



# IRTHNet Field Unit

Part of the larger Mark & Locate course

GAS\_-0210

Version #1.0

November, 2008

To be successful in this course:

- Listen to the narration for each screen.
- Review the text and image content on the screen.
- Display and review the content in the transcript, if desired, or if your computer does not support sound.
- Note that some screens have interactive elements.
- Complete all Knowledge Check and Learner Assessment Questions



# Course Introduction



# Course Overview

## This Course:

The purpose of this course is to train PG&E Locators on the IRTN Field Unit software which provides mobile ticket processing and displays electronic maps. . .

## Audience:

Intended or existing locators

- Title 200 Gas Distribution.
- Title 200 Gas Transmission
- Title 300 Gas Construction

## Pre-requisite(s):

- Basic computer skills
- Verified VPN connection
- Ergonomic Training

## Estimated Length:

4 hours

The screenshot shows the IRTN Field Unit software interface. At the top, there is a menu bar with 'File', 'View', 'Tools', and 'Help'. Below the menu bar is the 'irtnet' logo and the text 'Field Unit'. To the right of the logo, there is a status indicator 'Auto-sync disabled' and a button 'Click here to enable'. Below this is a search bar with the text 'Search for tickets or patterns'. The main area is a table with columns: 'IV', 'T', 'D', 'S', 'P', 'Ticket ID', 'Excavator N.', 'Place', 'Address', 'Due Time', and 'Route'. The table contains 11 rows of data. At the bottom of the table, there is a status bar with the text 'All My Open Tickets', 'View Summary', 'Total: 11', 'Selected: 0', 'Select All', and 'Deselect All'.

IV	T	D	S	P	Ticket ID	Excavator N.	Place	Address	Due Time	Route
PCM	10	1	1	1	0465526	WESTVALL	LIVERMORE		12/19/2007 8.	
PCM	10	1	1	1	0466077	PG&E	LIVERMORE	3062 EAST A.	12/14/2007 4.	
PCM	10	1	1	1	0466069	PG&E	LIVERMORE	3138 EAST A.	12/14/2007 4.	
PCM	10	1	1	1	0468979	PG&E	LIVERMORE	829 DEL RD.	12/19/2007 2.	
					0005892	PGE LIVER.	LIVERMORE	2545 EAST A.	1/9/2008 3.45.	
					0005803	ALAMEDA C.	LIVERMORE		1/9/2008 3.15.	
					0005672	ALAMEDA C.	LIVERMORE	GREENMILL	1/9/2008 2.45.	
					0005583	PG&E	LIVERMORE	4520 TESLA	1/14/2008 8.0.	
					0005326	MEDEIROS	LIVERMORE	7382 LAS PO.	1/9/2008 12.4.	
					0004197	U R S CORP.	FREMONT		1/11/2008 7.0.	
					0003577	HEIMBROT.	LIVERMORE		1/8/2008 7.30.	



## Course Outline

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1. Course Introduction
2. Getting Started with Your Locator  
Field Tools
3. Daily Work Procedure
4. Closing up at the end of the day
5. IRTHNet Tips and Tricks
6. Course Conclusion
7. Learner Assessment
8. Course Evaluation



## Course Goal

The primary goal of this course is to enable you to effectively use the IRTHNet Field Unit software package and related tools to:

- Optimize your work
- Streamline your work
- Document your work



# Performance Objectives

On completion of this course, you will be able to:

1. Properly connect and prepare your work equipment at the beginning and at the end of your shift.
2. Load and synchronize tickets to your laptop.
3. Use IRTH Field Unit to process open tickets in a timely fashion, including attaching photographs as documentation





## Course Materials: Your Resources

Access these resources to support you in the course and on the job:

- Laptop with locator tools:
  - Aircard and antenna
  - VPN token
  - GPS device
  
- IRTHNet job aid
  
- PG&E-issued digital camera





## Introduction: IRTHNet Field Unit

The IRTHNet Field Unit software assists locators in:

- prioritizing work
- informing about the work to be performed
- documenting the results of work in a central location on the PG&E network
- responding to unexpected emergencies





# IRTHNet Field Unit Process Flow



## IRTH

- receives tickets
- determines locate area
- sends to locator
- stores completed work



## Back Office IRTNet

- Supervisors
- Coordinators
- Claims





# Getting started with your locator field tools



## Field tools: Objective

By the end of this lesson you will be able to:

- connect and configure the computing tools used by a locator
- verify internet and PG&E intranet connectivity in the field





## Field tools: Overview of hardware tools

PG&E provides locators with:

- Laptop
- a mounting bracket
- the IRTH Field Unit software
- an “Aircard” (Verizon or AT&T) and an external antenna
- a VPN token
- a GPS unit





## Field tools: Laptop

Your laptop has:

- Power button
- USB port(s)
- Ethernet port
- External card slot





## Field tools: Laptop, continued

Your laptop has:

- Screen
- Battery
- Mouse
- Keyboard





## Field tools: Aircard

### Your Aircard:

- Uses the cellphone network to get you online
- Plugs into an available port on your computer





## Field tools: VPN token

### Your VPN token:

- Provides you with the final part of your password
- Changes every 60 seconds





## Field tools: Mounting bracket & external antenna

### Your mounting bracket:

- Firmly attached inside vehicle
- Fastens PC laptop securely

### Your external antenna:

- Is permanently affixed to the truck
- Boosts the signal of the cellular antenna in your aircard





## Field tools: Digital camera

### Your digital camera:

- Documents work performed at the scene
- Provides permanent, legal record





## Field tools: Overview of software tools

PG&E locator laptops are pre-loaded with:

- IRTH Field Unit
- FieldUnit Fixes
- TIF Updates
- <http://irth/IRTHNet>
- Zip USA Pictures





## Field tools: IRTH Field Unit

### IRTH Field Unit:

- Runs on your PC
- Aids in prioritizing tickets
- Helps verify location through provided maps
- Activity documentation

The screenshot shows the IRTHNet Field Unit software interface. It features a menu bar (File, View, Tools, Help), a search bar, and a table of tickets. The table has columns for V, T, O, S, P, Ticket ID, Excavator N., Place, Address, Due Time, and Route. The status bar at the bottom indicates 'All My Open Tickets', 'User: brenner', 'Total: 11', 'Selected: 0', 'Select All', and 'DeSelect All'.

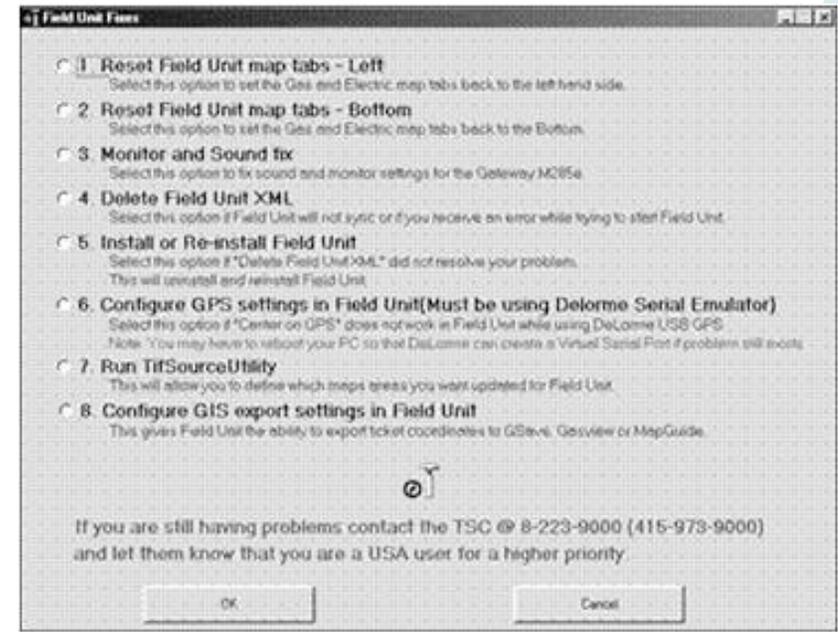
V	T	O	S	P	Ticket ID	Excavator N.	Place	Address	Due Time	Route
KM	1	0	+	+	0469526	WEST VALL.	LIVERMORE		12/19/2007 8.	
KM	1	0	+	+	0466077	PG&E	LIVERMORE	3062 EAST A.	12/14/2007 4.	
KM	1	0	+	+	0466669	PG&E	LIVERMORE	3138 EAST A.	12/14/2007 4.	
KM	1	0	+	+	0468979	PG&E	LIVERMORE	829 DEL NO.	12/18/2007 2.	
					0005892	PGE LIVER.	LIVERMORE	2545 EAST A.	1/9/2008 3.45.	
					0005803	ALAMEDA C.	LIVERMORE		1/9/2008 3.15.	
					0005672	ALAMEDA C.	LIVERMORE	GREENMILL.	1/9/2008 2.45.	
					0005583	PG&E	LIVERMORE	4520 TESLA.	1/14/2008 8.0.	
					0005326	MEDEIROS.	LIVERMORE	7382 LAS PO.	1/9/2008 12.4.	
					0004187	U R S CORP.	PREMONT		1/11/2008 7.0.	
					0003577	HEIMBROT.	LIVERMORE		1/8/2008 7.30.	



# Field tools: Field Unit Fixes

## Field Unit Fixes:

- Reset Field Unit map tabs
- Monitor and Sound fix
- Delete Field Unit XML
- Install or Re-Install Field Unit
- Configure GPS settings
- Run TIFSource utility
- Configure GIS Export settings

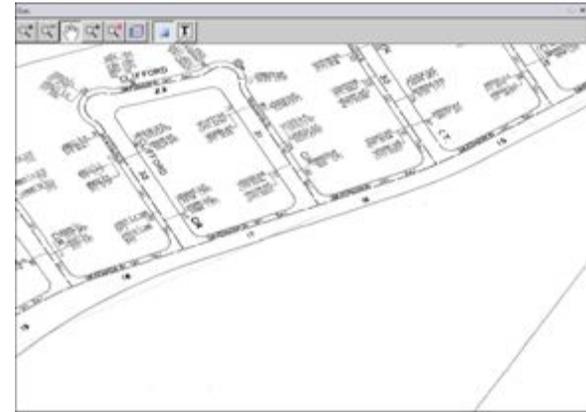




## Field tools: TIF Updates

### TIF Updates:

- Updates maps for tickets in your list
- Runs automatically overnight, ready for work in the morning
- Can be run manually





## Field tools: <http://irth/IRTHNet>

<http://irth/IRTHNet>:

- Find tickets due within a date range.
- Open tickets grouped by locator.
- Find past-due tickets within a date range.
- Find responses entered within a date range.
- Obtain a summary of responses entered within a date range.
- Summarize action taken and delivery time of tickets received within a date range.

The screenshot shows the IRTNet login interface. At the top right is the logo for 'irthnet' with the tagline 'On Site'. Below the logo is a 'Login:' section. It contains the instruction 'Please Enter Your User Name and Password:' followed by two input fields: 'User Name:' and 'Password:'. To the right of the password field is a blue 'LOGON' button. Below the input fields are two links: 'Forgot your password? Click here to Request Password.' and 'Login using your Windows Account? Click here to Use Windows Authentication.' A 'Help' link is located at the bottom right of the login area.



## Field tools: Zip USA Pictures

### Zip USA Pictures:

- Assists you in transferring photos from your camera to your ticket in IRTH Field Unit.
- Clears camera for next use.





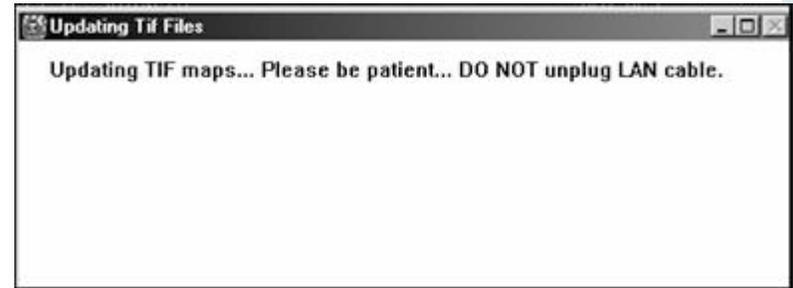
## Getting ready for your day



## Daily startup procedure

Do the following to prepare your equipment for the day's work:

- Unlock tablet and login
- Start IRTHNet Field Unit and "sync" to update ticket list
- Login to IRTHNet and prioritize your tickets
- Disconnect and switch from PG&E's network to the cellular network
- Head out to your truck and start your day





## Knowledge Check

Select the best responses to this question.

**Employees should *initially* direct any pay related issues to?**

1. Payroll Helpline
2. OM/ PA Supervisor
3. Your Supervisor

### **Developer notes**

- Create the question item, correct and distracter answer choices here
- Bold the correct answer(s)
- Include Correct and Incorrect response feedback in the Notes
- Duplicate this slide as necessary for the required number of questions
- The content will be pasted into a quiz item using OnDemand Presenter



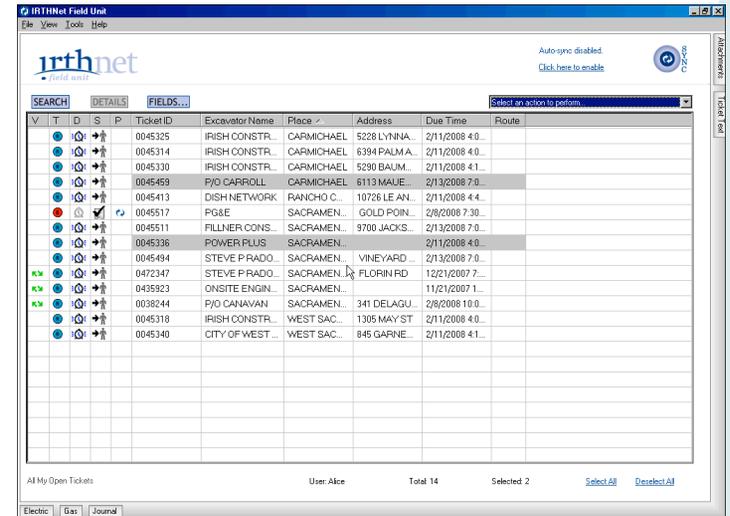
# Daily work procedures



# Daily work procedures: Objective

By the end of this lesson you will be able to:

- use the IRTHNet Field Unit application to review maps.
- respond to, close, or defer open tickets.
- attach salient information or documentation to open tickets, especially photos.

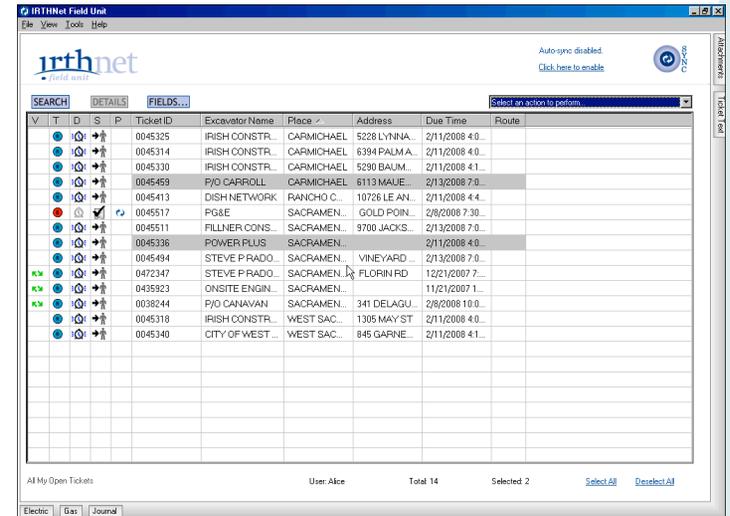




# Daily work procedures: Topics

This lesson consists of four topics:

- Starting a Job
- Taking Photographs for Mark & Locate Documentation
- Responding to Tickets
- Attaching Photographic Documentation to a Ticket

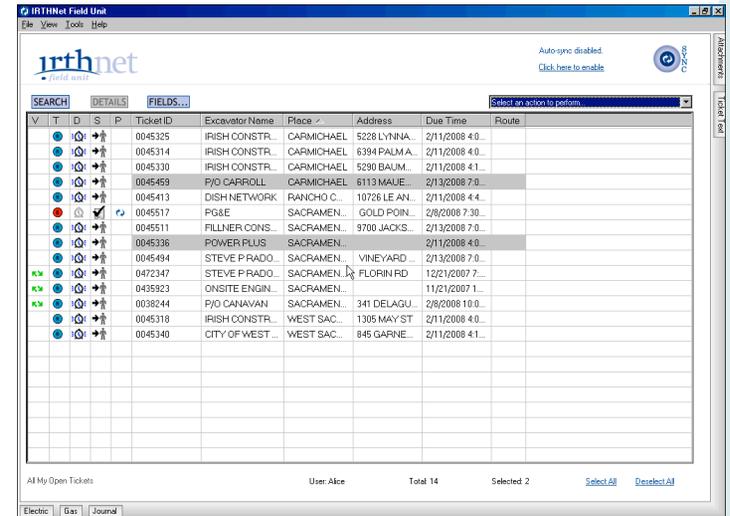




# Starting a job: Procedure

Do the following for each job you perform:

- Select a ticket.
- If necessary, drive to the location and confirm.
- If necessary, perform the locate.
- Document what you did, in as much detail as possible.

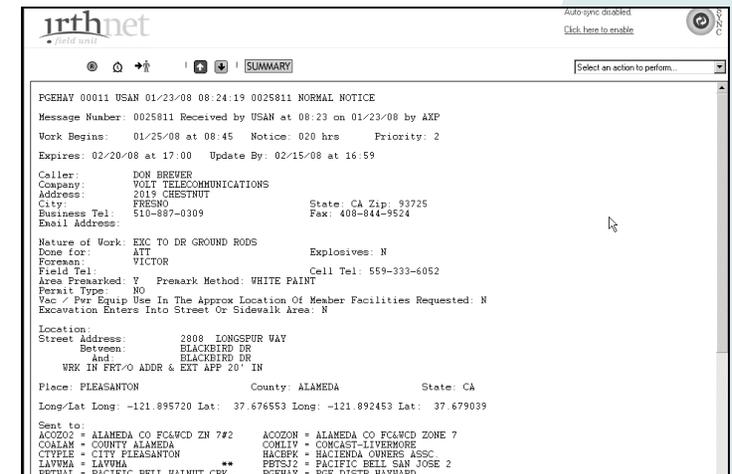
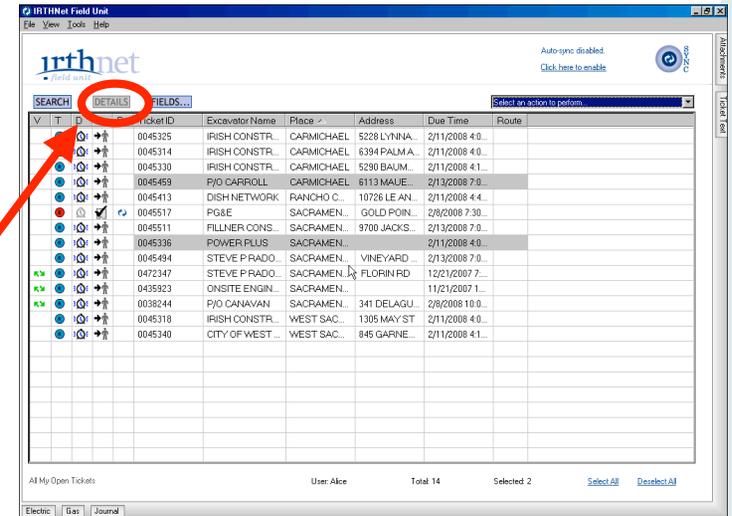




# Work procedure, step 1: Select a ticket

To select a ticket, do the following:

- If IRTHNet Field Unit is not already started, click the icon on the desktop to start it up.
- Select a ticket from the list
- Click the DETAILS button to display the full ticket





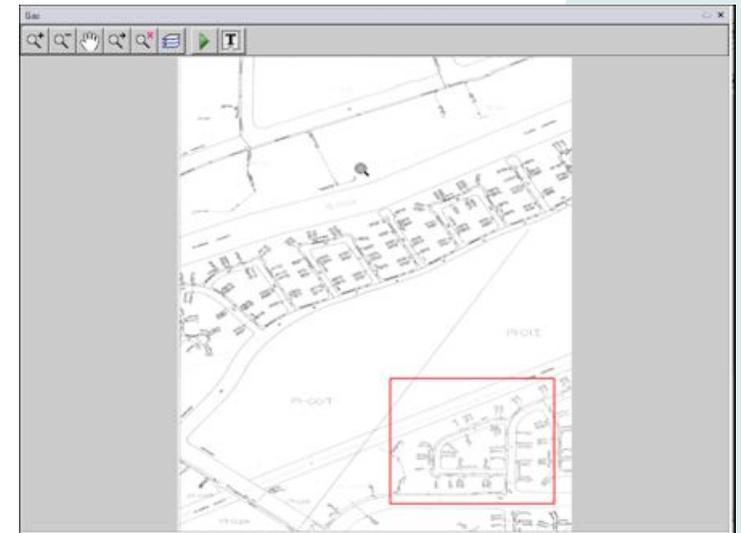
## Work procedure, step 2: Use maps

To view a map for the selected ticket::

- Hover the mouse cursor over the GAS tab to view the gas map.
- Manipulate the map using the navigation keys



V	T	D	S	P	Ticket ID	Excavator Name	Place	Address	Due Time	Route
					0045325	IRISH CONSTR.	CARMICHAEL	5228 LYNNA...	2/11/2008 4.0...	
					0045314	IRISH CONSTR.	CARMICHAEL	6394 PALM A...	2/11/2008 4.0...	
					0045330	IRISH CONSTR.	CARMICHAEL	5230 BALM...	2/11/2008 4.1...	
					0045459	P/O CARROLL	CARMICHAEL	6113 MAJIE...	2/13/2008 7.0...	
					0045413	DISH NETWORK	RANCHO C...	10726 LE AN...	2/11/2008 4.4...	
					0045517	PG&E	SACRAMEN...	GOLD POIN...	2/9/2008 7.30...	
					0045511	FILLNER CONS	SACRAMEN...	9700 JACKS...	2/13/2008 7.0...	
					0045336	POWER PLUS	SACRAMEN...		2/11/2008 4.0...	
					0045494	STEVE PRADO	SACRAMEN...	VINEYARD...	2/13/2008 7.0...	
					0472347	STEVE PRADO	SACRAMEN...	FLORIN RD...	12/21/2007 7...	
					0435923	ONSITE ENGIN	SACRAMEN...		11/21/2007 1...	
					0038244	P/O CANAVAN	SACRAMEN...	341 DELAGU...	2/8/2008 10.0...	
					0045318	IRISH CONSTR.	WEST SAC...	1305 MAY ST	2/11/2008 4.0...	
					0045340	CITY OF WEST	WEST SAC...	845 GARNE...	2/11/2008 4.1...	





## Work procedure, step 3: Perform locate

### Perform your locate:

- Remain conscious of work performed and how you will document it.
- Take photographic evidence where appropriate as you perform your job function.
- Remember details of conversations with excavators.

The screenshot shows the IRTNet Field Unit software interface. The window title is "IRTHNet Field Unit". The interface includes a menu bar (File, View, Tools, Help), a logo for "irthnet field unit", and a status bar at the bottom. The main area is a table with columns: V, T, D, S, P, Ticket ID, Excavator Name, Place, Address, Due Time, and Route. The table contains 14 rows of data. Below the table, there is a status bar showing "All My Open Tickets", "User: Alice", "Total 14", and "Selected 2". There are also buttons for "Select All" and "Deselect All".

V	T	D	S	P	Ticket ID	Excavator Name	Place	Address	Due Time	Route
					0045325	IRISH CONSTR.	CARMICHAEL	5228 LYNNA...	2/11/2008 4.0...	
					0045314	IRISH CONSTR.	CARMICHAEL	6394 PALM A...	2/11/2008 4.0...	
					0045330	IRISH CONSTR.	CARMICHAEL	5230 BALM...	2/11/2008 4.1...	
					0045459	PJO CARROLL	CARMICHAEL	6113 MAUE...	2/13/2008 7.0...	
					0045413	DISH NETWORK	RANCHO C...	10726 LE AN...	2/11/2008 4.4...	
					0045517	PG&E	SACRAMEN...	GOLD POIN...	2/9/2008 7.30...	
					0045511	FILLNER CONS.	SACRAMEN...	9700 JACKS...	2/13/2008 7.0...	
					0045336	POWER PLUS	SACRAMEN...		2/11/2008 4.0...	
					0045494	STEVE PRADO	SACRAMEN...	VINEYARD...	2/13/2008 7.0...	
					0472347	STEVE PRADO	SACRAMEN...	FLORIN RD...	12/21/2007 7...	
					0435923	ONSITE ENGIN.	SACRAMEN...		11/21/2007 1...	
					0038244	PJO CANAVAN	SACRAMEN...	341 DELAGU...	2/8/2008 10.0...	
					0045318	IRISH CONSTR.	WEST SAC...	1305 MAY ST	2/11/2008 4.0...	
					0045340	CITY OF WEST.	WEST SAC...	845 GARNE...	2/11/2008 4.1...	

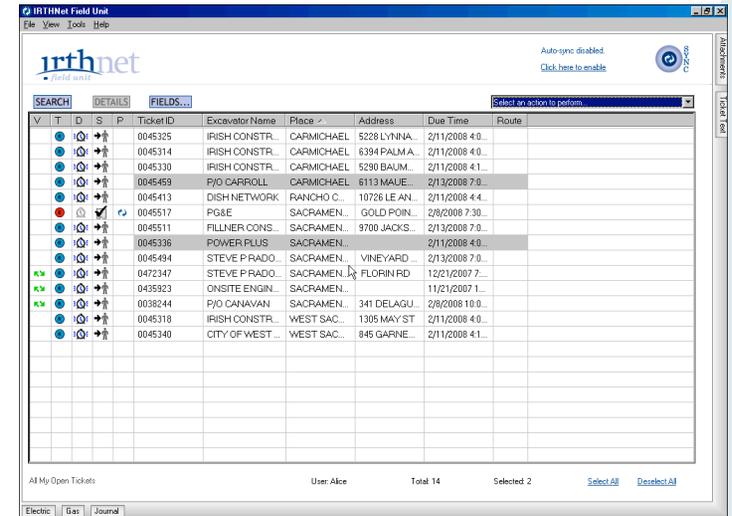




## Work procedure, step 4: Document

Do the following for each job you perform:

- Select a ticket.
- If necessary, drive to the location and confirm.
- If necessary, perform the locate.
- Document what you did, in as much detail as possible.





## Knowledge Check

Select the best responses to this question.

**Employees should *initially* direct any pay related issues to?**

1. Payroll Helpline
2. OM/ PA Supervisor
3. Your Supervisor

### **Developer notes**

- Create the question item, correct and distracter answer choices here
- Bold the correct answer(s)
- Include Correct and Incorrect response feedback in the Notes
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# Taking Photographs for Documentation: Considerations

Photographs can be attached easily to your open tickets. We'll consider the following:

- Rationale
- Warnings
- Guidelines



## Taking Photos: Why?

Why do we take pictures of our work and save them permanently?

- Proves work was done properly
- Eliminates later confusion in discussions with excavators



## Taking Photos: A few warnings

**Be careful!** When we save our work, we really save our work!

- ALL pictures currently on the camera get stored with the ticket you're responding to.
- Show all sorts of helpful reference points to prove your work was quality work.



## Taking Photos: Helpful Guidelines

Excellent pictures make better documentation than poor ones. Consider:

- Take lots. There's nothing wrong with taking a lot of pictures. Keep the best ones.
- Show reference points, like delineations, buildings, trees, structures, etc.
- Show correct location!



## Knowledge Check

Select the best responses to this question.

**Employees should *initially* direct any pay related issues to?**

1. Payroll Helpline
2. OM/ PA Supervisor
3. Your Supervisor

### **Developer notes**

- Create the question item, correct and distracter answer choices here
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# Responding to Tickets

Do the following steps to respond to a ticket:

- Select and open a ticket.
- Add photos
- Add additional information:
  - *Locator*
  - *Response*
  - *Arrived Time*
  - *Notes/attachments*
- Click “Save.”

**Add Response**

Ticket ID: 0388325      Registration: PGE SAN JOSE (USAN)  
Ticket Folder: EdenW Folder

Locator: 1, EdenW      Response: CANCELLED TICKET  
Locate Time: 10/18/2007 10:15      Units of Work: 0.0

Complete Job

Area Premarked?

Arrived Time: 10/18/2007 10:27 PM      Weather: dry      Surface: asphalt

Gas Footage:      Electric Footage:      Line Number:      MP:     

Critical Facility?       Standby?

Method Used: Conductive      Direct connection is the required method to locate.  
All options must be exhausted before using inductive method to locate.

Conductive Type: ETS

Any other Means?      Method:     

Standard Comment: < Select a Comment to Add to the Notes >

Notes:     

Attachment:      Browse...

SAVE      CANCEL



# Responding to Tickets, step 1: Select a ticket

To select a ticket, do the following:

- Select a ticket from the list by clicking on it
- Press the “Q” key on your keyboard to open the **Add Response Form**

The screenshot shows the IRTNet Field Unit interface with a table of tickets. The table has columns for V, T, D, S, P, Ticket ID, Excavator Name, Place, Address, Due Time, and Route. The ticket with ID 0045117 is selected.

V	T	D	S	P	Ticket ID	Excavator Name	Place	Address	Due Time	Route
					0045325	IRISH CONSTR.	CARMICHAEL	5228 LYNNA...	2/11/2008 4.0...	
					0045314	IRISH CONSTR.	CARMICHAEL	6394 PALM A...	2/11/2008 4.0...	
					0045330	IRISH CONSTR.	CARMICHAEL	5230 BALM...	2/11/2008 4.1...	
					0045459	PJO CARROLL	CARMICHAEL	6113 MAJIE...	2/13/2008 7.0...	
					0045413	DISH NETWORK	RANCHO C...	10726 LE AN...	2/11/2008 4.4...	
					0045517	PG&E	SACRAMEN...	GOLD POIN...	2/9/2008 7.30...	
					0045511	FILLNER CONS	SACRAMEN...	9700 JACKS...	2/13/2008 7.0...	
					0045336	POWER PLUS	SACRAMEN...		2/11/2008 4.0...	
					0045494	STEVE PRADO	SACRAMEN...	VINEYARD...	2/13/2008 7.0...	
					0472347	STEVE PRADO	SACRAMEN...	FLORIN RD	12/21/2007 7...	
					0435923	ONSITE ENGIN	SACRAMEN...		11/21/2007 1...	
					0038244	PJO CANAVAN	SACRAMEN...	341 DELAGU...	2/8/2008 10.0...	
					0045318	IRISH CONSTR.	WEST SAC...	1305 MAY ST	2/11/2008 4.0...	
					0045340	CITY OF WEST	WEST SAC...	845 GARNE...	2/11/2008 4.1...	

The screenshot shows the 'Add Response' form for ticket 0388325. The form includes fields for Ticket ID, Registration, Ticket Folder, Locator, Response, Locate Time, Units of Work, and various checkboxes and dropdown menus for job completion, weather, and method used.

Ticket ID: 0388325 Registration: PGE SAN JOSE (USAN)  
Ticket Folder: EdenW Folder

Locator: 1, EdenW Response: CANCELLED TICKET  
Locate Time: 10/18/2007 10:15 Units of Work: 0.0

Complete Job  
 Area Premarked?

Arrived Time: 10:18:27 PM Weather: dry Surface: asphalt  
Gas Footage: Electric Footage:  
Line Number: MP:

Critical Facility?  Standby?  
Method Used: Conductive Direct connection is the required method to locate.  
Conductive Type: ETS All options must be exhausted before using inductive method to locate.

Any other Means? Method: Standard Comment: < Select a Comment to Add to the Notes >

Notes:  
Attachment: Browse...

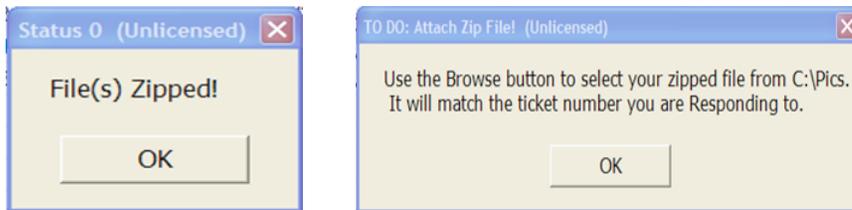
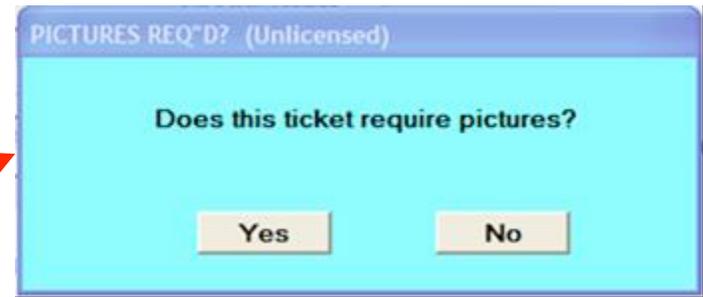
SAVE CANCEL



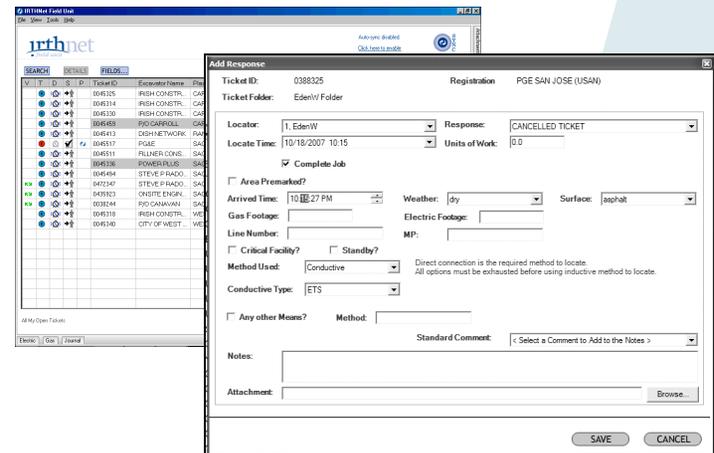
# Responding to Tickets, step 2: Attach photos

Photos should be added to your ticket. If now is the right time to add them:

- Choose YES from the box
- Wait for the application



- Browse to C:\PICS and attach your photos





# Responding to Tickets, step 3-4: Add additional information

Add information to your ticket:

- Set the correct **Locator**, **Response**, and **Arrived Time**
- Add your notes & attachments
- Click **Save**

V	T	D	S	P	Ticket ID	Excavator Name	Place	Address	Due Time	Route
					0045325	IRISH CONSTR.	CARMICHAEL	5228 LYNNA...	2/11/2008 4.0...	
					0045314	IRISH CONSTR.	CARMICHAEL	6394 PALMA...	2/11/2008 4.0...	
					0045330	IRISH CONSTR.	CARMICHAEL	5230 BALUM...	2/11/2008 4.1...	
					0045459	P/O CARROLL	CARMICHAEL	6113 MAUIE...	2/13/2008 7.0...	
					0045413	DISH NETWORK	RANCHO C.	10726 LE AN...	2/11/2008 4.4...	
					0045517	PG&E	SACRAMEN...	GOLD POIN...	2/9/2008 7.30...	
					0045511	FILLNER CONS.	SACRAMEN...	9700 JACKS...	2/13/2008 7.0...	
					0045336	POWER PLUS	SACRAMEN...		2/11/2008 4.0...	
					0045494	STEVE PRADO	SACRAMEN...	VINEYARD...	2/13/2008 7.0...	
					0472347	STEVE PRADO	SACRAMEN...	FLORIN RD...	12/21/2007 7...	
					0435923	ONSITE ENGIN.	SACRAMEN...		11/21/2007 1...	
					0038244	P/O CANAVAN	SACRAMEN...	341 DELAGU...	2/8/2008 10.0...	
					0045318	IRISH CONSTR.	WEST SAC...	1305 MAY ST	2/11/2008 4.0...	
					0045340	CITY OF WEST.	WEST SAC...	845 GARNE...	2/11/2008 4.1...	

**WARNING!!**

Remember to uncheck the **Complete Job** box if you are phasing this job.

Ticket ID: 0388325 Registration: PGE SAN JOSE (USAN)  
Ticket Folder: EdenW Folder

Locator: 1, EdenW Response: CANCELLED TICKET  
Locate Time: 10/10/2007 10:15 Units of Work: 0.0  
 Complete Job  
Area Phased?   
Arrived Time: 10/10/2007 10:27 PM Weather: dry Surface: asphalt  
Gas Footage: Electric Footage:  
Line Number: MP:  
 Critical Facility?  Standby?  
Method Used: Conductive Direct connection is the required method to locate.  
Conductive Type: ETS All options must be exhausted before using inductive method to locate.  
 Any other Means? Method:  
Standard Comment: < Select a Comment to Add to the Notes >  
Notes:  
Attachment: Browse...  
SAVE CANCEL



## Knowledge Check

Select the best responses to this question.

**Employees should *initially* direct any pay related issues to?**

1. Payroll Helpline
2. OM/ PA Supervisor
3. Your Supervisor

### **Developer notes**

- Create the question item, correct and distracter answer choices here
- Bold the correct answer(s)
- Include Correct and Incorrect response feedback in the Notes
- Duplicate this slide as necessary for the required number of questions
- The content will be pasted into a quiz item using OnDemand Presenter



## Closing up at the end of the day



## Screen/Topic Title

At the end of your workday your laptop needs to be stowed properly for updates:

- Disconnect your computer from inside your truck
- Attach it to the PG&E network in a secure location
- Restart





## Knowledge Check

Select the best responses to this question.

**Employees should *initially* direct any pay related issues to?**

1. Payroll Helpline
2. OM/ PA Supervisor
3. Your Supervisor

### **Developer notes**

- Create the question item, correct and distracter answer choices here
- Bold the correct answer(s)
- Include Correct and Incorrect response feedback in the Notes
- Duplicate this slide as necessary for the required number of questions
- The content will be pasted into a quiz item using OnDemand Presenter



# IRTH Field Unit Tips and Tricks



## Tips and Tricks: Overview

Additional information can help you:

- Features
  - Screen Header Detail
  - Bottom Screen Information
  - Ticket Screen Information
  - Field Unit Shortcut Keys
  
- Activities
  - Displaying Maps
  - Selecting an Action to Perform
  - Reassigning Tickets
  
- Camera Setup



## Conclusion



# Performance Objectives Review

You should now be able to:

- Properly connect and prepare your work equipment at the beginning and at the end of your shift.
- Load and synchronize tickets to your laptop.
- Use IRTH Field Unit to process open tickets in a timely fashion, including attaching photographs as documentation



# Learner Assessment



## Test Instructions

---

Your test score will tell you how well you've mastered the information in this course.

Test scores also provide feedback that is important to helping us make any necessary revisions to the course.

Your score will not affect your job status.

You can go back through the course now to review before you begin the test.

You will have two chances to answer each question correctly.

Click Forward when you are ready to proceed.



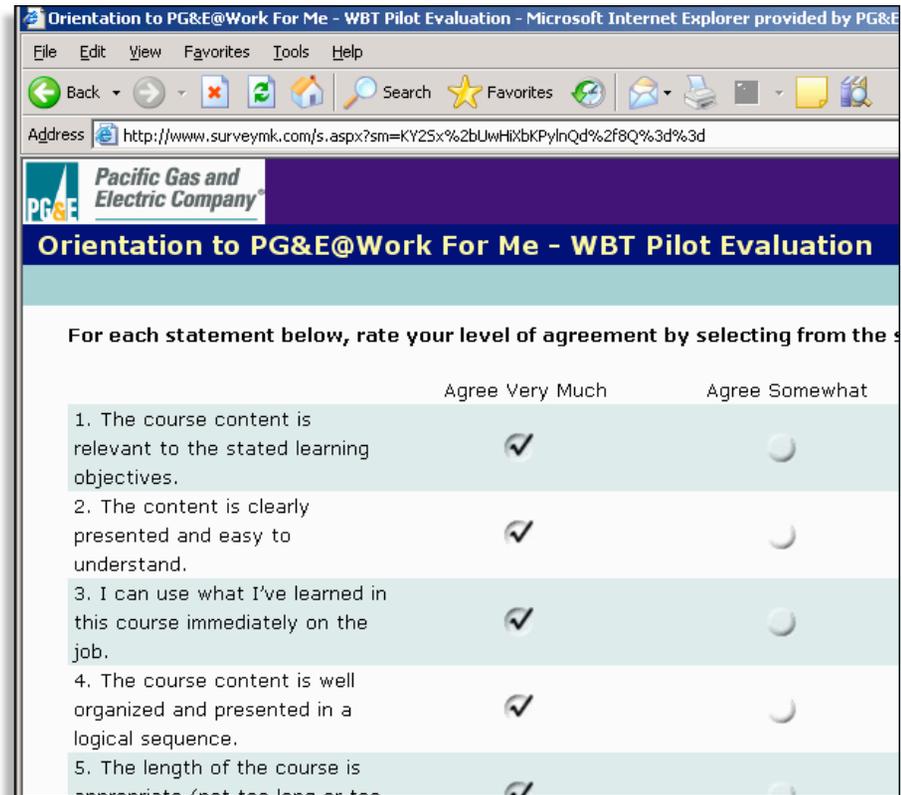
# Evaluation



# Online Survey

To complete the course evaluation:

1. Click the link below to open the survey in a new window
2. Go To Course Survey
3. Complete and submit the survey
4. Close the survey window to return to this screen
5. Click Forward to complete the course



Example evaluation survey screen.



Thank You

---

This completes the  
[course name]

***THANK YOU***