

City Manager -- Fixity.io

If you have a Fixity account with City Manager access for your city, you can set up additional accounts, change city settings, and view city issues.

On small screen sizes, the Mobile City Manager will load instead.

Log In to the City Manager Account

Go to <https://fixity.io> from a desktop computer.

If your city is not auto-detected, hit **Menu** → **Change City** and search for your city.

If you are not already logged in, hit **Menu** → **Log In** and enter your credentials.
Click the menu icon in the upper left and hit **Manage City**.

City Manager : Overview

The City Manager is divided into 6 tabs, each with its own page.

[Issues](#) - A list of reported issues in your city

[Departments](#) - A list of all departments, and their issue types in your city

[Staff](#) - A list of staff accounts in your city

[City Settings](#) - Settings to customize Fixity behavior for your city

[Stats](#) - A brief overview of stats for your city.

Set Up Departments

By default, your city comes with the following department and issue type structure.

- General
 - General Problem
- Streets
 - General Problem
 - Sign/Light Issue
 - Pothole
 - Overgrown plant
 - Uncleared snow
 - Other
- Environmental Health
 - Standing water
 - Garbage buildup
 - Unmaintained property
 - Sewage/wastewater
 - Restaurant/Food
 - General health hazard
- Parks and Rec
 - General Issue
 - Request

To customize, navigate to the **Departments** tab.

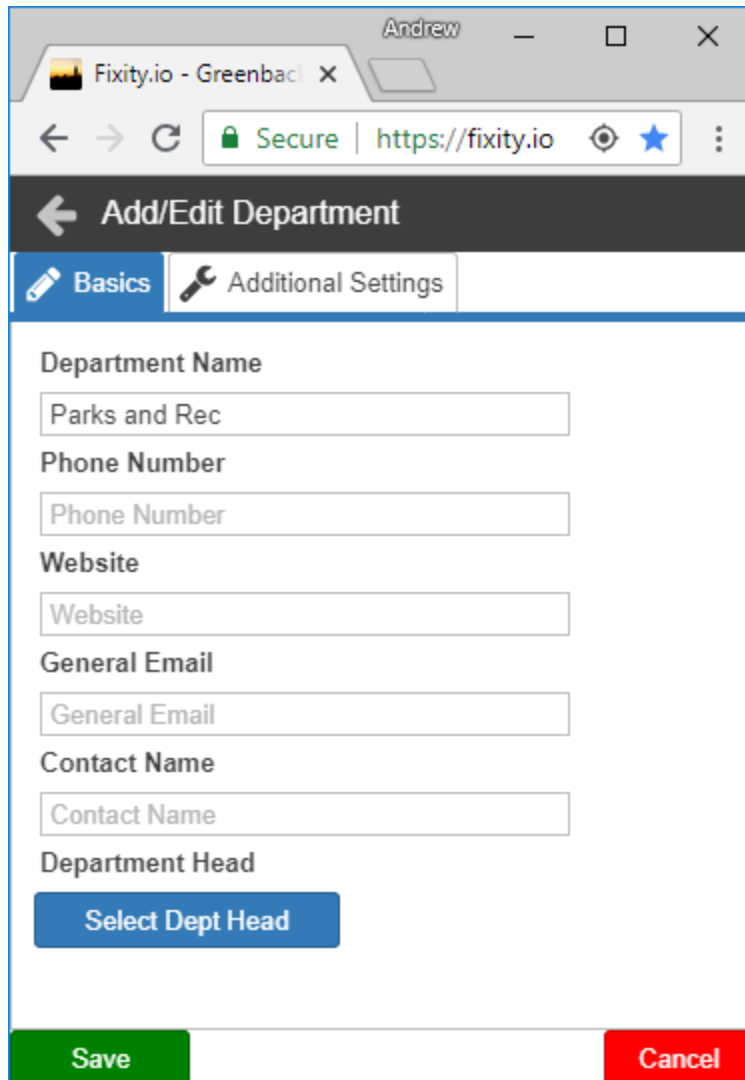
To delete a department, select it and hit **Delete**.

To change Issue types for a department, select one, and the issue types will refresh below. Then, use Add/Edit/Delete to modify the type list.

To create new departments, hit the **Add** button under departments. Give it a name. The department will be created, and start with one issue type, "General issue". You can then add more issue types.

To modify department settings, select a department and hit the **Edit** button.

Department Settings



The screenshot shows a web browser window with the title 'Fixity.io - Greenback'. The address bar shows 'https://fixity.io'. The page title is 'Add/Edit Department'. There are two tabs: 'Basics' (selected) and 'Additional Settings'. The 'Basics' tab contains the following fields and buttons:

- Department Name**: Text input field containing 'Parks and Rec'.
- Phone Number**: Text input field containing 'Phone Number'.
- Website**: Text input field containing 'Website'.
- General Email**: Text input field containing 'General Email'.
- Contact Name**: Text input field containing 'Contact Name'.
- Department Head**: A blue button labeled 'Select Dept Head'.
- Save**: A green button at the bottom left.
- Cancel**: A red button at the bottom right.

Under the Basics tab, you can enter in general information about the department, including main phone number, website, email, etc. You can also select a Contact Name, and pick a department head (you will need to have a list of staff for your city to pick from).

The screenshot shows a web browser window with the title 'Andrew' and the address bar displaying 'https://fixity.io'. The page is titled 'Add/Edit Department' and has two tabs: 'Basics' and 'Additional Settings', with the latter being selected. The form contains the following fields and options:

- Facebook URL:** A text input field.
- Twitter Username:** A text input field.
- ☐ **Auto-Tweet to Dept on new issue**
- ☐ **Get New Issue Notifications**
 - Email address(es):** A text input field with the placeholder text 'separate by semicolon' below it.
- ☐ **Auto-Flag issues as pending**
- Minimum level to report:** A dropdown menu currently set to 'Anonymous'.
- Default Issue Visibility:** A dropdown menu currently set to 'Anonymous'.
- Save** (green button) and **Cancel** (red button) buttons at the bottom.

Under additional settings, you can enter more information about a department, and specify some department-specific settings, such as

Facebook URL: A full URL pointing to the department's facebook page (include http://)

Twitter handle: A single-word Twitter handle.

Auto-Tweet to Dept on new issue: When checked, if a Twitter handle is specified, @FixityBot on Twitter will tweet to your department details of the issue.

Get New Issue Notifications: Sends a notification email to a list of emails when a new issue is reported in this department. Check the box to enable, and enter a list of email addresses (separated by semicolon) in the box below it.

Auto-flag issues as pending: When checked, all issues reported to this department will be hidden from the Fixity map by default, and will show up in the “Flagged Issues” view under the Issues tab, instead of the main view. This feature can be used when a issue reported may contain sensitive information, for example, to a police department.

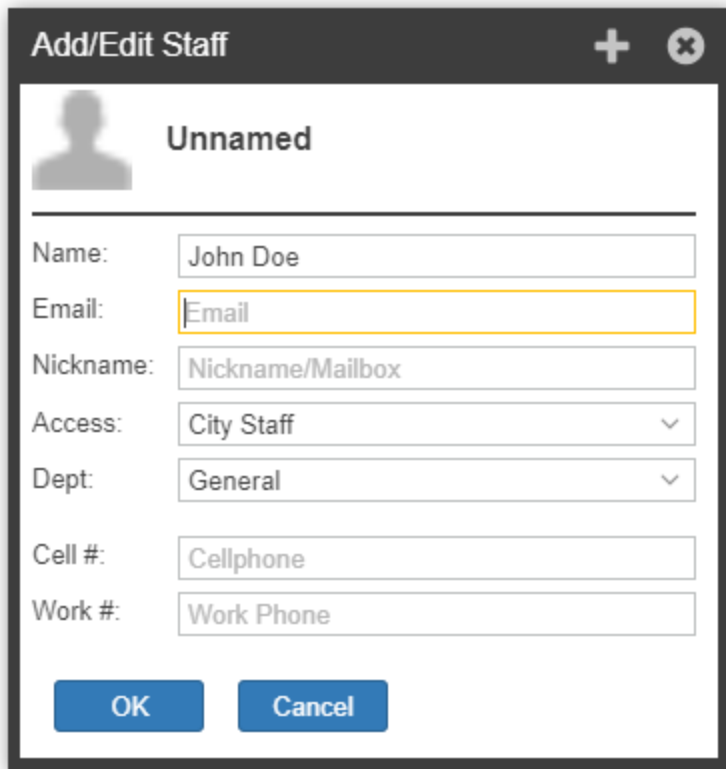
Minimum level to report: The minimum user level that is allowed to report to this department. By default, the setting is Anonymous, and all users (even anonymous ones with no Fixity account) can report an issue. To require higher access levels to make a report, select a higher level in the dropdown box.

Default Issue Visibility: The minimum user-level that can see issues on the map. By default this is anonymous, and any user (even those without a Fixity account) can see issues on the map. Increase this setting to hide reported issues from users on the map. If you set it to “City Staff” or higher, only staff will be able to see issues on the Fixity.io map screen.

Staff

On this tab, you can add additional staff members to your city.

Hit the **Add** button to add a new user. Fill out Name, Email, Nickname (username), Access level, and default department. You can optionally enter their cell and work phone numbers.

A screenshot of a web application dialog box titled "Add/Edit Staff". The dialog has a dark header bar with a plus icon and a close icon. Below the header, there is a placeholder profile picture and the text "Unnamed". The main area contains several input fields: "Name:" with the value "John Doe", "Email:" with the placeholder "Email" (highlighted with a yellow border), "Nickname:" with the placeholder "Nickname/Mailbox", "Access:" with a dropdown menu showing "City Staff", "Dept:" with a dropdown menu showing "General", "Cell #:" with the placeholder "Cellphone", and "Work #:" with the placeholder "Work Phone". At the bottom, there are two blue buttons labeled "OK" and "Cancel".

Hit **OK**. After performing a validation check on the inputs, Fixity will assign them a random password, and email them their new account information at the email address specified.

They can now log in!

To modify an existing staff member, select them and hit **Edit**.

To Remove a user's staff access, select them and hit the **Remove** button. They will be unassociated from your city, and no longer able to access the City control panel. Their account will be downgraded to the Citizen Volunteer access level.

To send an invitation for someone to become staff, where they choose their own username and password, click the **Send Invite** button, and carefully enter the email address of the person you

wish to add to staff. They will be sent a link to complete their account activation, and be granted City Staff access. ** this feature is still under development*

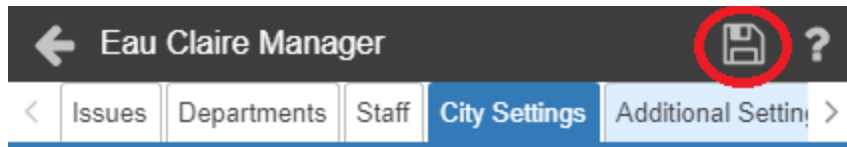
To remove a user from your city staff, and completely delete their account, select the user and hit **Delete**. This can't be undone!

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City Settings

On this tab you can change Fixity settings for your city. Please note this section is only available to users associated with your city, with City Manager or higher access.

After changing the settings on this tab, you must hit the Save icon in the upper-right corner for them to save (pictured here in the red circle.)



Online presence

In this section, you can specify your website, and social media accounts.

Anonymous User Permissions

Here, you can specify what an anonymous account can do in your city. By default, anonymous accounts can report issues, upload the 1st photo, and comment on issues.

If you want to more tightly control access, uncheck these boxes. For example, if you uncheck "Report Issues", anonymous accounts won't be able to report new issues in your city -- instead they will first have to register for a Fixity.io account.

Notifications

Here you can subscribe to notifications for your city.

Get New Issue Notifications -- when checked, an email will be sent whenever someone reports a new issue in your city. The email will be sent to everyone in the list. To send to multiple accounts, separate email addresses with a semicolon.

Get Weekly Reports --- when checked, a summary of activity in your city will be mailed every Sunday night at approximately 8:45pm CST. The report will be sent to everyone in the email list below the checkbox.

Create Lucity Work Order --- this feature has not been implemented.

Record Retention

For best performance, it is recommended you delete old issues after they have been solved or marked Closed.

To help ensure complete compliance with state & federal records laws, this feature will create a PDF of the issue before deleting it, which is then sent to email addresses of your choice.

Check the box to enable the feature, and enter the email addresses that the PDF should go to.

Slack Integration

To get notifications of new issues in your private Slack channel, check the box and enter in your Slack webhook URL. For help setting this up, click the link below entitled "Help on This".

Image Moderation

Fixity can make use of a AI based image scanner. Turn this feature on if you are worried about trolls or bad-actors abusing the photo-uploading system, and the AI engine will scan every photo uploaded in your city for nudity.

The AI will rate each photo with a confidence level of how sure it is that the photo contains nudity. Photos that exceed a certain confidence level will be rejected.

Enter a numerical value, 1 to 99, to change the sensitivity. Lower values will more aggressively reject photos, even if the AI is not totally confident it contains nudity. Higher values will only reject photos that the AI is fairly confident contains nudity.

We recommend a value of 75.

(as an example, a photo of Michelangelo's David statue returned a 99% confidence).

Stats

The stats tab shows a summary of stats for your city, and provides links to other tabs on the page.

Issues

This tab shows all issues created in the city, and allows you to manage them.

Eau Claire Manager

Issues | Departments | Staff | City Settings | Additional Settings | Stats

(All Departments) (All Issue Types) (Any Status) Search... Newest

ID	Description	Status	Created
225	Overgrown tree	New	7/25/201
224	Stop sign covered by tree growth. Please cut.	New	7/23/201
223	Sink hole starting and collapsing. Very disastrous	New	7/9/2018
222	It seems the overhead lights near here on the north cr...	Complete	7/7/2018
220	Crossing over State Street the pedestrian button does...	New	7/3/2018
217	Graffiti in park labyrinth	Complete	7/2/2018
185	Dip on the sewer hard on vehicle	New	5/30/201
184	Demo of app at ECEDC	Complete	5/29/201
158	Large pothole and others in chickadees parking lot	New	3/30/201
157	Median curb concrete has been damaged	New	3/23/201
156	Huge hole was repaired but has sunk lower, jolts car ...	Complete	3/22/201
154	Multiple large potholes	New	3/18/201
152	Multiple smaller potholes	Solving	3/14/201
150	Bus stop sign broken down	New	3/14/201
148	Tons of potholes in the gas station parking lot	New	3/4/2018
110	This intersection has minimal vision to the left, yet it o...	New	2/14/201
85	Pothole every year, getting worse.	New	11/29/20
84	Big dip in road, may need Dip sign.	Assigned	11/29/20

Issue #



Graffiti in park labyrinth

Created: 7/2/2018
By: drfresh3
Address: Chippewa River State Trail
Department: Parks and Rec
Type: Something is broken
City: Eau Claire
Assigned To: anonymous

Conversation

- drfresh3 reported the issue. 7/2/18 1:34 PM
- drfresh3 changed the photo. 7/2/18 1:34 PM
- drfresh3 marked status as Complete. 7/29/18 5:23 PM
- drfresh3 : Verified fixed as of 7-25-18

(All Departments)

(All Issue Types)

(Unresolved)

bus

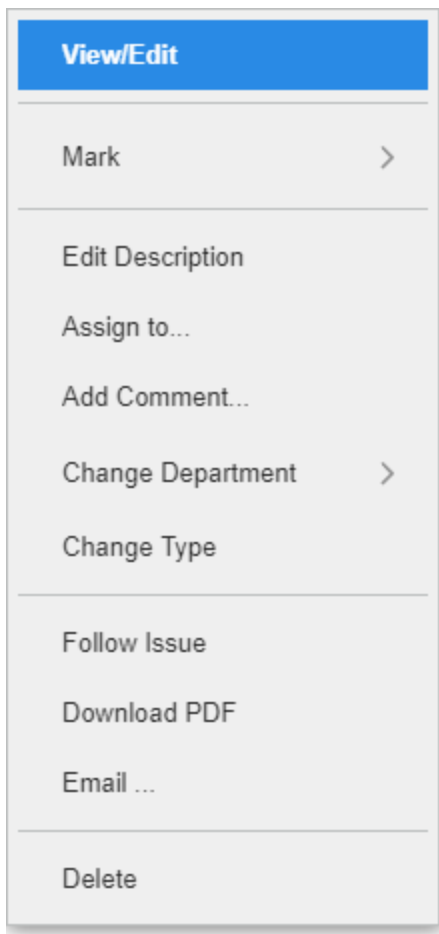
Most Active

Export

ID	Description	Status	Created	Closed	Age	Reporter	Department	Type	Votes
 150	Bus stop sign broken down	New	3/14/2018	-	7 months	anonymous	Utilities	General prob...	 2

You can use the top bar to search, set filters, and set ordering criteria.

You sort issues by clicking on the column headers.



Issue Context Menu

Left-click an issue to

- Select the issue
- Load issue summary in upper-right panel
- Load issue conversation in the lower-right panel

Right-click an issue to

- View, edit, change issue properties
- Add / moderate comments
- Mark complete or change status
- Assign to a department
- Assign to a staff member
- Share by email, social media, and more
- Create an archive
- Find nearby issues

Issue #





Sink hole starting and collapsing. Very disastrous

Created:

7/9/2018

By:

[anonymous](#)

Address:

[542 Putnam Street](#)

Department:

Street Maintenance

Type:

Pothole

City:

Eau Claire

Assigned To:

[anonymous](#)

Issue summary panel

Click the pencil icon in the upper-right to view/edit issue.

Click the trash icon to delete the issue.

If you click the hyperlink in the Address field, it will allow you to view/change location on the map.

If you click on a username hyperlink, it will let you view information on the user account.

Conversation

anonymous : Noticed this occur many times within 30 minutes during lunch hour

10/18/17 12:25 PM

anonymous : Right turn lane going southbound to be exact

10/18/17 4:52 PM

Andrew G assigned issue to Andrew G

11/14/17 5:24 PM

drfresh3 changed the photo.

12/16/17 12:48 PM

drfresh3 changed issue location

4/5/18 1:01 AM

Delete

Add Comment...

Conversation sub-panel

This shows all activity and comments for the issue. Right click an item to remove it.