

digiTICKET New Web Application User Guide

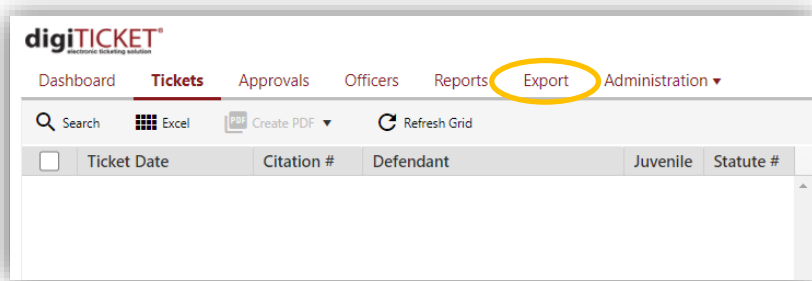
Overview

Your digiTICKET web application has been migrated to the latest version of the application, providing several new benefits and features including:

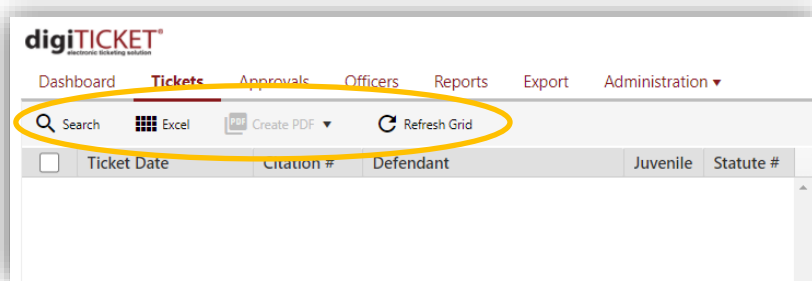
- The ability to use the web application across multiple browsers including Chrome and Microsoft Edge
- More advanced search options for citations, warnings and digiTICKET data
- Printable dashboard graphs
- The ability to export the Tickets Tab results grid to an Excel spreadsheet

Application Navigation

Just like previous versions of the web applications, there is a main navigation bar at the top of the web application. In this version, the Export tab is now part of the main navigation instead of under the Administration tab.

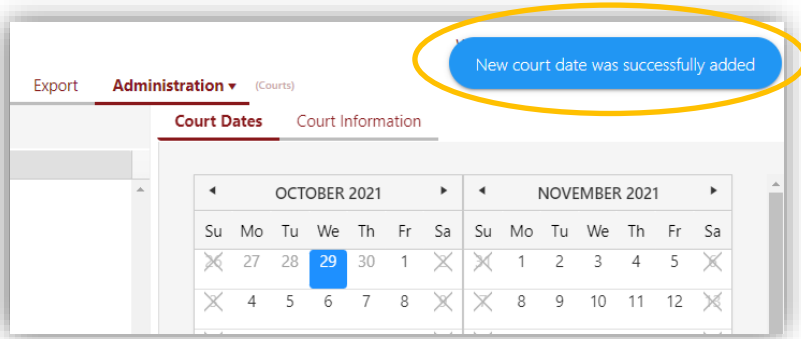


Once you navigate to a tab, there is a single action bar on the grid. This means you no longer need to click on a Tools tab to get to buttons like Export or Create PDF.

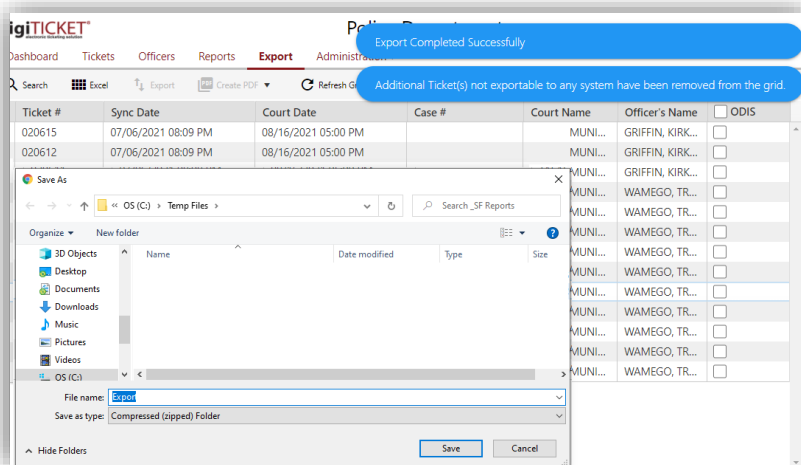


Application Notifications and Confirmation Messages

In the previous version of the web application, you would receive pop-up notification and confirmation messages in the center of your screen. With the new applications, those messages are now displayed in the upper right corner of the web application.

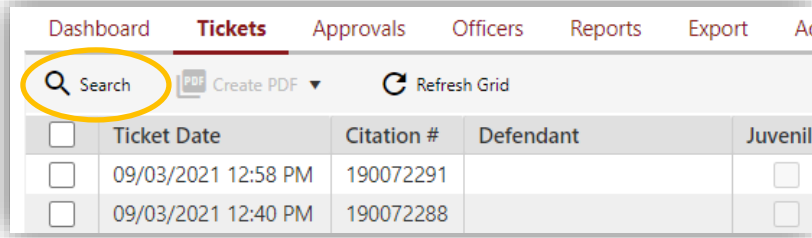


You will not need to do anything to close the message. After several seconds, the message will go away automatically. When approving or exporting tickets, you may see multiple messages.

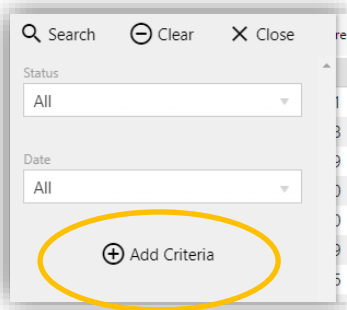


Searching for Tickets, Users and Data in digiTICKET

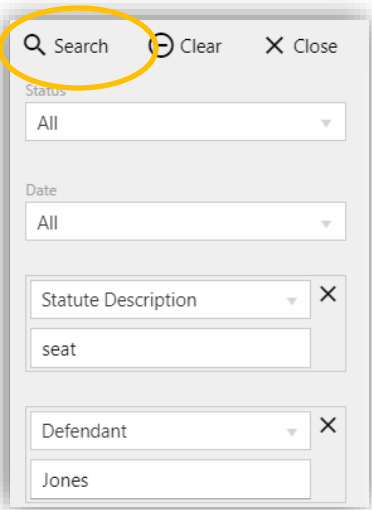
All tabs except the Dashboard and Reports provide a search pane to query the information on that tab. To search for information, click the Search button above the data grid.



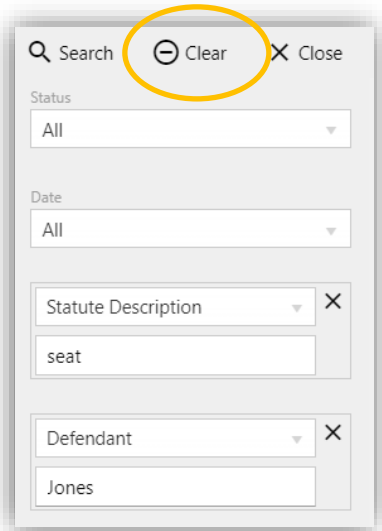
Some of the tabs have some search criteria already default, such as a Status of active on the Users tab, or a Status of unprocessed on the Tickets tab. You can change the default search criteria and click the Add Criteria label to add additional criteria. You can add as many criteria as you want.



Once you have added all applicable search criteria, click the Search button at the top of the search pane to apply the search criteria.

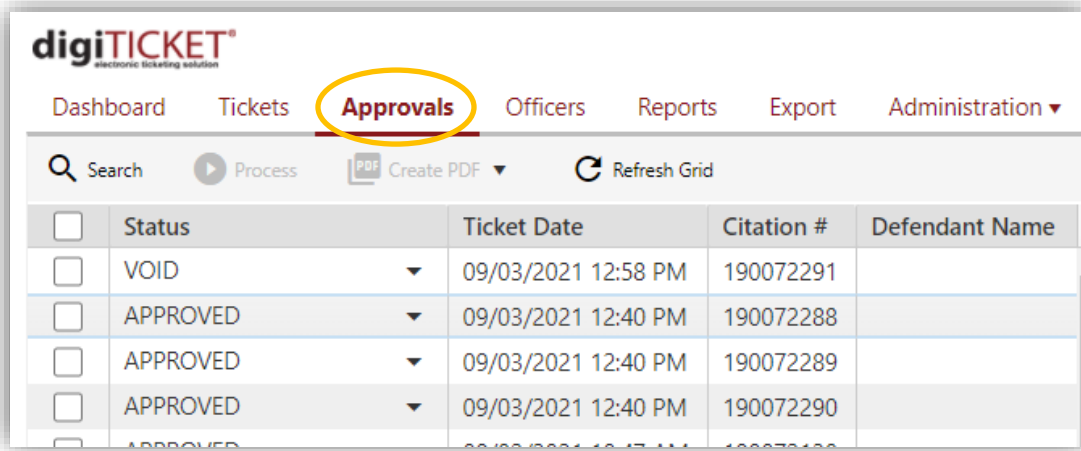


The search pane will then close, and you will return to the data grid with the applied search. If you need to clear the search criteria, click the Search button again, click the Clear button at the top of the Search Pane. The search criteria will be reset to the default criteria. Click the Search button to apply the new default search.

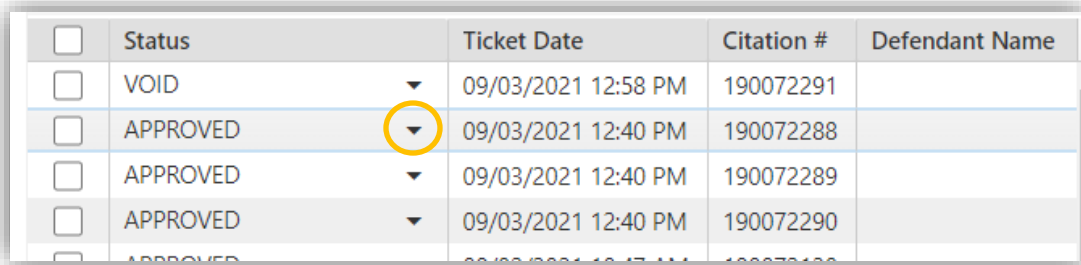


Approving Citations and Warnings

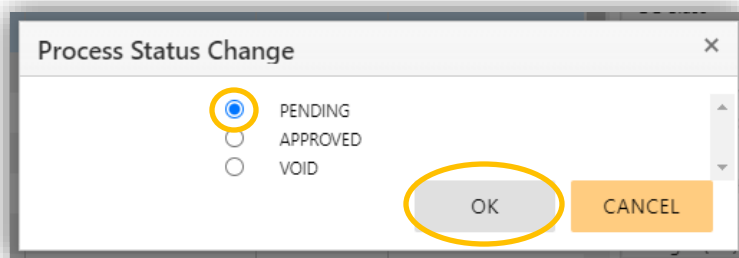
In previous versions of digiTICKET, the tab to approve citations and warnings was called the Process Tab. In the new web application, the tab is now called the Approvals tab.



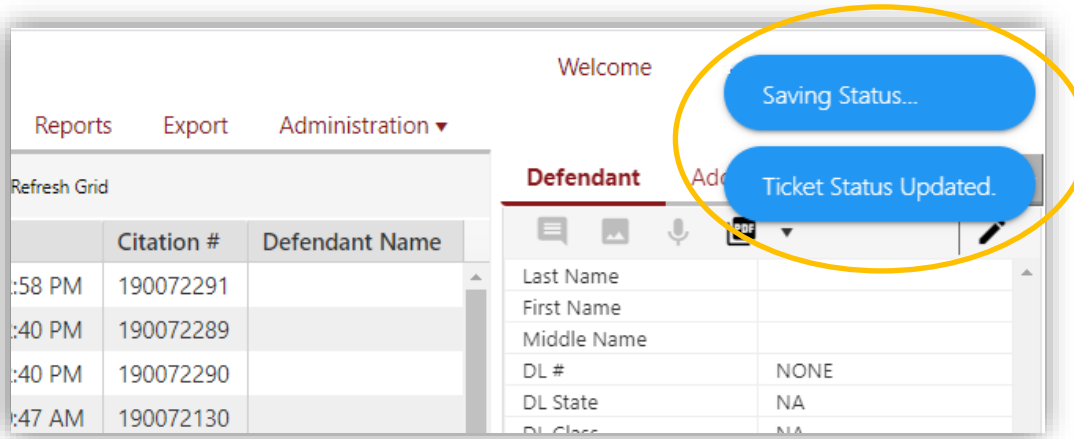
To change the status of ticket from the default status of Approved, or to change it from a Status of Pending to Void or Approved, click on the dropdown arrow to the right of the current status.



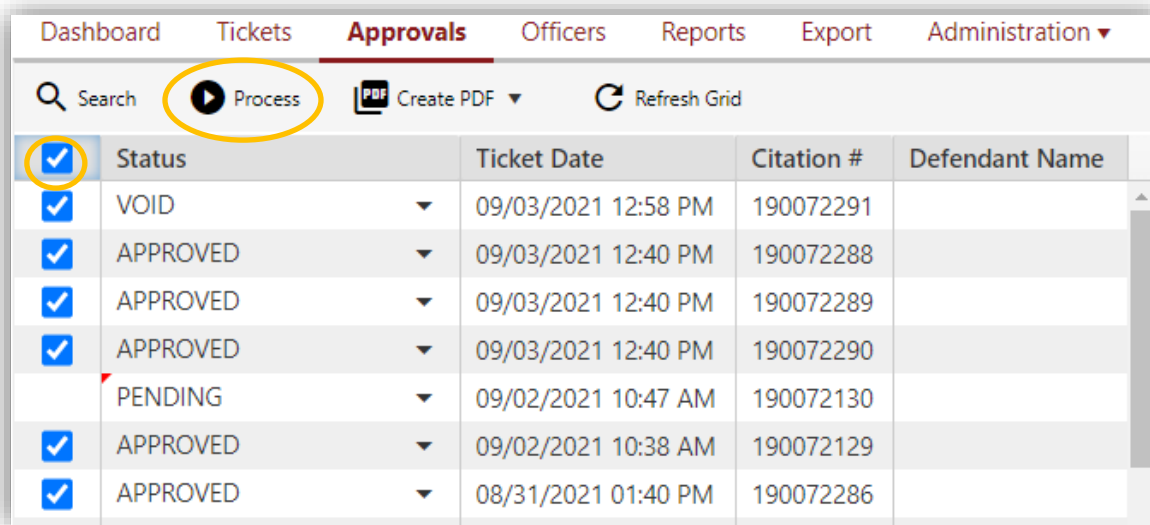
A popup box will then be displayed where you will select the new status. If you select a status of Void, you will allow enter the Void comments. Once you have set the appropriate status, click the OK button to close the popup screen.



When you return to the Approvals tab, you will see a confirmation message in blue in the upper right corner that the status has been changed.



Once you are ready to process the tickets with the current statuses, check the box at the top of the tickets grid to select the current page of tickets, or individually select the desired tickets and then click the Process button above the grid.



Remember, tickets cannot be processed with a status of "Pending" and you can only process one page of tickets at a time. If you see multiple pages in the bottom left corner of the grid, you will need to process each page individually.

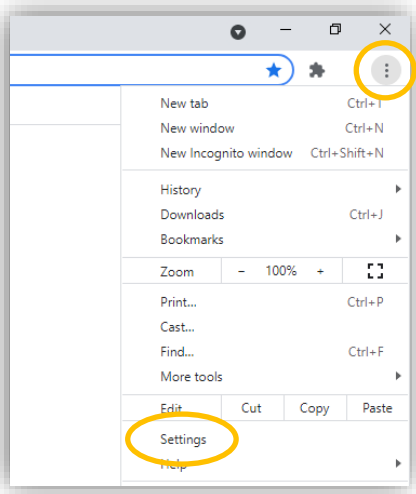
Exporting Citations and Warnings

Managing Browser File Download Settings

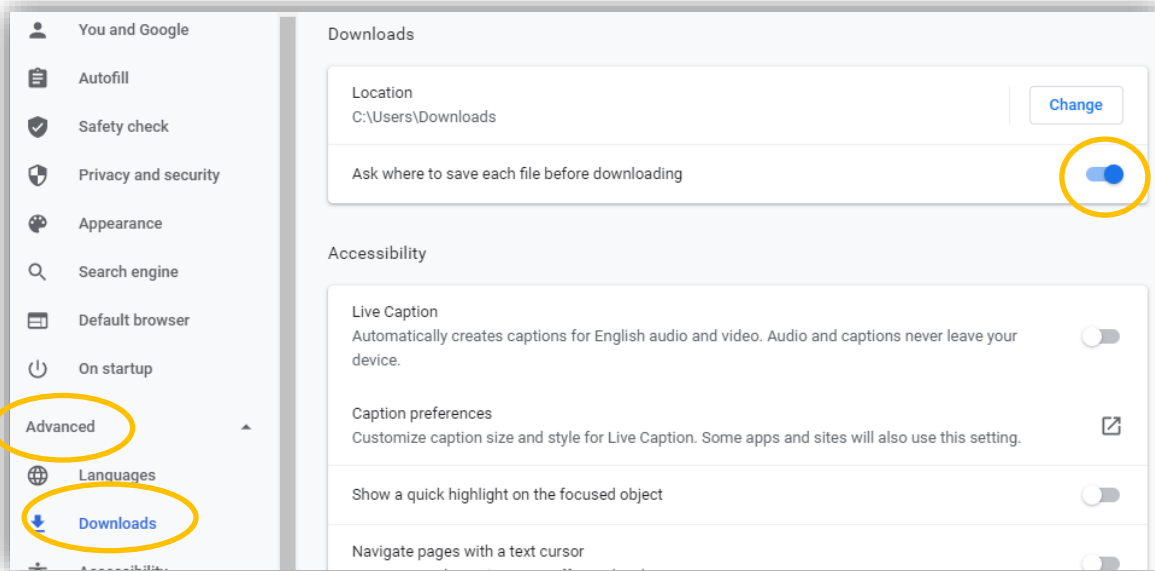
Before you export tickets using the web application, check your browser settings to ensure the export file will not automatically be saved to the Downloads folder of your computer. Most records and court systems have a specific file location where the digiTICKET export file must be saved. If you do not adjust your browser settings to not automatically save files to your Downloads folder, your court or records software likely will fail to pull in the citations file.

Chrome Browser

Open the Browser Settings by clicking the ellipsis in the upper right corner of the browser and then select “Settings” from the menu.

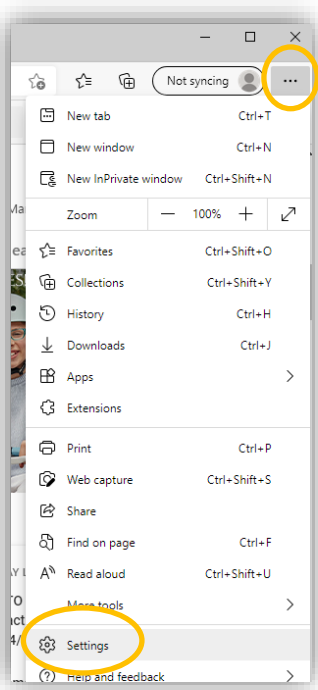


Under the Advanced menu, click on downloads. Ensure the “Ask where to save each file before downloading” setting is enabled.

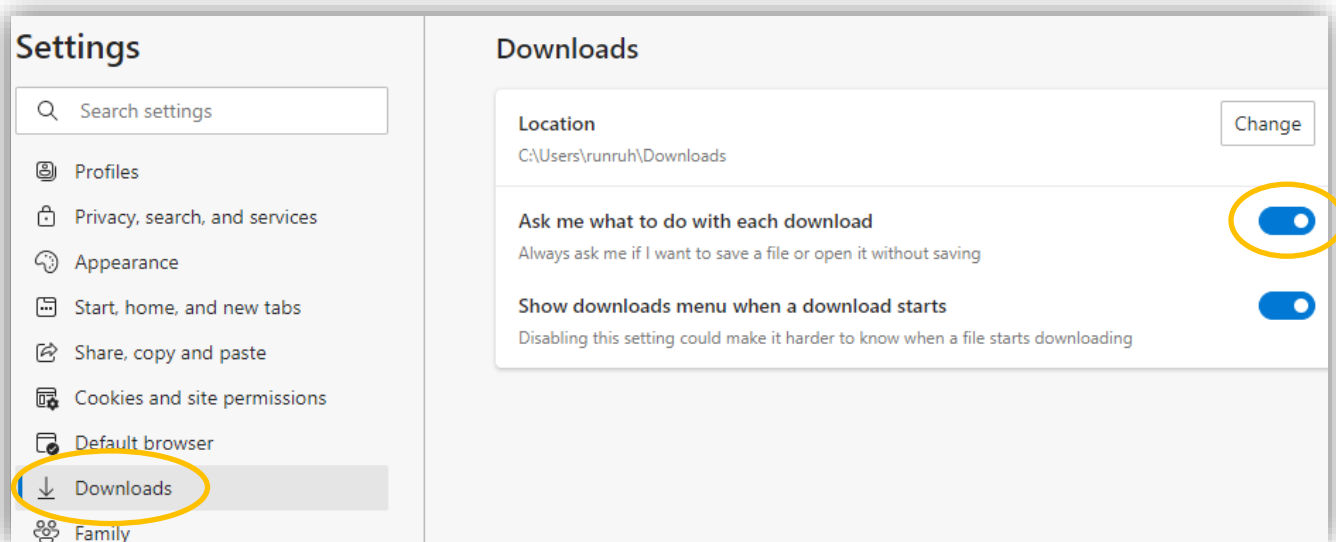


Microsoft Edge

Open the Browser Settings by clicking the ellipsis in the upper right corner of the browser and then select “Settings” from the menu.

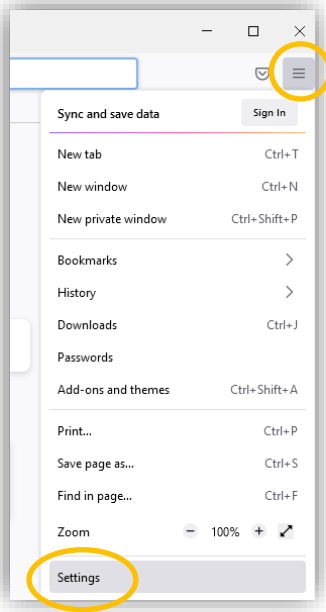


On the main menu on the right, click on “Downloads”. Ensure the “Ask me what to do with each download” setting is enabled.

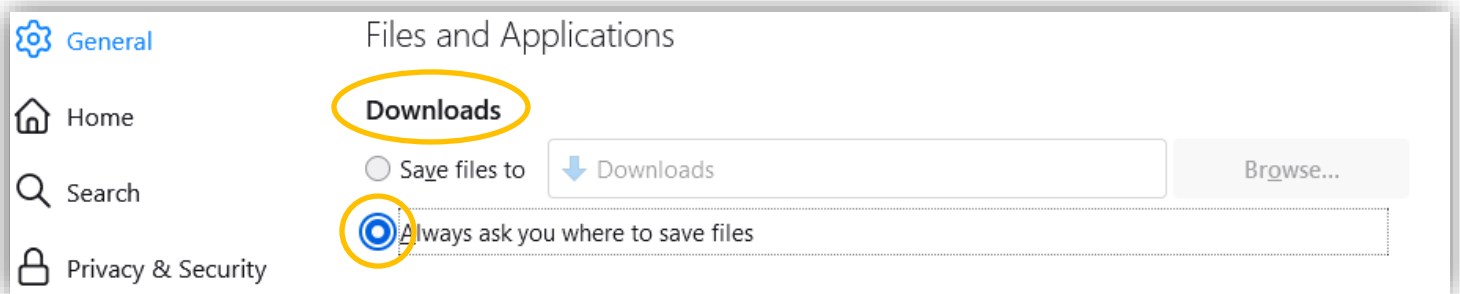


Firefox

Open the Application Menu by clicking the three bars in the upper right corner. Select “Settings” from the menu.

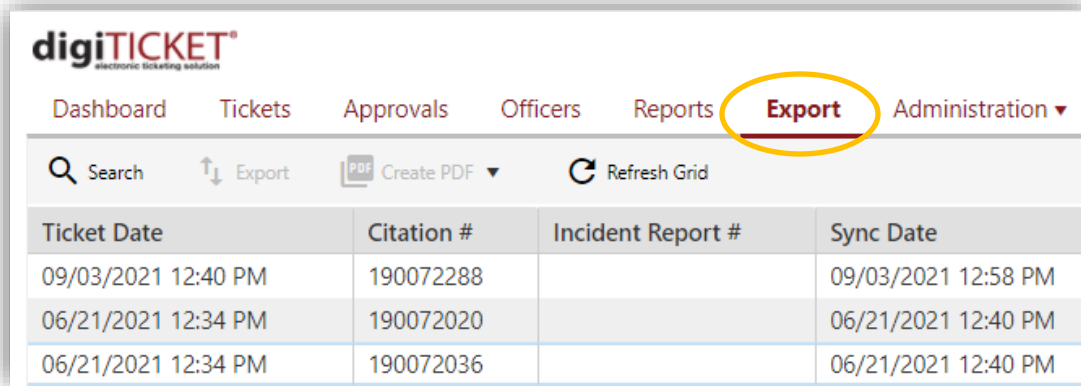


Scroll down to the Downloads section. Enable the “Always ask you where to save files” setting.

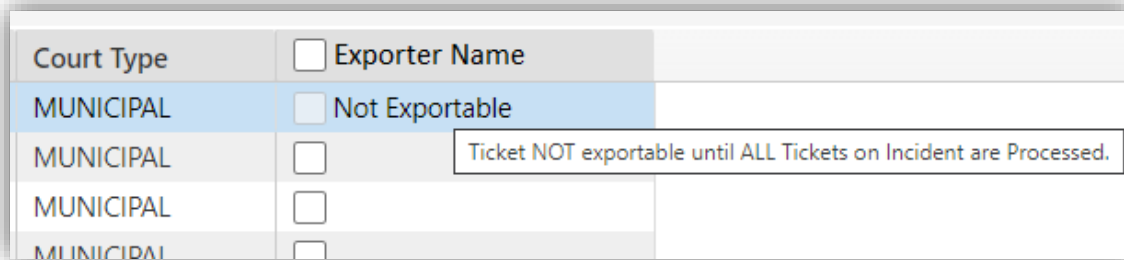


Export Steps

In previous versions of digiTICKET, the Export tab was under the Administration tab. In the new web application, the Export tab is now part of the main navigation bar.



The export tab has a new feature that provides more information as to why a citation or warning is marked as “Not Exportable”. Move your mouse over the “Not Exportable” text in the applicable exporter column to see the additional information.

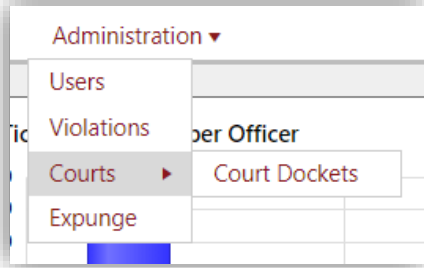


To export tickets, click the box next the exporter name to select all tickets on the current page that have not yet been exported. Then click the “Export” button.



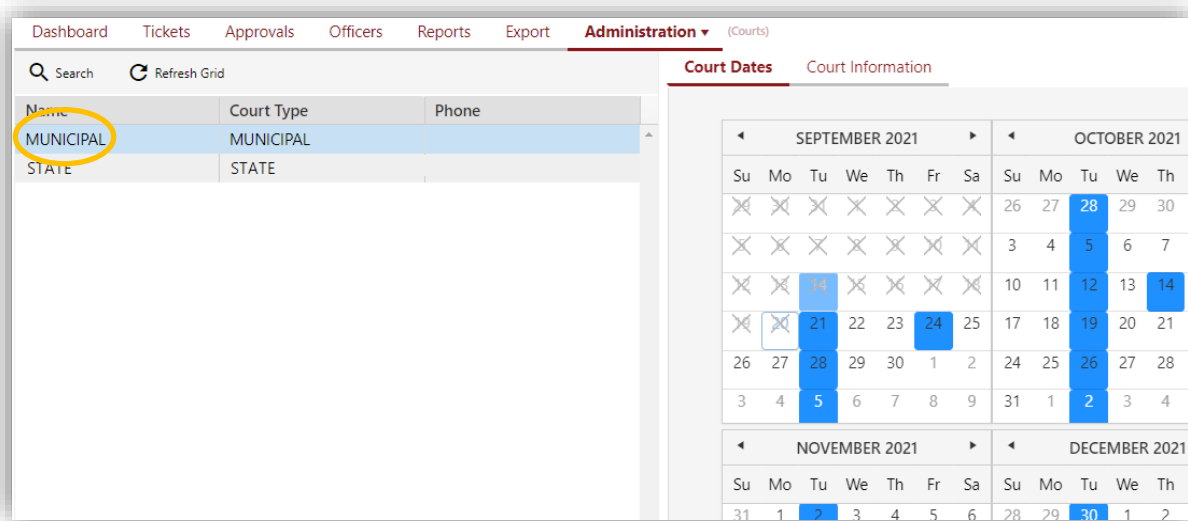
Managing Court Dates and Court Information

Just as in the previous version of the web application, the Court management section is located under the main Administration tab. In this new version, when you click on “Courts” under Administration, you will see the primary Courts tab, and then the Court Dockets secondary menu option. The primary Courts tab is where you will manage the court calendar and court contact information. The Court Dockets secondary tab will show your court docket overview graph.

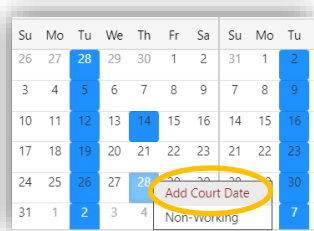


To manage your court dates:

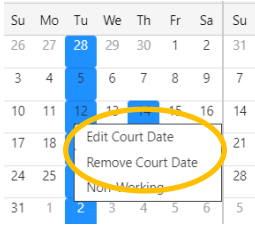
1. Click on the Administration tab and then then “Courts” in the main dropdown menu.
2. Click on the appropriate court name in the court list and the court calendar tab on the right will be populated.



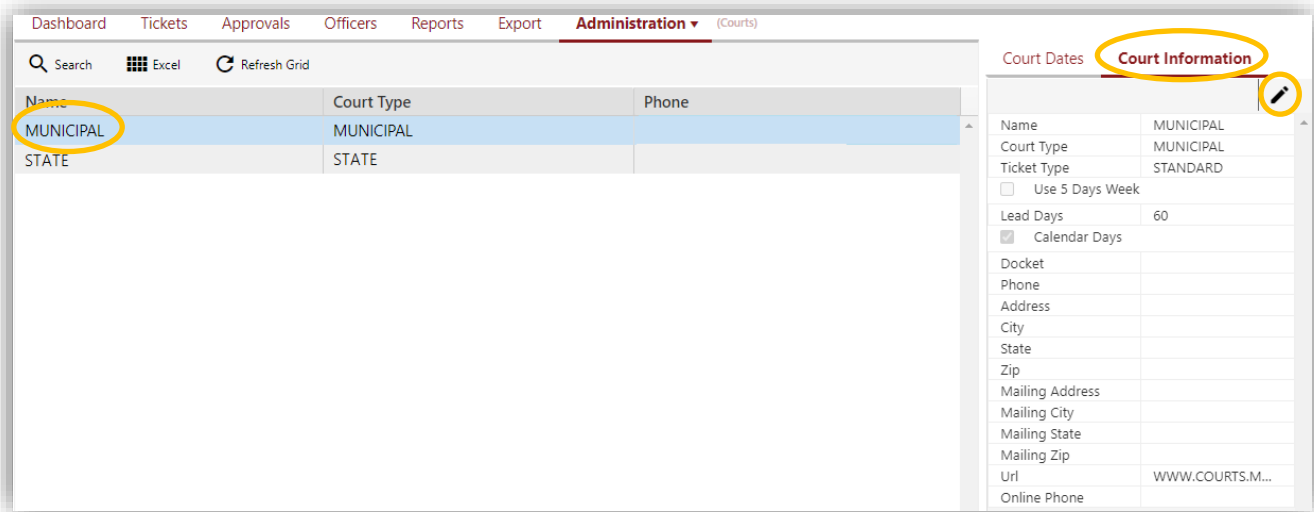
3. To add a new court date, click on the day and then right-click to open the court date menu. Click “Add Court Date”.



- To edit, remove or make non-working an existing court date, click on the court date you want to edit, then right-click and select either “Edit Court Date” or “Remove Court Date”.

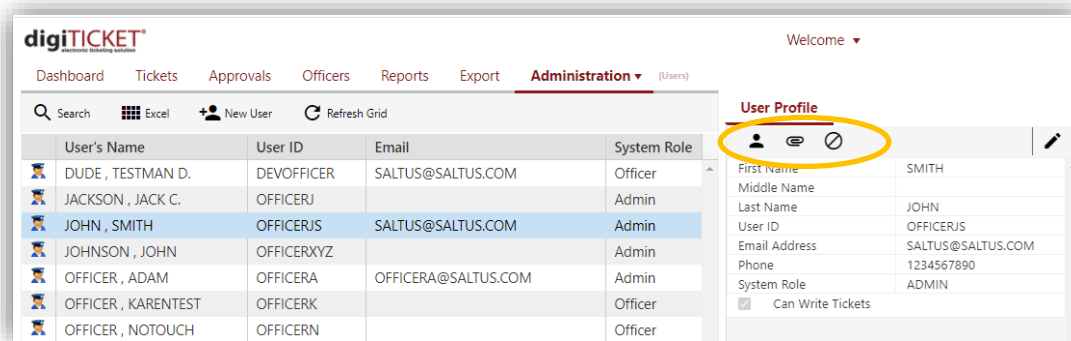


If you need to edit the court address or any other contact information, click on the “Court Information” tab on the right and then the edit pencil.

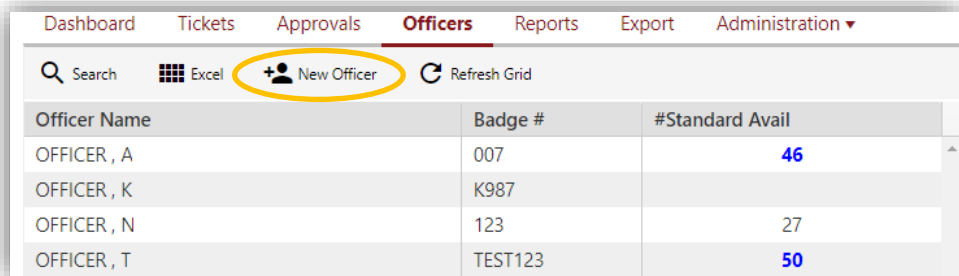


Managing Users

There have been minor changes made to user management in this version of the web application. You no longer need to click the edit pencil button to inactivate a user, upload a new signature or change their password. Those icons are now available at the top of the user profile.



You can also add a new user who will be issuing tickets directly from the Officers tab.



Officer Name	Badge #	#Standard Avail
OFFICER , A	007	46
OFFICER , K	K987	
OFFICER , N	123	27
OFFICER , T	TEST123	50