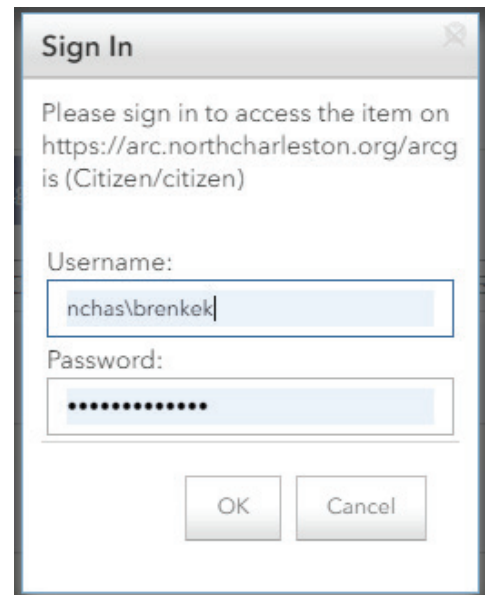



Employee Response Portal

Step 1, Sign in.

Your login is the same as your city computer login, however you must type "nchas\" in front of your username.

Your password is your city password. When you update your password, the Employee Response Portal will use your updated password.



 Click the 3 vertical lines (hamburger button) to toggle between your home page and the search options

Open Requests

[View Closed](#)

Submitted	Last Update	Request ID	Status	Request Type	Description
03/29/2020	04/22/2020	7	open	Question/Comm	This is my new test - Sunday
03/31/2020		10	open	Question/Comm	test
04/07/2020		11	open	Question/Comm	test
04/18/2020	04/22/2020	13	open	Question/Comm	test Apri

Step 2, Requests assigned to you will appear in the table on your home page. You can toggle between open and closed requests on this page.

Step 3, Select a record to view.

Once you have selected a record from the table, it will populate the tabs below the table. You can click on the tabs to interact with the request - send a message, view message history, add notes or images.

You can also view a complete history of the request (interactions with the request are recorded to the database), or you can view the citizen's information with a list of all their requests.

Request Status: Assign to Department: Assign to Employee:

Step 4, Update the status of a request.

You can update the status of a requests if it is assigned to you, reassign the request to another department or you can create a workorder and send the request to Public Works. Please note once you have created a work order you will not be able to update the request. If you have a need to update requests not assigned to you please contact GIS (ext 2543 or 2542).