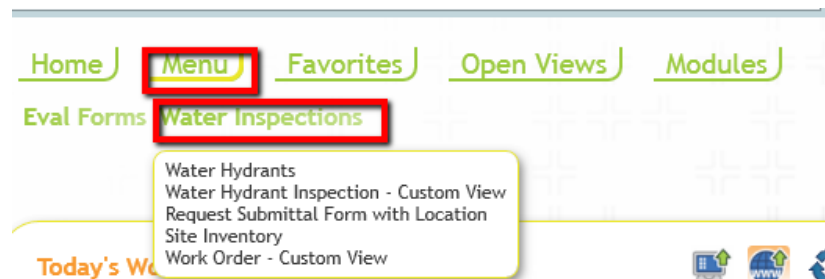
This screenshot shows the same "Water Inspection Form - Custom" as above, but with an "Errors\Warnings:" box open in the top right corner. The box contains two red error messages: "Please enter a value for Hydrant Number." and "Please enter a date for Inspection Date." The "Hydrant Number\*" and "Inspection Date\*" fields are still highlighted in orange. The "Inspection" box is partially visible below the error message.

Your security settings may limit who can add, edit, and delete records.

## Custom Menu

The “Menu” tab available from the main menu provides a list of customizable drop down menus. These menus can be setup with any view and Request Submittal forms. Menus are displayed in a collapsible, tree-view format and are customizable by your administrator. To access a custom menu, click on **Menu**, select a menu group, and then select the desired view/form. The views will be opened in the web application and the forms will be launched in a new window. These customized menus will be accessible by other users.

Here is an example of a custom menu called “Water Inspections” that shows views and forms that may be needed by the Water field inspectors:



## Favorites

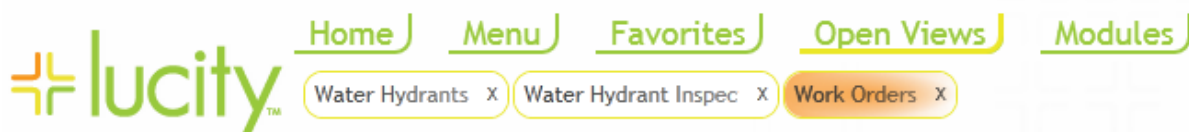
Once a View is opened, it can be marked as a “Favorite”. Request Submittal forms may also be marked as “Favorites” for a quicker way to create Requests. A View/Form marked as a “Favorites” can be accessed easily by clicking on the “Favorites” tab and selecting the view/form. The “Favorites” will be available only to the user currently logged onto the web application.

To set and remove a view as a favorite:

1. Open the desired view or Request form.
2. Click the star ☆ in the upper left hand corner of the screen.
3. The star will now be yellow and the view/form will be displayed under the Favorites tab.
4. Clicking on this link will open the view or form.
5. Click the star again to take it off the Favorites tab.

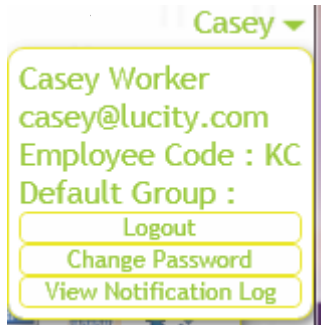
## Open Views

The “Open Views” tab will provide a list of all the views that are currently open in the web application. Clicking on the tab and then selecting an open view will display it again. Views can be closed from this tab by clicking the X on the view in the tab.



## User Controls

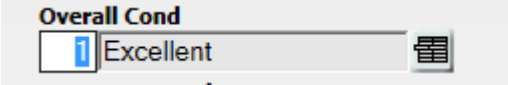

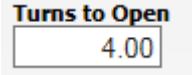
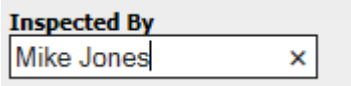
The user controls are found in the top right corner of the screen and appear under the user Login ID. When the ID is clicked, users are shown some information about themselves and are given the option to **Logout**, **Change Password**, or **View Notification Log**.

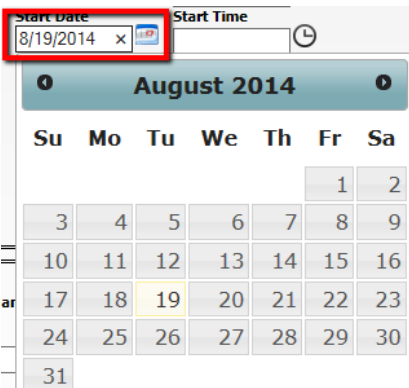

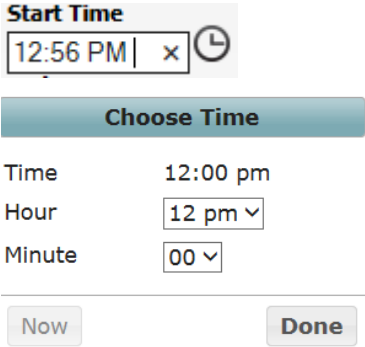



## Using the Fields

### Field Types

There are different types of fields available for data entry. For example, some fields require numerical data while others require text. A brief definition and examples of some of the main field types are listed in the table below.

<p><b>Code-Description or “Picklist” Fields</b></p> 	<p>These fields require you to enter a code in the first box. The code description will then appear in the grayed-out box. For example, a code might be 1=Excellent, 2=Good, 3=Fair, etc. The number 1 would go in the first field and the description “Excellent” would automatically appear in the second field. The codes and descriptions are created and then accessed through a picklist button .</p>
<p><b>Numeric Fields</b></p> 	<p>Numeric fields only allow a number to be entered. Depending on the field, the numbers may or may not contain decimals. Most numeric fields are right-justified.</p>
<p><b>Text Fields</b></p> 	<p>Text fields allow both letters and numbers to be entered. Most text fields are left-justified.</p>
<p><b>Logical (checkbox) Fields</b></p>	<p>Logical fields allow you to enter a checkmark in the box if you wish to select that field.</p>

<input checked="" type="checkbox"/> <b>Leadworker</b>	
<p><b>Date Fields</b></p> 	<p>Date fields can be manually or automatically entered. To manually enter a date, use the mm/dd/yyyy format. To automatically enter the current date, hit the space bar while your cursor is in the field. You can also use the date-picker button  to select the date from a pop-up calendar. You can then use the arrow keys at the top of the calendar to select a different month or year.</p>
<p><b>Time Fields</b></p> 	<p>Time fields can be manually or automatically entered. To automatically enter the current time, hit the space bar. You can also use the time-picker button  to select the time from a time dialog.</p>
<p><b>Comment Fields</b></p>	<p>Comment fields allow users to enter multiple lines of text in paragraph form. These comment fields have copy/paste abilities and carriage returns using <b>Ctrl + Enter</b>.</p>

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## Field Properties





Like the desktop, each record contains fields of various data types and captions. To view and change the field properties and definitions on the web, you will need to first open a form and then click on the Field Properties button. The field properties enable the user to set properties such as making a field required and setting the mask.

Here's an example of field properties on the web in Hydrant Inventory:

### Editable Field Properties

-- choose a property --

- Account Number
- Active
- Address
- Alt Elevation (ft)
- Alt Map Number
- Building No
- Color Code
- Color Code Text
- Connection Type
- Connection Type Text
- Consequence of Failure
- Created By
- Creation Date Time
- Default WO Cat
- Default WO Cat Text
- Dir to Open
- Dir to Open Text
- Document Available
- Elevation (ft)
- Extensions
- Facility
- Facility Text
- Feed Diam
- Feed Length
- Feed Material
- Feed Material Text
- Fixed Asset ID
- Flow Rate (gpm)
- Flushing Comment
- Flushing Route Rec #
- Freeze Proof
- Freeze Proof Text
- General Comment
- General Location
- GIS SubType
- GIS SubType Text
- GPS Date
- GPS Located
- GPS Source
- GPS Source Text
- Hyd Valve Size
- Hydrant Number
- Hydrant Rec #
- Hydrant Type



**Caption**

WTHYDRNT - HY\_ACCT\_NO

*Current Caption: Account Number*

**User Defined Caption:**

**Lucy Caption: Account Number**

**Editing**

Allow Input

- Lucy Allows Input
- Globally Allows Input
- This Form Allows Input

Required

- Required By Lucy
- Required Globally
- Required on this Form

Edits Restricted to Users w/Permissions

**Default Value:**

**Mask**



**Mask:**

**Maximum Mask: 25x**

**Definition**

Definition Lock

The customer's account number to which the hydrant belongs.



## Field Instructions

Some fields may have special function keys that are only applicable to that field. A short instruction would display on the status bar. For example, a Shift+F9 instruction appears for the code/type fields when the user has been given security permission to add, edit, or delete items in the list:

Water Hydrant Inventory Form

Hydrant Rec # 106 Hydrant Number 2428 Valve Number 2782

Building No 2643 Street Name S DEW DROP LN

**Attributes**

**Manufacturer**  
Clow Medalion

**Operating Status**  
2 Good

**Model Number**  
2642165000

**Dir to Open**  
1 Clockwise

**Serial Number**  
23GS32043613

**Turns to Open**  
2.43

**Hydrant Type**  
1 Dry-Barrel

**Traffic Model**  
2 No

**Connection Type**  
2 Flange

**Freeze Proof**  
1 Yes

**Nozzles**  
3 Nozzle 1 size: 64.30 Nozzle 2 size: 26.60 Nozzle 3 size: 6.43

**Color Code**  
4 White (1500+gpm)

**Inlet Size**  
7.00

**Hyd Valve Size**  
2.64

**Feed Length**  
16.40

**Pressure Zone**  
2 Pressure Zone 2

**Feed Diam**  
4.23

**System**  
3 Service Line

**Feed Material**  
2 Cast Iron

**Owner**  
1 City

**Project Number**  
W85-037

**Installation Date**  
4/13/2008

**Pipe Number**  
4035



















Press Shift F9 to edit popup selection.

Some fields also allow you to use the F5 key to copy a value from one field to another. Some examples of these are listed below:


- In Requests, from the Phone field to Home Phone, Phone 1 or 2, or Work Phone.
- In Work Orders, from the Start Date to the End Date.
- In Work Orders, from the Total Cost to the Billing Amount.
- In Fleet Travel Log, from the Starting Odometer to update from the previous record.

## Using the Toolbar Buttons

The toolbar on top of the Views' grids and on some child grids contains buttons that access or perform a variety of standard program functions. Many of these functions are similar to those found in your desktop application. Place your mouse over each icon to see the name/function of that particular toolbar button. Many of the buttons in the Views' grids are customizable on the web so they would not appear if the function is not desired. The following list contains a brief description of each button.


<b>Icon</b>	<b>Name</b>	<b>Function</b>
	<b>Add</b>	Adds a new record. Launches a new window with the Detail Form for the highlighted record type on the web page.
	<b>Reports</b>	Opens the Reports dialog. These include your organization's custom reports as well as the standard Lucity reports.
	<b>Show in Map</b>	Opens either a web map or your ArcMap project. Zooms in and selects all assets, X/Y coordinates, and/or addresses found in the selected Work Order, Request, or child dialog.
	<b>Filter</b>	Narrows your search for a specific record or set of records. Allows for creation of standard or advanced filters.
	<b>Create Work Order*</b>	Generates a Work Order for the highlighted or filtered Request, Inventory, or Inspection records. This button can create a Work Order for all records resulting in one Work Order or one separate Work Order for each record.
	<b>Create Request*</b>	Generates a work Request for the highlighted inventory records.
	<b>Create PM/Template</b>	Generates a work Pm/Template for the highlighted inventory records.
	<b>Property Viewer</b>	This tool shows relationships between the selected record and records in other modules based on address.
	<b>Launch in Desktop</b>	Opens the selected record(s) in the Desktop application.
	<b>Refresh</b>	Refreshes the display.
	<b>Export Current View</b>	Allows users to export the data in the current grid into a csv file which is then emailed to them.
	<b>Delete</b>	Deletes all selected records. A warning prompt will appear.
	<b>Toolkit</b>	Opens the Toolkit dialog. Toolkit functions vary by module.
	<b>Attach an Existing Record</b>	Attaches an existing record to the selected parent record.
	<b>Detach Selected Records</b>	Detaches the record from its parent record. This option does not delete the record from the database.
	<b>Open in another View</b>	Opens the selected data in a new view in the web application. Allows for quick opening of data in a child grid into the full view.
	<b>Subsets</b>	This tool allows users to save a group of records for later use. This can also be used to modify saved subsets.
	<b>Documents</b>	This tool allows users to upload and attach documents to a record and then to view those attached documents. The button will display in orange if the record has a document/file attached to it.




	<p><b>Editable Grids</b></p>	<p>This tool is only in the Work Order module. It opens up a page that displays grids of work order resources for a task. The values in the grids can be edited quickly.</p> <p><b>Work Order Toolbar</b> – Click it there to open the resources related to the first task in the Task list.</p> <p><b>Work Order &gt; Tasks Toolbar</b> – Click it to open the resources for the task currently selected in the task list.</p>
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*\*Note: When you create a new work order or request, the system will open the corresponding default view in a new tab if a default view exists. If it does not exist, the work order or request will still be created in the database but will not appear on screen. Instead, a notation will appear indicating that the operation succeeded.*


## Column Filter

 Like the desktop **Locate** tool, this web tool helps locate records. Unlike the desktop tool that brings the user to the located record, however, the Column Filter displays the records to the user based on values in the column. The system also supports multiple column filters at a time. To use the Column Filter tool on the Web application, follow these steps:


- Column Filters are found at the top of each column on the Grid. Click the  button at the top of the column to make the column filter dialog appear:
 

No filter currently set

▼

Clear Clear All Filters Apply
- Choose the way in which you would like to search for data. The drop-down list may contain one or more of the following choices based on the type of data in each column:
  - Starts With/Does Not Start With
  - Ends With/Does Not End With
  - Contains/Does Not Contain
  - Between
  - Equal/Not Equal
  - Is Empty/Is Not Empty
  - Greater Than/Greater Than or Equal
  - Less Than/Less Than or Equal
- You can then enter the data you would like to search for in the second field and click **Apply**. The tool will display only the records matching your criteria.
  - If using the column filter tool on multiple columns at a time, each additional column filter criteria will serve to further limit the records displayed.
  - For example, in Hydrant Inventory, you could set a column filter on Hydrant Number Starting With “24” and Street Name Starting With “DE”. This would return only those records that meet both criteria.
- After you have defined column filter criteria for a column, the column filter icon will be highlighted . Click the filter icon showing on top of the column to display the current settings.
- To remove one column filter criteria, click on the column filter icon and select **Clear**. To remove all column filter criteria, click on the column filter icon and select **Clear All Filters**.

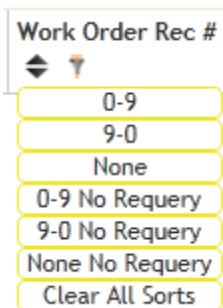
## Column Sorting

 In the column header at the top of every column there is a sort button. This allows users to sort the data in the grid based on this column. The grid also allows users to sort on multiple columns at the same time.

### How to Sort a Column

1. Select a column to sort.
2. Click on the sort button to view sorting options.
3. Select the desired sorting option and the column will be sorted.

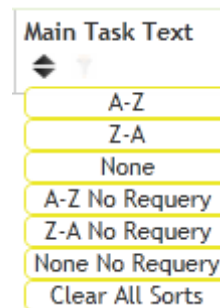
#### Number Sort



Work Order Rec #


- 0-9
- 9-0
- None
- 0-9 No Requery
- 9-0 No Requery
- None No Requery
- Clear All Sorts

#### Text Sort




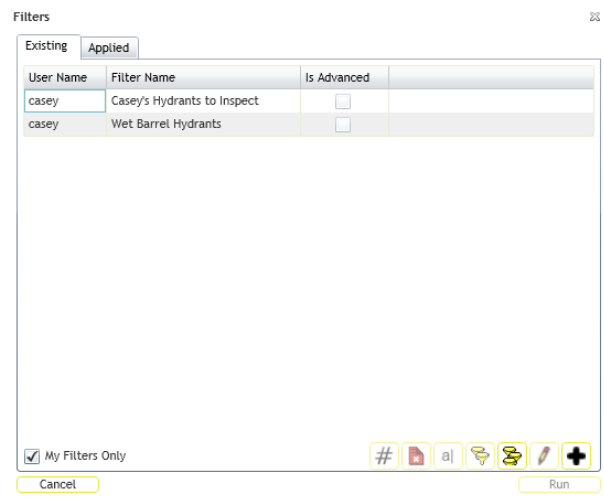
Main Task Text

- A-Z
- Z-A
- None
- A-Z No Requery
- Z-A No Requery
- None No Requery
- Clear All Sorts

4. Clear the sort for a single column and make the records go back to the default sort order for that column by choosing **None**. Clear the sort for all columns by choosing **Clear All Sorts**.
5. Select the **Save My Customizations tool**  to save any sorts.

## Filters

 A Filter helps you narrow your search for a specific record or set of records. When you click the Filter button, the Filter dialog will appear. It contains existing (saved) filters as well as a tool to create new filters.



Filters






Existing Applied

User Name	Filter Name	Is Advanced
casey	Casey's Hydrants to Inspect	<input type="checkbox"/>
casey	Wet Barrel Hydrants	<input type="checkbox"/>

My Filters Only

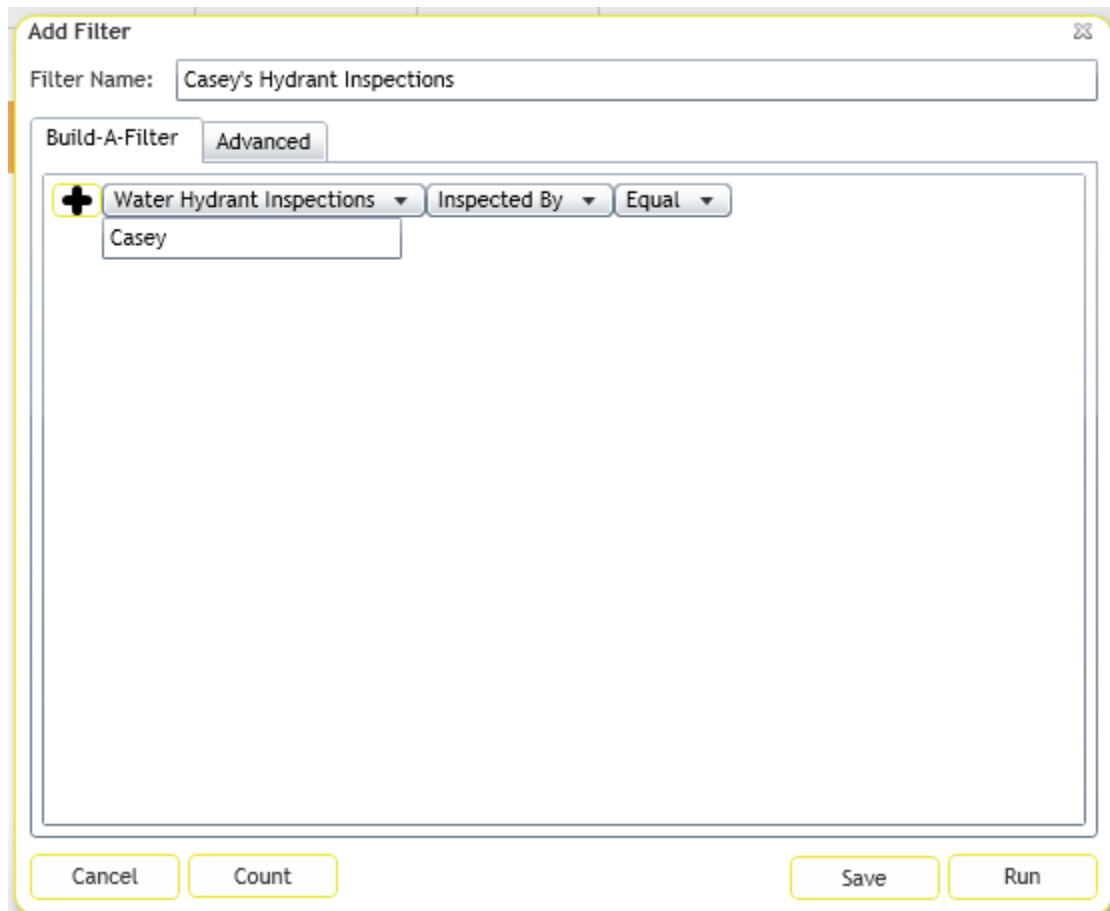
Cancel Run

1. You can check the "My Filters Only" box to display only filters created by the user logged into the application. To display filters created by other users, uncheck this box.

- To use an existing filter, highlight a filter name and click *Run Filter*. The filtered record set will be loaded onto the web page.
- To delete an existing filter, highlight a filter name and click the delete button .
- To display the number of records that a certain filter will return, highlight a filter name and then click the *Count* button . The number of records will be displayed in a separate dialog.
- To change the filter name, highlight a filter and click the Rename button . A dialog will appear prompting you to change the name.
- To copy the filter, highlight a filter and click the Copy Filter button . A dialog will appear allowing you to edit and save the copied filter.
- To edit a filter, highlight a filter and click the Edit button . The Edit Filter Dialog will open.

## Standard Filters

- To add a standard filter, click the add button  and you can complete the options in the **Build-a-Filter** tab:



The screenshot shows the 'Add Filter' dialog box. The 'Filter Name' field is filled with 'Casey's Hydrant Inspections'. Below this, there are two tabs: 'Build-A-Filter' and 'Advanced'. The 'Build-A-Filter' tab is selected. Inside this tab, there is a filter rule builder. It starts with a plus sign icon, followed by a dropdown menu showing 'Water Hydrant Inspections', another dropdown menu showing 'Inspected By', and a third dropdown menu showing 'Equal'. Below these dropdowns is a text input field containing the name 'Casey'. At the bottom of the dialog, there are four buttons: 'Cancel', 'Count', 'Save', and 'Run'.

- Use the second drop-down list to select the field by which your records will be filtered. This list contains nearly all of the fields in the Lucity database, including Memo (Comment) fields.
- After selecting a field from the second list, a third drop-down list will appear. This list contains the following filter modifiers:
  - Starts With/Does Not Start With
  - Ends With/Does Not End With
  - Contains/Does Not Contain
  - Equal/Not Equal
  - Is Empty/Is Not Empty
  - Greater Than/Greater Than or Equal
  - Less Than/Less Than or Equal
  - True/False
  - Between
- In the blank field that appears, enter the specific field content you are filtering for.
- If you'd like to add an additional field to the filter, click the big plus sign button. You'll then repeat the above process with additional drop-down lists, allowing you to select a new field and define filter criteria. Each different field creates an "And" statement and serves to further limit the filterset.
- If you add the same field multiple times to the filter, it creates an "Or" statement.
  - For example, if you include the following in your filter: Inspected By "Casey", Inspection By "Mike". The resulting filterset will include all inspection records inspected by either "Casey" or "Mike".
- To remove a filter field, click the big minus button.
- If you'd like to save the filter, enter a unique filter name and click the *Save* button. This filter will then be available for use at a later time.
- Click *Run* when you have finished building your filter. The new filtered dataset will appear.

Notes: \_\_\_\_\_

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## Advanced Filters

The Filter dialog also contains an Advanced Filter tab. If a standard filter will not provide the necessary results, it is possible to use an advanced filter to query for specific records. You should have a working knowledge of SQL Query Syntax before attempting to use Advanced Filters. For most users, the Build-A-Filter screen will be sufficient.

1. For advanced queries, use the window provided in the Advanced tab to enter or modify the SQL Statement:

The screenshot shows a dialog box titled "Add Filter" with a "Filter Name:" input field. Below it are two tabs: "Build-A-Filter" (selected) and "Advanced". The "Build-A-Filter" tab contains a text area with the text "Select \* from WTHINSP". At the bottom right of the text area is a dropdown menu labeled "Select Reserved Word". Below the dialog box are four buttons: "Cancel", "Count", "Save", and "Run".

2. Click the *Count* button to check the query syntax and determine how many records will be returned.

Notes: \_\_\_\_\_

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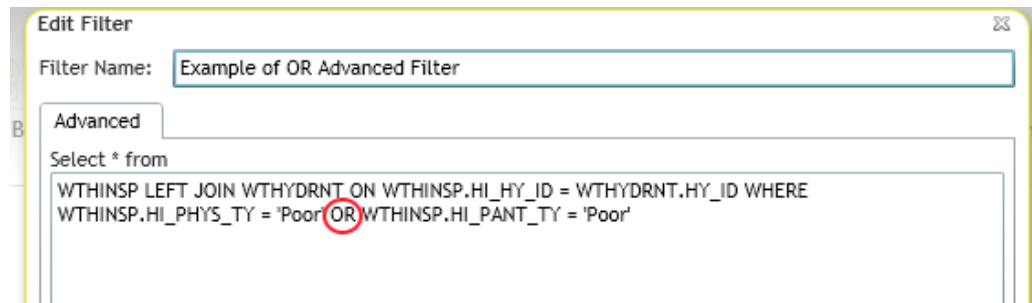
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- One type of an advanced query is when you need a multi-field filter with an OR condition instead of the default AND condition. You can first start with the standard filter in the Build-a-Filter screen showing both fields and then edit the word AND in the Advanced filter dialog.
  - For example, you may want a filter for inspections that have either a poor Overall Condition OR a poor Paint Condition. You can first start with this standard query:

- Click Run. You will have 0 records in your result set because the system defaulted to an AND instead of an OR.
- After clicking Run, click the Filter button again.
- Click the **Applied** tab and then **Edit Applied**:

- Change the word AND to OR:




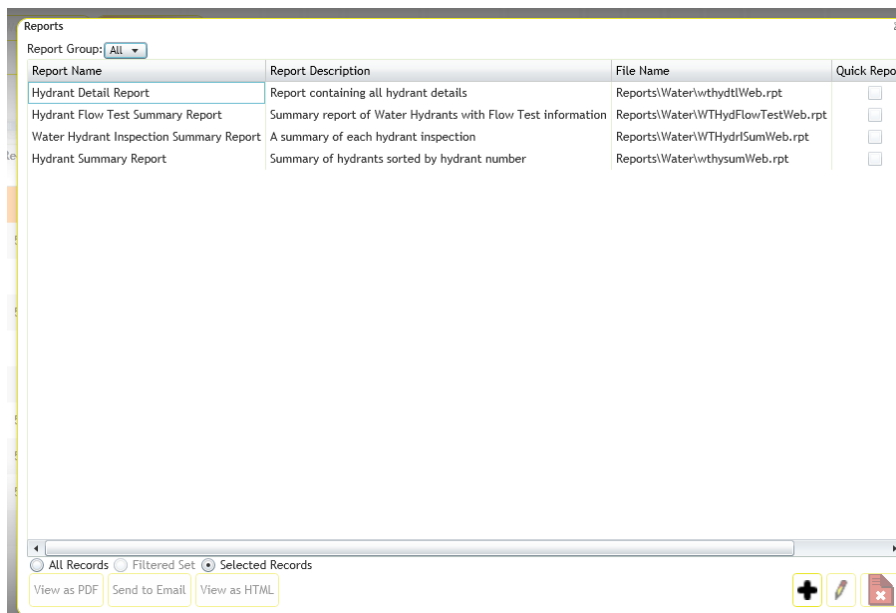
- Click Run to run the query.

## Reports



Like the desktop, the web allows the user to run reports in each module. Follow the steps below to generate reports:

1. Click the Reports button  to open the Reports dialog. The following is a list of Hydrant Inventory reports:



- This dialog displays each report by name. It also lists a brief description of each report, the report file name, and indicates whether the report is a Quick Report for the current user.
  - Note that the reports listed here include your organization's custom reports as well as the standard Lucity reports.
2. To limit the record selection included in the report, use the radio buttons as follows:
    - **All Records** - The report will include all records in the module.
    - **Current Record Only** - The report will only include the information on the current record.
    - **Filtered Set** - The report will include all records in the current filtered set. *Note:* You cannot run reports on the Filtered Set if the Filter is created on a Comment field.

3. To view a report, highlight a report name and click *View PDF* or *View HTML*. The report will be displayed in a separate window. Note that PDF reports will be limited to 10 pages.
4. To add a new report, click *Add*. The following dialog will appear:
  - Note that this dialog does not provide you with a way to upload reports. Reports must be posted to the web server in the \Reports directory in order to be available online. There you'll see sub-directories for \Equip\ and \Work\, other programs. Reports should be placed in the appropriate sub-directories. If you do not have access to the web server, consult your system administrator.

- Indicate the report name, description, file name, quick report status, and any limitation on the record set.
  - Click *Save* when you are finished defining the report. It will be added to the reports list in the previous window.
5. To edit a report name, description, or designate a report as a Quick Report, highlight a report and click *Edit*. The following window will open:


- Click *Save* when you have finished making your selections.
- Quick Reports are displayed in the drop-down menu besides the Reports button. To access a Quick Report, simply click on the report name and it will immediately open in a separate window. Quick Reports are generated as PDF reports and are limited to 10 pages.

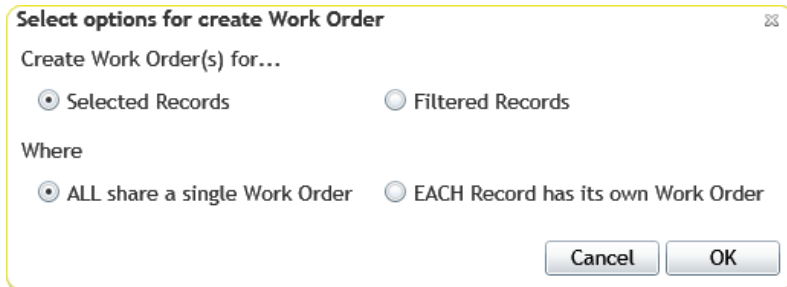
## Create Work Order



The create work order button allows users to create new work order records directly from assets, inspections or work requests. This tool can either create a work order(s) for the records currently selected in the grid or the entire filter set. It can also create one work order for all of the records, or create a separate work order for each record.



1. Go to the desired module and create a filterset or select the desired records in the grid.
2. Click the  button on the toolbar.
3. The following popup will appear:



4. Choose whether the work order will be created against the **Selected Records** or against the entire set of **Filtered Records**.
  3. If there is more than one selected or filtered record the **Where** section will be visible.
5. Select whether all the records will share one work order or each record will get its own work order.
6. Click **OK**. One or more work orders will be created based on the selections.


## Property Viewer

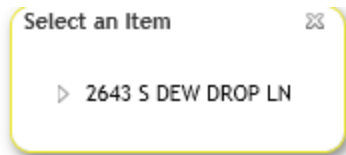


The Property Viewer provides a list of records that share the same address as the current record.

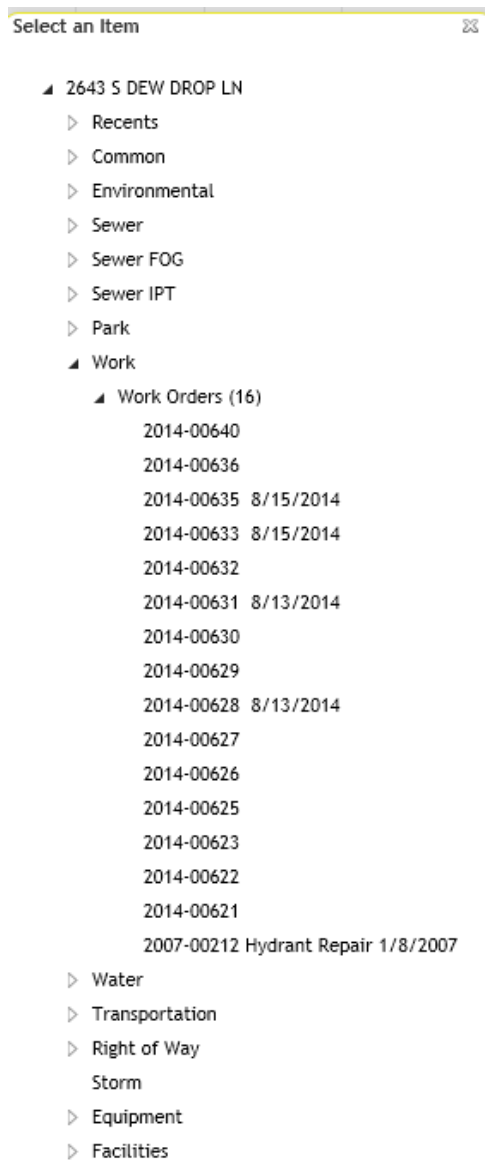
- If an arrow disappears and a section doesn't expand, there are no related records under that section
- The *Recents* section displays a collection of modules that are address-centric. The relationships under this are limited to the last years' worth of data and are ordered by date.
- When the tool is searching a work order to see if it contains related addresses, it searches through all the Location records for the work order.
- When the tool is launched from a work order, it looks for relationships to the first record in that work order's location grid.

## How to View Related Records

1. Select a record in the grid. The Property Viewer will only work for one record at a time.
2. Click the Property Viewer button .
3. The tool will take the address entered on the current record and the following pop-up will appear with the address:




4. Click on the arrow button to expand the list of relationships for the address. Then continue to expand sections until the desired module is expanded.



5. A list of the related records will appear.
6. Click on a record to open that module.

## Launch Desktop Records





An additional feature in the web application allows you to highlight one or more rows in the grid and then click the *View Selected Record(s) in Desktop*  button to open those records in the Desktop application. This allows you to quickly access records from the web interface.

## Document Control



This tool allows users add or view documents, images, videos, and/or URLs that are attached to an asset. This tool enables the user to 1) Add documents that are linked to records but may not be available to other users if the document is deleted or inaccessible, 2) Attach a web URL to a record, or 3) Upload a document to the server where it can be shared by other users even when access the original document may not be available. To use this tool, select a record in the grid and then click the document button. The following window will appear:



- To open a document, select a document from the list and click the open button . The document will be opened by your computer's default program for opening that kind of document.
- Select one of the following two choices to Add or Upload:
  1. To add a document, click the add button . When adding documents using the Add button, the document is only linked to the record in Lucity. If the document is deleted from your computer, it will no longer be accessible from the Lucity system. In addition, if the document is on your computer and not available to the network, other users will see that it is attached, but will not be able to view it.

The following dialog will open:

Documents

Description	Path
-------------	------

File Path  Web Page


Path:  ...  Add Multiple

Description:

Only the following file types may be uploaded:  
jpg,gif,png,bmp,mp4,pdf,doc,xls,mov

Cancel Save

- To attach a web page, click the Web Page radio button and enter a URL and description.

2. To upload a document, click the upload  button. This button allows users to upload a document to the server and link it to the selected Lucity record. This feature allows the document to be available even if the original document was stored locally or if the network is not available where the original document was saved.

The following dialog will open:

Documents

Description	Path
-------------	------

File Path  Web Page

Path:  ...  Add Multiple

Description:

Only the following file types may be uploaded:  
jpg,gif,png,bmp,mp4,pdf,doc,xls,mov  
Maximum size per file is 20MB

Cancel Save

- Enter a Description and browse to the desired document.
- To select multiple documents check the Add multiple box first.
- When complete click Save.
- The allowable file types and maximum file size that can be added or uploaded are configurable by your administrator.

## Toolkit



Some Views and Grids will contain Toolkits. These Toolkits provide you with special functions designed specifically for each module.

- To execute a Toolkit function, highlight one or multiple records in the grid or filter the records. Click on the Toolkit button and the Toolkit dialog will appear. Select the tool you would like to execute.
  - Different Toolkit options will be displayed based on the type of records highlighted. If a toolkit option is disabled, a message will appear giving a reason it is disabled when you hover your mouse over the option.
  - After selecting a Toolkit option that you wish to execute, the tool's dialog may contain different editable fields based on the selected tool.
  - Some Toolkit operations are performed automatically; they require no other input from the user.
- A sample Toolkit dialog is displayed below; however, many more functions are offered that vary by module. At this time, the Toolkits are not customizable.
  - The example below comes from the Water Pump Station Slot child grid. Here, we've selected the tool to install a pump. Users can then enter the information about the install in this dialog.



- Change Crew for Filterset
- Change Lead Worker for Filterset
- Change Supervisor for Filterset
- Change Work Order Status for Filterset
- Close Work Order for Filterset
- Create Work Order and associate to it
- Create Work Order from Template
- Locate Work Order from an Address
- Locate Work Order from an Asset

- For Toolkit functions requiring user input, click *OK* when complete.

## Export Current View



Sometimes it is useful to be able to get data out of Lucity. The export current view gives users this option. It exports the records in your current view or child grid into a .csv file, zips up the file, and then emails the file to a specified address.

1. Choose a module that you wish to export.
2. If desired, create a filter that displays the records to export.
3. Click the button. The following pop-up will appear:

The dialog box is titled "Data Export" and contains the following fields and controls:

- Number of Records to be Exported: 10
- Email Account(s) Export File Will be Sent to:   
use semicolon or comma between emails -  
i.e. smith@company.com;jones@company.com
- Subject Line on Email:
- Name of Attachment File for Email - (user name concatenated):  
jsemones\_  .csv (default)
- Extension for the compressed exported File:
- Buttons: Cancel, OK

4. Fill out the **Email Accounts** field with one or more valid email addresses.
5. Change the other settings as desired.
6. Click **OK**.
7. The data will be exported and emailed.

## Preferences



The Preferences button allows users to customize the web application's colors and font sizes. These are user-specific preferences. It is also possible to reset the preferences to the default settings. The Preferences button is available from the toolbar on the Home page.

The dialog box has a sidebar with three tabs: "General", "Application Colors", and "Grid Preferences". The "General" tab is selected and shows the following settings:

- Master Font Size:
- Content Details Font Size:
- Use ripple animation to denote loading.
- Reset to Defaults button
- Reset All Preferences button
- OK button

## Help File

The Lucy Help file is a very useful tool for finding out more information on any topic within the Lucy system. To access the help file from the web application, click the Home menu, select the **Help** button, and then select **Lucy Help**. The following should appear:

The screenshot shows the 'Lucy Web' help page. At the top, there is a search bar and an 'Ask Us' button. The main content area is titled 'Lucy Web' and contains a table with two columns: 'In This Section' and 'See Also'. The table lists various links such as 'Login', 'Main Menu', 'Dashboard', 'Views/Grids/Forms', and 'Available Modules'.

You can run custom searches using any search criteria. For example, to find information about “dashboards” in the web help file, type “dashboard” in the search field, and click the magnifying glass or hit <Enter> to search for the related help topics.

The screenshot shows the 'Lucy Web' help page with a search for 'dashboard'. The search bar at the top right contains the text 'dashboard'. On the left side, a search results panel shows 10 results found in 0.018 seconds. The results include links to 'Dashboard', 'Lucy Web', 'Login', 'Main Menu', 'Home', 'Frames', 'Plugins', 'Timesheet', and 'Views/Grids/Forms'. The main content area is titled 'Lucy Web' and contains a table with two columns: 'In This Section' and 'See Also'. The table lists various links such as 'Login', 'Main Menu', 'Dashboard', 'Web Map', 'Preferences', and 'Timesheet'.

- Information about the modules can currently be found in the “Lucy Desktop” section.
- To view information about other applications and topics within the Lucy system, click the Help button in the upper right of the screen that will take you back to the main help page:

The screenshot shows the 'Lucy Web' help page with the 'Help' button highlighted in a red box in the upper right corner. The 'Ask Us' button is also visible next to it.