



## Entering Pollution Complaints in the SWIMS Pollution Complaint Module



1. The first step is to enter the Cooperator information for the complaint. This will include information for both the Alleged Violator as well as the Complainant. Both of these have to exist as Cooperators in the Cooperator module.

- a. After logging into SWIMS, select the *Cooperators* icon from the main SWIMS toolbar on the left side of the screen.
- b. Then click on *Cooperator Search*, and when the “Cooperator Search” page comes up, enter the cooperator’s last name and click *Search*. Do this for both the alleged violator and the complainant.
- c. If the cooperator name is returned in the “Search Results”, single click the entry to select it and then press the “Edit” button to open/display the cooperator details. Click on the “Locations” tab to display the Tract or Parcel information that has been entered for the Cooperator.

**Important:** The alleged violator’s tract or parcel associated with the pollution complaint/investigation **must** be entered prior to completing the complaint, entering any Communication notes, (Conservation 6 notes), or completing the Pollution Information Report (PIR in the SWIMS Pollution Complaint module. *It is not required to enter tract or parcel information for the Cooperator who is the Complainant.*

- d. If the Cooperators (alleged violator and complainant) have not been previously entered, click “Cooperators” on the main SWIMS toolbar, then click “Add Cooperator”. This will bring up a blank Cooperator “Details” screen. At a minimum, you will need to populate the following fields: 1) First Name, 2) Last Name, 3) Address, 4) City, 5) State 6) Zip Code and 7) County. **Once completed, then be sure to add the applicable tract or parcel information under the *Locations* tab for the alleged violator.**
- e. If the alleged violator is **unknown**, use the following information to create an “Unknown” Cooperator.
  - i. First name: **Violator**
  - ii. Last name: **Unknown**
  - iii. Address: **Unknown**
  - iv. City: **Unknown**
  - v. County: **Use the actual county name**
  - vi. Tract #: **9999**
- f. Click *OK* to return to the *Cooperator Search* screen.

## 2. Begin work in the *Pollution Complaints Module – Complaint tab.*

- a. Click on the *Pollution Complaints* button on the main SWIMS toolbar on the left side of the screen.
- b. The *Pollution Complaint/Pollution Investigation Report Search* page opens.
- c. Click *Search* to see if the complaint has been entered. If not, select the *New Complaint* button on the right side of the page.
- d. Complete all information on the Complaint screen down through the comments box and select the **SAVE** button at the top left of the screen before entering the Cons. 6 notes. If your 6 notes are long, SWIMS can time out before you finish and all the information you have entered will be lost. The only way you'll find out that SWIMS has timed out is when you go to *Save* and have to log in again. **(Remember, SAVE early and often)**

**Note:** Ensure that you have selected an “*Alleged Violator*” before you “Save” the complaint. If you have not done so, the SWIMS generated complaint number will be incomplete (i.e. – Mercer-2007-\_\_\_\_\_). If the alleged violator is unknown, select the “Unknown” cooperator that you created.

- e. To enter a Conservation 6 note, click the grey box located next to the “*Click here to add a new record*” statement at the bottom of the page. Then double-click on the date cell. You must enter the date using the following format: yyyy-mm-dd. To select a tract/parcel, double click on the tract button; pick the applicable tract/parcel off the drop down list. To better see the *Tract/Parcel* numbers, select any tract and then select the *Planner* box, this will expand the *Tract* box and make it easier to see which tract/parcel number you picked or would like to pick. This also applies to the *Note* box. When entering in the *Note* field, you can use the “Enter” key just like you would in a word processing program. This will not cause you to lose the page as it does in other SWIMS modules.

**Note:** Conservation 6 note entries can be created in MS Word (highly recommended) and then cut & pasted into the Conservation 6 note box. This gives you the advantage of easier typing as well as spell check.

- f. If in the complaint module, you generate Conservation 6 notes for *Violator Unknown* on *Tract #9999*, those Conservation 6 will always be associated with *Violator Unknown* on *Tract #9999*. If you change the alleged violator in the complaint module to a known person, you should cut and paste the applicable Conservation 6 from *Unknown* to the new person's 6 notes.
- g. When done entering information, click on the “Change Status” button near top of the screen; select “Complaint Entered”.
- h. Select the *Save* button at the top left of the screen.
- i. The complaint has now been entered in the system.

3. **Completion of the “PIR – General” form and other “forms” as required.**

- a. On *Complaint* page, click on “*Here*” button (right side of page, just below box labeled “DSWC Use Only”). This will generate the “*PIR – General*” form for the complaint.
- b. Then click on the “*PIR – General*” tab and complete the PIR form for the complaint.
- c. **Important Note: Question 3 requires you to enter a latitude and longitude reading (in Degrees, Minutes, Seconds format). This information MUST be entered on the PIR form or NONE of the information entered on the form will be SAVED.**

The following websites/programs are helpful for determining/finding latitude and longitude readings.

- <http://itouchmap.com/latlong.html>
  - Google Earth
- d. **Note:** On question 6, depending on the rules that have been violated, additional PIR forms may need to be completed. If additional PIR forms are needed, click on the “*Enable/Disable Supplemental Forms*” button found at the end of Question 6. This will activate the appropriate supplemental form(s).
  - e. Complete any required additional forms.
  - f. When all PIR forms have been completed, return to the “Complaint” tab, click on the “Change Status” button near top of the screen, and select “PIR Submitted”.
  - g. Select the *Save* button at the top left of the screen.
  - h. The PIR(s) is/are now in the system.