



## **New York User Meeting**

*February 26, 2015*

*Presenters: Corinne Harper and Angie Weaver*

The meeting began at 10am Eastern.

The following topics were discussed, as well as a PowerPoint was presented:

- **New York 2013-2014 Usage:**
  - 2013
    - Created: 15,131
    - Closed: 2,190
    - Tickets w/ Steps Completed: 10,530
  - 2014
    - Created: 21,762
    - Closed: 6,355
    - Tickets w/ Steps Completed: 21,397
- **Top New York Users:**
  1. Top Creators:
    - Consolidated Edison, National Grid, Orange and Rockland
  2. Top Updaters:
    - Verizon, Consolidated Edison and Cablevision
- **Demonstration:**
  1. Disputes
    - Dispute Reason Added
    - Active Dispute Report
      - Step member and pole owner reports available
  2. Best Practices in NJUNS
    - Copying Steps
    - Cloning Tickets
      - Creates replica of the ticket you cloned from, including ticket header and steps. Comments, File Attachments and Disputes do not clone over.
  3. New Fields
    - New Pole Height
    - New Pole Class
  4. Consolidated Fields
    - NYDOT Permit Number is now listed as Permits
  5. State Portfolios
    - Available under the Members tab – Replacing the user forum
  6. Other Website Updates
    - Training



- Users Guide and Training Videos on Website
- Member Code List
  - Ability to sort by County
- New User Registration Form
- **Questions:**
  1. Is there a way to update email options so that a member is only notified when they are "next to go" and action is required?
    - a. Currently we do not have the capability to customize when the notifications are sent.
  2. I noticed a green + button on the member code line on the step section. What is that?
    - a. This icon is for Staff use only.
  3. Why not just have all sizes of poles added to the pole size field, from 25 - 100 in increments of 5?
    - a. These increments were given to us by the NY Directors.
  4. Shouldn't the Dispute step be between the ticket creator & disputer? The pole owner is not always handling the disputes, the creator is
    - a. Currently the dispute process is between the pole owner and the joint pole owner.
  5. Can you please restate the process to reset passwords?
    - a. Email us at [support@njuns.com](mailto:support@njuns.com) if you need your NJUNS password reset.
- **Attendees:**

Paul Adeyinka	Holley Keyser	John O'Neill	Bette Thomas
Kirk Beaver	Frederick Laube	Rich Peshkur	Jay Wade
David Bernacchi	Eric Lipsenthal	Laura Read	Karla West
Megan Blaskovich	Michael Lounsbury	Randy Reed	Patricia Wolff
Michelle Collins	Don Lucia	Donald Rogers	Denise Ziemendorf
Sean Cox	Shana Macey	Joe Sabatelli	Cheryl Goyette
Peter DiNunzio	Tony Macey	Micah Sameth	
Amanda Emery	Joey Maisonet	Rick Samuels	
Roy Fields	Matthew Marino	Christina Santangelo	
Steve Finch	David Mavrovic	Sandra Sejour	
Patricia Hynes	Wanda McCullough	Rasool Shakoor	
Jeanne Irvin	Deborah Meehan	John Sierotnik	
Kelley Issler	Joanne Neumire	Marilyn Skipper	
Gloria Kehoe	Pat Najdek	Heather Steffanni	
Stephanie Kelly	Dan Nichols	Mike Stripe	

