

WEB PORTAL HANDY HINTS USER GUIDE

national**grid**

Version : 2.0 Approved

August 2009



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ENQUIRIES - ADVANCED SEARCH

This will enable the user to filter for different enquiry status eg Complete, In Process and also to search for different enquiry types eg Found Meter, Crossed Meter

From View Enquiry

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1. Click Advanced Search

2. Select Either Enquiry Number, Enquiry Start Date or MPRN

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Select Transaction Type

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4. Select Transaction Type Reason



5. Select Enquiry Status

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The enquiries are displayed from your search at the bottom of the screen.

Once the enquiries are displayed, you can filter down to a specific enquiry by entering data in the fields within **End Consumer Details** part of the screen.



The enquiry for the End Consumer is displayed



SPLIT SCREEN

To reduce the size of the screen, parts of the display screen can be collapsed.

This is indicated by the collapse tray at the side of the screen

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Top part of the screen is minimised To expand the details

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OPEN MORE THAN ONE SESSION

A facility is available to open more than one session

9. Click Menu

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10. Select Option

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A Second session loads with the details of the MPRN and associated asset details

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A third session can be activated by clicking on the menu button and select the required option

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The third session is open and the user can toggle between the three sessions

SELF POPULATE DATA WHEN CREATING A WORK REQUEST

11.	Enter	MPRN
12.	Click	Get Assets

In Asset Portfolio And the meter details are displayed



Open a second session - Create work request from the Asset Portfolio screen

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The MPRN and address details self populate in the Create work request

Once you have entered the mandatory information and click Next.

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	Market Participant Abbreviated Name: *	None			
	Asset Class Code: *	METER	METER		
	Asset Status Code:	None	None		
	Manufacturer Code:	PARKINSON COWAN	None		
	Model: *	U6	None		
	Serial Number:	4501318S *			
	Year of Manufacture:				
	Asset Location Code:	Unknown	None		
	Asset Location Notes:				
	Payment Method Code: *	None	None		
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Some of the Current asset details have been populated

REFRESH SCREEN



The screen can be refreshed by clicking on the menu icon

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