

UREQ Unlock Requests Script and WebApp for managing WME unlock requests



A short guide to using the WME script and the Management WebApp

Part #1 - The WME Script (for end users)



The UREQ script

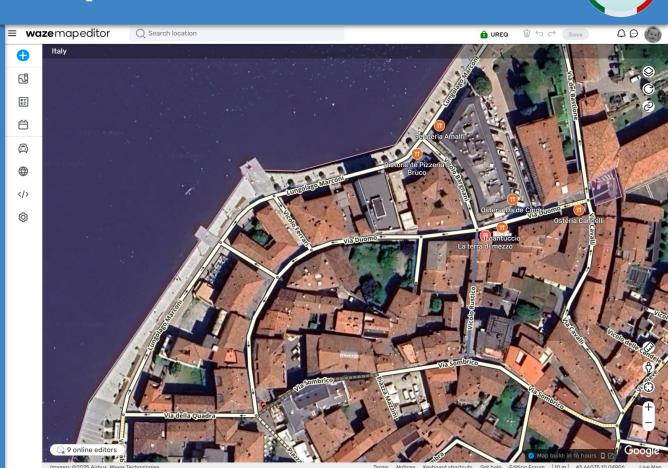
Purpose: To make the request to unlock one or more segments locked at a higher level easier and error-free.

NOTE: Don't forget that **UREQ** only works if there is <u>at least one user</u> with unlocking rights in your country. Otherwise, no one will have the necessary rights to unlock your segments.

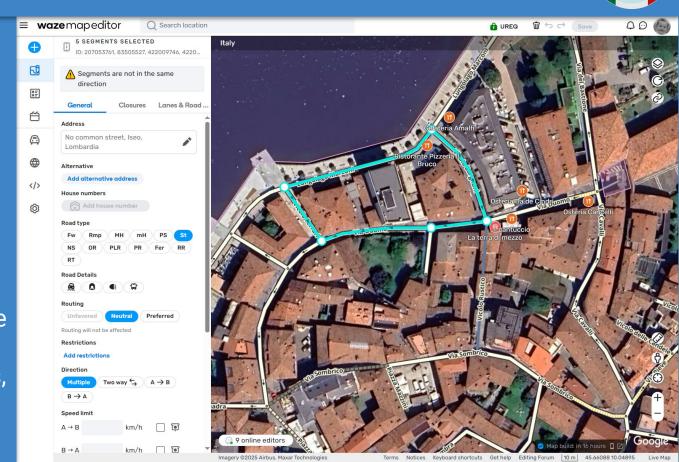
Installation

- Make sure you have the "TamperMonkey" extension installed by downloading it from here: https://www.tampermonkey.net/
- Download the script from the Waze.Tools **CODE** site by following this link: https://code.waze.tools/home/browse.jsp?ShowSID=d323e155-f555-4006-944f-f8757fa59bb2
- TamperMonkey will ask you to install the script, accept
- Once WME is launched an additional icon called "UREQ" will appear at the top

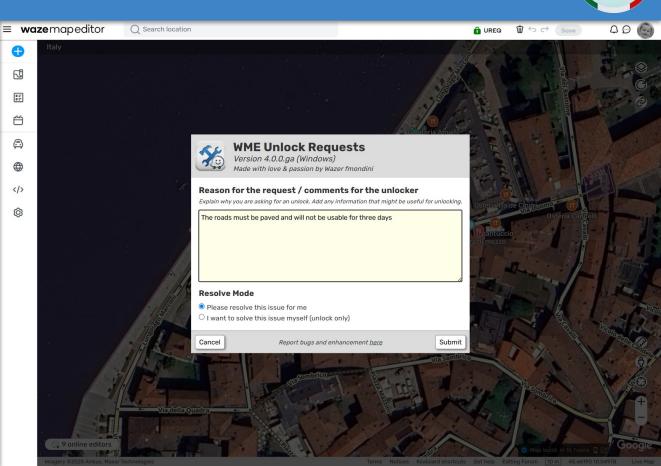
- Follow the instructions in the previous slide for installation
- If everything went well, you will have a new button labeled UREQ in your WME
- If the button does not appear, refer to the last slide of this section to enable debugging and generate useful information to solve the problem



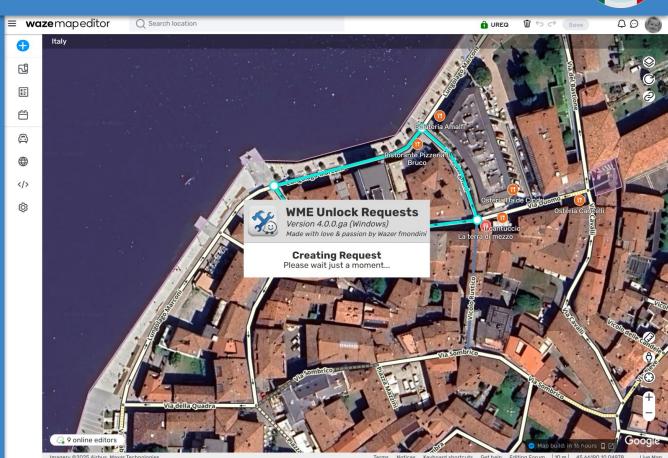
- Select the segments you want to be unlocked
- Multiple segments can be selected by holding down the "CTRL" key while clicking on the desired segment
- The selected objects must all be of the same type: either all segments, or all places, and so on.



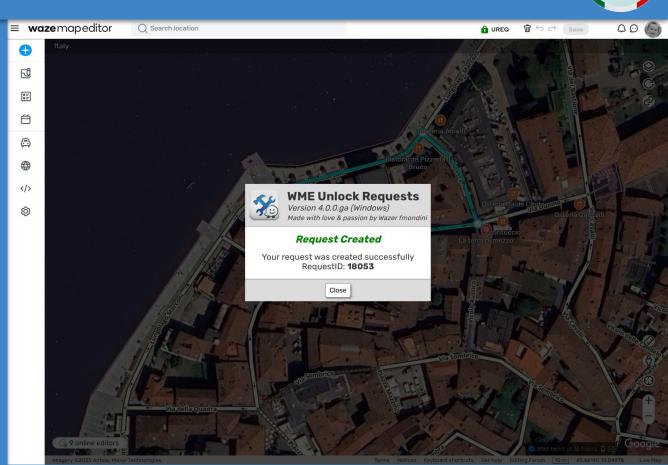
- After selection, click on the "UREQ" button
- A window like the one on the side will appear
- Enter the reason why you are requesting the unlock
- Select whether you prefer an expert editor to solve the problem or if you want to do it yourself
- Submit the form



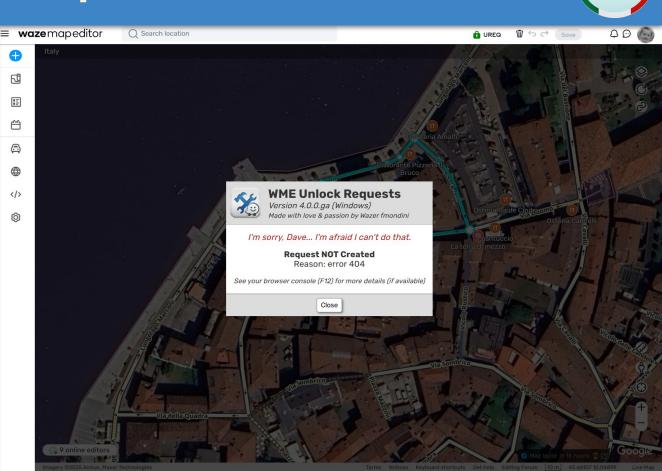
- Wait a couple of seconds while the Waze.Tools UREQ server processes your request
- Once processed, a box will appear containing the result of the operation



- If the unlock request has been correctly registered, the box you see here on the side will appear
- In the box you will also find the unique ID that has been assigned to your request
- If you have activated the Waze. Tools / Slack connection, you will also receive a message on Slack



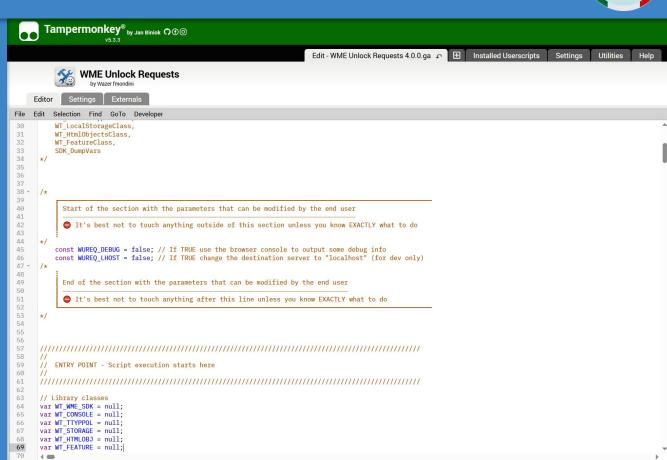
- If the unlock request has not been recorded in the database, the box you see here will appear
- In the box you will find a generic explanation of the reason why the request was not recorded
- In most cases, more information will be available in the browser console (F12)



What to do in case of errors



- In case of error, it might be useful to display some additional messages
- To generate these details, open the UREQ script in TamperMonkey and edit the WUREQ_DEBUG line changing the value from "false" to "true"
- The results can be seen from the browser console (F12)



Part #2 - The WebApp (for unlockers)



The UREQ Web Application

Purpose: To manage unlock requests, also interacting with the end user if necessary

Entry point

The Web application is available from here: https://ureq.waze.tools/

Notes

- Unregistered users will only be able to enter generic unlock requests
- Registered users will be able to view the status of their requests after logging in; additionally, if the admin^(*) has granted the right, a registered user will be able to view all queued requests in his country and process them.
- Users are considered registered if they have a valid profile on the **AUTH** website. The **AUTH** website is reachable from here: https://auth.waze.tools/

(*) The admin of a country is usually the country manager or a high-level user selected by the country manager

Entry point



- Once connected to the UREQ site, the home page visible here on the right is displayed
- Some functions are free to all:
 - Download script
 - Handiwork
- Others are subject to authentication:
 - Your Requests
 - Unlockers Access

■ Waze.Tools UREQ





[Anonymous] (i)

UnLock Requests for Segments, Places & Speed Cameras



Download the script

Get the WUREQ script from the Waze.Tools CODE Repository



Enter the data manually

Manually enter the request data Note: This method is obsolete



Your Requests History

Check the history of requests you have made in the past and their status



Unlockers Access

If you are an unlocker please login here to access all unlock features

UREQ in a nutshell (a.k.a. How Does It Work)

During the WME editing process it is quite common to come across some objects stuck at a block level higher than ours. In this case, our work on modifying an entire area could be interrupted by a single small stretch of road. Now, with this Script and WebApp, you will have an easy way to request an UnLock for segments, places and speed cameras from a higher level editor.

Daily use of UREQ is very simple and straightforward:

- Download and install the WUREQ Script for WME (see the download link) NOTE: The script requires Tampermonkey, a userscript manager by Jan Biniok.
- In WME select one or more objects and click on "UREQ" in the top buttons bar
- . Enter a brief explanation of the reason for the request. This can help our unlockers better understand your request
- · Click on the "SEND" button
- Wait a few minutes and one of our high-level editors will take care of your request, solving it. Our community have a team of qualified high-level editors and the average waiting queue is only a few minutes. You will be (optionally) informed of the result by a PM in the Waze Forum

Other ways to send unlock requests

If you don't want to get / install / use the WUREQ script, you can always enter your requests manually using the "Handiwork" link. Please note that this method, which is enabled for compatibility only, is not currently recommended and will be removed in the future.







About the WebApp

- On this page you can find information about the currently active (online) UREQ version
- It has no purpose, and is only here for the curious ones
- At the bottom you can see graphs of the application status, such as latency to the nearest NAP, current network traffic, and rack temperature



Disclaimer

12:00

Ping time in ms to the nearest NAP, FRA-IX

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Amount of data served by this ethernet interface

12:00



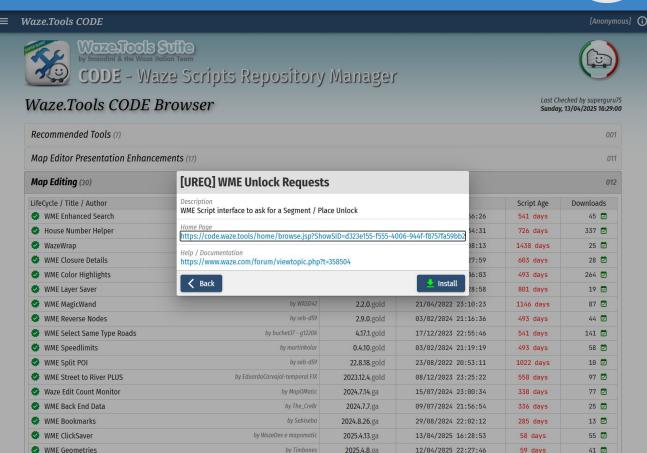


12:00

Values in °C - Shutdown forced if over 95°

Script download

- The basic version of WME does not contain the UREQ script, so it will need to be downloaded
- Clicking on "Download Script" on the home page will redirect you to the <u>CODE</u> website with the correct script already selected
- Click "Install" and follow the instructions



Handiwork

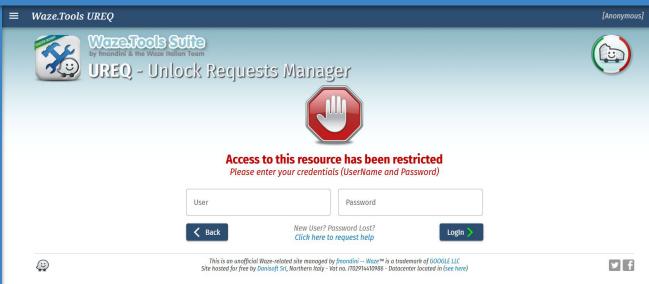


- In some rare cases it may be necessary (or convenient) to enter an unlock request without using the UREQ script
- This section allows you to do so by using a simple "permalink" obtainable from WME and filling in the fields
- Note that the use of this method is not supported and may disappear in the future



Authentication

- Some parts of the application require that the user is verified and has the necessary rights to access
- In this case, the login screen you see here on the right will appear
- Enter username and password to continue
- The credentials must match those registered in the AUTH webapp



List of your requests

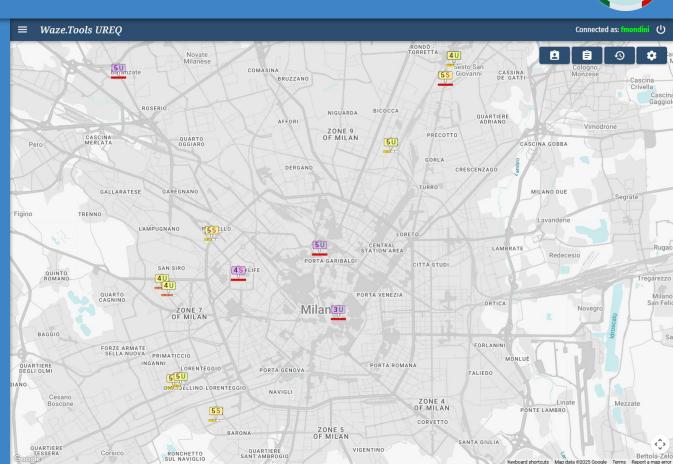
- From this page you can see the requests you have created and their current status
- Clicking on the description link will redirect you to WME, and the "info" icon will show the current info
- To the right of each line a notes icon allows you to view the notes attached to the request, if any



The main screen for the unlocker



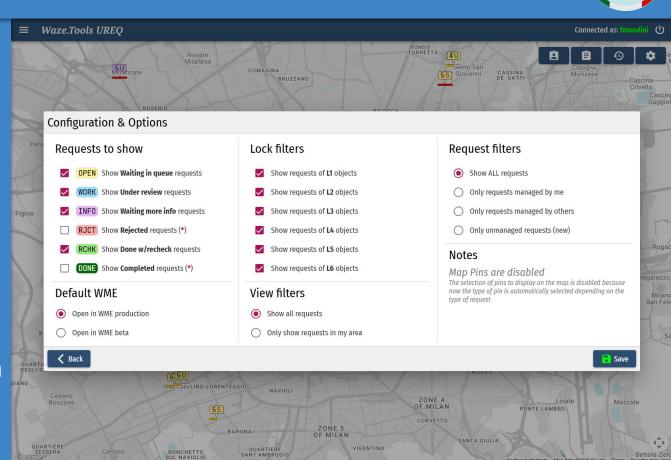
- All requests that are up to an unlocker are displayed in graphical form on a map
- Clicking on an icon starts the unlock process
- Each icon has:
 - A number (the max lock of the segments)
 - A letter (S=Solve, U=Unlock only)
 - A line whose color identifies the age of the request, from green (newest) to red (oldest)



Main screen options for unlockers



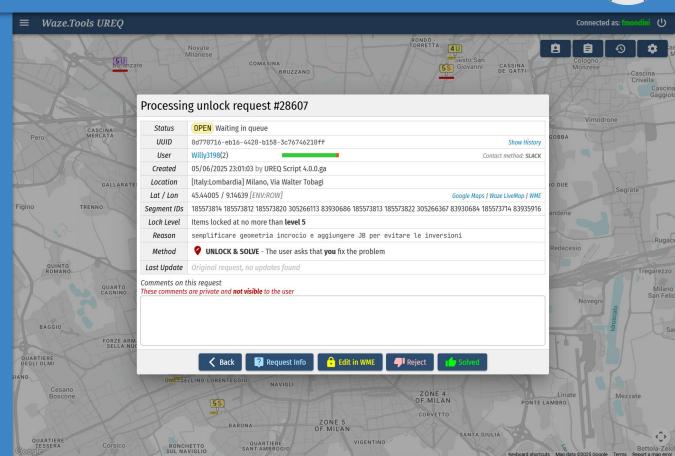
- The display of icons on the home page can be customized by choosing which requests to display, the maximum lock level and the user who created the request
- It is also possible to select the version of WME to use for operations and the area where the requests are located



Start of unlocking operation



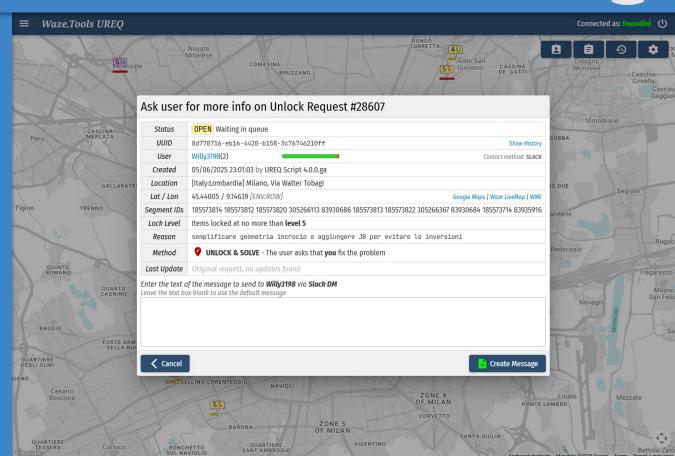
- By clicking on an icon, a window opens with the details of the request
- At this point you can:
 - Request more information from the user, or
 - Start the unlock operation by launching WME
- At the end, the report can be closed as "rejected" or "solved", at the discretion of the unlocker



Request for further information



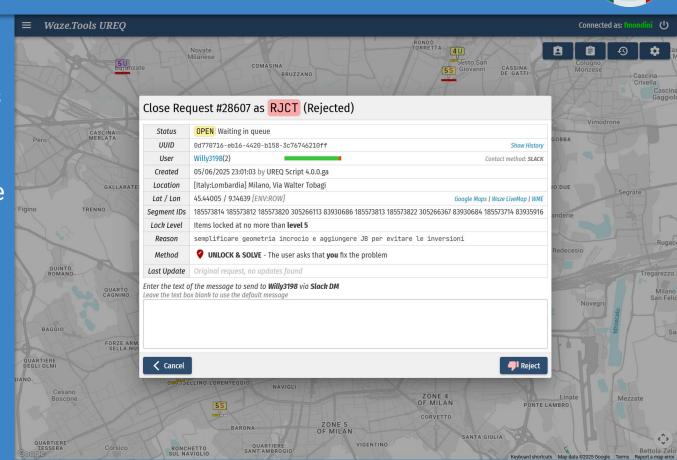
- If the user's request is not clear, or if you have doubts about the reason for the request, you can ask the user for more information
- Write the message in the appropriate box
- Depending on the contact method specified in the user account on AUTH, the message will be sent via Slack or via eMail



Refusing an unlock



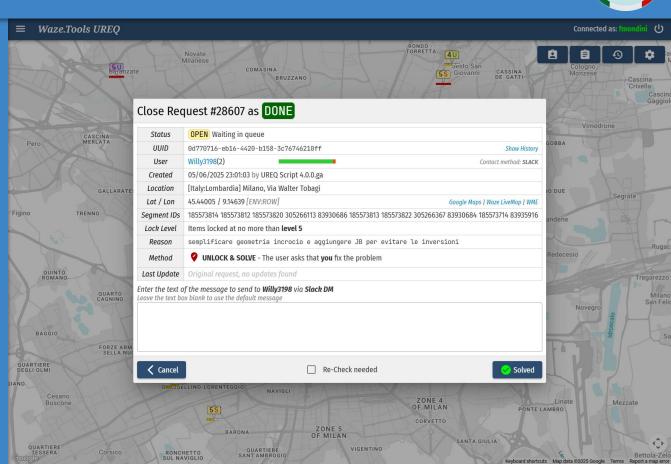
- If, according to your country's editing rules, the user's request does not seem correct to you, you can reject it
- Write the reason for the refusal in the appropriate box
- Depending on the contact method specified in the user account on AUTH, the message will be sent via Slack or via eMail



Close the request as completed



- After the appropriate changes on WME, the request must be closed
- In addition, clicking on the "Re-Check" box will create a reminder to allow you to check the result and/or re-lock the segments at their previous level
- As before, the user will be notified via Slack or via eMail



List of latest requests received



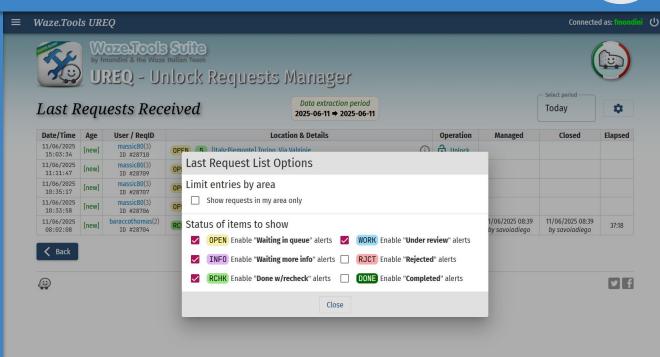
- The requests received can also be viewed in text form
- Clicking on the description link will start the unlocking process in the same way specified in the "Start of unlocking operation" slide
- To the right of the description an "info" icon will display the request info



Latest Requests List Options



- You can customize the list of latest requests received based on your preferences or the way you prefer to work
- You can decide whether to see all requests in your country, or only those in your area
- In addition, you can show or hide requests based on their status



The recheck queue

- Requests closed with the "recheck" flag are parked in this list
- Clicking on the description will start the unlocking process as specified in the previous slides
- After a formal check on the correctness of the operations performed by the user, it will be possible to definitively close the request





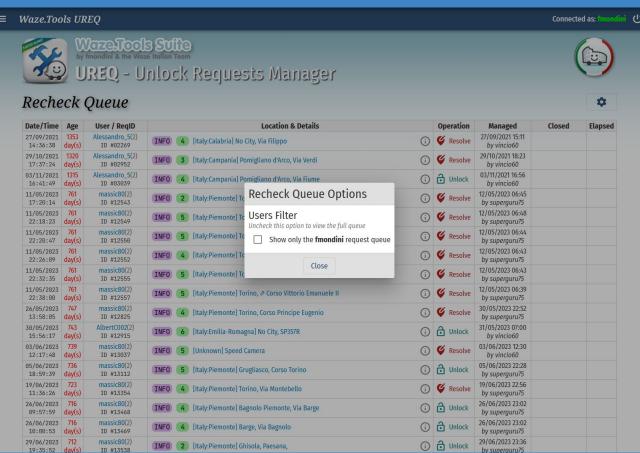
Recheck Queue



Date/Time	Age	User / ReqID	Location & Details	Operation	Managed	Closed	Elapsed
27/09/2021 14:36:38	1353 day(s)	Alessandro_5(2) ID #02269	INFO 4 [Italy:Calabria] No City, Via Filippo (Resolv	27/09/2021 15:11 by vincio60		
29/10/2021 17:37:24	1320 day(s)	Alessandro_5(2) ID #02952	INFO 3 [Italy:Campania] Pomigliano d'Arco, Via Verdi	Resolv	29/10/2021 18:23 by vincio60		
03/11/2021 16:41:49	1315 day(s)	Alessandro_5(2) ID #03039	INFO 4 [Italy:Campania] Pomigliano d'Arco, Via Fiume	Unlock	03/11/2021 16:56 by vincio60		
11/05/2023 17:20:14	761 day(s)	massic80(2) ID #12543	INFO 2 [Italy:Piemonte] Torino, Via delle Peonie	i) © Resolv	12/05/2023 06:45 by superguru75		
11/05/2023 22:18:23	761 day(s)	massic80(2) ID #12549	INFO 5 [Italy:Piemonte] Torino,	i) © Resolv	12/05/2023 06:48 by superguru75		
11/05/2023 22:20:47	761 day(s)	massic80(2) ID #12550	INFO 5 [Italy:Piemonte] Torino, ⊅ Corso Vittorio Emanuele II	i) © Resolv	12/05/2023 06:44 by superguru75		
11/05/2023 22:26:09	761 day(s)	massic80(2) ID #12552	INFO 4 [Italy:Piemonte] Torino, ⊅ Corso Vittorio Emanuele II	Resolv	e 12/05/2023 06:43 by superguru75		
11/05/2023 22:32:35	761 day(s)	massic80(2) ID #12555	INFO 5 [Italy:Piemonte] Torino, ⊅ Corso Vittorio Emanuele II	Resolv	12/05/2023 06:43 by superguru75		
11/05/2023 22:38:00	761 day(s)	massic80(2) ID #12557	INFO 5 [Italy:Piemonte] Torino, ⊅ Corso Vittorio Emanuele II	i) © Resolv	12/05/2023 06:39 by superguru75		
26/05/2023 13:58:05	747 day(s)	massic80(2) ID #12825	INFO 4 [Italy:Piemonte] Torino, Corso Principe Eugenio (i) © Resolv	30/05/2023 22:52 by superguru75		
30/05/2023 15:56:17	743 day(s)	AlbertC002(2) ID #12915	INFO 6 [Italy:Emilia-Romagna] No City, SP357R	D Unlock	31/05/2023 07:00 by vincio60		
03/06/2023 12:17:48	739 day(s)	massic80(2) ID #13037	INFO 5 [Unknown] Speed Camera (i) © Resolv	03/06/2023 12:30 by vincio60		
05/06/2023 18:59:39	736 day(s)	massic80(2) ID #13112	INFO 5 [Italy:Piemonte] Grugliasco, Corso Torino (Dunlock	05/06/2023 22:28 by superguru75		
19/06/2023 11:36:26	723 day(s)	massic80(2) ID #13354	INFO 4 [Italy:Piemonte] Torino, Via Montebello (i) © Resolv	e 19/06/2023 22:56 by superguru75		
26/06/2023 09:57:59	716 day(s)	massic80(2) ID #13468	INFO 4 [Italy:Piemonte] Bagnolo Piemonte, Via Barge	Unlock	26/06/2023 23:02 by superguru75		
26/06/2023 10:00:53	716 day(s)	massic80(2) ID #13469	INFO 4 [Italy:Piemonte] Barge, Via Bagnolo (Unlock	26/06/2023 23:02 by superguru75		
29/06/2023	712 day(s)	massic80(2)	INFO 2 [Italy:Piemonte] Ghisola, Paesana, (Unlock	29/06/2023 23:36 by superguru75		

The recheck queue list options

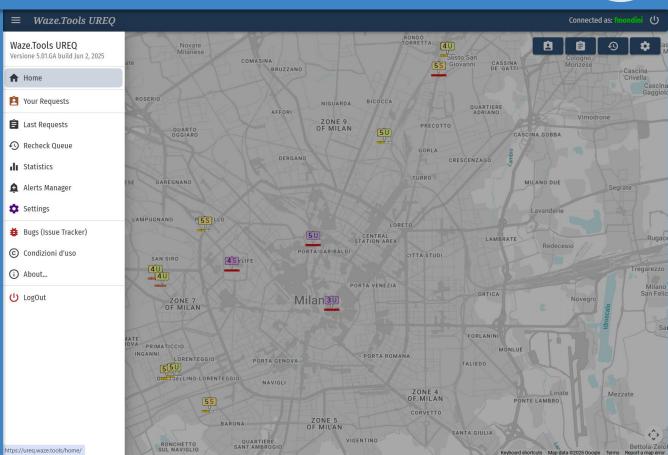
- As seen before in the list of latest requests, here too it will be possible to filter which ones to see based on your preferences or the way you prefer to work
- You can decide
 whether to see all the
 requests to check, or
 only those that have
 been closed by you



The left side menu



- By clicking on the "\(\boxed{\boxed}"\)
 icon at the top left, the application menu will appear
- Here you can find the link to some of the less used functions, such as:
 - Statistics
 - Alerts Manager
 - General Settings
 - Issue tracker (bugs)
 - Logout



Unlock Stats Charts

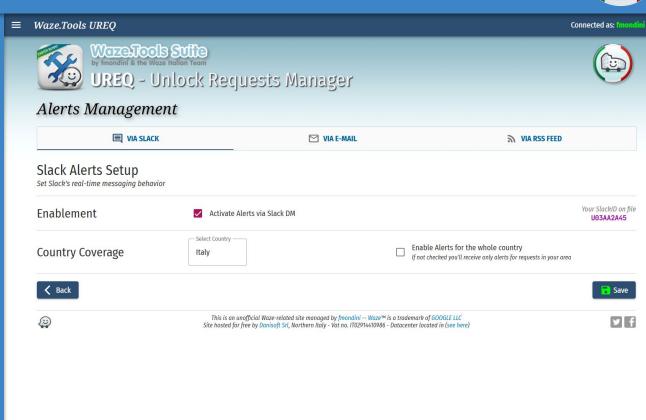


- On this page there are some graphs that describe the usage of the application
- Pie charts based on the total requests received
 - By segment lock level
 - o By unlocker username
- Bar charts
 - By request creation year
 - By request creation month NOTE: Only the last 12 months are considered for this chart



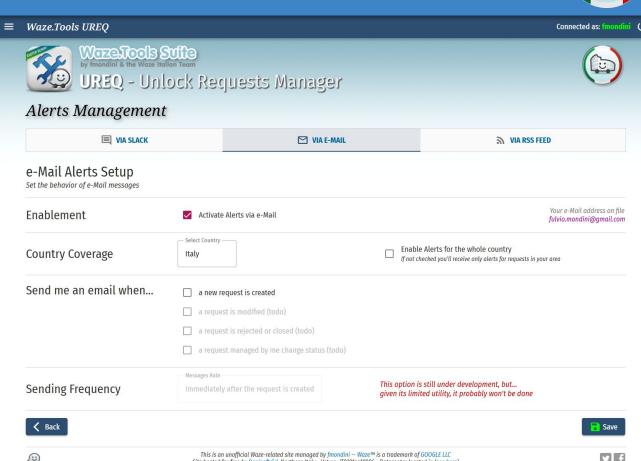
The Alerts Manager - Slack

- To be notified via Slack when a new request is entered
- Select the Enablement checkbox and make sure you have entered your SlackID in your account on AUTH
- Select the country for which you want to receive alerts and, if necessary, also the checkbox for the entire country



The Alerts Manager - eMail

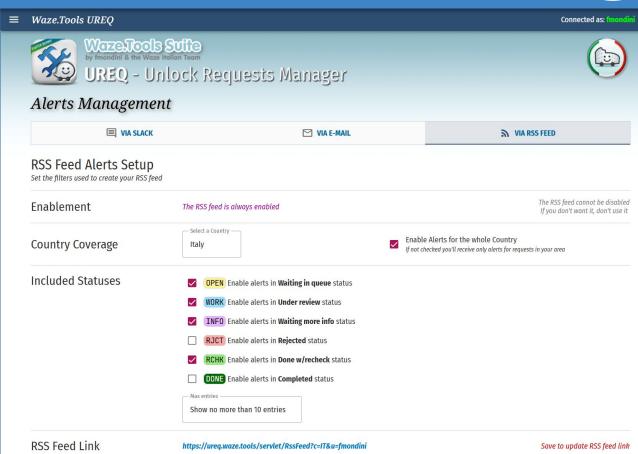
- To be notified via eMail when a new request is entered
- Select the Enablement checkbox and make sure you have entered your eMail address in your account on AUTH
- Select the country for which you want to receive alerts and, if necessary, also the checkbox for the entire country



The Alerts Manager - RSS Feed



- To be notified via RSS
 Feed when a new
 request is entered
- Select the country for which you want to receive alerts and, if necessary, also the checkbox for the entire country
- Select the statuses of the requests you would like to be included in the feed and the max number of rows



The Issue Tracker



- If you encounter any errors in the application while using UREQ, open a ticket with the GitHub issue tracker
- To use GitHub you will need to have a GitHub account, which can be created for free
- For each new ticket the developers will be notified and, if they are not drunk yet, they will fix it. When? Soon.

