

# **MCFRS Station Defect Reporting Field User Guide**



MCFRS Tech Training  
Updated April 2020

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## MCFRS Station Defect Reporting Field User Guide

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### *Introduction*

The MCFRS Station Defect Reporting System is a one-stop shop for all department facility defects, within both LFRD and county-owned buildings

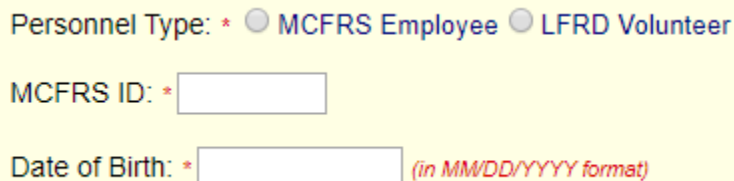
### *Accessing the System*

Anyone who has a PCAP or SAMS account may access the system and submit a ticket.

- Open a web browser and go to Quicklinks (on a computer, tablet or phone). Expand the **Most Common Quicklinks** menu and click the link for **Station Defect Reporting**.
- Log in with your Station Defect Reporting System credentials. If you don't have an account, you will need to create one. (Volunteers: Your SAMS username and password **will** work, and so you won't need to create a new account.) If you don't need to create a new account, skip the next section, *Creating a New Account*.

### *Creating a New Account*

- Note the link above the MCFRS ID and Password boxes, **Register here**. Click the **here** link. (Note: You must be on the county network for this to work.)
- Fill in the necessary information, Personnel Type, MCFRS ID (your six-character Fire ID) and your date of birth (in MM/DD/YYYY format) and then click the **Next** button to proceed to Step 2 of the registration process, the information confirmation.



Personnel Type: \* ☐ MCFRS Employee ☐ LFRD Volunteer

MCFRS ID: \*

Date of Birth: \*  (in MM/DD/YYYY format)

Note: Assuming that the information you entered matches the department personnel databases, then your information will be confirmed successful and you may click the **Next** button after seeing that confirmation in Step 2.

- Enter a password to use which meets the following criteria:
  - Between eight and 20 characters
  - At least one letter
  - At least one number
  - At least one special character

Note: This password will expire after 90 days and you will need to change it on the same three-month rotation.

- Select a security question from the list and provide an answer.

Note: Your answer does not have to be correct. For the sake of personal security, some people choose purposefully to enter incorrect information. What matters is that you remember the information you input now in the Answer box.

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- Click the **Next** button.
- Note the username and password confirmation screen. Do not share this password with anyone else.
- Click the **Proceed** button and you will go to the same place you would have if you had simply just logged in and not needed to create a new account.

### *Entering a Defect Ticket*

- Select your appropriate station or worksite from the drop-down list.

#### Step 1: Select the Facility

Select Facility: Station 1 ▼

Note: If you need to submit a defect report for PT equipment, select **PT Equipment** from the list instead of a worksite.

- Click the **Next** button, located on the right side of the screen.

**Next >>**

- Adjust the dates at the top of the form and click the **List Defects** button if you change anything from the default.
- Review the list of defects to determine if the issue you would like to report is already an existing ticket. If it is, please do not file a new ticket for the same issue. (Note: By default, the system only shows currently open/unresolved tickets. If you would like to see all tickets, opened or closed, uncheck the **Open Defects Only** checkbox at the top of the screen and click the **List Defects** button.) If the defect you would like to report is not listed, proceed.

#### Step 2: Review existing defect reports for 01-FAC

Search Defects		
View defects entered between	<input type="text" value="4/1/2019"/>	and <input type="text" value="4/20/2020"/>
Category	<input type="text" value=""/>	<input checked="" type="checkbox"/> Open Defects Only? <input type="button" value="List Defects"/>
Entry Date: 4/16/2020	Reported By: Trevis Branch	Facility: Station 01
Urgent Issue: Yes	Location: Station 1	Category: Facility Systems - HVAC
Defect Status: Pending	Defect#: 10064	Vendor Status:
Repairs Needed: TEST		
Action Taken: TEST		
<input type="button" value="Previous"/> <input type="button" value="Next &gt;&gt;"/>		

- Click the **Next** button, located at the top-right of the screen.

**Next >>**

- Fill in the form to report the issue. (Please only report one issue at a time. Multiple issues in one ticket will not be addressed.) Fields are explained as follows:

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- Contact Details: Your information should appear here by default. If anything is incorrect (e.g., there's a typo in your e-mail address), please contact FRS IT by e-mail ([frs.itpersonnelchange@montgomerycountymd.gov](mailto:frs.itpersonnelchange@montgomerycountymd.gov)).

- Category: Select the type of defect you are reporting from the list.

Facility Construction  
Facility Systems  
Appliances  
Household Goods  
Furnishings  
Equipment  
Exterior Grounds  
Services  
Other

- Sub-Category: Select a subcategory for the issue. This list will automatically populate with the known types of items from the main category.
- Make, Model and Serial: Please Fill in the make, model and serial number of the equipment you are reporting.
- Defect Description: Please type in the issue you are reporting with enough detail to identify the true nature of the problem so that the vendor should know what is wrong with the item without having to ask. Note: You are limited to 3000 characters and you'll see the character count on the screen.
- File Attachments: You may upload up to three image files as supporting evidence. For each that you want to upload, click the **Choose File** button corresponding with that row to find and upload a file.
- Click the **Submit Defect** button, located at the bottom-right of the screen.
- Note the follow-up message that your defect report was successfully submitted and the associated ticket number. Record this in the station pass-on book.
- Choose **Yes** if you would like to submit a ticket for another issue and repeat the above steps as needed.
- Click the **Logout** link (located at the top-right of the screen) when you are finished.