

Maintenance Work Request Online (MWRO)

July, 2022 Release Notes

1. MWRO top level menu has changed to two menu items: user information, and application information.



Maintenance Work Request

User Information menu item (grayed out if not logged in)

2. New styling and improvements for accessibility. More help icons with specific help information.

A screenshot of the MWRO application interface. The top header is dark blue with the SCDOT logo and user/menu icons. Below the header, the title "Maintenance Work Request" is centered. A warning message reads "** Dial 911 if you have an emergency. **". A section titled "Submitting a work request involves 4 steps:" lists: 1. Identify work location on the map (with a location pin icon and help icon), 2. Tell us about the work (with an information icon and help icon), 3. Input/confirm contact information (with a person icon and help icon), and 4. Submit (with a submit icon and help icon). Below this, two panels are shown: "Click on map to identify work location" featuring a map of the Columbia, SC area with a search bar, and "Tell us about the work" featuring a form with a legend indicating that a red asterisk (*) denotes a required entry. The form includes a dropdown for "Work Category", a text area for "Describe the nature of the maintenance work", and a partially visible field for "Describe the location of the maintenance".

3. Added a Received Date field so that internal SCDOT users can input when the issue was first reported versus when it is entered into MWRO. This date field is only available to internal SCDOT users, and it can't be any further than 10 days in the past.
4. Active Event field was added for SCDOT internal users. If the work request is related to an active event, the event can be selected from a pull down list.

5. Contact Information entry.

For SCDOT personnel that receive a call from the public, there is the ability to clear the SCDOT contact information and enter in the information of the caller. This is through the "Use my profile information" check box. When unchecked, an SCDOT user can enter a request on behalf of a caller.

If the caller doesn't provide an email (which is a required field), there is now a "Customer declines to provide email" check box. If selected, a "N/A" appears in the email field and the customer will not receive email notifications from MWRO. This precludes a user having to use their own email or a fictitious email address.

6. Admin Search additional search fields.

Added search options for Emergency Event, Requestor Name, and Entered By. The Requestor and Entered By search options will search any part of the name with partial information provided.

7. HMMS Integration. A change to the work category within HMMS will now be transferred back to MWRO and shown within the search results.