Orange & Rockland
Rockland Electric Company

O&R Municipal Streetlight Portal
Training Guide
For New York State

Contents

The following functions are used for Municipality-Owned Streetlights.

The Municipal Streetlight Portal Application is accessed through the Orange & Rockland Internet site: *WWW.ORU.COM.*

To access the Municipal Streetlight Portal, click the Customer Service tab on the gray bar across the top of the screen and select Municipality Portal. Several municipal applications are accessible on this page. Click the <**login**> button under Municipal Streetlight Portal. This will take you to the Municipal Streetlight Portal logon page.
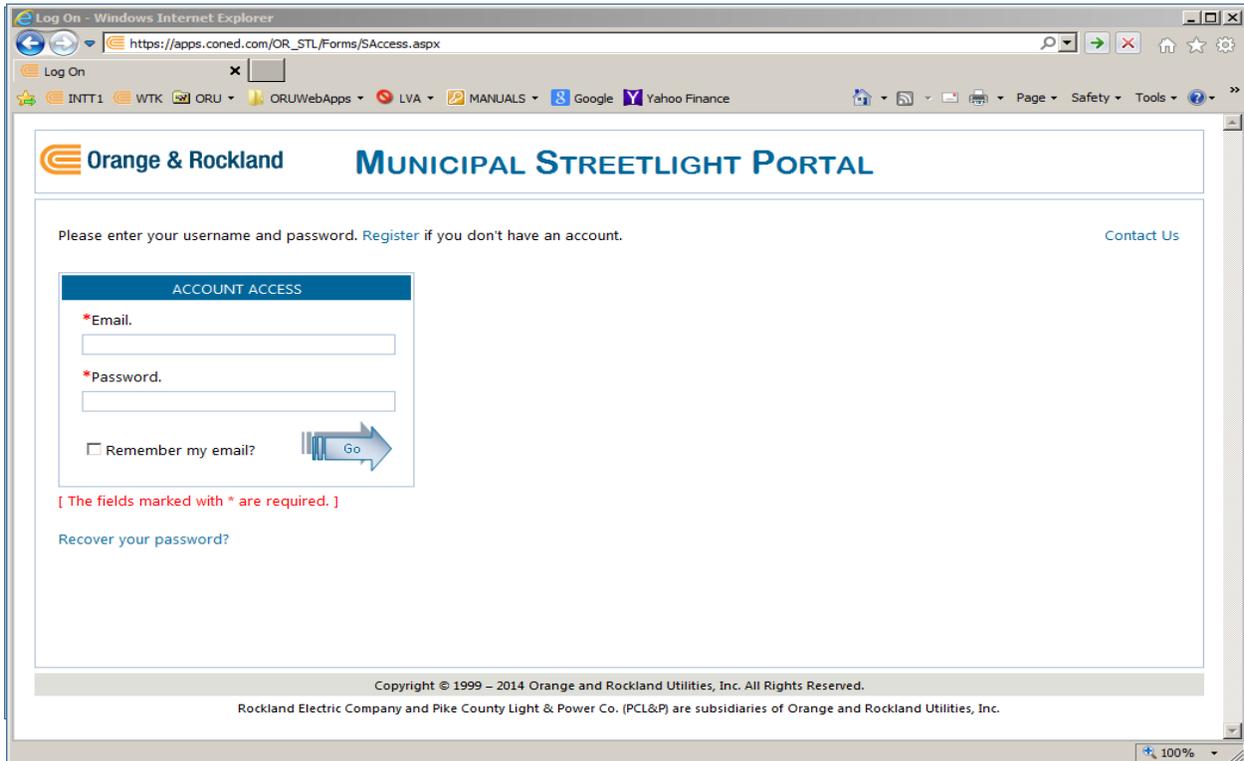
1. STREETLIGHT REQUEST FUNCTIONS

1.1 Streetlight New Install (first option)

This function is used to install a new streetlight on an existing non-streetlight pole and/or to install a new streetlight and a brand new pole.

- Go to the Streetlight Inventory page and select the account number.

Upon the selection of the account, the Portal will display all the streetlights in the Streetlights Inventory section. The buttons in Transactions section will now be available for requests.

- Click on the **<New Install>** button.

- Select the first radio button for a new streetlight and click on the **<Redirect>** button.

- You are now in the New Install page. In the Streetlight Details section, click the **<Add New Streetlight>** button to start creating the new streetlight details.

*Upon clicking the <**Add New Streetlight**> button, a new row will be created in the grid for entering the streetlight details.*

- Enter the streetlight information in the data grid. Click the ✔ icon to save the streetlight row. Click the ✖ icon to cancel the streetlight row.

The following column(s) are the required fields in the Streetlight Details section.

GRID X	*The first 5-digit coordinate of the pole (usually located on a metal plate attached to the pole.)*
GRID Y	*The second 5-digit coordinate of the pole (usually located on a metal plate attached to the pole.)*
POLE LOCATION	**'Actual Pole'** – *Choose this option if the X Y coordinates you entered are from the actual pole where you want to have a light installed.*
	'Nearest to Actual Pole' – *Choose this option if the X Y coordinates you entered refer to a pole that is nearest to the actual pole where you want the new lights. For example, use this option if the X Y coordinates are not readable on the actual pole.*
	'Nearest to location of New Pole' – *Choose this option if you require a pole installation for the new streetlight. The*

	XY you entered should be from the pole that is closest to where the new pole should be installed.
FIXTURE DETAILS	*Choose the light type from the drop down.*
STREET ADDRESS	*Street address of the new streetlight.*
TOWN NAME	*Name of the town of the new streetlight.*

Click the <Add New Streetlight> button if you need to add more streetlights. If you need 2 or more lights on the same pole, click on the ✚ *icon.*

- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the New Install request. A message box will appear showing your request was successful. The message box will contain your request ID.

  A notification email with the request details will also be sent to the requestor.

- Click OK.

1.2 Streetlight New Install (second option)

This function is used to install additional lights on an existing streetlight pole.

- Go to the Streetlight Inventory page and select the account number. *(Please refer back to the first item in Streetlight New Install section 1.1)*

- Select the pole number(s) in the Streetlights Inventory section. Click on the **<New Install>** button.

ACCOUNT DETAILS			TRANSACTIONS				
Ownership :	All	▼	New Install	Upgrade	Removal	Ready for Tap On	Transfer Owner
Account Number :	▼						

STREETLIGHTS INVENTORY			Selected Lights(2)	Reset Inventory	☐ Pick all from the grid. (Ignores Selection)		
☐	GRID X	GRID Y	FIXTURE DETAILS	STREET ADDRESS1	STREET ADDRESS2	TOWN	DIRECTION
☑	55986	48610	4000 LUM 8FT 111 M 100W $12.49	ABRAMS RD		TOWN OF WOODBURY	
☑	56007	48583	4000 LUM 8FT 111 M 100W $12.49	ABRAMS RD		TOWN OF WOODBURY	
☐	56016	48549	4000 LUM 8FT 111 M 100W $12.49	ABRAMS RD		TOWN OF WOODBURY	

- Select the second radio button for a new streetlight and click on the **<Redirect>** button.

CONTINUE NEW INSTALL

○ Select this option to do one of the following :

• Add a new streetlight to an existing pole that does not have any streetlights attached.

• Add a new pole with a new streetlight attached.

⦿ Select this option to add an additional streetlight to an existing pole which already has streetlights attached.

(Note : Please select the appropriate XY's that apply to this action.)

Redirect

You are now in the Streetlight Addition page.

- Click the ✏ icon to edit the streetlight row.

  Click the ✓ icon to save the streetlight row.

  Click the ✖ icon to cancel the editing function.

  Click the ➕ icon to add another light on the same pole number.

The following column(s) are the required fields in the Streetlight Details grid.

FIXTURE DETAILS *Choose the desired fixture from the Fixture Details drop down.*

If you need to remove or delete a row in the Streetlight Details grid, drag the scroll bar to the far right and click on the icon.
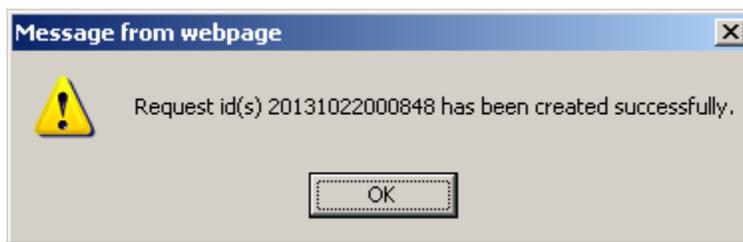
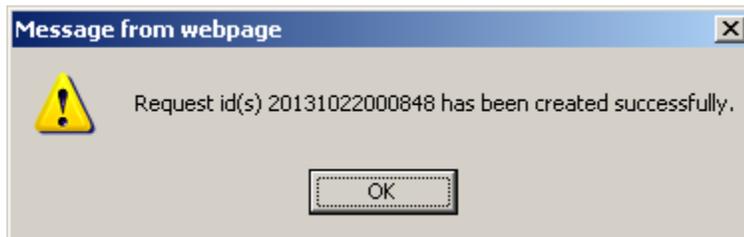- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the New Install request. A message box will appear showing your request was successful. The message box will contain your request ID.

- *A notification email with the request details will also be sent to the requestor.*

- Click OK.

1.3 Streetlight Upgrade

This function is used to replace an existing light fixture with another type of light fixture.

- Go to the Streetlight Inventory page and select the account number. *(Please refer back to the first item in Streetlight New Install section 1.1)*

- Select the pole number(s) in the Streetlight Inventory section. Click on the **<Upgrade>** button.

- You are now in the Streetlight Upgrade page. Use the Replicate Fixture option if you want to upgrade all the selected poles with the same fixture. Choose the fixture details and press the **<Replicate Fixture>** button.

- Click the ✎ icon to edit the streetlight row.

  Click the ✔ icon to save the streetlight row.

  Click the ✖ icon to cancel the editing function.

The following column(s) are the required fields in the streetlight details.

NEW FIXTURE DETAILS   *Choose the desired fixture from the New Fixture Details drop down list.*

 If you need to remove or delete a row in the Streetlight Details grid, drag the scroll bar to the far right and click on the ✖ icon.

- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the Upgrade request. A message box will appear showing your request was successful. The message box will contain your request ID.

  A notification email with the request details will also be sent to the requestor.

- Click OK.

1.4 Streetlight Removal

This function is used to remove an existing light fixture from the streetlight pole.

- Go to the Streetlight Inventory page and select the account number. *(Please refer back to the first item in Streetlight New Install section 1.1)*

- Select the pole number(s) in the Streetlight Inventory section. Click on the **<Removal>** button.

- You are now in the Streetlight Removal page. If you need to remove or delete a row in the Streetlight Details grid, drag the scroll bar to the far right and click on ✗ icon.

- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the Removal request.

- You will see a pop-up showing a request ID. A message box will appear showing your request was successful. The message box will contain your request ID.

    A notification email with the request details will also be sent to the requestor.


- Click OK.

1.5   Transfer of Ownership
This function is used to transfer streetlights from O&R to a municipality-owned account.

- Go to the Streetlight Inventory page and select the account number. *(Please refer back to the first item in Streetlight New Install section 1.1)*

- Select the pole number(s) in the Streetlight Inventory section. Click on the **<Transfer Owner>** button.

- You are now in the Streetlight Transfer page. Review the Target Account and make sure it displays the municipality-owned billing account. If there is no existing billing account, the system designates *'New Account'*.

- If you need to remove or delete a row in the Streetlight Details grid, drag the scroll bar to the far right and click on icon.

- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the Transfer of Ownership request.

- You will see a pop-up showing a request ID. A message box will appear showing your request was successful. The message box will contain your request ID.

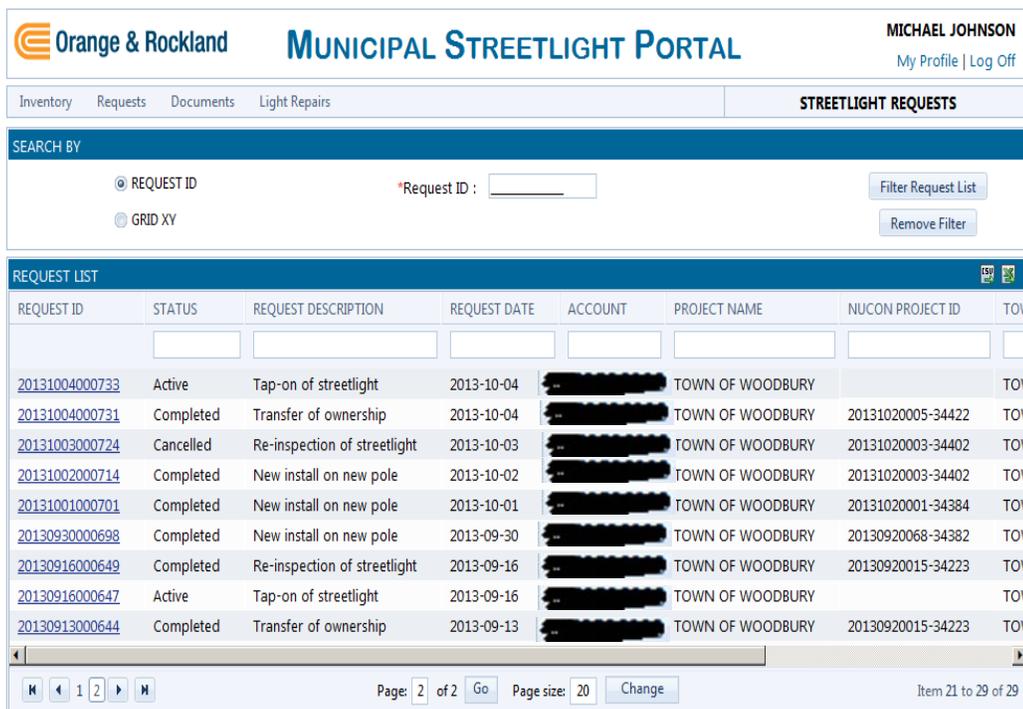 *A notification email with the request details will also be sent to the requestor.*

Message from webpage

⚠ Request id(s) 20131022000848 has been created successfully.

OK

- Click OK.

1.6 Request List

This function is used to display streetlight requests and status.

- Go to the Requests main menu and click on the <Request List> sub menu.
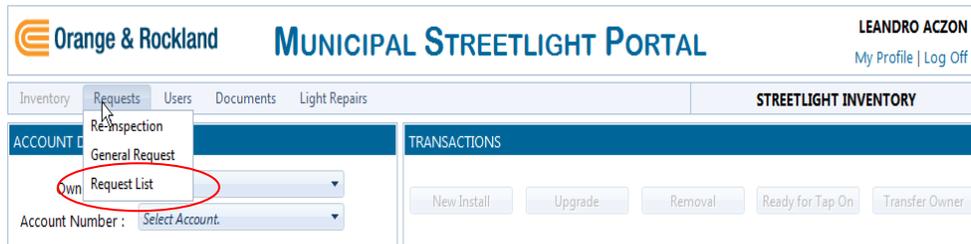
- The Streetlight Requests page will display all the requests submitted in the Municipal Streetlight Portal for your town.

The following describes the different STATUS of a request.

Submitted

The streetlight request has just been created.

While the request is in Submitted status, you can click on the request id and cancel the request.

In Progress

The streetlight request has been accepted and placed in the work queue of the O&R Streetlight Coordinator.

Active

O&R Streetlight Coordinator has started and initiated the project.

| Completed | *The streetlight request has been completed.* |
| Cancelled | *The streetlight request was cancelled.* |

When a request is Completed or Cancelled, a notification email is sent out to the requestor, project contact (if any) and municipal administrator(s).

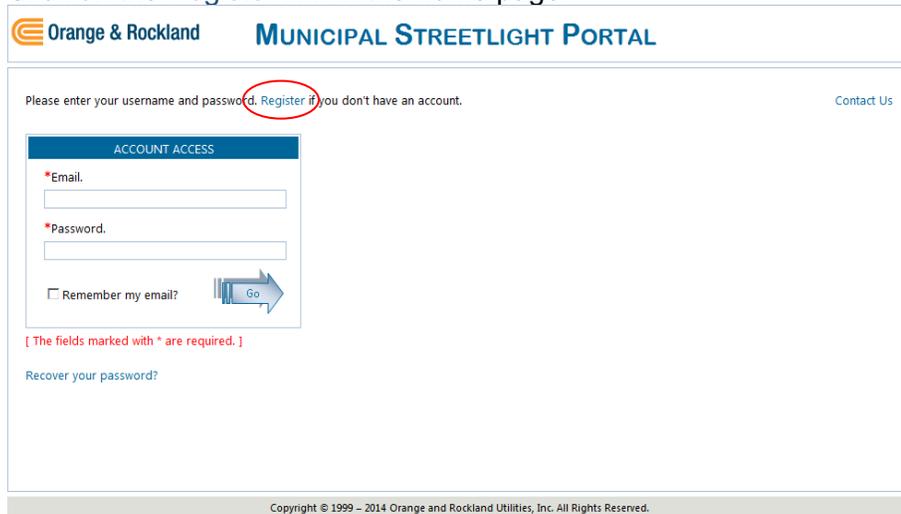- Click on the Request ID to go to the Streetlight Request Detail page.

2. USER MANAGEMENT FUNCTIONS

2.1 Registration

Sign up process for municipal employees who require access to the application.

- Click on the Register link in the home page.

- Enter all the required information, select your Town and click on the **<Save>** button.

MUNICIPAL STREETLIGHT PORTAL

PASSWORD RULES

Passwords used on this network must comply with the rules set out below.

- Password cannot contain your email.
- Password is case sensitive.
- Password length must be between 8 and 10 characters.
- Password must have at least [1 upper case letter, 1 lower case letter and (1 number or 1 special character from !@#$%^&+=)].

SIGN UP

*Email :
*Password :
*Reenter Password :
*4-Digit Pin Number :

CONTACT DETAILS

*Title : Select Title.
*First Name :
*Last Name :
*Office # :
Ext # :
Cell # :
Fax # :
*Address Line 1 :
Address Line 2 :
Address Line 3 :
*City :
*State : New York
*Zip :

PROJECT CONTACT

Will you be the party responsible for tracking streetlight projects through to completion and should all notification for the project be sent to you?
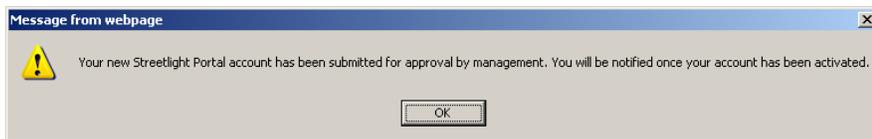
○ Yes
○ No   *Contact Email :

TOWN DETAILS

*Town Name : Select Towns.

[The fields marked with * are required.]   Save   Reset   Back

- Click OK.

- Upon receipt of the registration request, the O&R Streetlight Coordinator will review the request and call the municipal employee for verification.

2.2 Change Password / Pin – My Profile Page

Create a new password or a new pin.

- Log into the Municipal Streetlight Portal.

- Click on the My Profile link.

- Click on Change Password or Change Pin and enter the new password or pin.

- A notification email will be sent to the municipal employee after a successful change of password or pin.

2.3 Recover Password

Lost password and need to obtain a new password.

- Click the Recover your password? link in the home page.

- Enter your email id and click the **<Save>** button.

- Enter your 4-digit pin number and click the **<Save>** button.

- Enter your new password and click the **<Save>** button.

- Upon receipt of the password recovery request, the O&R Streetlight Coordinator will review the request and call the municipal employee for verification.

2.4 Recover 4-Digit Pin

Lost 4-digit pin and need to obtain a new pin.

- Use the Contact Us form to notify the O&R Streetlight Coordinator.

- O&R Streetlight Coordinator will review the request and call the municipal employee for verification.

- O&R Streetlight Coordinator will provide a new pin number.

- Municipality will follow the same procedure in **Recover Password** described in Section 2.3.

2.5 Managing Municipal Users

Each municipality will be set up with at least one administrator who has the ability to review their employees with access to the system. The administrator will be set up at registration time.

This function is only available to Municipal Administrators.
Biannually, O&R will send an email reminder to administrators asking that they review employees with access to the system. This web page will allow an administrator to deactivate, remove, or re-activate employees

- Log into the Municipal Streetlight Portal.

- Click the User List page in the User menu.

- Users List page displays all the employees of the town. Click on the User Name of the employee.

- Click the **<Deactivate User>** button to deactivate the employee.
  Click the **<Remove User>** button to remove the employee in the Municipal Streetlight Portal.
  Click the **<Activate User>** button to re-activate the employee.

3. MUNICIPALITY-OWNED STREETLIGHT FUNCTIONS

3.1 Streetlight New Install (first option)

This function is used to install a new streetlight on an existing non-streetlight pole and/or to install a new streetlight and a brand new pole.

- Go to the Streetlight Inventory page. Select the "Municipal-Owned" in the Ownership drop-down box then select the account number.

If you know the municipal-owned account, you can go straight to the Account Number drop-down box and select the municipal-owned account number.

 Upon the selection of the account, the Portal will display all the streetlights in the Streetlights Inventory section. The buttons in the Transactions section will now be available for requests.

- Click on the **<New Install>** button.

- Select the first radio button for a new streetlight and click on the **<Redirect>** button.

- You are now in the New Install page. In the Streetlight Details section, click the **<Add New Streetlight>** button to start creating the new streetlight details.

*Upon clicking the <**Add New Streetlight**> button, a new row will be created in the grid for entering the streetlight details.*

- Enter the streetlight information in the data grid. Click the ✔ icon to save the streetlight row. Click the ✖ icon to cancel the streetlight row.

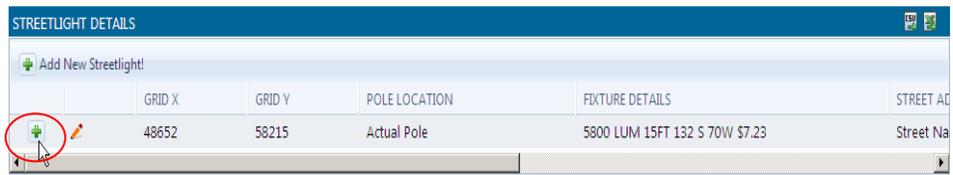**The following column(s) are the required fields in the Streetlight Details section.**

GRID X

The first 5-digit coordinate of the pole (usually located on a metal plate attached to the pole.)

GRID Y

The second 5-digit coordinate of the pole (usually located on a metal plate attached to the pole.)

POLE LOCATION

*'**Actual Pole**' – Choose this option if the X Y coordinates you entered are from the actual pole where you want to have a light installed.*

*'**Nearest to Actual Pole**' – Choose this option if the X Y coordinates you entered refer to a pole that is nearest to the actual pole where you want the new lights. For example, use this option if the X Y coordinates are not readable on the actual pole.*

*'**Nearest to location of New Pole**' – Choose this option if you require a pole installation for the new streetlight. The XY you entered should be from the pole that is closest to where the new pole should be installed.*

FIXTURE DETAILS

Choose the light type from the drop down.

Choose 'New Fixture' from the drop down if the type of light is not in the list. The new fixture should be described in the next column under FIXTURE NOTES.

FIXTURE NOTES

Short description of the type of light. This is required only when the 'New Fixture' is selected in FIXTURE DETAILS.

STREET ADDRESS

Street address of the new streetlight.

TOWN NAME

Name of the town of the new streetlight.

*Click the **<Add New Streetlight>** button if you need to add more streetlights. If you need 2 or more lights on the same pole, click on the* ✚ *icon.*

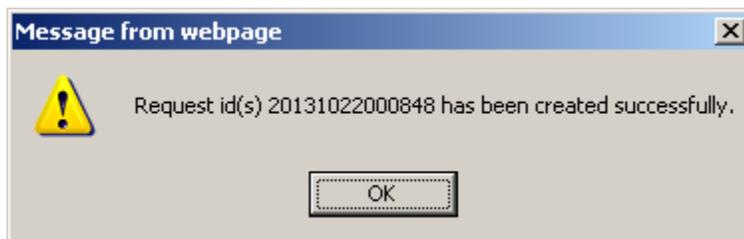- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the New Install request. A message box will appear showing your request was successful. The message box will contain your request ID.

  A notification email with the request details will also be sent to the requestor.

- Click OK.

3.2   Streetlight New Install (second option)

This function is used to install additional lights on an existing streetlight pole.

- Go to the Streetlight Inventory page and select the account number. *(Please refer back to the first item in Streetlight New Install section 3.1)*

- Select the pole number(s) in the Streetlights Inventory section. Click on the **<New Install>** button.

- Select the second radio button for a new streetlight and click on the **<Redirect>** button.

You are now in the Streetlight Addition page.

- Click the ✏ icon to edit the streetlight row.

  Click the ✔ icon to save the streetlight row.

  Click the ✖ icon to cancel the editing function.

  Click the ➕ icon to add another light on the same pole number.

The following column(s) are the required fields in the Streetlight Details grid.

FIXTURE DETAILS   *Choose the desired fixture from the Fixture Details drop down.*

       Choose 'New Fixture' from the drop down if the type of light is not in the list. The new fixture should be described in the next column under FIXTURE NOTES.

FIXTURE NOTES   *Short description of the type of light. This is required only when the 'New Fixture' is selected in FIXTURE DETAILS.*

       If you need to remove or delete a row in the Streetlight Details grid, drag the scroll bar to the far right and click on the ✖ icon.
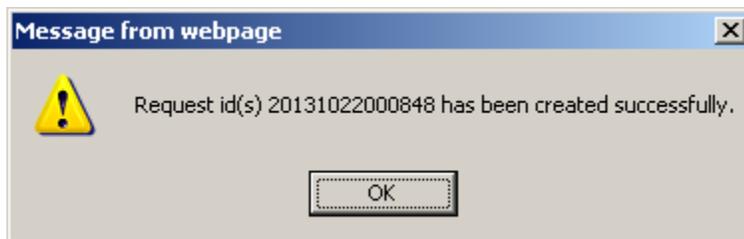
- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the New Install request. A message box will appear showing your request was successful. The message box will contain your request ID.
-
    A notification email with the request details will also be sent to the requestor.

- Click OK.

3.3   Streetlight Upgrade

This function is used to replace an existing light fixture with another type of light fixture. It can also be used to issue tap on installation requests that may be required when your crews are installing the upgraded lights.

- Go to the Streetlight Inventory page and select the account number. *(Please refer back to the first item in Streetlight New Install section 3.1)*

- Select the pole number(s) in the Streetlight Inventory section. Click on the **<Upgrade>** button.

- Provide the cut in number if any of the lights for upgrade requires a Tap On installation.

- You are now in the Streetlight Upgrade page. Use the Replicate Fixture option if you want to upgrade all the selected poles with the same fixture. Choose the fixture details and press the **<Replicate Fixture>** button.

 Choose 'New Fixture' from the drop down if the type of light is not in the list. The new fixture should be described in the next column under FIXTURE NOTES.

- Click the icon to edit the streetlight row.

  Click the icon to save the streetlight row.

  Click the icon to cancel the editing function.

The following column(s) are the required fields in the streetlight details.

NEW FIXTURE DETAILS *Choose the desired fixture from the New Fixture Details drop down list.*

 Choose 'New Fixture' from the drop down if the type of light is not in the list. The new fixture should be described in the next column under FIXTURE NOTES.

FIXTURE NOTES *Short description of the type of light. This is required only when the 'New Fixture' is selected in FIXTURE DETAILS.*

 If you need to remove a row from the Streetlight Details grid, drag the scroll bar to the far right and click on the *icon.*

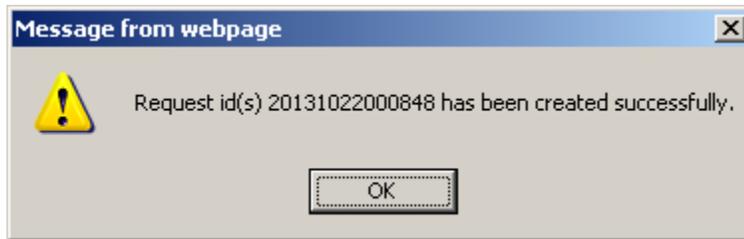- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the Upgrade request. A message box will appear showing your request was successful. The message box will contain your request ID.

  A notification email with the request details will also be sent to the requestor.

- Click OK.

3.4   Streetlight Removal
This function is used to remove an existing light fixture from the streetlight pole.

- Go to the Streetlight Inventory page and select the account number. *(Please refer back to the first item in Streetlight New Install section 3.1)*

- Select the pole number(s) in the Streetlight Inventory section. Click on the **<Removal>** button.

- You are now in the Streetlight Removal page. If you need to remove a row in the Streetlight Details grid, drag the scroll bar to the far right and click on ✗ icon.

	STREET ADDRESS2		TOWN	DEVICE	ERROR	ERROR TEXT	
			TWN OF WOODBURY	OH	N		✗
			TWN OF WOODBURY	OH	N		✗

- Enter any additional information in the Notes section. This section is optional.

NOTES

Put any additional information in this section.

[The fields marked with * are required.]   💾 Save   ⬅ Back

- Click the **<Save>** button to submit the Removal request.

- You will see a pop-up showing a request ID. A message box will appear showing your request was successful. The message box will contain your request ID.

  A notification email with the request details will also be sent to the requestor.

Message from webpage

⚠ Request id(s) 20131022000848 has been created successfully.

OK
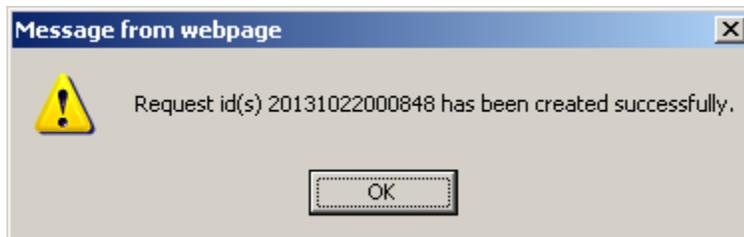
- Click OK.

3.5 Streetlight Tap On
This function is used to install a disconnect wire for a municipality-owned streetlight.

- Go to the Streetlight Inventory page and select the account number. *(Please refer back to the first item in Streetlight New Install section 3.1)*

- Select the pole number(s) in the Streetlight Inventory section. Click on the **<Ready for Tap On>** button.

- You are now in the Streetlight Tap On page. Provide the electrician's cut in number in the Account Details section.

- If you need to remove a row in the Streetlight Details grid, drag the scroll bar to the far right and click on ✗ icon.

- Enter any additional information in the Notes section. This section is optional.

- Click the **<Save>** button to submit the Ready for Tap On request.

- You will see a pop-up showing a request ID. A message box will appear showing your request was successful. The message box will contain your request ID.

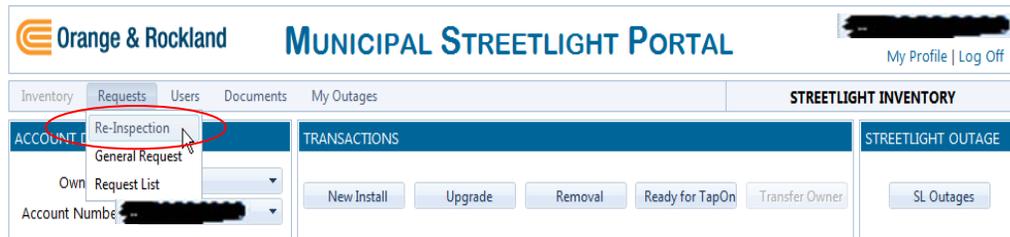 *A notification email with the request details will also be sent to the requestor.*
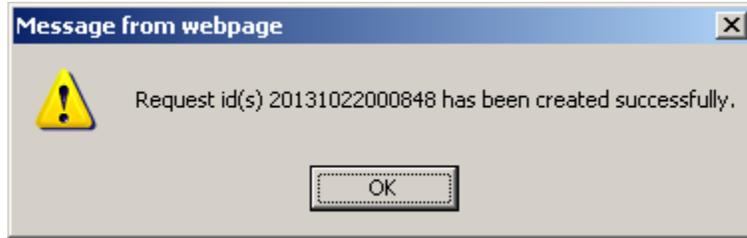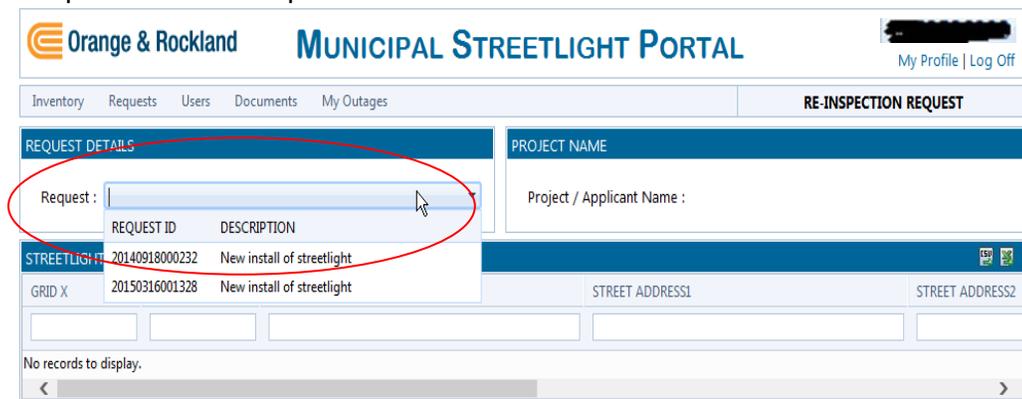

- Click OK.

3.6 Streetlight Re-Inspection

This function is used to issue another inspection of municipal-owned lights when the prior light request failed the inspection.

- In the main menu, go to the Requests menu and click on the **<Re-Inspection>** link.

- Click on the Request drop-down box in the Request Details section and select the Request ID for re-inspection.

- Once the Project is selected, the light details which failed the inspection are shown in the Streetlight Details.

- If a light is not ready for re-inspection, delete it from the Streetlight Details grid by dragging the scroll bar to the far right and clicking on the ✗ icon.

- Click the **<Save>** button to submit the Re-Inspection request.

- A message box will appear showing your request was successful. The message box will contain your request ID.

  A notification email with the request details will also be sent to the requestor.

- Click OK.