



# **GetItFixed Web Administrator Guide**

Daily administration, issue moderation and business configuration

Generated documentation · 2026-05-07

- [1 Purpose of this guide](#)
- [2 Roles and interfaces](#)
  - [2.1 Public reporter](#)
  - [2.2 Private reporter view](#)
  - [2.3 Web administrator](#)
- [3 Administration dashboard](#)
  - [3.1 Issue list](#)
  - [3.2 Filters](#)
  - [3.3 Recommended daily routine](#)
- [4 Issue moderation](#)
  - [4.1 Opening an issue](#)
  - [4.2 Editing issue information](#)
  - [4.3 Photos](#)
- [5 Status workflow](#)
  - [5.1 new](#)
  - [5.2 validated](#)
  - [5.3 in progress](#)
  - [5.4 waiting for reporter](#)
  - [5.5 resolved](#)
- [6 Public/private management](#)
  - [6.1 Public issue](#)
  - [6.2 Private issue](#)
  - [6.3 Toggling privacy](#)
- [7 Events and comments](#)
  - [7.1 What is an event?](#)
  - [7.2 Public admin comment](#)
  - [7.3 Private admin comment](#)
  - [7.4 Reporter comment](#)
- [8 Email notifications](#)
  - [8.1 New issue notification](#)
  - [8.2 Update notification](#)
  - [8.3 Resolved notification](#)
- [9 Functional configuration](#)
  - [9.1 Categories](#)
  - [9.2 Category email](#)
  - [9.3 Category icon](#)
  - [9.4 Types](#)
  - [9.5 WMS layer on a type](#)
- [10 Requesting category/type changes](#)
  - [10.1 New category request template](#)
  - [10.2 Category update request template](#)
  - [10.3 New type request template](#)
  - [10.4 Type update request template](#)
- [11 Reference SQL for technical administrators](#)
  - [11.1 Create a category](#)
  - [11.2 Create a type](#)
  - [11.3 Change a category email](#)
  - [11.4 Change a category icon](#)
- [12 Good practices](#)

- [12.1 Moderation quality](#)
- [12.2 Data quality](#)
- [12.3 Privacy](#)
- [12.4 Communication](#)
- [13 Quick reference](#)
  - [13.1 Most common administrator actions](#)
  - [13.2 Visibility rules](#)
  - [13.3 What requires technical support?](#)

# 1 Purpose of this guide

This guide is intended for a GetItFixed web administrator: someone who manages the application content and issue workflow, but does not install, deploy or operate the server infrastructure.

It explains:

- how the public, private and administration interfaces fit together;
- how to review and process submitted issues;
- what can be configured functionally, especially categories, types, icons and email recipients;
- what actions require a technical administrator because they are not exposed in the current web administration interface.

This guide is based on the `camptocamp/getitfixed` repository, commit `a07f690` dated 2026-04-30.

## 2 Roles and interfaces

### 2.1 Public reporter

A public reporter is a citizen or user who submits an issue from the public interface.

Default URL:

```
/getitfixed/issues
```

The reporter can:

- view public issues on the map;
- create a new issue;
- choose a category and type;
- place the issue on the map;
- add a description and location details;
- attach photos;
- provide contact details;
- receive an email with a private tracking link.

## 2.2 Private reporter view

After submitting an issue, the reporter receives a private link.

Default URL pattern:

```
/getitfixed_private/issues/<issue-hash>
```

From this page, the reporter can:

- review their own issue;
- see public events and status changes;
- add a follow-up comment.

The private link uses the issue hash, not the numeric issue id.

## 2.3 Web administrator

The web administrator uses the admin interface.

Default URL:

```
/getitfixed_admin/issues
```

The administrator can:

- list submitted issues;
- filter issues by status and category;
- open an issue detail page;
- edit issue fields;
- add events and comments;
- change issue status;
- mark an issue private or public;
- download submitted photos.

# 3 Administration dashboard

## 3.1 Issue list

The administration landing page redirects to the issue list.

Default URL:

```
/getitfixed_admin/issues
```

The list displays the main operational fields:

- identifier;
- status;
- request date;

- type;
- description preview;
- localisation;
- firstname;
- lastname;
- phone;
- email.

By default, the list shows open issues only. In the application code, “open” means every status except `resolved`.

## 3.2 Filters

The admin list supports at least two business filters:

- status;
- category.

Use these filters to organise daily work:

- `new`: incoming reports waiting for validation;
- `validated`: accepted issues that are visible publicly;
- `in_progress`: issues currently being handled;
- `waiting_for_reporter`: issues blocked until the reporter provides more details;
- `resolved`: closed issues.

## 3.3 Recommended daily routine

A practical moderation routine is:

1. Open the admin issue list.
2. Filter on `new` issues.
3. Review each new issue.
4. Reject or hide inappropriate reports by keeping them private, or accept valid reports by setting a public status.
5. Add a clear public comment when the reporter should be informed.
6. Move accepted issues to `validated` or `in_progress`.
7. Check `waiting_for_reporter` issues and review new reporter comments.
8. Close completed issues with `resolved`.

# 4 Issue moderation

## 4.1 Opening an issue

Open an issue from the admin list to inspect its detail page.

The detail page includes:

- issue status;
- request date;
- type;
- description;
- localisation;
- map position;
- photos;
- reporter contact fields;
- privacy flag;
- existing events;
- event creation form.

## 4.2 Editing issue information

Depending on the configured form permissions, the administrator can edit issue fields such as:

- status;
- type;
- description;
- localisation;
- geometry;
- reporter firstname and lastname;
- phone;
- email;
- privacy flag.

Use editing carefully. Prefer adding an event/comment for traceability when the change is part of the business workflow.

## 4.3 Photos

Photos are attached to issues and stored in the database.

From the admin interface, photos can be downloaded through the photo view. Photos are useful for validation, triage and resolution evidence.

Recommended practice:

- do not publish sensitive personal information visible in photos;
- mark the issue private if the photo content should not appear in a public context;
- keep comments factual and avoid copying personal details into public events.

# 5 Status workflow

The application uses five statuses.

```
new -> validated -> in_progress -> waiting_for_reporter -> resolved
```

## **5.1 new**

The issue has just been submitted.

Business meaning:

- it has not yet been validated by an administrator;
- it is hidden from the public map;
- it should be reviewed.

Recommended action:

- check the category/type;
- check the location;
- check whether the description is actionable;
- decide whether it can become public.

## **5.2 validated**

The issue is accepted.

Business meaning:

- the report is legitimate;
- the issue can be displayed publicly unless marked private.

Recommended action:

- add a short public comment if useful;
- assign or forward the work through your internal process if GetItFixed is not the work-order system.

## **5.3 in\_progress**

The issue is being handled.

Business meaning:

- the responsible team or service has started processing it;
- the reporter may receive a status update.

Recommended action:

- add a public comment when the information is useful to the reporter;
- keep private comments for internal notes only.

## **5.4 waiting\_for\_reporter**

More information is needed from the reporter.

Business meaning:

- the administrator cannot process the issue without clarification;

- the reporter should reply from the private link.

Recommended action:

- add a public, non-private admin event explaining what information is needed;
- keep the request specific and concise.

Example comment:

Could you please confirm the exact entrance or landmark near the reported problem?

## 5.5 resolved

The issue is closed.

Business meaning:

- the problem has been fixed, rejected, or otherwise completed according to your organisation's rules;
- the issue no longer appears in the default open admin list.

Recommended action:

- add a closing comment when appropriate;
- avoid closing without explanation if the reporter has been actively involved.

# 6 Public/private management

## 6.1 Public issue

A public issue is visible on the public map when:

- its status is not *new*; and
- it is not marked *private*.

Use public visibility for reports that are legitimate and safe to display.

## 6.2 Private issue

A private issue is hidden from the public map and public numeric URL.

Use private visibility when:

- the report contains personal or sensitive information;
- the photo reveals people, license plates, private property or other sensitive details;
- the report is duplicate, invalid or inappropriate;
- the location should not be publicly disclosed;

- the issue is being handled confidentially.

The reporter can still access the issue through the private hash link, and administrators can still access it from the admin interface.

## 6.3 Toggling privacy

On the admin issue page, the available action changes depending on the current state:

- “Make this issue private” when the issue is public;
- “Make this issue public” when the issue is private.

After toggling privacy, verify that the issue status also matches your intent. A non-private issue with status `new` still remains hidden from the public map.

# 7 Events and comments

## 7.1 What is an event?

An event is a timeline entry attached to an issue. It can include:

- a status;
- a date;
- a comment;
- a private/public flag;
- an author, either administrator or customer.

Events provide the history of the issue.

## 7.2 Public admin comment

A public admin comment is visible to the reporter and can trigger an email notification.

Use it for:

- status explanations;
- requests for additional information;
- useful progress updates;
- closure messages.

Good public comment examples:

Your report has been validated and forwarded to the road maintenance team.

The intervention is planned for next week, depending on weather conditions.

The issue has been resolved. Thank you for your report.

## 7.3 Private admin comment

A private admin comment is intended for administrators only.

Use it for:

- internal notes;
- operational routing;
- comments that should not be emailed to the reporter;
- sensitive information.

Do not use private comments as the only place for information the reporter needs.

## 7.4 Reporter comment

A reporter can add a comment from the private issue page. This creates a customer-authored event.

The application sends an update email to the category email address so that administrators can review the new information.

# 8 Email notifications

Email notifications are part of the normal workflow.

## 8.1 New issue notification

When a reporter submits an issue, two notifications are expected:

Recipient	Template	Purpose
Reporter	new_issue_email	Confirms that the issue was received and gives the private link.
Category administrator	admin_new_issue_email	Alerts the responsible service that a new issue was submitted.

The category administrator recipient is configured on the category itself.

## 8.2 Update notification

When a reporter comments, the category administrator receives an update email.

When an administrator adds a non-private event, the reporter may receive an update email.

## 8.3 Resolved notification

The configuration contains a `resolved_issue_email` template. In the reviewed code revision, the specific resolved-email branch appears unreachable because the issue status is updated before the comparison is made.

Operationally, this means:

- do not rely blindly on a special resolved email unless your deployed version has fixed this behaviour;
- add a clear non-private closing comment when resolving an issue;
- ask a technical administrator to verify email behaviour in your environment.

# 9 Functional configuration

This section describes business configuration: categories, types, icons and email recipients.

Important limitation: in the reviewed repository version, the built-in web administration interface registers issue and event administration, but not full category/type CRUD screens. Categories and types exist in the data model and can be used by the web administrator, but creating or changing them may require a technical administrator, database access, or an integrating back-office screen.

## 9.1 Categories

A category is the top-level family of issues.

Examples:

- Roads;
- Waste;
- Public lighting;
- Parks;
- Water;
- Signage.

Each category contains:

Field	Purpose
<code>label_fr</code>	French category label.
<code>label_en</code>	English category label.

email	Destination email for new issues and reporter updates.
icon	Optional icon displayed on the map.

## 9.2 Category email

The category email is one of the most important administrative settings.

It receives:

- new issue notifications for issues in that category;
- reporter follow-up comments for issues in that category.

Recommended practice:

- use a shared mailbox or distribution list, not a personal address;
- keep ownership clear for each category;
- test notifications after changing an address;
- avoid inactive or unmonitored mailboxes.

## 9.3 Category icon

The icon controls visual identification on the public map.

If no category icon is configured, the default icon is used.

Supported icon forms:

```
static://getitfixed:static/icons/gif-green.png
https://example.org/icons/roads.png
```

Recommended practice:

- use simple PNG icons;
- keep size small, for example 24×24 or 32×32 pixels;
- use transparent backgrounds;
- choose colours that remain distinguishable on the configured map background.

## 9.4 Types

A type is a more precise issue kind inside a category.

Examples:

Category	Types
Roads	Pothole, damaged pavement, blocked sidewalk
Waste	Illegal dumping, overflowing bin, broken bin
Lighting	Broken streetlight, blinking light, damaged pole

Each type contains:

Field	Purpose
label_fr	French type label.
label_en	English type label.
category_id	Parent category.
wms_layer	Optional WMS layer URL associated with this type.

## 9.5 WMS layer on a type

A type can define a `wms_layer` URL. When selected in the public form, the front-end can display this layer on the map.

Use this only when the layer helps the reporter position or qualify the issue.

Examples:

- public lighting network;
- road sections;
- collection points;
- administrative areas.

# 10 Requesting category/type changes

Because category/type CRUD is not exposed by the built-in admin routes in the reviewed version, a web administrator should request these changes from the technical administrator unless your deployment added a custom screen.

## 10.1 New category request template

```
Please create a new GetItFixed category.  
  
English label:  
French label:  
Notification email:  
Icon: default / existing icon / new icon attached  
Notes:
```

## 10.2 Category update request template

```
Please update this GetItFixed category.  
  
Current category name:  
Change requested:
```

```
New English label:  
New French label:  
New notification email:  
New icon:  
Reason:
```

## 10.3 New type request template

Please create a new GetItFixed type.

```
Parent category:  
English label:  
French label:  
Optional WMS layer:  
Notes:
```

## 10.4 Type update request template

Please update this GetItFixed type.

```
Current type name:  
Parent category:  
Change requested:  
New English label:  
New French label:  
Optional WMS layer:  
Reason:
```

# 11 Reference SQL for technical administrators

This section is included so web administrators can communicate clearly with technical administrators. It is not meant to encourage direct production database changes without the appropriate process.

## 11.1 Create a category

```
INSERT INTO getitfixed.category (label_fr, label_en, email, icon)  
VALUES (  
    'Voirie',  
    'Roads',  
    'roads@example.org',  
    'static://getitfixed:static/icons/gif-red.png'  
);
```

## 11.2 Create a type

```
INSERT INTO getitfixed.type (label_fr, label_en, category_id, wms_layer)  
VALUES (  
    'Nid de poule',
```

```
'Pothole',  
1,  
NULL  
);
```

## 11.3 Change a category email

```
UPDATE getitfixed.category  
SET email = 'new-roads@example.org'  
WHERE label_en = 'Roads';
```

## 11.4 Change a category icon

```
UPDATE getitfixed.category  
SET icon = 'static://getitfixed:static/icons/gif-green.png'  
WHERE label_en = 'Roads';
```

# 12 Good practices

## 12.1 Moderation quality

- Process new issues regularly.
- Keep public comments short, factual and useful.
- Use private comments for internal details only.
- Do not expose personal details in public comments.
- Keep statuses consistent with actual progress.
- Resolve issues only when the business process is complete.

## 12.2 Data quality

- Keep category and type labels understandable to reporters.
- Avoid too many categories; prefer clear types inside stable categories.
- Use monitored category email addresses.
- Review categories periodically and merge duplicates if needed.
- Keep icons visually consistent.

## 12.3 Privacy

Mark an issue private when in doubt. Public visibility can be restored later after review.

Sensitive examples:

- photos of people;
- vehicle plates;
- private property details;
- health or safety-sensitive reports;

- aggressive or defamatory text;
- reports involving minors.

## 12.4 Communication

When asking the reporter for more information:

- say exactly what is missing;
- avoid jargon;
- include the expected action;
- set status to `waiting_for_reporter`.

Example:

Could you please add a comment with the nearest street number or landmark? We cannot locate the issue precisely enough from the current description.

# 13 Quick reference

## 13.1 Most common administrator actions

Goal	Action
Review incoming reports	Filter admin list on <code>new</code> .
Publish a valid issue	Set status to <code>validated</code> and ensure it is not private.
Hide a sensitive issue	Use “Make this issue private”.
Ask for more details	Add a public comment and set status to <code>waiting_for_reporter</code> .
Record internal notes	Add a private admin comment.
Close an issue	Set status to <code>resolved</code> and add a closing comment.
Route a category to another team	Request a category email update.
Change map icons	Request a category icon update.

## 13.2 Visibility rules

Issue state	Public map	Private reporter link	Admin interface
<code>new</code> , not private	Hidden	Visible	Visible
<code>validated</code> , not private	Visible	Visible	Visible
<code>in_progress</code> , not	Visible	Visible	Visible

private			
waiting_for_reporter, not private	Visible	Visible	Visible
resolved, not private	May be visible publicly depending on the public query; hidden from default open admin list	Visible	Visible
Any status, private	Hidden	Visible	Visible

### 13.3 What requires technical support?

Change	Why
Deploying the application	Infrastructure task.
Changing SMTP server settings	Server/configuration task.
Changing email templates	Configuration file task.
Creating categories/types in the reviewed version	Not exposed by built-in admin routes.
Uploading new static icon files	Requires filesystem/package access unless icons are hosted externally.
Changing map projection or base layers	Configuration file task.
Applying database migrations	Infrastructure/database task.