RIDOnline User Manual

Contents

1. Introduction

RIDonline is a computer application available via a web browser which supports the reporting and management of illegal dumping incidents. RIDonline is intended to be used by a wide range of stakeholders including the public, councils, RID Squads, other agencies involved in illegal dumping management and the EPA.

RIDonline provides two separate applications, or *interfaces*. The first of these, referred to as *RIDonline Public*, is a simple web application which is intended to be made available for public use to report illegal dumping incidents. The second interface, *RIDonline Private*, will only be available to those involved in the management of illegal dumping incidents.

RIDonline supports two different types of information:

Incidents:

Incidents represent a single incidence of illegal dumping i.e. an illegal dumping event which occurred at a single place and time, although a variety of material may have been dumped in the one incident. Incidents are the main type of information that RIDonline deals with.

Incidents can be reported but not managed via RIDonline Public. Incidents can be reported and managed via RIDonline Private.

RIDonline allows a wide range of information to be recorded about an incident, starting from the basics of what, when, where and who and moving through to details of subsequent investigation and prosecution, should these be undertaken. RIDonline Public only allows the basics of an incident to be reported.

Infrastructure:

Infrastructure is the term used to describe the range of preventative measures which are undertaken to reduce the incidence of illegal dumping. This includes physical measures such as bollards, gates and lighting as well as non-physical measures such as education.

RIDonline, both Public and Private interfaces, will be available from the EPA web site and RIDonline will be administered by the EPA.

EPA staff will be responsible for registering RIDonline Private organisations and their users and for maintaining the various lists used within RIDonline, such as the waste type lists. The EPA will be the first point of support for RIDonline users in terms of questions or problems that users may have.

RIDonline is currently hosted on a cloud server by Spatial Vision, who also developed the application. Spatial Vision will be responsible for managing the RIDonline system, ensuring that it is available and operating correctly.

RIDonline will supersede the existing illegal dumping database provided by the EPA and used by RID Squads. As part of the RIDonline implementation, data from this existing database has been migrated to the new RIDonline database where possible.

It must be noted that although the existing illegal dumping database and the new RIDonline system share much of the same information, they do not have identical data structures, neither do they use exactly the same lists, eg waste types.

This means that although most of the existing data has been migrated into matching fields in RIDonline, some data has necessarily been restructured or matched to new list values. Where data from the existing system did not match any RIDonline field, it has been added into the Incident History area, so that it can still be viewed, but not edited.

Photos from the existing system have not been migrated and if desired (especially for incidents currently being investigated), users may wish to upload those photos into RIDonline.

It is intended that the existing database will continue to be available in "view only" mode for a period, although from the time of cutover to RIDonline, no changes should be made to this original database as the migration to RIDonline will be a "once only" activity.

2. RIDonline Public Interface

The RIDonline Public interface is intended to be made available to anyone who wishes to use it to report an illegal dumping incident. Note that RIDonline Public does not allow the recording of Infrastructure.

Once released for use for the general public, RIDonline Public will be linked via the EPA Illegal Dumping web pages or will be directly accessible at ridonline.epa.nsw.gov.au

It is anticipated that RIDonline Public will be used the general public, community groups, charities, clean-up crews and rangers. Organisations which use RIDonline Private may also choose to have some of their staff make use of RIDonline Public for simple illegal dumping incident reporting – for example council staff undertaking mowing could use RIDonline Public to easily report incidents they come across.

RIDonline Public is designed to be used on a smartphone, although it will also work on a tablet or a desktop computer. It consists of five screens, shown below, which allow users to report an incident, providing photo(s), the location, details of what was dumped, any suspect vehicles and the reporter's contract details.

RIDonline Public is designed to make use of the smartphone's GPS and camera, with the incident location being set to the device location (assuming the user allows this) and the user able to take (or select) photos of the incident to include with the report. A map is provided so that the user can set the incident location if, for example, they are reporting the incident at a later time when they are no longer at the incident location.

Note that the RIDonline Public screen images below show only that part of each screen that is visible without scrolling. On most screens further content is available when you scroll down.
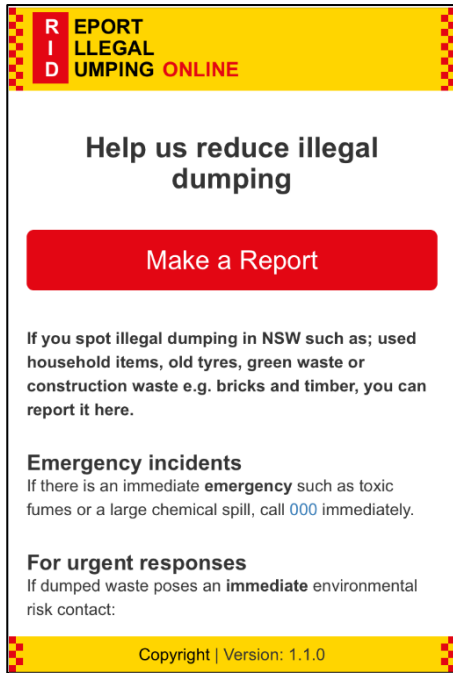
Start Screen
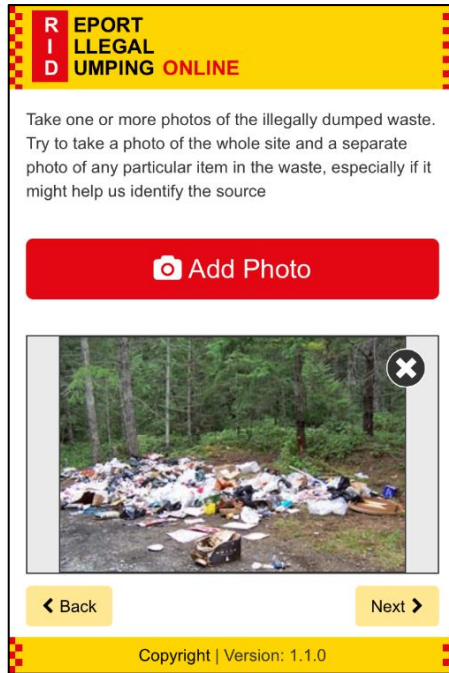
Add Photo Screen
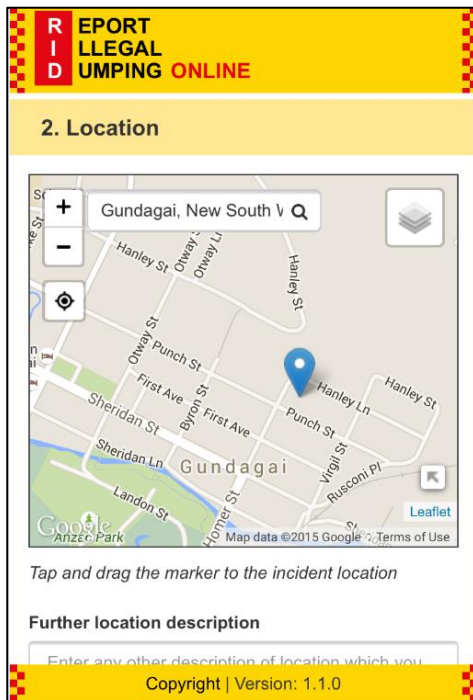
Location Screen

Details Screen

Send Report Screen   *Thank You Screen*

RIDonline Public does not require (or indeed allow) users to be registered to use it. Once an incident report has been submitted, RIDonline Public does not allow the reporter to change, track or manage that report.

When an incident report is submitted from RIDonline Public, the incident location is used to determine which council area the report falls within. The report is then automatically assigned to that council.

The reporter is shown the name of the council to which the incident was auto-assigned and the incident number, potentially allowing them to follow up on the report by directly contracting the council and quoting the incident number.

Note that the council is assigned the report even if the incident occurred on land which is the responsibility of another organisation, such as NPWS, or was of a nature or size which would be the responsibility of another organisation, such as the EPA.

RIDonline Private allows the council to re-assign the incident to another organisation if appropriate. Note that the original reporter does not receive any notification of such a re-assignment.

3. RIDonline Private Interface

RIDonline Private is intended for use by organisations responsible for the investigation and clean-up of illegal dumping incidents. In order for an organisation to make use of RIDonline, both their organisation and their user(s) must be registered by the EPA RIDonline administrator.

To support incident reassignment, each organisation must have at least one registered user and must designate one of their registered users as the "default" user to whom publicly reported incidents are assigned. Organisations must also provide a "default" email address, to which notification of re-assigned incidents is sent.

All RIDonline Private users are assigned to a single organisation. Users are identified by their email address which must be unique in RIDonline. This means that a person who may work for two organisations cannot be registered twice in RIDonline with the same email address.

A user may have one of three roles, these are:

1. An **Administrator** who has full functionality of the Private Interface. This includes access to the "Admin" menu option and management of "deleted" incidents (*see 6.3.12 Delete Incidents and 6.3.13 Un-Delete Incidents)*

2. An **Enforcement Officer** who has access to all incident details including legal information.

3. An **Other Officer** who has access to incident details.

RIDonline Private can be used for a number of activities related to managing illegal dumping incidents, including:

a) Viewing and managing publicly reported incidents which have been auto-assigned to your council

b) Viewing and managing incidents which have been reassigned to your organisation from another registered organisation

c) Entering new incidents which you have found and are reporting or which have been reported to you by "offline" means (eg phone call, email, another system)

d) Filling out more details of an incident when you have carried out a field inspection eg waste breakdown or additional photos.

e) Re-assigning an incident to another RIDonline user or organisation

f) Entering details of investigation activities

g) Entering details of clean-up activities

h) Entering details of regulatory actions taken

i) Viewing a history of changes made to an incident's information

j) Entering and updating details of infrastructure deployed to prevent/reduce illegal dumping

k) Viewing incidents and infrastructure on a map to assist in analysis and planning

l) Selecting and exporting incident data to undertake extended analysis and reporting

Note that RIDonline has been designed to provide greater state-wide visibility of illegal dumping activity. To support this goal, all information in RIDonline is visible to all registered RIDonline Private users i.e. everyone can see the incidents and infrastructure for all other organisations.

This state-wide visibility allows organisations and users to see and analyse illegal dumping activity for their neighbouring and similar organisations. This will help them compare the frequency, location and nature of their local dumping incidents, including those suspected as having perpetrated the offence, with surrounding incidents.

It is expected that this will facilitate better sharing of information and intelligence, better detect offenders who are operating across council boundaries and assist organisations to "benchmark" their performance.

This state-wide visibility will also assist the EPA to report on the level of illegal dumping activity across NSW and provide a more reliable set of statistics for future program planning.

Note however that incidents can only be edited by users registered to the organisation which currently "owns" an incident record. Incidents are owned by the organisation to which they were auto-assigned or re-assigned or which created them.

Even though an incident is shown as being assigned to a specific "investigating officer" within the organisation (who must be a registered RIDonline Private user), any user registered to that organisation can edit that incident.

4. Login Screen

RIDonline Private is a web application, accessible from a browser on your desktop or mobile device. Prior to accessing RIDonline Private, you must have been registered by an EPA RIDonline administrator. You will be required to complete a registration form and will then be provided with your login details.

RIDonline only works if you are connected to the internet.

Since it makes use of recent browser capabilities, such as GPS and camera integration, it is only supported on recent browser versions including current versions of Chrome, Firefox, Safari and Internet Explorer 10 or later.

Although RIDonline Private has been designed to work on desktop, tablet and smartphone devices, it displays potentially large amounts of data and will be easiest used on a larger screen such as a large tablet or desktop computer.

Once released for use, RIDonline Private will be linked via the EPA Illegal Dumping web pages or will be directly accessible at private.ridonline.epa.nsw.gov.au

The RIDonline Private Login screen is shown below.

Note that your user name is your email address and your password will be provided by the EPA RIDonline administrator. Passwords are case sensitive.

In order to log into RIDonline, you must enter your Username, Password and accept the Terms and Conditions. To view the Terms & Conditions, select the hyperlink above the "Logon" button.

This will open a new web browser window with the terms and conditions for the use of RIDonline. If you are happy to continue to use the application, return to the Login screen and select the "I agree to the Terms & Conditions" checkbox.

Note that you are limited to a single login to RIDonline Private at a time. If you are logged in on one device and then log in on a second device (or browser), your first log in will be terminated

5. Main RIDonline Screen and Menu

Once you have logged in to RIDonline Private, you will see the main screen. The screen consists of a header and footer, plus a main content area. The main content area will vary according to the menu option you have selected – each of these is described in subsequent sections of this document.

The header of the screen shows the RIDonline logo, plus the menu of options. All users will see all menu options other than the Admin option, which will be shown for EPA RIDonline administrators only.

The footer is shown at the bottom of the page and where the page is long, will not be visible unless you scroll to the bottom. The footer shows a link to the Terms and Conditions of use, the current RIDonline Private software version and the name of the currently logged in user and their organisation.

The software version information is important to provide if you are reporting a problem to assist diagnosis.

You will remain logged in to RIDonline Private as long as your browser remains open. You should use the Logout menu option to ensure you are logged out if you are using a shared computer or leaving your computer unattended for a period of time to ensure others cannot use your RIDonline Private account.

6. Incidents

The Incidents menu option is selected by default when you first log in and provides you with access to a number of screens which enable to find, view, edit and manage Incidents.

6.1. Find Incidents

This is the default screen displayed when you first log in. The purpose of this screen is to:
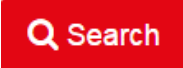
a) enable you to search for incidents using a number of different search criteria

b) view the resulting list of incidents (if any)

c) view the incidents on a map

d) export the result list to a file for use in Excel or other software

e) create a new incident

The different areas and functions will depend on the Role you have been assigned. These include:

Component	Description
Search Criteria	This area provides a number of fields which you can specify to limit the incidents found when you search. These are: • **Location** - Search by street address or suburb. The search is done on a partial match. • **Investigating Agency/Program** – Search by the organisation that the incident is assigned to. Select from type ahead dropdown list (as you enter text, the application will automatically filter the list based on the value entered). • **Vehicle of Interest** –Search by text field, registration number 🛑 Available to Administrators and Enforcement Officers onl of vehicle of interest. The search is done on a partial match. • **Reported Date** – Search using the calendar range. By default these values will be populated to be a month before the current day. • **LGA/Council** –Search by the Council area in which the incident falls. Select from type ahead dropdown list (as you enter text, the application will automatically filter the list based on the value entered). Only council areas which have incidents reported will be displayed. • **Investigating Officer** –Search by investigating officer. Select from type ahead dropdown list (as you enter text, the application will automatically filter the list based on the value entered). Only investigating officers who are linked to incident reports will be listed. • **Person of Interest** – Search by text field, enter name of person interested. The search is done on a partial match 🛑 Available to Administrators and Enforcement Officers or • **Investigation Status** – A drop down list to search for only open or closed incidents. • **Exclude Duplicates** – Uncheck to include duplicate incidents. By default, the checkbox is ticked. • **Public Reports Only** – Check to only display reports created from the RIDonline public interface.
Q Search	Once you have entered your desired search criteria, click/tap this button to search the database and view the results
Clear	Click/tap this button to clear your current search criteria and reset the date range back to default

Component	Description
Result List	Once you have done a Search, this area shows you the results. Above the list at the left, you will see how many incidents were found. If you found more than 30 incidents, only the first 30 will be shown initially. If you scroll to the bottom if the list, you will see the button below. Tap or click this to load a further 30 results. Load next 30 results Note that if you have more than 30 results, rather than loading more and more, it is generally better to change your search criteria to further limit the results. Click or tap on an incident in the result list to view/edit its details.
View on map	If you have found one or more incidents, click/tap this to see these incidents on a map. Note that the map will display all results found, not just the ones currently displayed in your result list.
CSV	If you have found one or more incidents, click/tap this to export the results list to a CSV (comma separated value) file. This file can be saved to your computer or directly opened in Excel. Note that the CSV file will contain all results found, not just the ones currently displayed in your result list.
Quick search: 12430 Go	If you know the number of the incident you wish to view, type its number in to the Quick Search box and click/tap Go
+ Add New Incident	If you wish to create a new incident, click/tap this button

RIDonline contains many thousands of incidents including those migrated from the existing database. To limit the search results to a shorter and more useful list, the search criteria automatically set the current user as the Investigating Officer and the Reported Date range to the last month.

 Make sure you change or remove these default values if they do not suit your search.
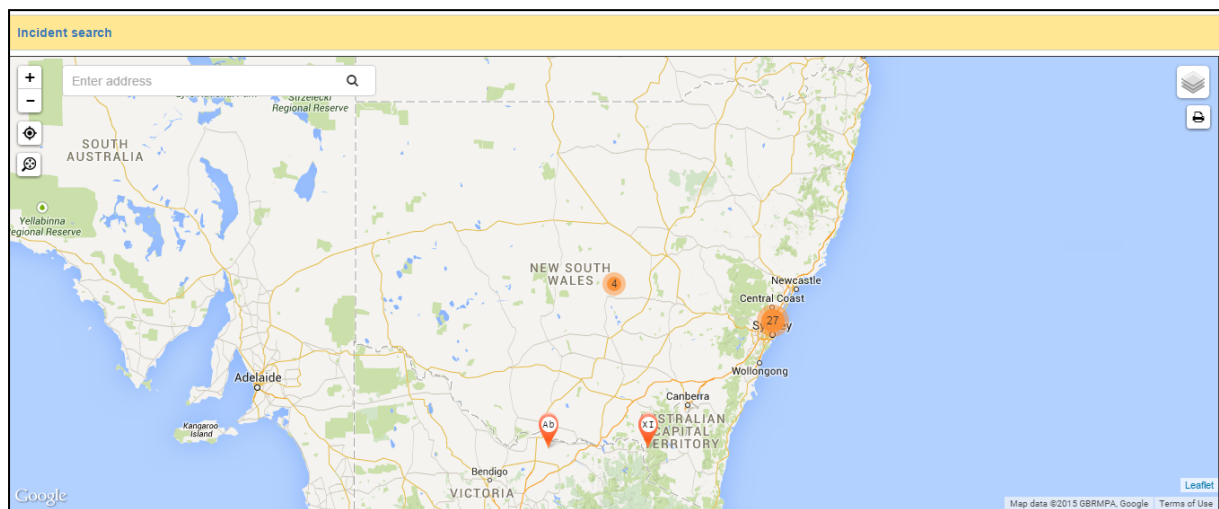
6.2. Incident Map

The Incident Map screen is displayed when you click on the View on Map button above the Incident Result List. The map shows the incidents from the result list on a map of NSW, based on their location.
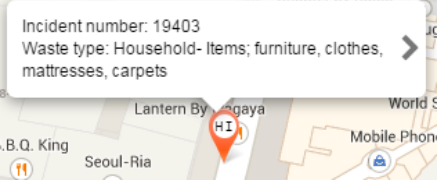
The existing database did not store a latitude and longitude. To allow this migrated data to be displayed on a map, a location has been determined from the address recorded. Depending on the quality of the address information, the calculated location may not be precise. In addition, some existing incidents did not have addresses which could provide a location – these will not be displayed on the map.

The Map screen works in similar manner to other mapping sites such as Google Maps. The map can be moved by dragging the mouse (or your finger on a touch device). You can zoom in or out using standard touch gestures or with the mouse wheel.

The available map controls are:

Control	Description
+ −	Click or tap the buttons to zoom the map in or out
⌖	Click or tap this button to centre the map on your current location. If you are running RIDonline Private on a mobile device with an inbuilt GPS, this location will be reasonably accurate. If you are using a desktop computer, the location is based on your network connection point and will be approximate.
🔍	Clicking or tapping this button will zoom the map to the extent of the incidents displayed
Enter address 🔍	This is a standard Google Maps address search. Start typing an address and you will be presented with a list of matching addresses. Select one to zoom to this address

Control	Description
	Map layer selector. Click or tap this button to display a list of three Google map layers you can select – Street, Satellite or Terrain. The Street map will generally be most useful in built up areas and Satellite or Terrain in rural areas.
	Map Print. Click or tap this button to generate an image of the current map. The image can be saved to your computer or opened and printed.
	Multi-incident "cluster" marker. The orange circle with a number in it indicates that multiple incidents occur at that location and are too close to display separately. Hovering your mouse (if using a mouse) displays a blue shape which shows the extent of the incidents included in the cluster. Clicking or tapping the cluster marker zooms the map to "break apart" the cluster into either individual incident markers or smaller cluster markers.
	Incident marker. Incidents are shown with an orange marker with a 2-letter abbreviation. Clicking or tapping the marker shows a "callout" window which gives the incident number and the full description of the incident primary waste type (which explains what the 2-letter abbreviation means). Clicking or tapping the callout window takes you to the detail screen for this incident.

From the Incidents Map screen, click or tap the "Incident Search" link at the top left to return to the Find Incidents screen.

6.3. Incident Detail

This screen provides access to all of the details stored for an incident. If you are registered to the organisation which currently "owns" this incident, you will be able to edit its details, save it, delete it or re-assign it. If you are not, you will be able to view its details.

You can get to an incident's detail screen in a number of ways:

a) Click or tap the incident in the results list on the Find Incidents screen

b) Click the Add New Incident button on the Find Incidents screen

c) Use the Quick Search control at the top of the Find Incidents screen by entering an incident number and clicking Go

d) Tap or click an incident marker on the Incident map, then tap or click the callout displayed

e) Click the link provided in an incident re-assignment email (see below for description)

The Incident Detail screen uses a set of 8 tabs to group the incident data. These are displayed on the left-hand side of the Details screen and are numbered in the order you would typically use them (although you may use them in any order you choose).

> Note that a small number of data fields are mandatory and must have data entered for them before you can save the incident record. These mandatory fields are marked with an asterix (*)

On small device screens, the tabs are displayed on a screen by themselves and clicking or tapping one displays the related detail area. On a larger screen, such as that shown above, the tabs and the detail area are shown on the same screen.

The top left of the Incident Detail screen shows an Incident Header which displays basic incident detail including its incident number, address and when and by whom it was created.

> All incidents are automatically allocated an incident number when they are created, including when they are reported via RIDonline Public. This number allows you to quickly view and edit this, using the Quick Search function on the Find Incidents screen. It is a convenient way to allow others to find the incident.

From the Incident Detail screen, click or tap the "Incident Search" link at the top left to return to the Find Incidents screen.

The buttons available on this screen, if you are registered to the organisation which owns the incident, are:

Button	Description
^ ⌄	Next/previous incident. Clicking or tapping the up or down arrow will take you to the previous or next incident in the result list (if there is one). This is a convenience control that stops you having to go back to the Find Incidents screen to select the next incident.
🖫 Save	Saves any changes you have made to the incident's details
👤 Reassign	Re-assign the incident to another user or organisation. See below for a description of this function
🗐 Mark as duplicate	Marks the current incident as a duplicate of another incident report. See below for a description of this function
✖ Delete	Deletes the current incident record. You will be asked to confirm this action as it cannot be undone without the assistance of an EPA administrator
↺ Undelete	Allows an EPA administrator to "undelete" a previously deleted incident

6.3.1. New Incident

When you create a new incident record, the Incident Detail screen will initially display as shown below.

Only the General and Location tabs are displayed and the only button available is Save. These two tabs contain mandatory fields and you must enter data into all mandatory fields, then click Save.

If you have not completed all mandatory fields when you click Save, you will be shown an error message at the top of the screen and the incident record will not be saved eg:

⚠ **Please specify location of the incident.**

Once you have entered all required data and saved the incident record, the full set of tabs and buttons will be displayed.

6.3.2. 1 – General Tab

This tab shows a range of general incident information including who reported it and when.

Please note the following information about some of the data fields on this tab:

Field	Note
Investigating Agency & Investigating Officer	These fields are not directly editable. If you have created the incident, they will be set to your name and organisation. If the incident was reported via RIDonline Public, they will have been automatically set based on the council area in which the incident falls and the default user defined for that council. You can change these fields by reassigning the incident (see description of this function below)

Field	Note
Complainant or Source of Information Phone	The phone number must be entered as a 10-digit number with no spaces or punctuation, either a mobile phone number of a landline with area code (!) Available to Administrators and Enforcement Officers only
Complainant or Source of Information Email	Must be a valid email address structure (!) Available to Administrators and Enforcement Officers only
Vehicle Registration of Interest	You can add one or more vehicle registrations. To add one, select the state, enter the registration and click the Add button. You can remove vehicle registrations you have added by clicking the red cross shown next to each row (!) Available to Administrators and Enforcement Officers only

6.3.3. 2 – Location Tab

This tab shows the location of the incident on a map and related location data.

The map displays the location of the incident with the blue marker.

The location of the incident can be set or changed (assuming you have edit access to this incident record) by clicking or tapping on the marker and dragging it to the desired location. You can also click or tap on the map to move the marker to a new point.

You can click or tap the GPS button on the map to centre the map on your current location. This is only useful if you are running RIDonline Private on a mobile device in the field.

The Address Search on the map allows you to find a new location on the map, using the standard Google Maps search function. When you have the desired location showing, click or tap to move the marker to the desired location.

Please note the following information about some of the data fields on this tab:

Field	Note
Address	This field is view only. It is set to the address of the current marker location. The address is determined by asking Google Maps for the address of the current latitude and longitude. In rural areas, if the marker is far from a road, the address may not be useful.
Council/LGA	This field is view only. When you save the incident record, RIDonline compares the latitude and longitude with council boundaries and sets this field to the relevant council/LGA.
Lat/Long	This field is view only. It displays the latitude and longitude of the current marker location.
Location	This is the only editable text field on this tab. You can enter any additional information regarding the incident location.

6.3.4. 3 – Waste Tab

This tab contains information about the waste which has been dumped.

There are three levels of waste information:

a) The Primary Waste Type, which is a single summary description of the waste.

b) The Breakdown of Waste. This is used to describe the waste components which make up the waste, including what percentage of the total each breakdown type comprises

c) Individual Waste Items. This is used to list individual waste items within the waste dumped.

> Primary waste type is the only information included with public reports.
>
> If you carry out a field inspection of the incident, you may choose to add waste breakdown and individual item information through the Private Interface.

Please note the following information about some of the data fields on this tab:

Field	Note
Size	Enter the length, width and height of the dumped waste. These are in metres but can be entered to one decimal place i.e. to the nearest 10 cm.
Calculated Weight (tonnes)	RIDonline stores an average density for each Primary Waste Type. If the incident has a Primary Waste Type recorded, plus a length, width and height, a weight is calculated and displayed view-only

Field	Note
Estimated Weight (tonnes)	This field allows you to enter an estimated weight in tonnes. This may be done in place of a calculated weight (perhaps because you already have an accurate weight and enter the weight instead of the length, width and height). Alternately you may believe the calculated weight (being based on averages) to be inaccurate and choose to enter a more realistic weight estimate using your experience. ⛔ Wherever RIDonline uses the weight, it will first use the estimated weight, if it has been entered, otherwise it will use the calculated weight (if it exists)
Waste Breakdown Hazmat?	Each waste type in the Waste Breakdown list has been classified as being hazardous or not. This non-editable field displays that classification. Where a waste breakdown entry is classified as hazardous, it is automatically shown on the Clean-up tab where you can record if the waste was verified as hazardous during the clean-up process.

6.3.5. 4 – Photos Tab

This tab displays any photos which have been recorded against the incident.

Each existing photo is shown as a thumbnail image. Click or tap the image to display the image full size. Once the image is displayed full size, on a desktop computer you can right click the mouse on the image to see the browser menu which allows you to save, copy or print the image.

Existing images can be deleted by clicking or tapping the white cross at the top right of an image thumbnail.

New photos can be added by clicking or tapping Add Photo. On a mobile device with an inbuilt camera, this will allow you to take a photo or select one from the "camera roll". On a desktop computer, you will get a standard file browser to select an existing image.

Primary waste type is the only information included with public reports.

If you carry out a field inspection of the incident, you may choose to add waste breakdown and individual item information through the Private Interface.

Administrators and Enforcement Officers have the ability to restrict the visibility of photos.
Each photo is provided with a checkbox to indicate whether the image should be available to all users.

By default, any photos included in a Public incident is automatically restricted.

6.3.6. 5 – Investigation Tab

This tab displays information about the investigation of the incident (if any).

Status

| Investigation status: | Status Date: |
| Closed | 03/01/2014 |

| Reason: | Perpetrator: |
| Lack of Evidence | Corporate |

| Person of Interest: |
| John Smith |

Note

Spoke to reporter but failed to gain further useful informtion

Please note the following information about some of the data fields on this tab:

Field	Note
Investigation Status	Records the overall status of the investigation, if any. If you select Closed, you should select the reason for closing the investigation in the Reason field underneath.
Status Date	Enter the date applicable to the selected status. Clicking or tapping in this field will display a calendar control which allows you to navigate years and months, then click or tap the date to set it in the field. Note that you may also directly edit the date in the format DD/MM/YYYY
Person of Interest	Enter the name(s) of any persons(s) of interest. Note that names entered here can be used to search and find incidents using the Person of Interest search criteria field on the Find Incidents screen Available to Administrators and Enforcement Officers only

6.3.7. 6 – Clean-up Tab

This tab shows details of the incident clean-up, if any.

Please note the following information about some of the data fields on this tab:

Field	Note
Clean-up Cost	Enter the cost of the clean-up. If you enter a cost in this field, you must also select whether this cost is Actual or Estimated in the Clean-up cost type field below
Hazardous Material	If you have selected any Waste Breakdown values which are classified as Hazardous, they will automatically be listed in this table.
	The intention is that you can confirm, or otherwise, whether this hazardous material was present, as determined during the clean-up process.

6.3.8. 7 – Regulatory Actions Tab

This tab displays details of any regulatory actions taken.

For a new incident record, this tab will initially be empty, displaying only the Add Regulatory Action drop down list and button. You can add six types of regulatory actions on this tab:

 The following are available to Administrators and Enforcement Officers only:

a) Official Caution
b) Court Elect
c) Court Attendance Notice
d) Prevention Notice

 Available to all users:

a) Penalty notice
b) Clean-up notice

Select the desired type of regulatory action and click the Add button. A new section will be added to the tab for this type containing a set of relevant fields.

All regulatory action types share three common fields; Offender, Offence and Date Issued.

 You may have multiple sections of the same regulatory action type if desired.

6.3.9. 8 – Incident History Tab

This tab contains view only information about the history of this incident record.

There are two areas on this tab. All incidents will have the top Incident history section. This section shows a list of actions which have occurred for this incident, including when the incident was viewed, created, edited or reassigned.

The bottom section, Incident migration notes, is only present for incidents which have been migrated from the existing system. It shows "extra" data from the existing database which could not be placed into RIDonline data fields and is for information only.

6.3.10.   Reassign Incident

If you have edit permission on an incident (i.e. you are registered to the organisation which is the Investigating Agency for the incident), you may re-assign the incident to another user or organisation.

You may wish to reassign the incident to another user in your organisation, to indicate that they are now the Investigating Officer. Alternately, you may wish to reassign the incident to another organisation if you believe they are the appropriate organisation to deal with the issue.

For example, a report submitted via RIDonline Public may have been assigned to your council because it falls within your council's boundaries, however the incident may be on public park land managed by NPWS and so you may wish to assign it to them.

Another example is that the incident may involve a large amount of dumped waste and so is the responsibility of the EPA.

When you reassign an incident to another organisation, it will initially show the default user for that organisation, or you may, if you know them, select a specific user in that organisation to assign the incident record to.

Once you click or tap the Reassign button, you will be shown the screen below to select the organisation. You can select an organisation by either scrolling down the list, or by typing a few letters of the organisation's name into the search box to filter the organisation list.

If you are assigning the incident to another person in your organisation, you would, of course, select your own organisation.

The organisation list shows the default email address and default user for each organisation. If either of these values are not set, you will not be able to reassign to this organisation and would need to contact the EPA RIDonline administrator to have this information entered.

Once you have found the desired organisation, click or tap it and you will be shown the screen below.

Initially the default user for that organisation will be selected. You may leave the default user or select any other registered user for that organisation from the dropdown list.

You must also enter a reason why you are reassigning the incident and can then click or tap the Reassign button (or Cancel if you have changed your mind).

The Investigating Organisation and Investigating Officer are then set to the new values and an automated notification sent by email to three email addresses:

a) The email address for the organisation

b) The email address for the selected user

c) An EPA email address, to allow EPA to monitor when and why such reassignments are being made

Note that if you have reassigned the incident record to another organisation, you will immediately lose edit access to this incident. This means if you have reassigned it in error, you would need to have a user in the organisation you have reassigned it to reassign it back to you.

6.3.11.   Duplicate Incidents

When you display the Incident Detail screen, RIDonline Private compares the incident to all other incidents in the database and if it determines that any are potential duplicate reports, an extra tab; **9- Potential Duplicates** is automatically shown.

Incidents are considered as potential duplicate reports if they occur within 250 metres of each other and are reported within a week of each other.

The example screen above, for incident number 19431, shows that one other incident record, for incident number 19429, is a potential duplicate. The information shown for this potential duplicate includes where and when it was reported, how far apart the report locations are and how many days apart the reports were made.

The information also shows that this incident record has not been confirmed as a duplicate.

You can click or tap the potential duplicate incident number (i.e. 19429 in the example screen above) to view the full details of that incident record. Of course, on that incident record (19429), *this* incident (19431) will be listed as a potential duplicate, allowing you to easily move back and forward between the two records, comparing their details.

If you decide the records do represent a duplicate report, on the record you want to discard, click the "Mark as duplicate" button at the top of the screen

Once you have done this, the duplicate record screen will change to display as shown below and the record will no longer be editable. If you have marked it as duplicate in error, you may click the "Unmark duplicate" button to undo the action.

Note that on the Find Incidents screen, by default records marked as duplicate will not be included in the results list. If you wish to display duplicate records, uncheck this box before searching. To help you locate records marked as duplicate, they are shown in the result list with a red bar to the left, as shown below.

6.3.12.   Delete Incidents

When you select an incident within our organisation and view it's details, you will have the option to delete the incident if the has been incorrectly created.

Selecting the Delete button displays a confirmation prompt requiring you to select "Delete" again, otherwise cancel the action.

Once you have done this, the deleted record will change to display as shown below and the record no longer be available within the incident search (other than to EPA Administrators).
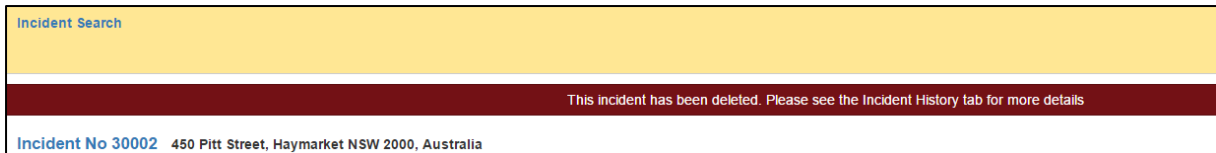
Note that you may only delete incidents that have been assigned to your Organisation.

Once an incident has been deleted it can only be "undeleted" by an EPA Administrator.

6.3.13.   Un-delete Incidents

EPA Administrators have the ability to "un-delete" previously deleted incidents.

The incident search page provides the option to search deleted incidents.

Selecting the "Include Deleted Incidents" checkbox and selecting Search will display a list of incidents including any that have been deleted.

These are marked with a maroon colour row indicator and a strikethrough the Incident No., as shown below:

Selecting a deleted incident will display the option to "Undelete":
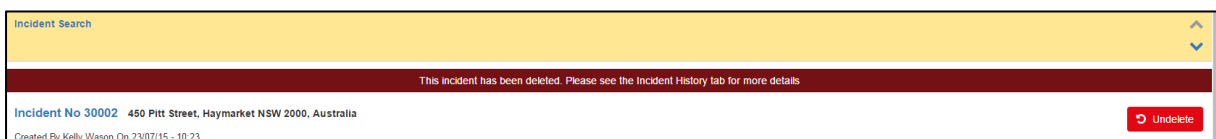
Selecting "Undelete" will re-activate the incident and make it available to all RIDOnline users.
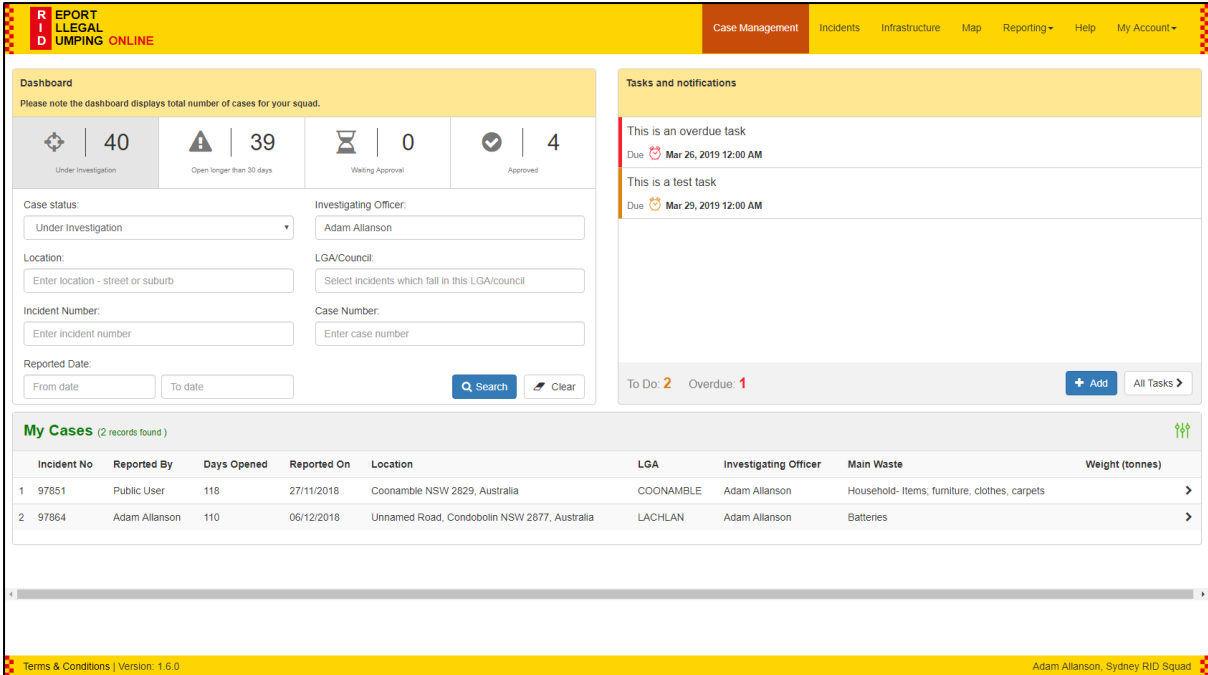
7. Case Management

Organisations have the ability to be elected as a case management organisation, which enables further functionality when using the RIDonline private system.

7.1. Case Management Home Screen

The case management home screen has been split into three sections where the officer has the ability to search for cases, view notifications and see a list of cases.

7.1.1. Tasks and notifications

The officer has the ability to see tasks that they must accomplish, these can be produced either by the officer themselves as a general task to do or created by the system when the officer is assigned to a case where a request to add a case regulatory action or a close case has been either approved or rejected by a case supervisor (**see sections 1.3.8 and 1.4**).

Each task has a due date and an associated colour which will change from orange to red when the due date is passed. When the mouse is hovered over each task the user is also presented with the option to complete the task where it will be removed from the sections display.
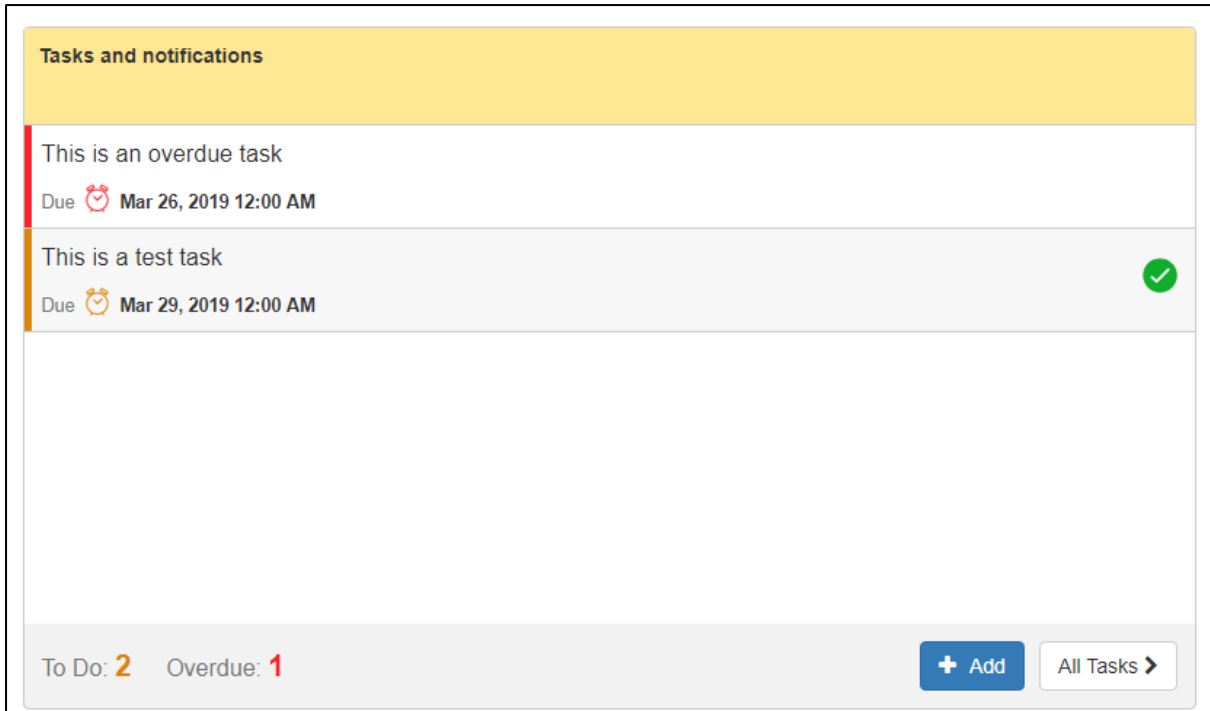
Pressing the [**+ Add**] button allows the officer to add another task to the list.

Pressing the [All Tasks >] button tasks the user to a more detailed task screen where they have the ability to add a new to do task or complete an existing task, edit an existing task, delete an existing task or view all of their completed tasks.
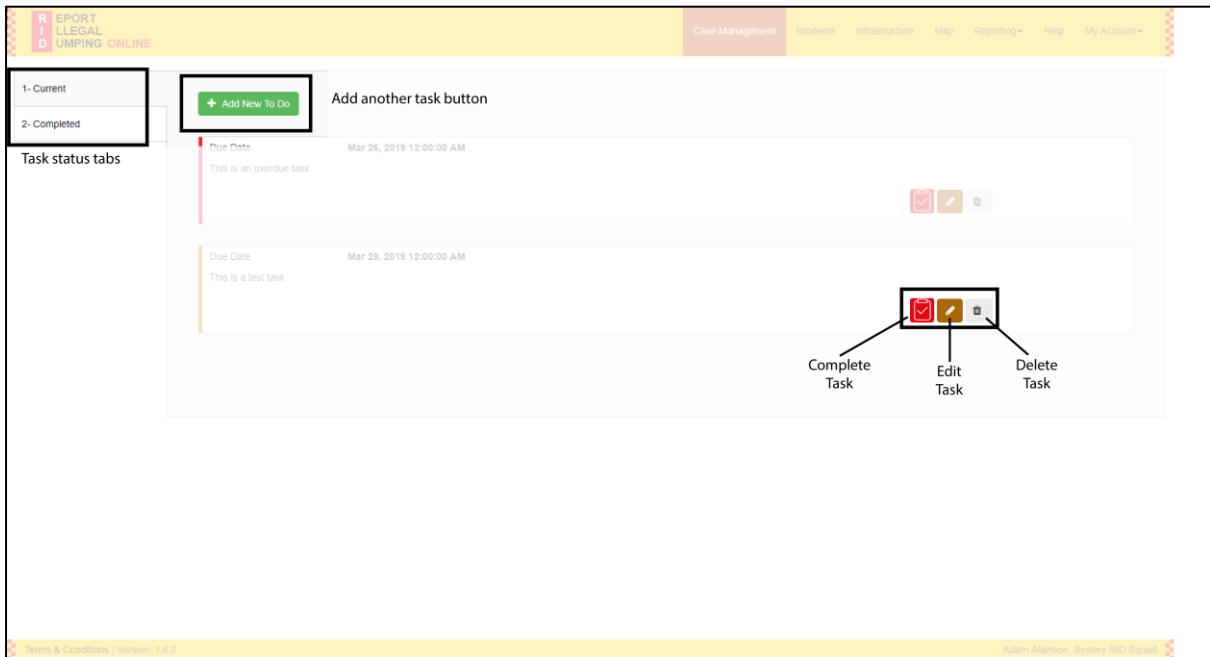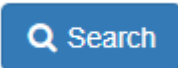
7.1.2. Dashboard and 'My Cases' sections

The dashboard section of the case management screen, gives the officers an overview of the status of all the cases assigned to the organisation that the officer is a part of.

The under investigation tab is the collection of all cases that are not in a closed state. The open longer than 30 days are cases which have been opened for a period of over 30 days. The waiting approval tab are the cases which are either waiting for a case supervisor to approve or reject a case close request or approve or reject a request to add a regulatory action to the case. The approved tab are those cases, which have regulatory actions that a case supervisor has approved and are waiting for an officer to complete or abandon them.

The search criteria below these tabs allow the officer to search the cases and further refine the list of cases presented under the 'My Cases' section. The 'My Cases' results table defaults to the signed in officer and the cases with a status of under investigation however these can be changed.

The options available to search by are:

Component	Description
Search Criteria	This area provides a number of fields which you can specify to limit the cases found when you search. These are: • **Case Status** - A drop down list to search for specific status of the case, these options align to the graphics above the search field. Options are; all, Under Investigation, Open longer than 30 days, Waiting Approval, Approved or Closed Cases. • **Investigating Officer** –Search by investigating officer. Select from type ahead dropdown list (as you enter text, the application will automatically filter the list based on the value entered). Only investigating officers who are linked to an organisation with case management will be displayed. ⚠️ Selecting an officer in an organisation other than the one that the signed in officer is assigned to will display no results. • **Location** - Search by street address or suburb. The search is done on a partial match. • **LGA/Council** –Search by the Council area in which the incident falls. Select from type ahead dropdown list (as you enter text, the application will automatically filter the list based on the value entered). Only council areas which have incidents reported will be displayed. • **Incident Number** –Search by the incident number associated with a case. • **Case Number** – Search by the number associated with the case • **Reported Date** – Search using the calendar range.
Q Search	Once you have entered your desired search criteria, click/tap this button to search the database and view the results
Clear	Click/tap this button to clear you current search criteria and reset the date range back to default

When search is pressed, the My Cases section will present a list of returned cases which match the selected criteria. Cases will only be displayed if the assigned officer is the same organisation as the officer attempting to search. Clicking one of the returned results will present the officer with a view of the case.

7.2. Case Details

The case detail view maintains a similar form to the incident detail but has added tabs to accommodate that of the case.

The case detail screen uses a set of 11 tabs to group the data. These are displayed on the left hand side of the details screen.

Note that a small number of data fields are mandatory and must have data entered for them before you can save the incident record. These mandatory fields are marked with an asterix (*)

The case header displays details about the created time as well as the last updated time.

Case's and case numbers are automatically created when the incident is assigned to a case management organisation. This allows for easier identification and searching.

7.2.1. Case Tabs

Cases have 11 tabs as opposed to the 8 available for an incident, the tabs are very similar in functionality and content. There are 3 entirely new and the Regulatory Actions tab has been altered to Case Regulatory Actions.

7.2.2. 1 – General Tab

This tab shows a range of general incident information including who reported it and when.

Please note the following information about some of the data fields on this tab:

Field	Note
Investigating Agency & Investigating Officer	These fields are not directly editable. If you have created the incident, they will be set to your name and organisation. If the case was reported via RIDonline Public, they will have been automatically set based on the council area in which the case falls and the default user defined for that council. You can change these fields by reassigning the incident (see description of this function in the incidents section **XXXX**)
Complainant or Source of Information Phone	The phone number must be entered as a 10-digit number with no spaces or punctuation, either a mobile phone number of a landline with area code
Complainant or Source of Information Email	Must be a valid email address structure
Vehicle Registration of Interest	You can add one or more vehicle registrations. To add one, select the state, enter the registration and click the Add button. You can remove vehicle registrations you have added by clicking the red cross shown next to each row

7.2.3. 2 – Location Tab

This tab shows the location of the case on a map and related location data.

The map displays the location of the case with the blue marker.

The location of the case can be set or changed (assuming you have edit access to this incident record) by clicking or tapping on the marker and dragging it to the desired location. You can also click or tap on the map to move the marker to a new point.

> You can click or tap the GPS button on the map to centre the map on your current location. This is only useful if you are running RIDonline Private on a mobile device in the field.

The Address Search on the map allows you to find a new location on the map, using the standard Google Maps search function. When you have the desired location showing, click or tap to move the marker to the desired location.

Please note the following information about some of the data fields on this tab:

Field	Note
Address	This field is view only. It is set to the address of the current marker location. The address is determined by asking Google Maps for the address of the current latitude and longitude. In rural areas, if the marker is far from a road, the address may not be useful.
Council/LGA	This field is view only. When you save the case record, RIDonline compares the latitude and longitude with council boundaries and sets this field to the relevant council/LGA.
Lat/Long	This field is view only. It displays the latitude and longitude of the current marker location.
Location	This is the only editable text field on this tab. You can enter any additional information regarding the case location.

7.2.4. 3 – Waste Tab

This tab contains information about the waste which has been dumped.

There are three levels of waste information:

d) The Primary Waste Type, which is a single summary description of the waste.

e) The Breakdown of Waste. This is used to describe the waste components which make up the waste, including what percentage of the total each breakdown type comprises

f) Individual Waste Items. This is used to list individual waste items within the waste dumped.

> Primary waste type is the only information included with public reports.
>
> If you carry out a field inspection of the case, you may choose to add waste breakdown and individual item information through the Private Interface.

Please note the following information about some of the data fields on this tab:

Field	Note
Size	Enter the length, width and height of the dumped waste. These are in metres but can be entered to one decimal place i.e. to the nearest 10 cm.
Calculated Weight (tonnes)	RIDonline stores an average density for each Primary Waste Type. If the case has a Primary Waste Type recorded, plus a length, width and height, a weight is calculated and displayed view-only

Field	Note
Estimated Weight (tonnes)	This field allows you to enter an estimated weight in tonnes. This may be done in place of a calculated weight (perhaps because you already have an accurate weight and enter the weight instead of the length, width and height).
	Alternately you may believe the calculated weight (being based on averages) to be inaccurate and choose to enter a more realistic weight estimate using your experience.
	⛔ Wherever RIDonline uses the weight, it will first use the estimated weight, if it has been entered, otherwise it will use the calculated weight (if it exists)
Waste Breakdown Hazmat?	Each waste type in the Waste Breakdown list has been classified as being hazardous or not. This non-editable field displays that classification.
	Where a waste breakdown entry is classified as hazardous, it is automatically shown on the Clean-up tab where you can record if the waste was verified as hazardous during the clean-up process.

7.2.5. 4 – Photos Tab

This tab displays any photos, which have been recorded against the case.

Each existing photo is shown as a thumbnail image. Click or tap the image to display the image full size. Once the image is displayed full size, on a desktop computer you can right click the mouse on the image to see the browser menu which allows you to save, copy or print the image.

Existing images can be deleted by clicking or tapping the white cross at the top right of an image thumbnail.

New photos can be added by clicking or tapping Add Photo. On a mobile device with an inbuilt camera, this will allow you to take a photo or select one from the "camera roll". On a desktop computer, you will get a standard file browser to select an existing image.

Primary waste type is the only information included with public reports.

If you carry out a field inspection of the case, you may choose to add waste breakdown and individual item information through the Private Interface.
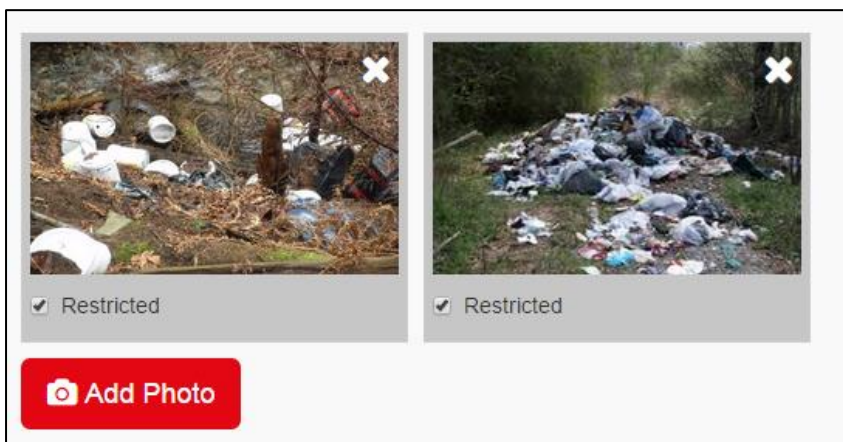
Each photo is provided with a checkbox to indicate whether the image should be available to all users.

By default, any photos included in a Public incident is automatically restricted.

7.2.6. 5 – Investigation Tab

This tab displays information about the investigation of the case (if any).

Status

Investigation status:
Closed ▼

Status Date:
03/01/2014

Reason:
Lack of Evidence ▼

Perpetrator:
Corporate ▼

Person of Interest:
John Smith

Note

Spoke to reporter but failed to gain further useful informtion

Please note the following information about some of the data fields on this tab:

Field	Note
Investigation Status	Records the overall status of the investigation, if any. If you select Closed, you should select the reason for closing the investigation in the Reason field underneath.
Status Date	Enter the date applicable to the selected status. Clicking or tapping in this field will display a calendar control which allows you to navigate years and months, then click or tap the date to set it in the field. Note that you may also directly edit the date in the format DD/MM/YYYY
Person of Interest	Enter the name(s) of any persons(s) of interest. Note that names entered here can be used to search and find incidents using the Person of Interest search criteria field on the Find Incidents screen Available to Administrators and Enforcement Officers only

7.2.7. 6 – Clean-up Tab

This tab shows details of the case clean-up (if any).

Please note the following information about some of the data fields on this tab:

Field	Note
Clean-up Cost	Enter the cost of the clean-up. If you enter a cost in this field, you must also select whether this cost is Actual or Estimated in the Clean-up cost type field below
Hazardous Material	If you have selected any Waste Breakdown values which are classified as Hazardous, they will automatically be listed in this table. The intention is that you can confirm, or otherwise, whether this hazardous material was present, as determined during the clean-up process.

7.2.8. 7 – Case Regulatory Actions Tab

This tab displays the details of any case regulatory actions take

For a new case record, this tab will initially be empty, displaying only the Add Regulatory Action drop down list and button. You can add six types of regulatory actions on this tab:

a) Official Caution

b) Court Elect

c) Court Attendance Notice

d) Penalty Notice

e) Clean-up Notice

f) Prevention Notice

Select the desired type of regulatory action and click the Add button. A new section will be added to the tab for this type containing a set of relevant fields.

All regulatory action types share three common fields; Offender, Offence and Date Issued.

If a case supervisor adds a case regulatory action they have the ability to complete it on their own, however if a non case supervisor adds a case regulatory action it will be sent to a case super visor to approve or reject the case regulatory action and then the officer can complete it.

You may have multiple sections of the same regulatory action type if desired.

7.2.9. 8 – Incident History Tab

This tab contains view only information about the history of this incident record.

	Date	Who	Action
1	Mar 27, 2019 2:36:11 PM	Adam Allanson	Viewed incident
2	Mar 27, 2019 2:36:03 PM	Adam Allanson	Updated incident record
3	Mar 27, 2019 1:39:11 PM	Adam Allanson	Updated incident record
4	Mar 27, 2019 1:29:45 PM	Adam Allanson	Viewed incident
5	Mar 27, 2019 1:27:59 PM	Adam Allanson	Viewed incident
6	Mar 27, 2019 1:27:32 PM	Adam Allanson	Updated incident record
7	Mar 26, 2019 10:56:09 AM	Adam Allanson	Updated incident record
8	Mar 25, 2019 4:11:05 PM	Adam Allanson	Viewed incident
9	Mar 25, 2019 4:10:55 PM	Adam Allanson	Viewed incident
10	Mar 25, 2019 4:09:29 PM	Adam Allanson	Viewed incident
11	Nov 27, 2018 3:05:19 PM	Anastasia Foulidis	Reassigned to Sydney RID squad, Adam Allanson, Reason: Tets2
12	Nov 27, 2018 3:04:53 PM	Anastasia Foulidis	Viewed incident
13	Nov 27, 2018 3:01:08 PM	Public User	Incident has been created

This section shows a list of actions which have occurred for this incident, including when the incident was viewed, created, edited or reassigned. This data is collected from the incident section of RIDonline.

7.2.10. 9 – Case File Notes Tab

The case file notes tab displays a list of notes that have been added to a case along with the user who has added the note and the date and time of the note.

Case File Notes

+ Add New Case Note

Mar 27, 2019 2:56:52 PM by Grant.manley@bankstown.nsw.gov.au.sv
These are case notes relating to the case being investigated
Attachments (1)

Mar 27, 2019 2:49:12 PM by Grant.manley@bankstown.nsw.gov.au.sv
Approved regulatory action with : Test approve notes

Mar 26, 2019 10:56:24 AM by adam.allanson@bankstown.nsw.gov.au.sv
Approved regulatory action with : undefined

Notes can be added by any officer who has a role of Administrator or Enforcement officer and is also a part of the case management organisation assigned to the case. The officer has the ability to add an attachment to accompany the note for further clarification.
A note will also be added if a case regulatory action is approved or rejected.

7.2.11. 10 – Document Templates

The document templates tab contains a list of files that an administrator has uploaded to assist with the investigation of a case. The tab contains the same information for all case's in the system.

7.2.12. 11 – Case Log

Similar to the incident history tab, the case log contains a history of actions that have occurred against a case; this includes creating a case, viewing a case, updating case details, adding a regulatory action and the process to approve them and closing a case.

|	Date	Who	Action
1	Mar 27, 2019 4:39:30 PM	barry.ryan@bankstown.nsw.gov.au.sv.sv.sv	Viewed case
2	Mar 27, 2019 4:38:33 PM	barry.ryan@bankstown.nsw.gov.au.sv.sv.sv	Viewed case
3	Mar 27, 2019 4:38:33 PM	barry.ryan@bankstown.nsw.gov.au.sv.sv.sv	Closed case with regulatory action taken
4	Mar 27, 2019 4:38:17 PM	barry.ryan@bankstown.nsw.gov.au.sv.sv.sv	Viewed case
5	Mar 27, 2019 4:31:51 PM	barry.ryan@bankstown.nsw.gov.au.sv.sv.sv	Viewed case
6	Mar 27, 2019 4:30:47 PM	barry.ryan@bankstown.nsw.gov.au.sv.sv.sv	Viewed case
7	Mar 27, 2019 4:29:58 PM	barry.ryan@bankstown.nsw.gov.au.sv.sv.sv	Viewed case
8	Dec 5, 2018 5:07:23 PM	allan.croft@bankstown.nsw.gov.au.sv	Incident reassigned and case updated
9	Dec 5, 2018 5:06:58 PM	allan.croft@bankstown.nsw.gov.au.sv	Updated case record
10	Dec 5, 2018 5:06:57 PM	allan.croft@bankstown.nsw.gov.au.sv	Completed Regulatory Action CLEANUP_NOTICE (62)
11	Dec 5, 2018 5:06:47 PM	allan.croft@bankstown.nsw.gov.au.sv	Viewed case
12	Dec 5, 2018 5:06:30 PM	barry.burke@cbcity.nsw.gov.au.sv	Approved Regulatory Action CLEANUP_NOTICE (62)
13	Dec 5, 2018 5:06:26 PM	barry.burke@cbcity.nsw.gov.au.sv	Viewed case
14	Dec 5, 2018 5:06:12 PM	allan.croft@bankstown.nsw.gov.au.sv	Requested Approval for Regulatory Action CLEANUP_NOTICE (62)
15	Dec 5, 2018 5:06:10 PM	allan.croft@bankstown.nsw.gov.au.sv	Viewed case
16	Dec 5, 2018 5:05:58 PM	barry.burke@cbcity.nsw.gov.au.sv	Viewed case
17	Dec 5, 2018 5:05:33 PM	barry.burke@cbcity.nsw.gov.au.sv	Viewed case

7.3. Close Case

On the case details screen, the user has buttons to Save or Close case

Save will save all the edited or newly input details into the case and Close Case will send the case to a status of pending close case approval from a case supervisor. If a case supervisor presses close case however, they do not require approval and can close the case on their own.

The request to close screen will pop up when close case is pressed as a confirmation of the action before changing the status of the case, see the image below for the header change.
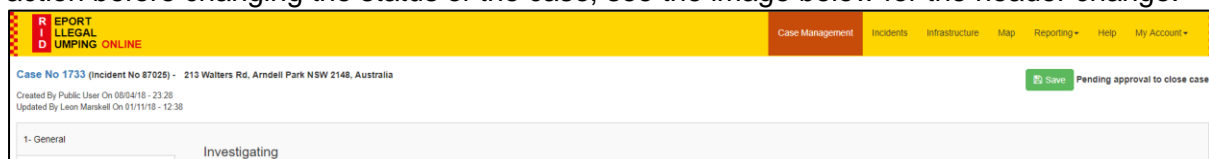
When a case supervisor views a case in the Pending approval state, the header will look as follows:

Pressing approve close will prompt the officer to select a due date and provide a reason for the approval which will be added to the assigned officer's task list on the case management home screen.
Pressing reject close will prompt the officer to select a due date and provide a reason for the rejection, which will be added to the assigned officer's task list on the case management home screen.

8. Infrastructure

The Infrastructure menu option provides you with access to a number of screens which enable to find, view, edit and manage infrastructure.

8.1. Find Infrastructure

The purpose of this screen is to:

a) enable you to search for infrastructure using a number of different search criteria

b) view the resulting list of infrastructure (if any)

c) view the infrastructure on a map

d) export the result list to a file for use in Excel or other software

e) create a new infrastructure record

The Find Infrastructure screen is very similar to the Find Incident screen (see Section 6.1) and operates in the same manner, although there is a smaller set of search criteria available.

The different areas and functions on this screen are:

Component	Description
Search Criteria	This area provides a number of fields which you can specify to limit the infrastructure records found when you search. These are: **Location** - Search by street address or suburb. The search is done on a partial match. **Installed Date** – Search using the calendar range. By default these values will be populated to be a year before the current day. **LGA/Council** –Search by the Council area in which the infrastructure is located. Select from type ahead dropdown list (as you enter text, the application will automatically filter the list based on the value entered). Only council areas which have infrastructure records will be displayed. **Infrastructure Type** –Select the desired type from the dropdown list
Q Search	Once you have entered your desired search criteria, click/tap this button to search the database and view the results
Clear	Click/tap this button to clear you current search criteria and reset the date range back to default
Result List	Once you have done a Search, this area shows you the results. Above the list at the left, you will see how many infrastructure records were found. If you found more than 30 incidents, only the first 30 will be shown initially. If you scroll to the bottom of the list, you will see the button below. Tap or click this to load a further 30 results. Load next 30 results Note that if you have more than 30 results, rather than loading more and more, it is generally better to change your search criteria to further limit the results. Click or tap on an infrastructure record in the result list to view/edit its details.
♥ View on map	If you have found one or more infrastructure records, click/tap this to see these on a map. Note that the map will display all results found, not just the ones currently displayed in your result list.

Component	Description
CSV	If you have found one or more infrastructure records, click/tap this to export the results list to a CSV (comma separated value) file. This file can be saved to your computer or directly opened in Excel.
	Note that the CSV file will contain all results found, not just the ones currently displayed in your result list.
+ Add New Infrastructure	If you wish to create a new infrastructure record, click/tap this button

To limit a potentially long list of search results, the search criteria automatically set the Installed Date range to the last year.
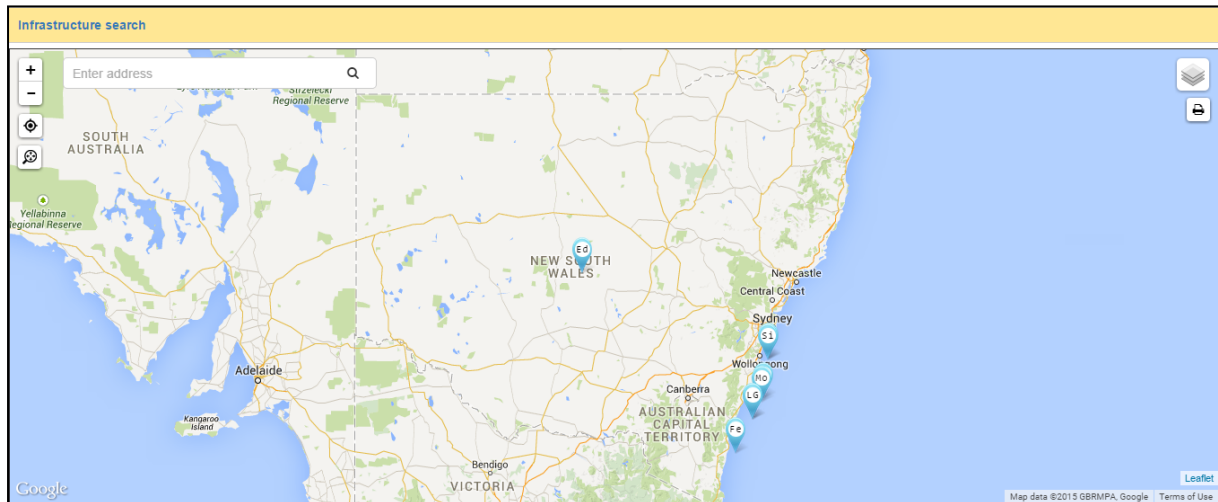
 Make sure you change this default value if it does not suit your search.

8.2. Infrastructure Map
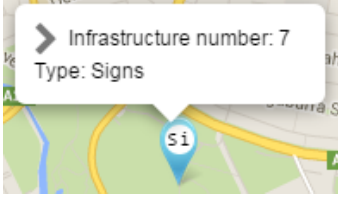
The Infrastructure Map screen is displayed when you click on the View on Map button above the Infrastructure Result List. The map shows the infrastructure records from the result list on a map of NSW, based on their location.

The Map screen works in similar manner to other mapping sites such as Google Maps. The map can be moved by dragging the mouse (or your finger on a touch device). You can zoom in or out using standard touch gestures or with the mouse wheel.

The available map controls are:

Control	Description
+ −	Click or tap the buttons to zoom the map in or out
◉	Click or tap this button to centre the map on your current location. If you are running RIDonline Private on a mobile device with an inbuilt GPS, this location will be reasonably accurate. If you are using a desktop computer, the location is based on your network connection point and will be approximate.
🔍	Clicking or tapping this button will zoom the map to the extent of the infrastructure records displayed
Enter address 🔍	This is a standard Google Maps address search. Start typing an address and you will be presented with a list of matching addresses. Select one to zoom to this address
▤	Map layer selector. Click or tap this button to display a list of three Google map layers you can select – Street, Satellite or Terrain. The Street map will generally be most useful in built up areas and Satellite or Terrain in rural areas.

Control	Description
	Map Print. Click or tap this button to generate an image of the current map. The image can be saved to your computer or opened and printed.
	Infrastructure marker. Infrastructure records are shown with a blue marker with a 2 letter abbreviation. Clicking or tapping the marker shows a "callout" window which gives the Infrastructure number and the full description of the infrastructure type (which explains what the 2 letter abbreviation means). Clicking or tapping the callout window takes you to the detail screen for this infrastructure record.

From the Infrastructure Map screen, click or tap the "Infrastructure Search" link at the top left to return to the Find Infrastructure screen.

8.3. Infrastructure Details

This screen provides access to all of the details stored for an infrastructure record.

You can get to an infrastructure record's detail screen in a number of ways:

a) Click or tap the infrastructure record in the results list on the Find Infrastructure screen

b) Click the Add New Infrastructure button on the Find Infrastructure screen

c) Tap or click an infrastructure marker on the Infrastructure map, then tap or click the callout displayed

The Infrastructure Detail screen uses 2 tabs to group the infrastructure data. These are displayed on the left hand side of the Details screen and are numbered in the order you would typically use them (although you may use them in any order you choose).

> Note that a small number of data fields are mandatory and must have data entered for them before you can save the incident record. These mandatory fields are marked with an asterix (*)

On small device screens, the tabs are displayed on a screen by themselves and clicking or tapping one, displays the related detail area. On a larger screen, such as that shown above, the tabs and the detail area are shown on the same screen.

The top left of the Infrastructure Detail screen shows an Infrastructure Header which displays basic infrastructure detail including its infrastructure number and when and by whom it was created and last updated.

> From the Infrastructure Detail screen, click or tap the "Infrastructure Search" link at the top left to return to the Find Infrastructure screen.

The buttons available on this screen are:

Button	Description
Save	Saves any changes you have made to the infrastructure record's details
Delete	Deletes the current infrastructure record. You will be asked to confirm this action as it cannot be undone

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8.3.1. 1- General Tab

This tab shows a range of general infrastructure information.

Organisation:	Recorded By:
SHOALHAVEN	Shoalhaven Officer
Infrastructure Type: *	Cost $:
Education	11
Installed Date: *	Date no longer Operational:
26/03/2015	Enter date, when infrastructure become non operational
Notes:	
Enter notes related to this infrastructure	

Please note the following information about some of the data fields on this tab:

Field	Note
Organisation & Recorded By	These fields are not editable, they are set to the name and organisation of the user who created the record.
Infrastructure Type	This field is mandatory and a value must be selected from the dropdown list.
Installed Date	This field is mandatory. It will be set by default to the current date but may be altered as required.
Cost	This may be left empty but if entered must be a valid dollar amount

8.3.2. 2- Location Tab

This tab shows the location of the infrastructure on a map and related location data.

A location for infrastructure is not mandatory.
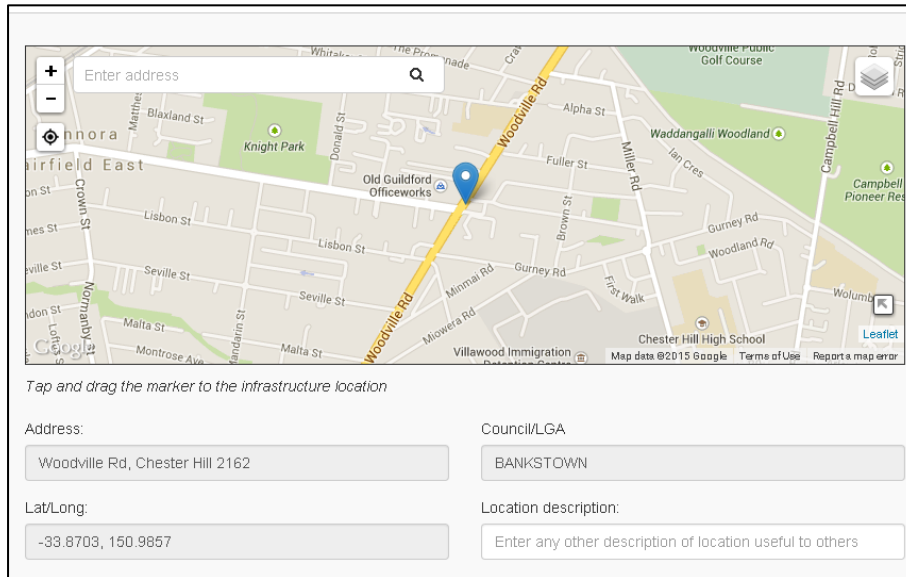
The map displays the location of the infrastructure with the blue marker.

The location of the infrastructure can be set or changed by clicking or tapping on the marker and dragging it to the desired location. You can also click or tap on the map to move the marker to a new point.

> You can click or tap the GPS button on the map to centre the map on your current location. This is only useful if you are running RIDonline Private on a mobile device in the field.

The Address Search on the map allows you to find a new location on the map, using the standard Google Maps search function. When you have the desired location showing, click or tap to move the marker to the desired location.

Please note the following information about some of the data fields on this tab:

Field	Note
Address	This field is view only. It is set to the address of the current marker location. The address is determined by asking Google Maps for the address of the current latitude and longitude. In rural areas, if the marker is far from a road, the address may not be useful.
Council/LGA	This field is view only. When you save the infrastructure record, RIDonline compares the latitude and longitude with council boundaries and sets this field to the relevant council/LGA.
Lat/Long	This field is view only. It displays the latitude and longitude of the current marker location.
Location	This is the only editable text field on this tab. You can enter any additional information regarding the infrastructure location.

9. Map Screen

This screen allows both incidents and infrastructure to be viewed together on a map. Each of the two types of markers can be filtered by types and dates. This map screen is intended to allow you to answer questions such as:
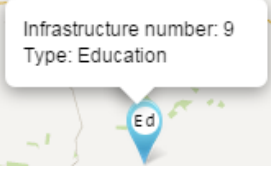
a) Where have incidents been occurring?

b) Where have incidents occurred in a selected date range?

c) Where have incidents of a particular waste type and/or weight been occurring?

d) Where is my infrastructure?

e) What infrastructure did I have installed in a selected date range?

f) What incidents occurred before and after I installed a particular type of infrastructure?

The Map screen works in similar manner to other mapping sites such as Google Maps. The map can be moved by dragging the mouse (or your finger on a touch device). You can zoom in or out using standard touch gestures or with the mouse wheel.

The available map controls are:

Control	Description
+ −	Click or tap the buttons to zoom the map in or out
⊕	Click or tap this button to centre the map on your current location. If you are running RIDonline Private on a mobile device with an inbuilt GPS, this location will be reasonably accurate. If you are using a desktop computer, the location is based on your network connection point and will be approximate.
⊕	Clicking or tapping this button will zoom the map to the extent of the records displayed

Control	Description
Enter address 🔍	This is a standard Google Maps address search. Start typing an address and you will be presented with a list of matching addresses. Select one to zoom to this address
(Map layer selector icon)	Map layer selector. Click or tap this button to display a list of three Google map layers you can select – Street, Satellite or Terrain. The Street map will generally be most useful in built up areas and Satellite or Terrain in rural areas.
(Print icon)	Map Print. Click or tap this button to generate an image of the current map. The image can be saved to your computer or opened and printed.
Incident number: 19396 Waste type: Asbestos; not mixed with other waste eg fibro sheets (Ab marker)	Incident marker. Incidents are shown with an orange marker with a 2 letter abbreviation. Clicking or tapping the marker shows a "callout" window which gives the incident number and the full description of the incident primary waste type (which explains what the 2 letter abbreviation means).
Infrastructure number: 9 Type: Education (Ed marker)	Infrastructure marker. Infrastructure records are shown with a blue marker with a 2 letter abbreviation. Clicking or tapping the marker shows a "callout" window which gives the Infrastructure number and the full description of the infrastructure type (which explains what the 2 letter abbreviation means).

At the top of the map, a display shows how many Incident and Infrastructure records are currently selected and displayed. The current filter criteria are also displayed.

A checkbox next to Incident and Infrastructure allows that type of record to be displayed or not on the map.

☑ Incident (160) | Reported: 09/03/2011 to 26/04/2015 | Type: Commercial & Industrial | Weight: 1 to 5
☑ Infrastructure (0) | Installed: 15/04/2014 to 24/04/2015
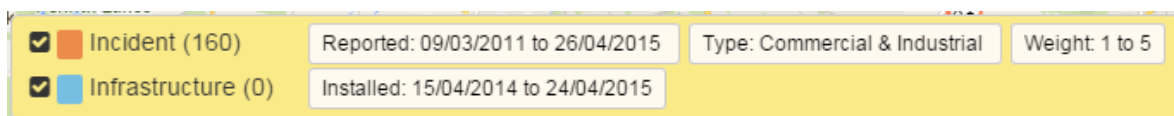
9.1. Incident Filter

The Incident filter is accessed by clicking the Incidents tab at the left hand side of the Map screen.

Incidents can be filtered by a Reported Date range, a Primary Waste Type and a Weight range. Enter the desired values and click Search to filter the incidents shown on the map. Click Clear to return the criteria to their default values.

Incident weight is taken from the estimated weight for an incident, if one has been entered or the calculated weight otherwise.

9.2. Infrastructure Filter

The Infrastructure filter is accessed by clicking the Infrastructure tab at the left hand side of the Map screen.

Infrastructure records can be filtered by an Installed Date range and an Infrastructure Type. Enter the desired values and click Search to filter the infrastructure records shown on the map. Click Clear to return the criteria to their default values.

10. Reporting Screens

10.1. Incident reporting screen

This screen allows you to select a set of incident records and export the details of these incidents to a CSV file which can be saved to your computer or opened directly in Excel. This screen is similar in some ways to the Find Incidents screen, however it provides a larger number of search criteria and the CSV export includes all of the data available for each incident.

The intention of this screen is to allow users to find incidents of interest, export them to a CSV file and then use this data to carry our further analysis and reporting using tools such as Excel.

Search criteria are grouped according to the tab they are located on, in the Incident Details screen.

To use this reporting screen, enter the desired search criteria and click or tap the Search button. The search finds incidents which meet *all* of the criteria entered.

To avoid a large number of results being returned, the Reported Date range is set, by default, to the last month.

You should review this date range and modify it as required

The results of your search, if any, will be displayed beneath the search criteria area:

The results header shows the number of records found and how many are currently being displayed. A maximum of 30 incident records will be shown initially. If you wish to display more, scroll to the bottom of the results list and click the "Load next 30 results" button.

Note that viewing the results on the screen is not the intention of this screen. Once you have carried out your search, the intended action is to click or tap the CSV button to export the results. Once the export has completed, you will be able to open or save the CSV file. If you have Excel installed on your computer, the CSV file will open directly in Excel and will look like the following:

	A	B	C	D	E	F	G	H	I	J	K
1	incidentid	createdbyuserid	createdbyname	lastupdatedbyuserid	updatedbyname	to_char	to_char	investigatingagencyid	investigatingagencyname	investigatingofficerid	investigatingo
2	30002	1	Public User			27/04/2015 20:52		4580	GUNDAGAI		
3	30001	123	Kelly Wason	123	Kelly Wason	27/04/2015 19:08	27/04/2015 19:37	100101	EPA	123	Kelly Wason
4	19444	42	Eric Ryffel	42	Eric Ryffel	13/01/2014 16:22	13/01/2014 16:22	100003	Western Sydney	42	Eric Ryffel
5	19443	42	Eric Ryffel	42	Eric Ryffel	13/01/2014 16:17	13/01/2014 16:17	100003	Western Sydney	42	Eric Ryffel
6	19442	42	Eric Ryffel	42	Eric Ryffel	13/01/2014 16:14	13/01/2014 16:14	100003	Western Sydney	42	Eric Ryffel
7	19441	42	Eric Ryffel	42	Eric Ryffel	13/01/2014 16:04	13/01/2014 16:04	100003	Western Sydney	42	Eric Ryffel
8	19440	42	Eric Ryffel	42	Eric Ryffel	13/01/2014 15:57	13/01/2014 15:57	100003	Western Sydney	42	Eric Ryffel
9	19439	42	Eric Ryffel	42	Eric Ryffel	13/01/2014 15:50	13/01/2014 15:50	100003	Western Sydney	42	Eric Ryffel
10	19438	63	Mark Baldwin	63	Mark Baldwin	13/01/2014 15:00	13/01/2014 15:00	100002	Southern Group of Councils	63	Mark Baldwin
11	19437	63	Mark Baldwin	63	Mark Baldwin	13/01/2014 14:57	13/01/2014 14:57	100002	Southern Group of Councils	63	Mark Baldwin
12	19436	65	Guy Bible	65	Guy Bible	13/01/2014 14:54	13/01/2014 14:54	100002	Southern Group of Councils	65	Guy Bible
13	19435	7	Darren Riding	7	Darren Riding	13/01/2014 10:22	13/01/2014 10:22	100003	Western Sydney	7	Darren Riding
14	19434	37	Craig Izzard	37	Craig Izzard	13/01/2014 9:11	13/01/2014 9:26	100003	Western Sydney	37	Craig Izzard
15	19433	66	Adam McNeill	66	Adam McNeill	13/01/2014 9:02	13/01/2014 9:02	100002	Southern Group of Councils	66	Adam McNeill
16	19432	66	Adam McNeill	66	Adam McNeill	13/01/2014 9:01	13/01/2014 9:01	100002	Southern Group of Councils	66	Adam McNeill
17	19431	78	Emmerick Vince	78	Emmerick Vince	13/01/2014 8:09	13/01/2014 8:12	100003	Western Sydney	78	Emmerick Vinc
18	19430	37	Craig Izzard	37	Craig Izzard	13/01/2014 8:02	13/01/2014 8:02	100003	Western Sydney	37	Craig Izzard
19	19429	37	Craig Izzard	37	Craig Izzard	13/01/2014 7:55	13/01/2014 7:55	100003	Western Sydney	37	Craig Izzard

A search which returns all incidents in the database (more than 19,000 records) will take some time to execute and will produce a large CSV file (more than 6MB) which may take some time to download.

Some incident data can contain multiple values eg Waste Breakdown or Regulatory Actions. In these cases, the multiple values will be shown in a single cell, with individual data elements separated by punctuation characters.

Reporting search options available to you will depend on your user role. Both Administrators and Enforcement officers will have access to all report search criteria.

10.2. User Report

This screen allows users to export a report of the details of the incidents in the RIDonline system. The screen has search criteria for selecting the Investigating agency associated with the incidents, as well as the LGA that the incident is located in. The user is also able to search for a range of reported date. When the create button is pressed a PDF file will be downloaded with the details about the incidents that match the search criteria

Users are able to search by none, one or multiple investigating agencies/programs.

Users are able to search by none, one or multiple LGAs/Councils.

To avoid a large number of results being returned, the Reported Date range is set, by default, to the last month.

You should review this date range and modify it as required

The user report is available to all users and includes a breakdown of the incidents that match the search criteria. Details include the type and amount of waste reported, and the regulatory actions associated to those incidents. If incidents have the landowner details section completed, they are also included in an illegal dumping locations chart. If incidents have been closed they are included in the summary of closed incidents chart which highlights the reasons why the incidents have been closed as well as details about the clean-up itself.

10.3. Admin Reports

The admin reports section contains two options for the user, one for a user report and the other is an incident report. This section is only available for admin users.

10.3.1.   User report

The user report includes the details about the registered users in the RIDonline system. The report has columns for Name, Email, Roles, Add date, Organisation, Last accessed, active, last updated and total incident.

The name, email and roles update if the user details updated through the admin organisation management workflow.

Add date - is the date the user was created.

Organisation - is the organisation that the user is assigned to.

Last accessed - is the date that user last logged in to the system.

Active - is the status of the user, either true (active) or false (deactivate).

Last updated - is the date that the users details where last updated by an admin.

Total Incident - is the total amount of incidents that that user has created using the system.

10.3.2.   Incident report

The incident report contains details about the incidents that have been created with details about the land owner. There are columns for IncidentID, Status, Days Open, Reported Date, Investigating Agency, Investigating Officer, Land Owner, council reference, notes, Incident History, deleted and Reassigned.

IncidentID - is a unique number that is automatically given to an incident, this is the same value that can be searched for on the find incident screen.

Status - is whether the incident is open or closed at the time the report was created.

Days Open - is the total days that have passed since the incident was first opened.

Reported Date - is the date that the incident was first reported.

Investigating Agency - is the organisation that the incident is assigned to at the time the report was created.

Investigating Officer - is the officer that the incident is assigned to at the time the report was created.

Land Owner - is the information entered when the incident is created that displays who owns the land that the waste has been dumped on.

council reference - is a value entered that the council can use to further reference the incident.

Notes - is information entered on the report that can be used for further details about the waste.

Incident History - is the details that get added to the incident when any activity occurs on the incident. This data is the same as the Incident history tab on the RIDOnline system.

Deleted - is a column that displays if an incident has been deleted or not values can be either true (deleted) or false (not deleted).
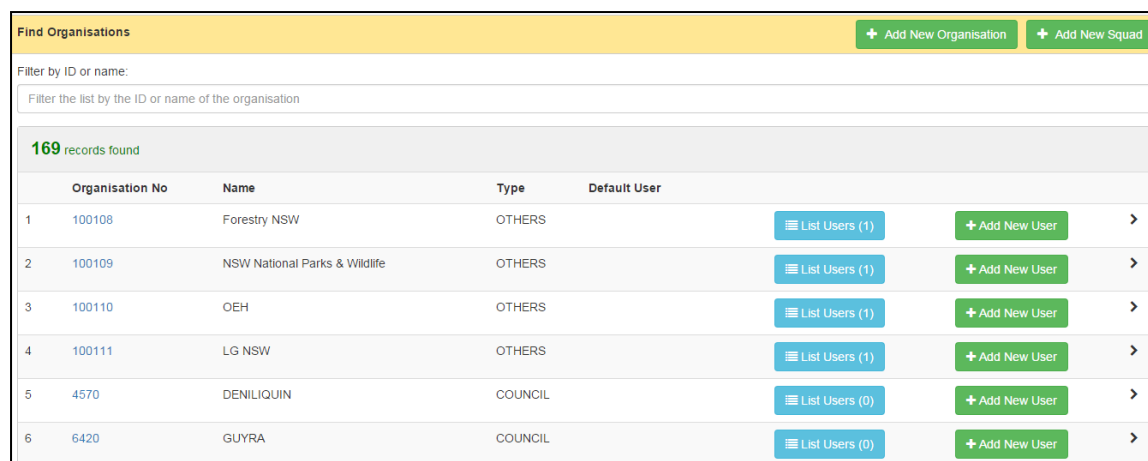
Reassigned - can be either N or Y, if the incident is N it will mean that the incident has never been reassigned and if it has a Y it means the incident has been reassigned at least once.

11. Administration

The Administration options will only be available to EPA-registered Administrators.

11.1. Organisation

This screen allows administrators to create and edit organisations and their users. All RIDonline Private users and their organisations must be created here before they can log in.

Find Organisations					+ Add New Organisation	+ Add New Squad

Filter by ID or name:

Filter the list by the ID or name of the organisation

169 records found

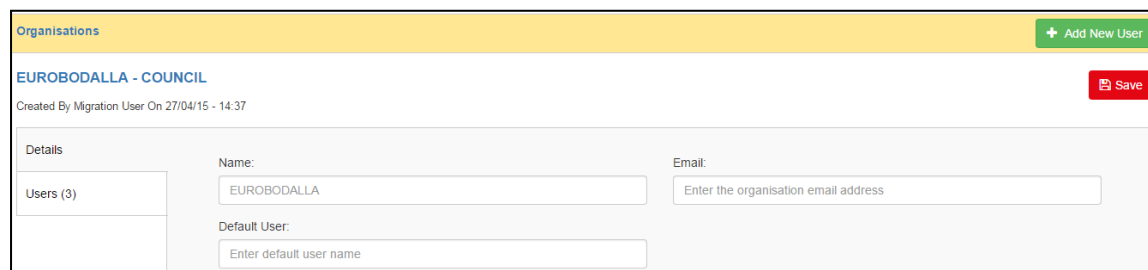|	Organisation No	Name	Type	Default User			
1	100108	Forestry NSW	OTHERS		≣ List Users (1)	+ Add New User	›
2	100109	NSW National Parks & Wildlife	OTHERS		≣ List Users (1)	+ Add New User	›
3	100110	OEH	OTHERS		≣ List Users (1)	+ Add New User	›
4	100111	LG NSW	OTHERS		≣ List Users (1)	+ Add New User	›
5	4570	DENILIQUIN	COUNCIL		≣ List Users (0)	+ Add New User	›
6	6420	GUYRA	COUNCIL		≣ List Users (0)	+ Add New User	›

RIDonline categories organisations into three categories; Councils, RID squads (called Squads) and Other organisations (called Others).

All Councils have already been created in RIDonline. Administrators can create new Squads and Other organisations.

To find and edit an organisation (or its users), you can either scroll the screen down to locate the organisation of interest or type a few letters of the organisation's name into the Filter box at the top to have the list filtered down to matching organisations.

Each organisation row shows you the organisation's number, name and type and the Default User assigned (if any). You can either click or tap the row to view and edit the organisation details or directly list or add users for the organisation by clicking or tapping the related button.

The Organisation screen contains two or three tabs, depending on the organisation type. For Council and Other organisations, the screen appears as shown below:

Organisations		+ Add New User

EUROBODALLA - COUNCIL
Created By Migration User On 27/04/15 - 14:37   🗎 Save

Details	Name:	Email:
Users (3)	EUROBODALLA	Enter the organisation email address
	Default User:	
	Enter default user name	

The organisation details include the Name, Email Address and Default User.

> ⛔ The Email and Default User must be filled out before an organisation can be assigned incident reports, either from RIDonline Public or reassigned from RIDonline Private. You will need to add at least one user to the organisation before you can select a Default User.

The Users tab is shown below:

New users can be added via the "Add New User" button at the top. Users can be found, viewed and edited by either scrolling down or filtering and then clicking or tapping on the user record.

A user's password can also be set or changed directly via the "Change Password" button.

The user detail screen appears as shown below:

The Password tab is shown below and allows a user's password to be set or changed.

Passwords must be at least 8 characters in length and must contain at least one numeric digit

11.2. Organisation Management

When an administrator is viewing or editing the details for an organisation, case management can be enabled by checking the box 'Case Management'. Once checked a new tab will be added for Case Supervisors where the administrator then has the ability to add one or multiple case supervisors for the chosen organisation.

The case supervisor tab when pressed shows the administrator two separate lists, one of those which officers have been assigned as a case supervisor and the other is those who have not. Each officer will have the option to allocate them to the case supervisor role or if they have already been, then remove them from this list, in which their privileges will be revoked.

The case management section will be enabled for all officers whose role is either an 'Admin' or 'Enforcement Officer'.

Note those who have a role of 'Other Officer' will not see the case management section even if they are allocated a case supervisor.

11.3. References

The References option enables Administrators to maintain the various lists used in RIDonline. Selecting the menu option displays the set of reference lists available to be edited, grouped by where they are used.

Clicking or tapping one of these reference list names, displays the following screen (using Waste Breakdown as the example):

The current values in the reference list are displayed. To find a value of interest, you can scroll down the page or use the filter box. Each value shows its ID, Name and Usage Count (i.e. how many times this value has been used in incident records).

 You can only delete values which have not been used in any incident records.

You can always change the name of a value but note that the name will immediately be updated in all places where this value has been used.

Some reference lists also include additional data – such as Waste Breakdown which also records if each waste type is Hazardous.

New values can be added by clicking or tapping the "Add New" button at the top.

Tapping or clicking an existing value will display the value detail screen shown below:

Although the Delete button is displayed, clicking or tapping it in this case would display an error, since the value has a Usage Count greater than zero