

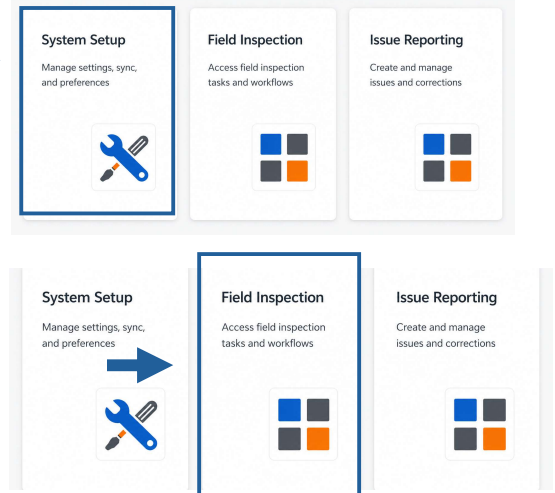


Preparing for Field Work - Foot Patrol



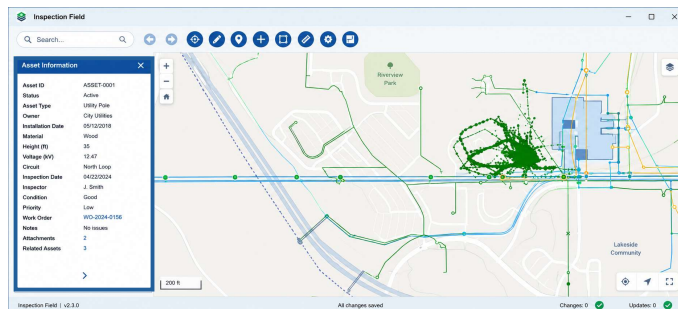
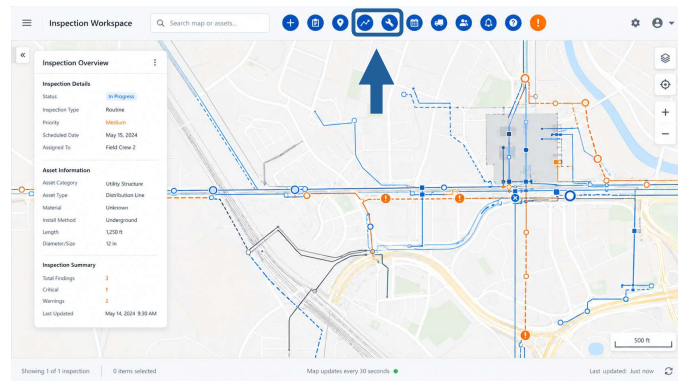
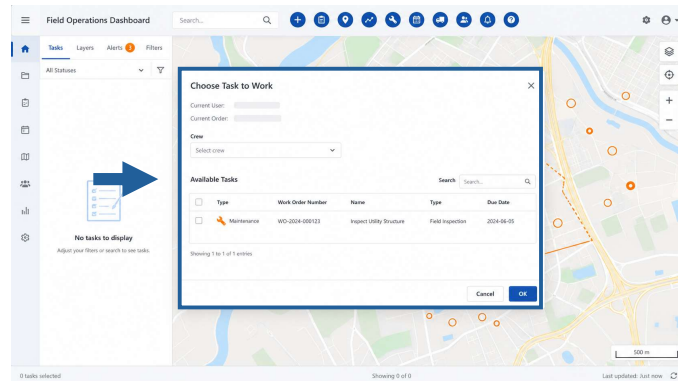
Before Leaving the Office

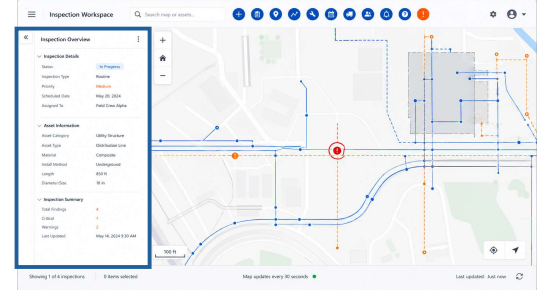
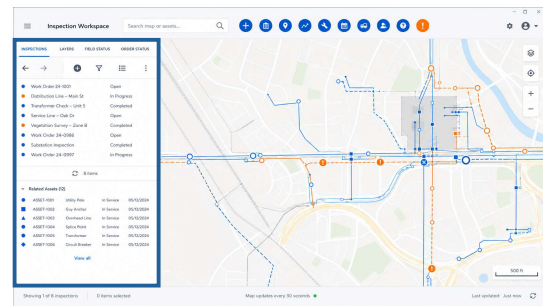
1. Open software and and sign in Single Sign-on (SSO) Authentication.
2. Select **System Setup**.
3. Verify the correct extract is available and is set to current via the Manage Database tab.
 - * Download or sync the extract if needed
 - * Confirm synchronization completed successfully
4. Select **Field Inspection** on the homepage.



Complete the Work

1. Verify assigned work is visible and confirm GPS signal
2. Initiate the inspection function once on-site and start the inspection
3. Verify the structure information is correct

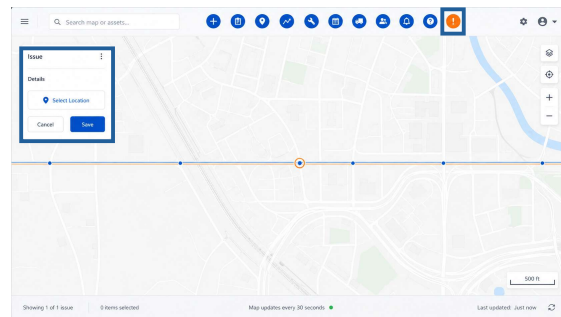




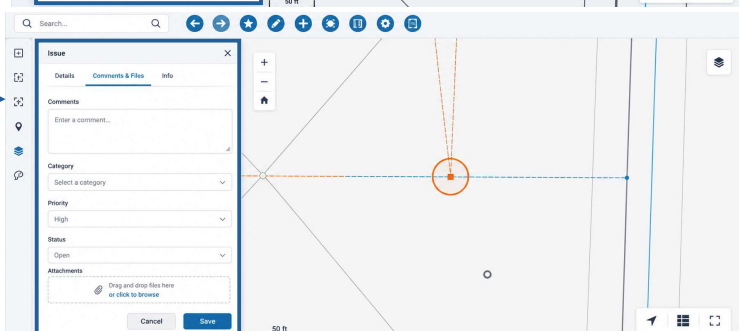
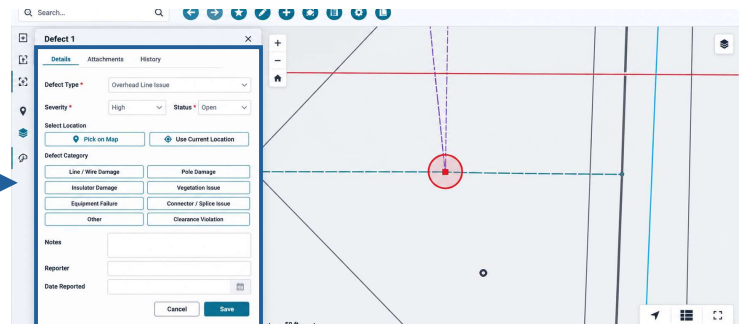
Report Issues

1. Create a Defect if the physical asset conditions require follow-up.

- * Verify or enter key data points that may not be included in the structure details.
- * This may include details such as pole height, structure type, pole spacing, and gas levels on switches (if applicable).



2. Include photos when applicable.



Before Ending the Day:

1. Review completed work
2. Synchronize updates
3. Verify successful synchronization
4. Confirm all required work is submitted



Field Reminder

Before entering an area with limited connectivity:

1. Confirm extract is current
2. Confirm assigned work is available
3. Confirm required map data is visible
4. Perform a sync whenever connectivity is available



Navigate GeoTrack Map



WHEN TO USE THIS JOB

Use this when you log into GeoTrack and need to orient yourself on the map before



KNOW THE MAIN MAP

1. SEARCH

Use Search to locate a transmission pole, address, assigned order or other map feature.

2. TOOLBAR

Use the toolbar to move between view, return home, manage bookmarks, show current location and access other available tools.

3. DETAILS & LAYERS PANEL

Use Details to review selected asset information. Use Layers to turn map information on or off for the task.

4. BASEMAP

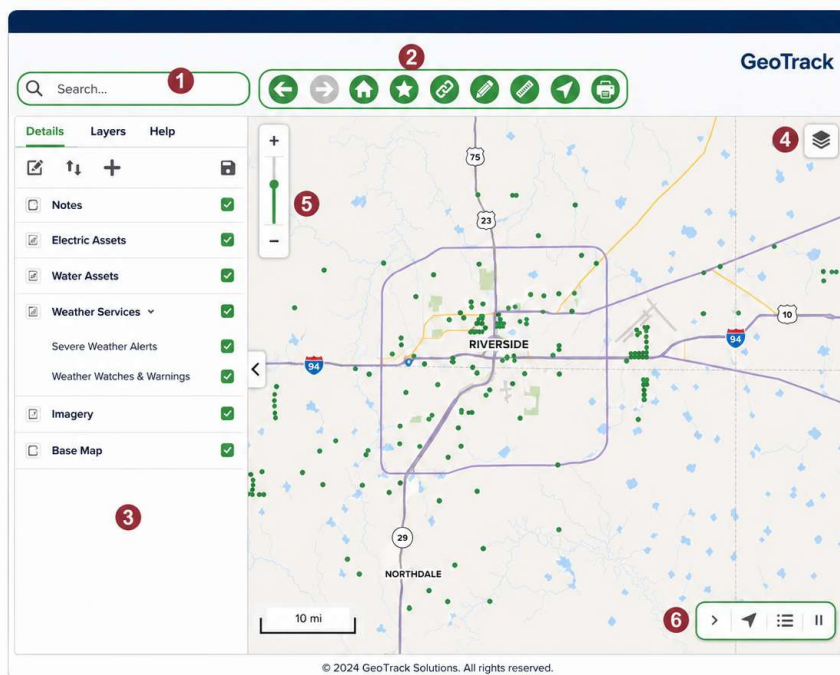
Use Basemap to change the map background. Select OSM when working offline.

5. ZOOM CONTROLS

Use the zoom controls to move closer to or farther from the map area.

6. MAP TOOLS & STATUS AREA

Use the bottom-right tools and status indicators to check map behavior, view options and system status.



2

Go Back and Forward between views.

Return to your Home view.

Save and access your map Bookmarks.

Share a link to this view or selected object.

Add points, lines, polygons, and other objects.

Measure distances and areas.

Show your current location.

Print the current map view.



1

Search
Find locations, assets, layers, and more.

2

Map Tools
Use tools to navigate, add objects, measure, and manage maps.

3

Layer Panel
View and manage map layers and notes.

4

Layer Visibility
Show or hide layers.

5

Zoom Control
Zoom in or out of the map.

6

Map View Controls
Change map view, pan, or adjust display options.



QUICK STEPS

1. Search for the assigned work, asset, or location
2. Confirm the correct map area opens
3. Turn on only the layers needed for the task
4. Select the correct base map for your connection status
5. Use zoom and pan to inspect the area
6. Select the asset and review Details before taking action



FIELD REMINDERS



Keep the map clean. Turn off unnecessary layers to reduce clutter and improve performance.



Match the basemap to your connection. Use OSM when working offline. Bing and Arial require a connection.



Confirm before you act. Select the asset and review Details before entering inspection, correction or defect information.



COMMON ISSUES

Issue	What to Check
Assets don't appear	Check layer visibility, zoom level and selected extract
Map background is blank or gray	Check basemap. Switch OSM if offline.
Search doesn't return expected results	Confirm search term, assigned work and permissions
Toolbar option is missing or unavailable	Check role permissions or ask an administrator



If a required asset layer or assigned work item is missing **after** you check layers, sync status and permissions, **contact your administrator.**



Managing Layers



Managing Layers in GeoTrack

Layers control what information is displayed on the map. Use layer templates for common views or customize layers to show only the information you need.

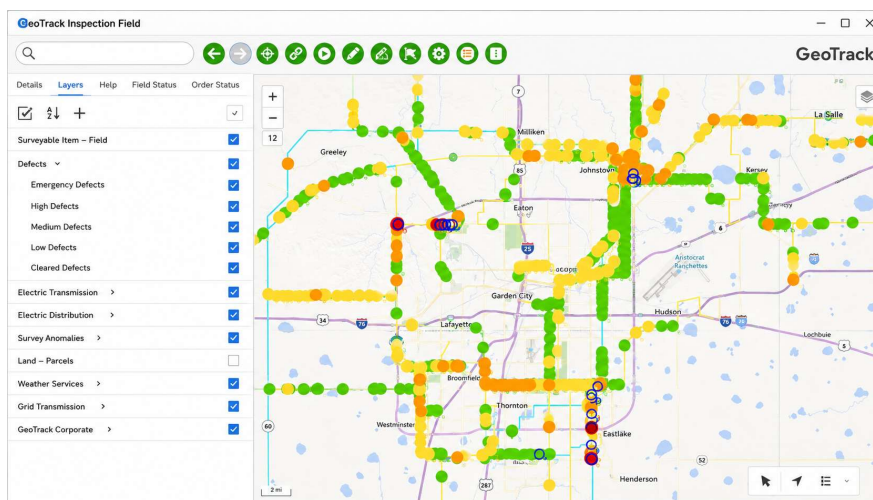
Tip: Use layers to reduce map clutter and focus on the assets relevant to your work.

Open Layer Management

1. Open the appropriate workflow
 2. Select the **Layers** icon
 3. The Layers panel opens with the default layer template selected
- * Preset templates support most field activities, but you can customize layer visibility as needed.

Tip: Asset priority is color-coded:

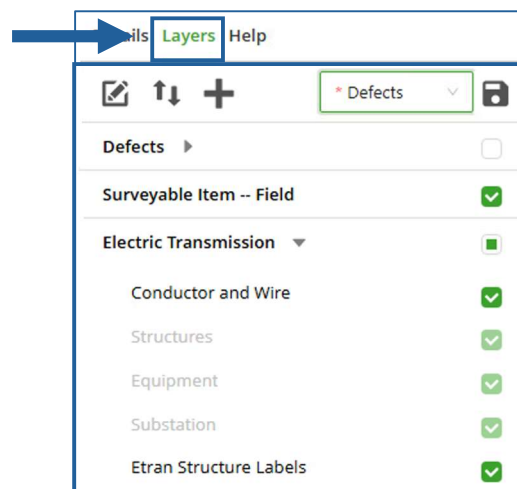
- * Emergency = Red
- * High = Orange
- * Medium = Yellow
- * Low = Green



Customize Your Layers

1. Select a different **layer template** or refine the current view by selecting or clearing individual layers.
2. The map updates automatically

Tip: If structures or assets aren't visible, verify the correct layer template is selected and the required and the required asset layers are enabled.



If you need to...	Recommended Layers
Locate inspection assets	Structures, Work Orders
Review reported issues	Defects, Structures
Navigate a patrol route	Structures, Basemap
Reduce map clutter	Show only required operational layers



Common Troubleshooting

Quick checks before contacting support | Start here first



Assigned work is missing Possible causes Incorrect extract loaded Extract not synchronized Work not assigned Work outside extract boundary Data within work order is not current Try this • Verify the correct extract is active • Perform a synchronization • Confirm assignment information • Verify you are using the correct workflow tile	Asset cannot be found Possible causes Increase search criteria Wrong extract Layer visibility settings Asset is missing from master data Try this • Verify search criteria • Check visible map layers • Confirm the correct extract is loaded • Synchronize updates • Search using alternate identifiers if available
Map is blank of missing information Possible causes Zoom level Basemap issue Layer visibility settings Extract issue Connectivity issue Try this • Zoom closer • Change basemap • Verify required layers are active • Refresh the map • Verify network connectivity	Synchronization failed Possible causes No internet connection Weak connection Temporary server issues Pending synchronization conflict Try this • Verify internet connectivity • Move to an area with better signal • Wait a few minutes and try again • Confirm the correct extract is active • Retry synchronization
Unable to create a defect Possible causes Required fields missing Application issue Try this • Review all required fields • Save and reopen the record • Synchronize and try again	Application performance is slow Possible causes Large extract Poor connectivity Device performance Synchronization in progress Try this • Allow synchronization to complete • Close unused applications • Verify connectivity • Restart GeoTrack • Restart the device if necessary
Photos will not attach Possible causes Connectivity issue File size issue Application issue Try this • Confirm photo was saved • Retry attachment • Close and reopen the record • Synchronize when connectivity is available	Unable to sign in Possible causes Network issue Authentication issue Incorrect sign in method Account permissions Try this • Use sign in with OpenID Connect • Verify Xcel Energy credentials • Retry authentication • Contact support if the issue continues



Escalate when:

- Repeated synchronization failures occur
- Work is missing after synchronization
- Application crashes repeatedly
- Issues continue after troubleshooting
- System access appears unavailable



Field Reminder

Most issues can be resolved by checking connectivity, confirming the correct extract is active, verifying layer visibility and performing a synchronization. Try these steps before escalating for support.

When escalating, include what you tried and any system messages shown in the bottom-right corner.



GeoTrack – Upload an Extract

Follow these steps to upload and activate an extract in GeoTrack.



Open GeoTrack

Launch the application and sign in via OpenID Connect.

→ Select **System Setup**.

System Setup

Manage settings, sync, and preferences



Field Inspection

Access field inspection tasks and workflows



Issue Reporting

Create and manage issues and corrections



Configuration

→ Select **Download**.

Download



Manage



Sync Database



Upload Changes



Preferences



Download

Find your assigned extract (region).

→ Select **Download**. The status will show available when complete.

Name	Description	Status
Survey - Alpha	Alpha Electric Transmission Region	available
Survey - Beta	Beta, Gamma, Delta Regions	available
Survey - North	Northern Electric Transmission Region	available
Survey - South	Southern Electric Transmission Region	available

Manage

Confirm download is complete.

→ Select **Manage**.

Name	Description	Status
Survey - Alpha	Alpha Electric Transmission Region	available
Survey - Beta	Beta, Gamma, Delta Regions	available
Survey - North	Northern Electric Transmission Region	available
Survey - South	Southern Electric Transmission Region	available

Manage - Activate Extract

In the Manage tab, select the extract you want to use.

Select **Use**. This will activate the extract.

Name	Description	Status
Survey - Alpha	Alpha Electric Transmission Region	available
Survey - Beta	Beta, Gamma, Delta Regions	available
Survey - North	Northern Electric Transmission Region	available
Survey - South	Southern Electric Transmission Region	available

Manage – Current Extract

The selected extract will be marked as current.
You are ready to work.

*Only one extract can be “current” at a time.

*Use the Manage tab to switch between extracts.

Name	Description	Status
Survey - Alpha	Alpha Electric Transmission Region	current
Survey - Beta	Beta, Gamma, Delta Regions	available
Survey - North	Northern Electric Transmission Region	available
Survey - South	Southern Electric Transmission Region	available



IMPORTANT

- Keep your device connected to power during large downloads.
- Leave GeoTrack open while the extract downloads.
- Always ensure your extract is synchronized before going into the field.



NEED HELP?

If you can't see your extract or the download fails, check your connection and try again.

Contact your system administrator if issue persists.



Ad-Hoc Defect Capture



Locate the Asset

1. Select **Issue Reporting**.
2. Verify asset details.
3. Confirm the location.

System Setup

Manage settings, sync, and preferences



Field Inspection

Access field inspection tasks and workflows



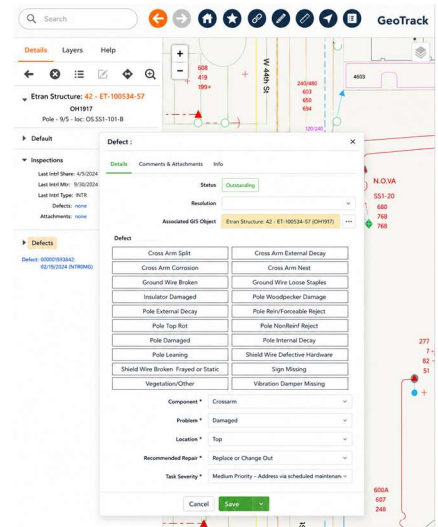
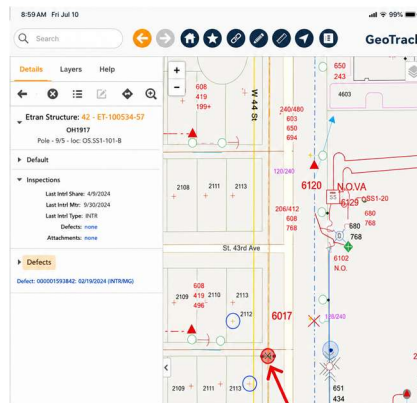
Issue Reporting

Create and manage issues and corrections



Create the Defect

1. Select the correct asset.
2. Select **Create Defect**.
3. Confirm asset details.
4. Select the appropriate **defect type** via Quick View or drop-down functions.
5. Quick View selection will auto-populate asset and defect details.
6. If defect doesn't appear in Quick View it will be added via drop-down.
7. Select the appropriate **priority**.
8. Enter required information.



Add Comment

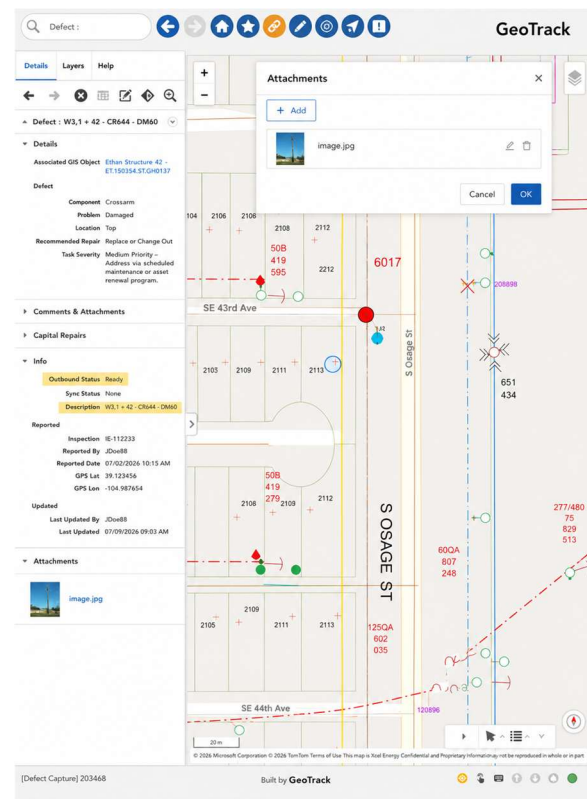
1. Clearly describe the condition.
2. Document relevant observations.
3. Include sufficient details for follow-up Work.
4. Avoid abbreviations that may be unclear.
5. Verify information is accurate.

Example Comment

"Wood H-frame, Class 1, approximately 75 ft height. Pole spacing approximately 42 ft. Distribution underbuild present on south side. Significant woodpecker damage observed on west pole at approximately 18 ft AGL. Multiple cavities present with visible decay surrounding openings. Condition appears to be progressing. Recommend engineering review. Photos attached."

Attach Photos

1. Clearly describe the condition
2. Document relevant observations
3. Include sufficient details for follow-up work

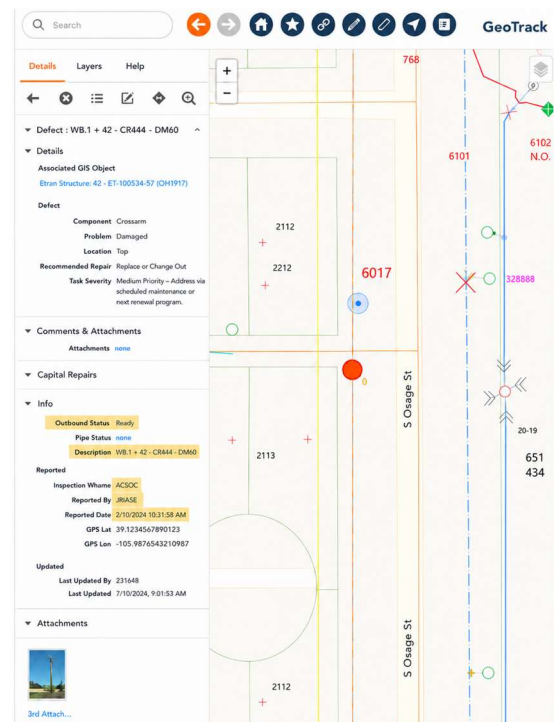


Review and Submit

1. Review all entries
2. Confirm required fields are complete
3. Avoid abbreviations that may be unclear
4. Verify information is accurate
5. Verify photos are attached
6. Submit the defect
7. Confirm successful submission

After Submission:

- Synchronize if connectivity is available
- Verify synchronization successfully completes
- Confirm the defect was transmitted



Common Mistakes

- ✗ Selecting the wrong asset
- ✗ Missing required information
- ✗ Submitting without photos when photos are needed
- ✗ Not using issued device to take photos

Field Reminder

Focus on documenting the condition clearly. A good defect record helps maintenance and engineering teams understand the issue, prioritize the work and take appropriate action without requiring additional follow-up.