
User Guide

RACER
Date 10/19/18

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RACER

The Roadway And Characteristic Electronic Request (RACER) application assists in the entry and execution of change requests for roadway and characteristic changes to the State of Minnesota's Linear Referencing System (LRS).

RACER application allows both MnDOT staff and external users to submit requests for changes and errors or omissions to the LRS roadways and characteristics. The Submit Request screen does not require the submitter to have an AD login account.

To access RACER from within MnDOT simply type 'RACER' into the address bar of your web browser and press enter. From outside the department, type <https://dotapp7.dot.state.mn.us/racer> into the address bar of your browser. This will bring you to the default RACER screen.

Internal users of the application (primarily MNDOT Office of Transportation System Management) login to the application to assign, process, resolve and track the submitted requests. Internal users must have an AD logon account assigned to one of the application's AD Groups: Pubic RACER USER or Public RACER ADMIN.

The login area in the upper right corner of the application is color coded to let you know if you are in the production or test version of the application. Blue is production, red is test. There is additional text above the login button specifying the version and instance of the application you are accessing.

The green bar below the login area has general links to the MnDOT website. The black area contains RACER menus and tools.

The Public RACER USER role allows the internal app user to access the Request Resolution Screen to process the requests assigned to them. It also allows them to access the Tracking Report to see all requests and performance metrics.

The Public RACER ADMIN role allows the administrative user the same access as the Public RACER USER role (Request Resolution, Tracking Report) and includes an additional menu option of ADMIN. The ADMIN functions include 1. Request Assignment Management where they can assign submitted requests to the Resolution Team 2.Update Team Members where they determine if persons are Active users in the application 3. Menu Administration where they can change the values of drop down functions in the application 4. Email Template Management where they can change or update the text of the emails sent to the submitters when a request is submitted, being worked on, or resolved.

Link to RACER Application: <https://racerp.dot.state.mn.us/>

The application will open to the RACER Home Page.

Home Page

Home Page screen

m DEPARTMENT OF TRANSPORTATION
RACER Application

RACER 1.0.5 - prod
Login

Search MnDOT A to Z General Contacts

Home Page Submit Request Contacts Help

Welcome to the MnDOT Racer Application

The Roadway And Characteristic Electronic Request (RACER) application assists in the entry and execution of change requests for roadway and characteristic changes to the State of Minnesota's Linear Referencing System.

Click the "Submit Request" tab to begin filling out the change request.

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When you select the 'Home Page' tool, the application will take you back to the 'Splash' page of the application, clearing any queries or work you have done. This does not cancel any work performed it just moves the application back to the start screen.

Menu options:

- Home Page: Main page for the application
- Submit Request: Clicking on the Submit Request Menu begins the process of making a request for a change to data in the LRS (MnDOT staff may use the Login option to automatically fill out the personal information included in the Submit Request process).
- Contacts: Clicking on the Contacts Menu opens an email to the MNIT@MNDOT IT Service Desk
- Help: Clicking on the Help Menu, gives the user the option to view Links to other useful applications

RACER Requester

User credentials are not required to submit a request. To begin, Click on the Submit Request tab. The system will guide the user through a sequence of steps:

- Step 1. Basic Information
- Step 2. Location Information
- Step 3. Change Information
- Step 4. Review and Submit

This is the main request function of the application. Clicking the 'Submit Request' tool opens a series of forms which help you create a RACER support ticket. On the first page you enter your contact info. Make sure to fill it out completely and accurately. This is the information the person who will resolve your ticket uses to contact you and let you know the work was done.

Basic Information

Basic Information screen

Search MnDOT A to Z General Contacts

Home Page Submit Request Contacts Help

Step 1: Basic Information Step 2: Location Information Step 3: Change Information Step 4: Review and Submit

Basic Request Information

Request Summary: *

First Name: * Last Name: *

Phone: * Affiliation: * -No Selection-

Email Address: *

Request Type: *

Roadway

Roadway Characteristic

Next

Step 1. Basic Request Information

Enter basic request information. Any field marked with an asterisk (*) is a required field. Enter:

- Request Summary
- First Name
- Last Name
- Phone Number
- Affiliation, select from the menu provided
- Email Address
- Request Type, select the appropriate option from those provided
 - Roadway
 - Roadway Characteristic

Only one Roadway or Roadway Characteristic change is allowed per request. If additional Roadway or Roadway Characteristic are being requested, each will require a request.

All entries are required on this page and most will be auto-filled if you are a MnDOT employee logged into the app. The Request Summary is for you to write a brief (100 Character or less) description of what this request is about. If unsure what to enter for 'Affiliation,' choose Other. Most request types (including any relating to street name) will be for Roadway Characteristic. Roadway is only for cases where a road or segment of a road is: missing, assigned to the wrong route system (jurisdiction), realigned, retired, or has bad calibrations. If your request involves anything else, use Roadway Characteristic.

If you select a Roadway Characteristic edit, another dropdown list will appear asking you to select which characteristic needs to be fixed. You can only select one. If you have multiple characteristics that need fixing in the same area, select the one most critical to you. There will be an opportunity later to write a description of other characteristics that also need fixing. . Click 'Next' when you are ready to move on.

When the form is complete Click on the Next button, in the lower right corner of the screen, to advance to Step 2.

Location Information

Location Information screen:

Search MnDOT A to Z General Contacts

Home Page Submit Request Contacts Help

Step 1: Basic Information Step 2: Location Information Step 3: Change Information Step 4: Review and Submit

Request Location Information

Fill in as much information as you know. At least one field should be entered.

County: -No Selection-

City: Enter starting text and then select City from the list that pops up.

Route System: -No Selection-

Route Number:

Street Name:

Reference Post: Offset:

Mileage:

State Project Number:

Back Next

Step 2. Request Location Information.

Enter as much location information as possible, at least one entry must be made to enable the user to advance to the next step. Entry fields:

- County, select from the list provided
- City, enter the first letters & select from the list
- Route System, select from the list provided
- Route Number
- Street Name
- Reference Post and Offset
- Mileage
- State Project Number

When entry is complete, Click on the Next button, in the lower right corner of the screen, to advance to Step 3. At least one field must be complete to advance to the next step.

These inputs should be self-explanatory. If the field does not make sense to you, it most likely does not relate to your line of work and should not be used. At least one (1) field must be entered to proceed. The more information provided, the easier it will be for the resolver to locate the fix. Once you have entered your location, click Next.

The third step is to enter why the data was bad. What changed to require it being fixed? For each box you check, an input will appear to describe how that location changed. If it is either:

- a. an overlay where nothing on the route changed, or
- b. data was entered incorrectly and nothing about the location changed,

then select "Other" and explain that in the input field. To return to the previous entry screen, Click on the Back button, in the lower left corner of the screen.

Change Information

Change Information screen:

Search MnDOT A to Z General Contacts

Home Page Submit Request Contacts Request Resolution Tracking Report Admin Help

Step 1: Basic Information Step 2: Location Information **Step 3: Change Information** Step 4: Review and Submit

Requested Change Information

Check at least one box and fill out the form for the Requested Change.

Route System:
 Route Number:
 Route Extended:
 Route Realigned:
 Route Removed:
 New Route:
 Filled a Gap:
 Other:

Error seen in: EMMA
Priority: Low - no set deadline

Back Next

Step 3. Requested Change Information.

Select the type or types of change you are requesting. At least one selection must be made to advance to the next step. Options are:

- Route System
- Route Number
- Route Extended
- Route Realigned
- Route Removed
- New Route
- Filled a Gap
- Other

As a selection is made a text field will open. The user should enter a detailed description of the requested change. 500 character limit. At least one selection must be made to advance to the next step.

After selecting the type of Change you must tell us where you saw the data needing to be changed. In the 'Error seen in' box you can choose from many of MnDOT's standards for displaying this information. If where you noticed the incorrect data is not on the list choose 'Other' and a box will appear for you to enter more information on your source of the error. You must choose something in order to continue.

The final required element on this page is the request Priority. As you select an option you will see what your requested turn around time is. It is not a guarantee of completion by your requested date as some edits require more extensive research or are more complex to perform. Please be honest in your assessment of your need as this will help us in prioritizing your request against others that come in.

When complete, Click on the Next button, in the lower right corner of the screen, to advance to Step 4.

To return to the previous entry screen, Click on the Back button, in the lower left corner of the screen.

Review and Submit

Review and Submit screen:

Search MnDOT A to Z General Contacts

Home Page Submit Request Contacts Request Resolution Tracking Report Admin Help

Step 1: Basic Information Step 2: Location Information Step 3: Change Information Step 4: Review and Submit

Review and Submit

Basic Request Information

Request Summary: Documentation Help
Name: Peter Morey
Phone: (651) 366-3872
Affiliation: MNDOT
Email Address: Peter.Morey@state.mn.us
Request Type: Roadway

Request Location Information

Route System: 27 - Railroad Service Road
Route Number: 1234

Requested Change Information

Route Realigned: Realignment of Rail Service Road North of Lowry Ave

Error seen in: EMMA

Submit Request Cancel Request

Note: after you submit the request you will have an opportunity to upload files as attachments to the request.

← Back

Step 4. Review and Submit.

Review the information entered for the request.

- If there is something you wish to change, use the Back button(s) to navigate to the previous screens and make changes as desired.
- If you wish to delete the request, Click on the Cancel Request button to delete the entry. *Warning, once the Cancel Request button has been selected, all data in the request is deleted and a new request must be initiated.*
 - Once cancelled, the application will display a cancelation message.

Cancelation Message:



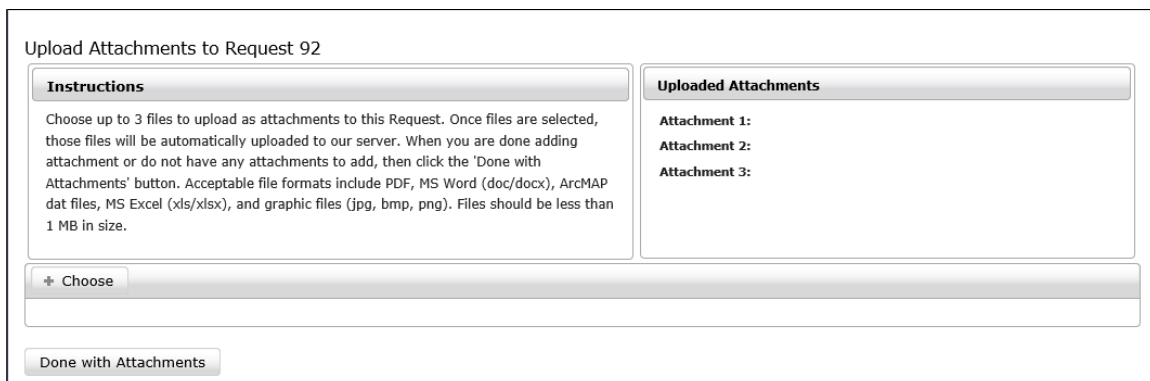
- If satisfied with all data in the entry, Click on the Submit button to submit the request.
 - Once submitted a message will display indicating the submission was successful. The message will include a reference number for the submission.

Successful Submission Message:



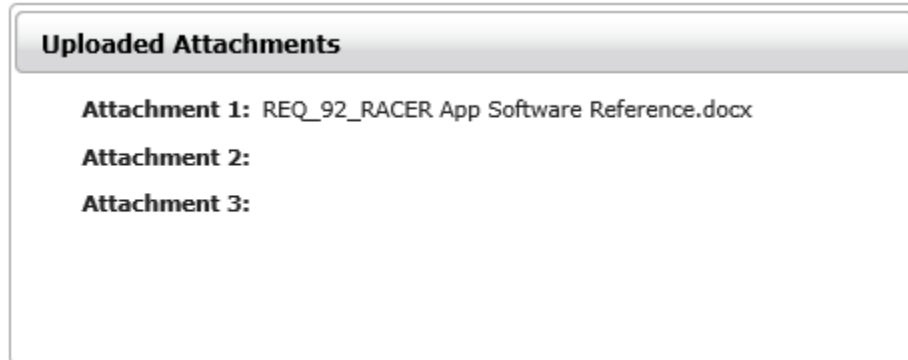
- An email will be sent to the email address specified in the request. The email will include a summary of the request for reference.
- Instructions will display for uploading or including documentation with the submitted request. Up to 3 attachments may be made

Upload Attachments screen:

The screenshot shows a web interface titled "Upload Attachments to Request 92". It is divided into two main sections. The left section, titled "Instructions", contains text: "Choose up to 3 files to upload as attachments to this Request. Once files are selected, those files will be automatically uploaded to our server. When you are done adding attachment or do not have any attachments to add, then click the 'Done with Attachments' button. Acceptable file formats include PDF, MS Word (doc/docx), ArcMAP dat files, MS Excel (xls/xlsx), and graphic files (jpg, bmp, png). Files should be less than 1 MB in size." Below the instructions is a button labeled "+ Choose". The right section, titled "Uploaded Attachments", contains three labels: "Attachment 1:", "Attachment 2:", and "Attachment 3:". At the bottom of the form is a button labeled "Done with Attachments".

- Click on the Choose button to browse for the document to select
 - Once a document has been selected, it will be added to the Uploaded Attachments pane

Uploaded Attachments pane:



- If there is another attachment, repeat the previous step. Up to 3 attachments may be made. When complete, Click on the Done with Attachments button. A message will display indicating you have selected Done with Attachments:

Done with Attachments Message:



You should receive an email immediately letting you know that the ticket was submitted and is in our system. You will receive additional emails when the resolver has started working on the ticket, and again when the work is completed. There is the possibility that you may receive a 'request denied' note if the request did not meet our business rules, or if there was insufficient information to resolve it.

Contacts Tool

The 'Contacts' tool will open an email window for you to submit an IT ticket requesting help with an error in the application itself. Simply fill out the required inputs and send the ticket in. Make sure to include your contact information so IT can reach you if there are questions, or to notify you when the ticket has been resolved.

Help Tool – Useful Links

Clicking the 'Help' tool will open a page listing additional related MnDOT applications that may help you view the data or answer some of your questions. Click the links on this page to open the other MnDOT applications or web pages.

RACER Generated Email Notifications

RACER generates email notifications to request submitters alerting them to the current status of their request(s).

- Submission Request Received:
 - Email Address: email address entered on the change request
 - From: MN_DOT_RACER
 - To: First and Last Name entered on the change request
 - Subject: RACER Request #XX has been Received
 - Body: Thank you for your input, we have received your data suggestion and will review it shortly. We appreciate your efforts in helping us make the data as good as possible. Once it is assigned to staff they may contact you with further questions or for more information. You will receive another notice informing you when the suggestion has been processed.

- Status Change to In Process:
 - Email Address: email address entered on the change request
 - From: MN_DOT_RACER
 - To: First and Last Name entered on the change request
 - Subject: RACER Work Started for *Request ID*
 - Body: This notice is to inform you that *Editor Name* has been assigned to review the suggestion you provided us on *MM/DD/YYYY*. They may contact you if they have questions or if they need more information on this suggestion. You will receive another notice when the work has been completed. Thank you for your help in making our products better.

Please contact the MnDOT Transportation Data and Analysis Program at 651-366-3888 and ask for the LRS supervisor if you have questions.

- Status Change to Denied:
 - Email Address: email address entered on the change request
 - From: MN_DOT_RACER
 - To: First and Last Name entered on the change request
 - Subject: RACER *Request ID* is not able to be completed
 - Body: We greatly appreciate the suggestion you submitted on *MM/DD/YYYY*. Our staff have reviewed the suggestion and have determined that it either does not meet our business policies or we have not been able to confirm its validity. Although we will not be implementing this particular suggestion, we appreciate your concern and welcome other thoughtful suggestions in the future.

- Status Changed to Completed:
 - Email Address: email address entered on the change request

Please contact the MnDOT Transportation Data and Analysis Program at 651-366-3888 and ask for the LRS supervisor if you have questions.

- From: MN_DOT_RACER
- To: First and Last Name entered on the change request
- Subject: RACER Request ID has been Completed
- Body: Thank you for helping us make our products timelier and of better quality, your support is greatly appreciated. Your suggestion on MM/DD/YYYY has been processed and you should see it in our product within 7 days. Please contact us again with any issues or missing data you notice.

Please contact the MnDOT Transportation Data and Analysis Program at 651-366-3888 and ask for the LRS supervisor if you have questions.

Log In

Resolution Team Members and RACER Administrators must Log in to the RACER application to access Menu tabs specific to their roles in the RACER application, other MnDOT staff may log in to auto-populate most of the first step of the Submit Request process. To navigate to the Log in screen, on the Home Page, Click on the Login button in the upper right corner of the screen. The system will advance to the Log in Screen.

Login Screen

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Home Page | Contacts ▾

Enter User Name and Password:
(User Name and Password are the same as your network)

User Name :

Password :

Login

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Log in by entering your User Name and Password in the fields and Click on the Login button below.

NOTE: *The color of the box surrounding the Login button indicates what instance of the app you are using, Blue means Production, Red means Test and Yellow means Development. If the box is not Blue your request will not be processed and you are not working in the Production environment.*

RACER Resolver

Getting Started

Roadway and Characteristic Edit Request (RACER) is a web based application. It allows users to submit requests for corrections or additions to LRS routes and data. For more background information, refer to the RACER Requestor section.

To access RACER from within MnDOT simply type 'RACER' into the address bar of your web browser and press enter. From outside the department, type <https://www.dot.state.mn.us/tda/racer.html> into the address bar of your browser. This will bring you to the RACER splash screen.

The login area in the upper right corner of the application is color coded to let you know if you are in the production or test version of the application. Blue is production and red is test. There is additional text above the login button specifying the version and instance of the application you are accessing.

The green bar below the login area has general links to the MnDOT website. The black area contains RACER menus and tools.

There are three (3) levels of users in the RACER application: requestor, resolver, and administrator. Each role (level) has its own manual. This manual is for the resolver functions of the application. If you want to access other tools you may need to refer to the requestor manual. Resolvers do not have access to the functions granted to the administrator role.

There are two (2) tools that get added to the menu/tool bar (black portion of the application) when you log in with a resolver account. These menus let you perform all of the resolver functions.

Requestor Resolution Tool

Request Resolution Manager for Peter Vincent Morey ?

Request Status:
 Assigned
 In Progress
 Resolved
 Denied
 Hold

Type: All System: All
County: -No Selection- Route#:

Showing 1-9 out of 9 Requests

ID	Status	Date	Type	What Changed	Location of Change	Requestor Info
217	Assigned	03/15/18	Facility Type	Other: Facility Type should be coded as "One-Way Roadway."	Cnty: Saint Louis Cty: Duluth Rte Sys:05 - Municipal State Aid Street Rte #: 126 Stri:E 3rd St	Theo Clever (651) 366-3836 theo.clever@state.mn.us

When you select the 'Request Resolution' tool, the application will open the 'Request Resolution Manager' screen for the logged in resolver or administrator.

The top portion of the screen lets you enter values to help refine the list displayed in the bottom portion of the screen. You can use the following fields to limit the results returned:

- 'Request Status' limits the tickets displayed to only those in a certain status(s);
- 'Type' limits to only route edits or only characteristic edits;
- 'County' only edits within a selected county;
- 'System' limits to routes from a selected route system; or
- 'Route#' for a specific route number or comma separated list of numbers.

Once the parameters are set to your preferences, press the search button. To clear the selections, press the 'Clear' button.

Some things to remember as using the search tools is that if the Requestor did not enter the information (such as not entering the route number) then it will not be searchable by that aspect of the data. If you enter its part of your search any record missing it will be omitted from the search results.

You can sort the table of records meeting your search requirements by clicking on the column header for:

- ID
- Status
- Date
- Type

The other columns are not sortable.

To see the details of any row of the results simply click the Magnifying glass icon in the right most column, this will open a dialog window (see below) with more details and where you may edit some of the attributes.

RACER Application - Request Resolution Details

<p>Basic Request Information</p> <p>Request ID: 217 Type: Roadway Characteristic Characteristic: Facility Type Status: <input type="text" value="Assigned"/></p> <p>Submitted Dt: 03/15/18 Assigned Dt: 03/29/18 In Progress Dt: Resolved Dt:</p>	<p>Requestor Information</p> <p>Name: Eddie Munster Phone: (651) 366-3838 Affiliation: Email Address: eddie.munster@state.mn.us</p>
<p>Request Location Information</p> <p>County: Saint Louis City: Duluth Route System: 05 - Municipal State Aid Street Route Number: 126 Street Name: E 3rd St</p>	<p>Attachments</p> <p>EmailMessage :</p> <p>EmailMessage : <input type="text"/></p>
<p>Requested Change Information</p> <p>Other: <input "="" one-way="" roadway."="" type="text" value="Facility Type should be coded as "/></p>	

You may change the status of the request either in this details window or back in the previous list. To do so just change the Status Drop Down box to the desired status. Using the Details window lets you also add a message to send to the status change email by typing it into the EmailMessage box, this message is required if changing the status to 'Hold' . Once you change the status an email will automatically go out notifying the Requestor of the ticket's change in status.

Possible statuses are:

- Assigned – The request is assigned to a specific person for resolution but not being worked on
- In Progress – The resolver is actively working on the request
- Resolved – The request has been entered into the system and is closed
- Denied – The request is closed but not entered as it is not resolvable or does not meet our business requirements.
- Hold – The request was started but cannot be worked on for some reason, this reason must be explained in the email message when being placed on hold.

Tracking Report Tool

The 'Tracking Report' is a tool for a resolver or administrator to review and sort data through various filters. You can view the status of tickets from all resolvers and in all statuses. The page will automatically open showing all tickets currently assigned, regardless of the user.

You can sort the report by clicking on the arrows in the column header of any of the following columns:

- ID
- Submitted Date
- Status
- Assigned To
- Type (Roadway vs Roadway Characteristic)
- Rte Sys Change*
- Rte Number Change*
- Rte Extended Change*
- Rte Realigned Change*
- Rte Removed Change*
- New Rte Change*
- Filled Gap Change*
- Other Change*
- County
- City
- Rte Sysa
- Rte Nbr
- Str Name
- Ref Post
- Mileage
- Proj Nbr
- Requestor Name
- Requestor Email
- Requestor Phone
- Affiliation
- Assigned Dt
- In Progress Dt
- Resolved Dt
- Submitted to Assigned
- Assigned to in Progress
- In Progress to Resolved
- Total Days


*= Free form entry fields so sorting may be unexpected.

All fields, except 'Requestor Phone,' may also be filtered. Simply enter a value or date range in the input box(es) in the column header, or select a value(s) from the built in lists.

Navigation buttons at the top and bottom of the page allow you to jump forward or back by one page, or to the end of the list.

There is a button in the top right and bottom right corners of the page titled 'Columns.' When pressed it provides a list of columns on the page. Unchecking any number of these columns will remove them from your view, making for easier reading of the data you are interested in.



The  tool allows you to export the table to Excel, where Excel's full functionality is available. To export to Excel, click its symbol at the top or bottom of the page.

RACER Administrator

RACER Administrator Home Page

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Logout
User: cell1suz

Search MnDOT A to Z General Contacts

Home Page Submit Request Contacts Request Resolution Tracking Report Admin Help

Welcome to the MnDOT Racer Application

The Roadway And Characteristic Electronic Request (RACER) application assists in the entry and execution of change requests for roadway and characteristic changes to the State of Minnesota's Linear Referencing System.

Click the "Submit Request" tab to begin filling out the change request.

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RACER Administrators have all of the application capabilities of the RACER Resolution Team Member with the addition of the Admin Menu tab. The Admin Menu tab gives the RACER Administrator the ability to perform the following tasks:

- Request Assignment Manager
- Update Team Members
- Menu Administration
- Email Template Management

Getting Started

This is a web based application which allows users to submit requests for corrections or additions to LRS routes and data. For more background information, please refer to the RACER User section.

To access RACER from within MnDOT simply type 'RACER' into the address bar of your web browser and press enter. The browser will bring you to the default RACER screen. The login area in the upper right corner of the application is color coded to let you know if you are in production or a test version of the application. Blue is production and red is test. There is also text above the login button specifying the version and instance of the application you are accessing.


The green bar below the login area has general links to the MnDOT website and the black area contains RACER menus.

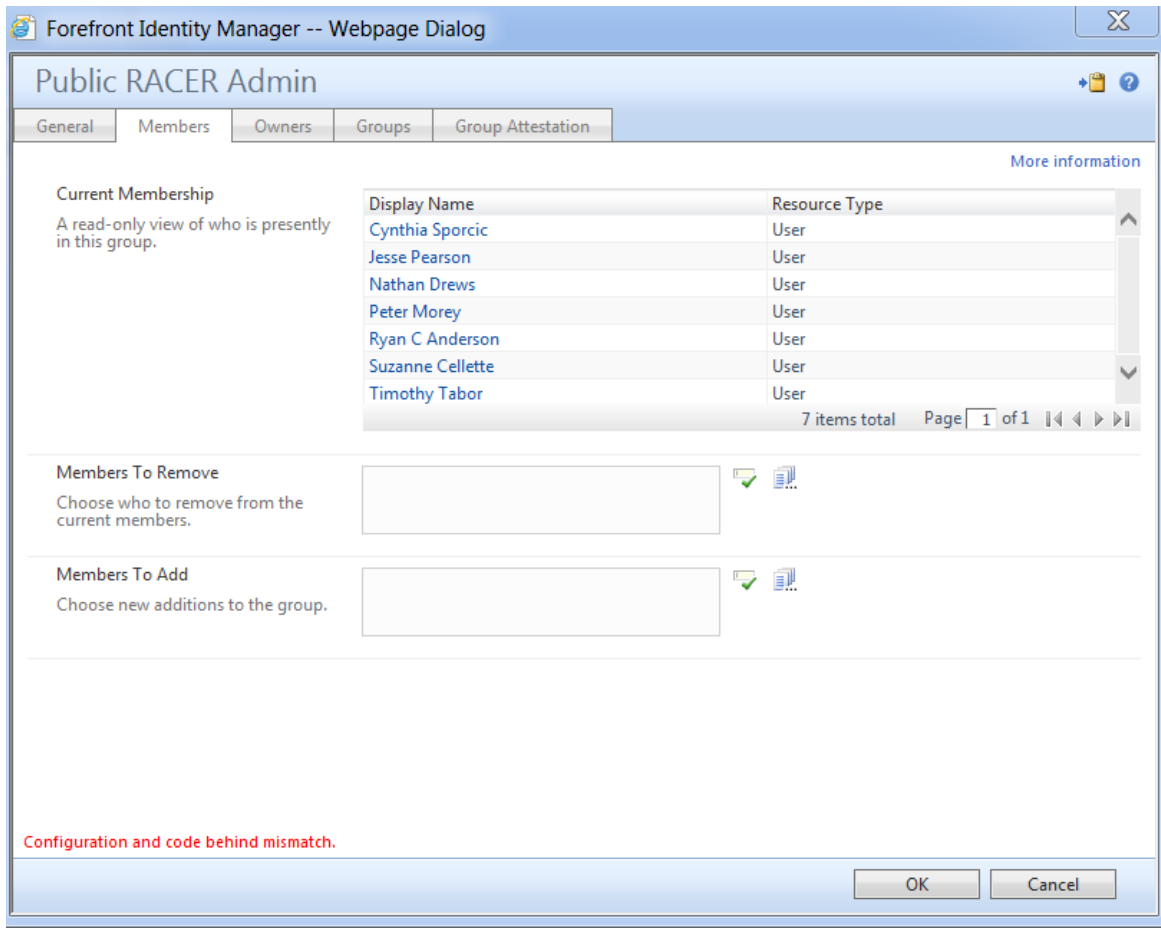
There are three (3) levels of users of the RACER application: User (Submitter), Resolver, and Administrator. Each role has its own manual. This set of directions is for the administrative functions of the application. If you want to access other tools, you may need to refer to the other manuals.

Managing Application Access

Before you can perform any administrative task in RACER you must have access rights and then login. If you are a new administrator, you must get an existing administrator to grant access using a two-step process.

First, the administrator must grant application rights. To do this, go into the [Forefront Identity Manager](#) application. Click on the 'Public RACER Admin' or 'Public RACER User' link.

In the dialog window that opens, click on the 'Members' tab. In the box labeled 'Members To Add,' type the first four digits of the new user's last name then click the  (Validate and Resolve) button. A list of possible users, whose names match the string you entered, will appear. Check the box next to the name of the person you want to add and click 'OK'. In the next box click 'OK' again.



After the user has been added in Forefront Identity Manager you must add them in the RACER application as well. To do this, click the login button in the upper right corner of the application. Login using your system (AD) username and password.

The menu bar should change showing you more options, including the 'Admin' menu. Select this menu, then the 'Update Team Members' option.

In the resulting table click on the 'Add New Team Member' tool at the top. In the dialog window, start typing the last name of the user you wish to add in the 'MnDOT Employee' input box. As you type, a list of users will appear. Select your new user from the list and click the 'Add User' button.

To remove users, follow the same process in the Forefront Identity Manager application, except use the 'Members to Remove' box. In RACER, under the 'Update Team Members' option, find the user's name and click 'Remove' on the right side of the table.

Setting Up the RACER Email Box

In order to view email created by the RACER application that is undeliverable, you must map the application email account in Outlook. To do this, open Outlook and click the 'File' tab at the top of the page.

Directly under 'Account Information' should be your email account. Click the 'Add Account' button under your email account. Fill in your name in the resulting dialog and enter 'RACER.DOT@state.mn.us' under the 'E-mail Address' input box. Do not do anything with the password boxes. Click 'Next'. Once the next window has completed adding the account, click the 'Finish' button.

You will most likely not see the new mailbox until you restart Outlook.

This mailbox should be checked at least once per week to make sure that no application communications have failed to send.

Assigning Work

At least once per day you should check the ADMIN>Request Assignment Management screen to make sure that no tickets are sitting unattended. It is best to add a recurring, all day appointment in Outlook with 'Show As' set to 'Free.' By having it occur every work day, you will automatically be reminded to check RACER each morning when you first logon.

When you open the ADMIN>Request Assignment Management screen, any tickets submitted but not assigned will be listed in the application window by default. To assign a ticket, simply click the 'Assigned To' box in the ticket row and select the name of the Resolver to assign it to. Once selected, it will automatically be assigned and that Resolver will receive an email notifying them of their new ticket.

If you want view tickets in a different status, use the 'Request Status' drop down list near the top of the page. Select the status you wish to view. You can refine your search by county, Roadway or Characteristic, or tickets assigned to a specific team member. Once your parameters are chosen, click the 'Search' button and results matching your criteria will appear in the application window.

You can then sort the results by clicking on the field name of the column you wish to sort. Sorting can be done on any of the ID, Status, Date, Assigned To, or Type columns.

To clear all options and start over simply click 'Clear.'

Request Assignment Manager

The Request Assignment Manager functionality allows the RACER Administrator to View, Assign, and Reassign requests to Resolution Team Members.

Request Assignment Manager Screen

Search MnDOT A to Z General Contacts

Home Page Submit Request Contacts Request Resolution Tracking Report Admin Help

Request Assignment Manager ?

Request Status:

County:

Request Type:

Team Member:

Showing 1-1 out of 1 Requests

ID	Status	Date	Assigned To	Type	What Changed	Location of Change	Requestor Info
92	Submitted	02/24/17	<input type="text"/>	Roadway	<p>Other:</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> Please enter a detailed description of the change being requested. </div>	Cnty: Anoka	Suzanne Cellette (651) 366-4040 suzanne.cellette@state.mn.us Other <input type="button" value="REQ_92_RACER App Software Reference.docx"/>

Showing 1-1 out of 1 Requests

When selected the Request Assignment Manager opens, defaulting to display a search of all requests with a status of Submitted and no Team Member assigned. The Assignment Manager contains the following search criteria:

- Request Status:
 - All
 - Submitted (default)
 - Assigned
 - In Progress
 - Resolved
 - Denied
- Request Type:
 - All
 - Roadway
 - Roadway Characteristic
- County:
 - No Selection (default)
 - Specific County selected from the list
- Team Member:
 - Blank (default)
 - Specific Team Member selected from the list

User can use on one, two, three, or all criteria to perform a search. At least one search criteria must be selected. Make search selections and Click on the Search button to perform a search.

To Clear your search and return to the default settings, Click on the Clear button.

Search results are displayed in a table format with the following columns:

- ID- Request ID number, results can be sorted by ID
- Status- Status of the request, results can be sorted by Status
- Date- Date of the request, results can be sorted by Date
- Assigned To- Team member to whom the request is currently assigned, results can be sorted by team member
- Type- Type of request, results can be sorted by Type
- What Changed
- Location of Change
- Requestor Info

RACER Administrators use the Assigned To column and the associated dropdown list to assign a Submitted request or to reassign an Assigned request.

Note: The Team Member search criteria selector only allows for the selection of a specific team member. Once a Team Member has been selected, the only way to clear this criteria is to Click on the Clear button, which will clear all search criteria previously selected and return to the default settings.

Update Team Members

The Update Team Members opens to display a table listing all Resolution Team Members and RACER Administrators. By default the table is sorted in alphabetical order by Last Name.

Update Team Members Screen

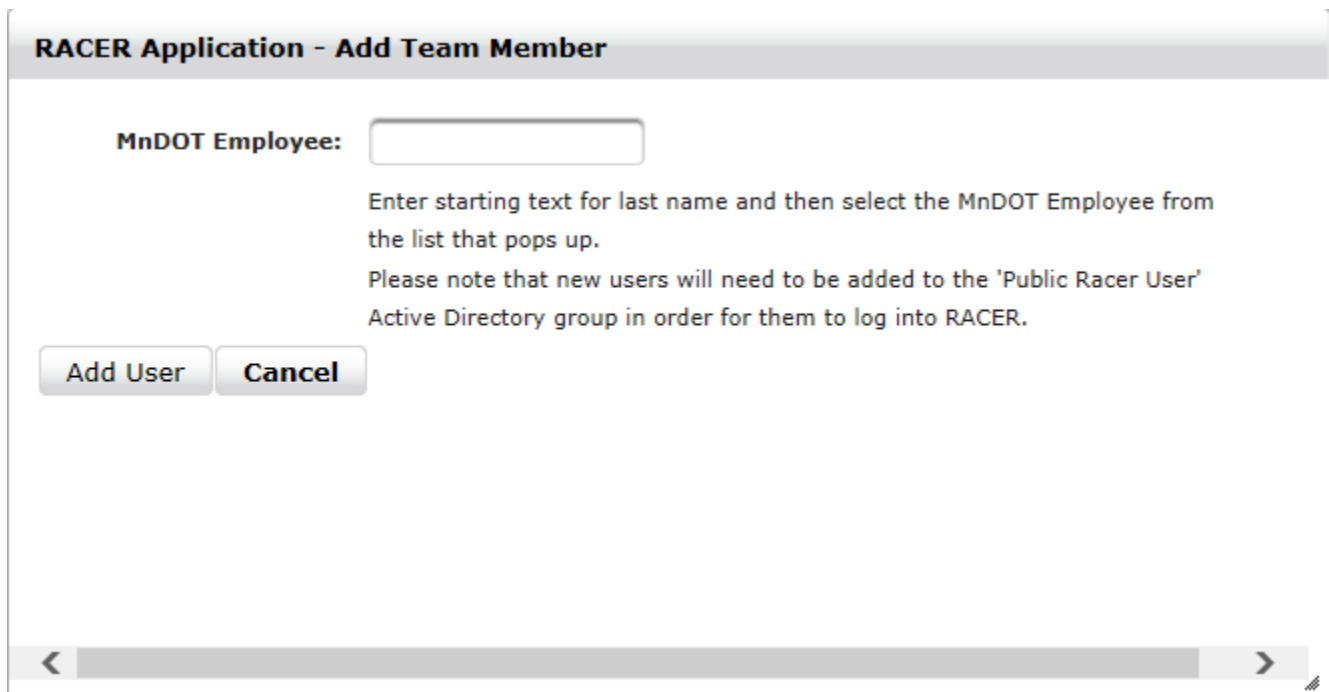
The screenshot shows the 'Update Team Members' screen. At the top, there is a green navigation bar with links for 'Search', 'MnDOT A to Z', and 'General Contacts'. Below this is a black navigation bar with links for 'Home Page', 'Submit Request', 'Contacts', 'Request Resolution', 'Tracking Report', 'Admin', and 'Help'. The main content area is titled 'Resolution Team Management' and includes an 'Add New Team Member' button, a CSV upload icon, and a table with columns for 'Name', 'Agency', 'Contact Info', and 'Active'. The 'Active' column has buttons for 'All', 'Active', and 'Inactive'.

Add New Team Member

To add a new Resolution Team member, Click on the Add New Team Member button located on the left side directly above the table.

A RACER Application - Add Team Member window will open.

Add Team Member window



RACER Application - Add Team Member

MnDOT Employee:

Enter starting text for last name and then select the MnDOT Employee from the list that pops up.

Please note that new users will need to be added to the 'Public Racer User' Active Directory group in order for them to log into RACER.

Add User **Cancel**

Search for the person by entering the first few characters of their last name in the MnDOT Employee field. A list of employees with last names beginning with the characters entered will be displayed, Select the correct person from the list. *Note: Only individuals in the Active Directory group will be displayed. If the individual you are looking for does not appear in the list, they will need to be added to the "Public RACER User" Active Directory group before they can be added as a new user or log in to the RACER application.* When you have selected a name, Click on the Add User button to add the individual as a Resolution Team Member or click the Cancel button to close the window.

Edit Team member

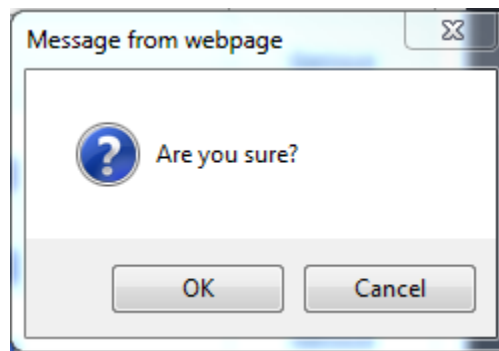
The following changes can be made to a current Resolution Team Members information

- Change Active/Inactive Status, a check in the box indicates the team member status is Active
- Remove a Team Member from the application

To make a change, find the appropriate team member in the list:

- To change Active/Inactive, go to the Active column; check the box if the team member is currently Inactive to make them Active or remove the check if the team member is currently Active to make them Inactive
- To remove/delete a team member from the application, click on the Remove link in the last column of their information. When removing a team member from the system, a pop-up will display prompting for confirmation that you wish to remove the team member, Click OK to continue and remove the team member or Click Cancel to discontinue.

Confirmation Request



Editing Automatic RACER Emails

Email Template Management

If you need to modify the text of the automatic emails the RACER application sends out, use the ADMIN>Email Template Management option. This will display a table of the five (5) types of emails the application sends, and an additional row for the email account used by the application.

The first column of the table is the name of the email, which is descriptive of when the email is sent. The second column is the text that will appear in the subject line of the email. The third column contains the actual text in the body of the email. The final column is an icon. When you click the icon, it opens up a dialog which allows you to alter the text in the subject or body of the email.

To edit a row, click the pencil icon on the rightmost column and edit the resulting dialog. When finished, click the pencil again (it may be hard to see against the dialog background). If you miss the pencil icon when clicking, the dialog will not close and no updates will apply.

Within some of the text are variables. These variables are identified, before and after, by double less than '<<' and double greater than '>>' symbols (i.e. <<resolution-team_member>>). Be careful when editing around

these variables as they are set in the application code and cannot be altered. New variables cannot be added without altering the application code.

Modifying RACER Lists

There are multiple lists contained within the RACER application. Many are controlled by system settings. For example, when selecting a Resolver to assign a ticket to, that list is controlled by the process to add or remove a Resolver's permissions to the application.

Some menus can be edited by the administrators. These will be accessed by the ADMIN>Menu Administration option.

Once you've opened this portion of the application, you can choose which menu to adjust from the 'Modify Menu' drop down list. Once a menu is chosen, you have several options. You may:

1. View/Edit an existing row of the list.
 - Select it in the item drop down list and alter the components you wish from the resulting dialog. Remember to click 'Save Changes' when done. You can remove an item from the list by clicking 'Deactivate this item' button.
2. Add a new item to the menu.
 - Fill in the resulting dialog and click 'Add this item' when done.
3. Reactivate an item.
 - Select it from the 'Inactive Item' drop down list.
4. Sort the list.
 - Use the arrows on either side of the table to move items up or down the list. Inactive items may appear on this list but will not display in the application.

Once you have completed your edits, you will need to restart the RACER application before any of the menu changes will be visible.

Menu Administration

Menu Administration enables the the RACER Administrator to update or edit the following menus in the application:

- Affiliation
- Characteristic
- RACER_Links
- Requested_Change
- Request_Status

Select the Menu to be edited from the list. All menu lists are modified using the same procedures.

The screen will change and display the Menu to be modified and tabs indicating the types of modifications allowed.

- View/Edit
- Add
- Reactivate
- Sort

Directly below the tabs is a link to open instructions for using each of the tabs.

Instruction Link

Not sure what to do here? [\[click for directions\]](#)



Click on the link to view tab specific instructions

Menu Modification Screen

The screenshot shows a web interface titled "Menu Administration" with a help icon. Below the title is a "Modify Menu:" label followed by a dropdown menu currently showing "AFFILIATION". A horizontal bar contains four tabs: "View/Edit", "Add", "Reactivate", and "Sort". Below the tabs, there is a link that says "Not sure what to do here? [click for directions]". At the bottom, there is an "Item:" label followed by a dropdown menu showing "Choose an item...".

RACER System Generated Error Messages

Message for upload error:

 Invalid email format 

Message for submission error:



Route System change details must be specified when selected.
Route Number change details must be specified when selected.
Route Extended change details must be specified when selected.
Route Realigned change details must be specified when selected.
Route Removed change details must be specified when selected.
New Route change details must be specified when selected.
Filled in Gap change details must be specified when selected.
Other change details must be specified when selected.

