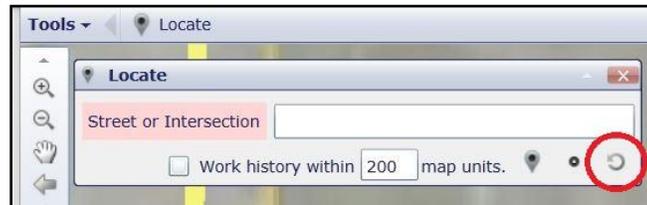


# CITYWORKS – GEOCODING GUIDE

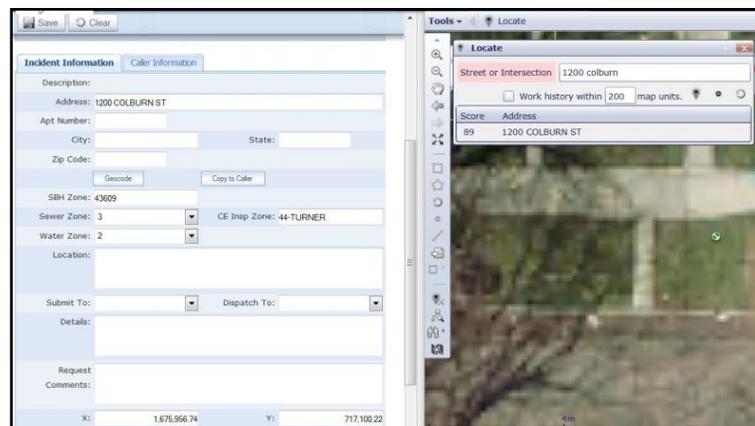
When geo-coding a service request in Cityworks, it is always preferable to select an address from the standardized list that is available to you. Here are 2 ways to search and select from the standardized list:

## 1. Search from the Map using the 'Locate' Tool

Enable the Locate feature in the map by selecting the 'Tools' Dropdown and checking the box next to 'Locate'. When using the locate tool, it is always a good idea to clear any previous search results by hitting the 'clear' button (highlighted in red).

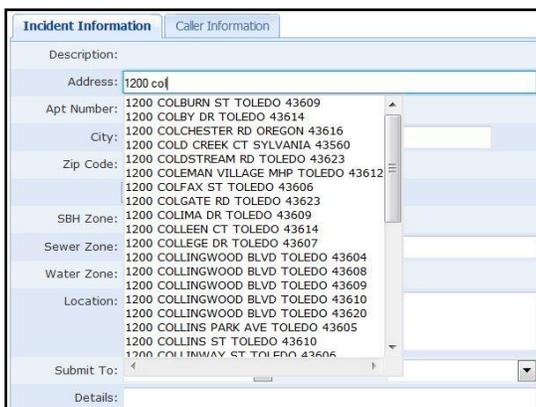


This tool requires that you type the address *exactly*. The 3 Letter rule does not apply here, but you can also use this tool to search for intersections. Type in your address and select the correct one if there are multiple options. Your incident information will geocode automatically.

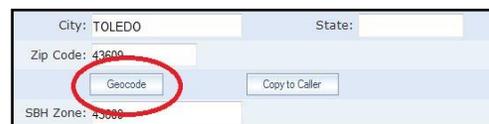


## 2. Search for the Address in the 'Incident' Tab

When typing in the address, be sure to use the **3 Letter Rule**. Type in the street number plus the first 3 letters of the street name and then hesitate for 1-2 seconds. Cityworks will display a list of selectable addresses:



Select the correct address from this list and then click the 'Geocode' button.



Double check to make sure your address is properly geocoded in the X & Y fields. If these fields are blank, the request is NOT geocoded!



# GEOCODING – TROUBLESHOOTING

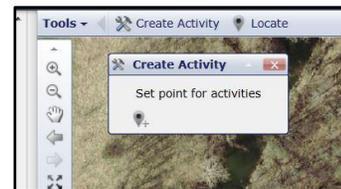
There are many cases in which geocoding will not be as straight forward: Cityworks may not behave the way you expect or a caller may only give you an intersection or an invalid address. Follow these instructions in order to find solutions for geocoding:

## 1. Geocoding an Intersection

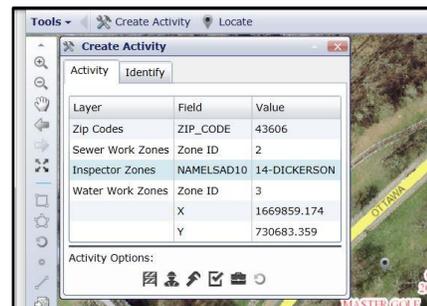
This can be done easily through the 'Locate' tool in the map. Simply type in the two cross streets, separated by the '&' symbol and hit enter. [Example: Collingwood & Erie] Once selected, your service request will automatically geocode.

## 2. Geocoding a Non-existing Address with the Create Activity Tool

When a caller gives you an address that will not show up with a normal search method, it is possible to drop a pin on the map using the 'Create Activity' tool. Activate the tool in the map by checking the correct box in the Tools drop down:



This tool will require you to search around the map and find the general area that the service request is located. Once located, select the pin by clicking on it in the create activity window and then clicking on the location in the map. The request will geocode to the point where you drop the pin.



## 3. Geocoding: Tricks and Tips For Trouble Shooting

- a. Before starting a new service request, make sure to clear all search criteria using these buttons:



- b. To change the location of an already geocoded service request or work order, open the record and select the pin in the top menu bar:



Then use the locate tool in the map to search a new address. Select the appropriate address and then click 'Save'.

- c. If the address search brings up multiple options for the same address you have to select the best option. Verify with the caller which address is correct before ending the call.
- d. If Cityworks at any point is not behaving in the way you would expect when following these instructions, first try restarting the program (close Firefox and re-open). If that does not solve the problem, contact a COT Cityworks team member for support.