



OpenGov EAM Playbook



Charles County

Good Housekeeping Plan



April 2026

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A background of a network diagram with light blue lines connecting various nodes. Some nodes are represented by small grey circles, while others are larger white circles with grey outlines. The connections are dense and form a complex web.

LOGGING IN

LOG IN

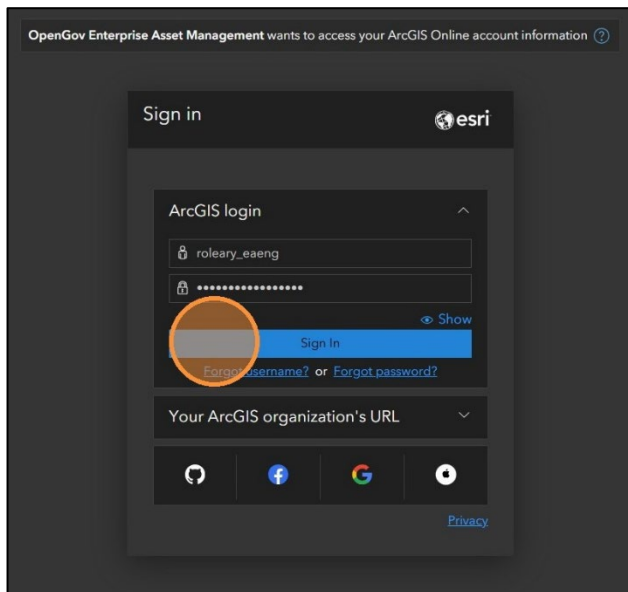
1. Navigate to **https://charlescomd.eam.opengov.com**



2. Click **Sign in with ArcGIS**.



3. Enter your ArcGIS Online Username and Password, then click **Sign In**.



A background network diagram consisting of numerous light blue nodes connected by thin lines, forming a complex web. The nodes are represented by small circles, some of which are larger and more prominent than others. The overall structure is dense and interconnected.

THE BASICS

THE BASICS - DESKTOP

Address Search Box – Where to search for an address.

Record Search – Where to search for Asset/Task/Request IDs.

Create Button - Click to create an Asset or Request.

Tools Button – Click to change how to map is interacted with. (Suggested to use the displayed selector).

The screenshot shows the 'Asset Management' desktop interface. At the top, there is a navigation menu with 'Home', 'Dashboard', 'Resources', 'Reports', 'Scenarios', and 'Administration'. A 'Switch to the Classic UI' dropdown is visible. Below the navigation is a search bar with a magnifying glass icon and a '+ Create Asset' button. The main area features a satellite map of a city street grid. On the left side of the map, there is a 'Tools' button. Below the map, there is a 'Record Type Menu' with options for 'Tasks', 'Requests' (23,529), 'Assets' (5,355), and 'Work Orders' (67). Below the menu is a 'Show Selected' toggle and a 'Requests of 0 Total Records' indicator. The bottom section contains a table with two records, each with a 'Select' checkbox, an ID, a title, a date, and a description. On the right side of the table, there are 'Sort' and 'Actions' buttons. At the bottom right of the map area, there are 'View Layers', 'Base Map', and 'Find Me' buttons.

Record Type Menu – Click to select between Asset, Tasks, Requests or Work Orders. This will change what is displayed in the Table below.

Base Map Button – Click to select the base map.

Find Me Button – Click to zoom to your current location on Map.

Layer Button – Click to view your layers and turn them on or off.

Action Button – Click to view all actions for selected records.

Table – Displays preview information. Click on record to open record details or select multiple by checking the check box.

Sort Options – Click to sort the Table.

THE BASICS - MOBILE

Record Search – Where to search for Asset/Task/Request IDs.

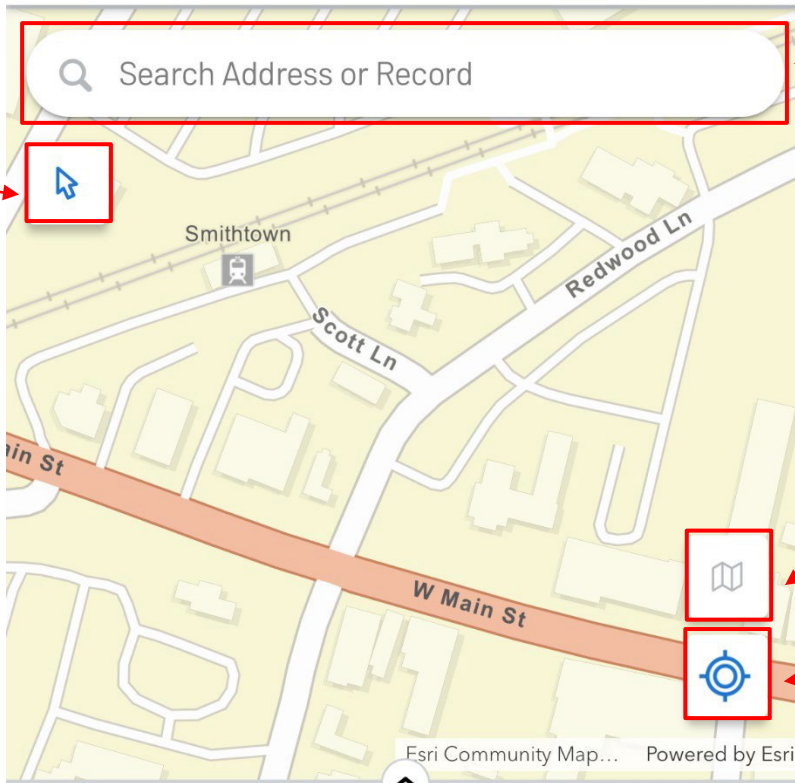
Create Button – Click to create an Asset or Request.



Search Address or Record

Address Search Box – Where to search for an address.

Selection Tools Button – Click to change how to map is interacted with. (Suggested to use the displayed selector).



Base Map Button – Click to select the base map.



Find Me Button – Click to zoom to your current location on Map.



Record Type Menu – Click to select between Asset, Tasks, or Requests. This will change what is displayed in the Table below.

Tasks 4

Layer Button – Click to view your layers and turn them off or on.



Sort

Actions

Action Button – Click to view all actions for selected records.



Show Selected 0

Select All

Sort Options – Click to sort the Table.

Table – Displays preview information. Click on record to open record details or select multiple by checking the check

<input type="checkbox"/>		3	Vegetation Management	⋮
	- mi		Park Prk-147	
<input type="checkbox"/>		5	Erosion Investigation	⋮

A background network diagram consisting of numerous light blue nodes connected by thin lines, forming a complex web. The nodes vary in size, with some being significantly larger than others. A solid blue horizontal band is positioned across the middle of the page, containing the title text.

GHP WORKFLOWS

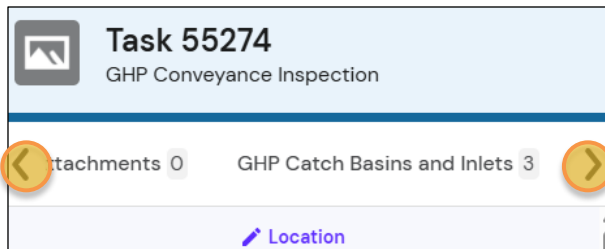
GHP INSPECTION

4. Add the **Open GHP Tasks** Layer.

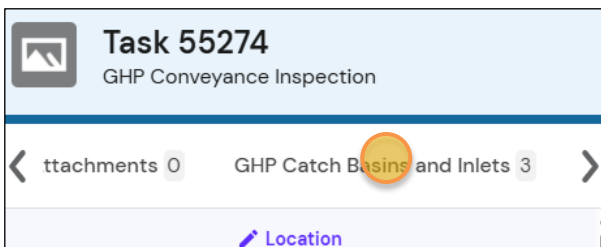


5. **Search for and select the desired task.** The activity will say “GHP Conveyance Inspection” or “GHP Site Evaluation”.

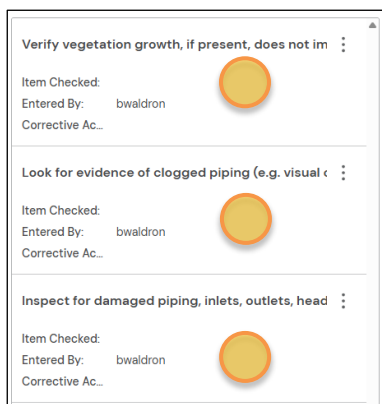
6. Use the arrows to look for GHP sections.



7. Select the **GHP section** you wish to edit.



8. The question items will automatically populate within each GHP section. **Select the item you wish to edit.**



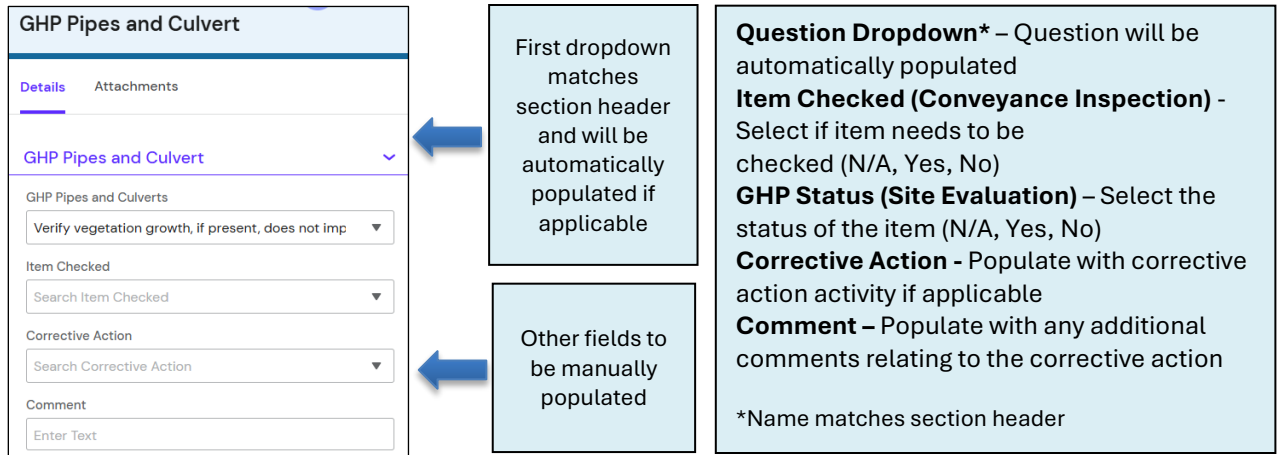
GHP Conveyance Inspection Sections (3):

- GHP Catch Basins and Inlets
- GHP Pipes and Culverts
- GHP Ditches and Trapezoidal Swales

GHP Site Evaluation Sections (11):

- GHP General Housekeeping
- GHP Waste Management
- GHP Vehicle and Equipment Storage
- GHP Vehicle and Equipment Refueling
- GHP Vehicle Maintenance
- GHP Vehicle and Equipment Washing
- GHP Material Storage
- GHP Aboveground Storage
- GHP Resident Drop Off Centers
- GHP Stockpiles
- GHP Deicing Materials

9. Populate the required information by clicking into each field.



The screenshot shows a mobile application interface for 'GHP Pipes and Culvert'. The form has two tabs: 'Details' (selected) and 'Attachments'. Under 'Details', there is a dropdown menu for 'GHP Pipes and Culvert' with the selected value 'Verify vegetation growth, if present, does not imp'. Below this are three more dropdown menus: 'Item Checked' (with search text 'Search Item Checked'), 'Corrective Action' (with search text 'Search Corrective Action'), and a 'Comment' field with the placeholder 'Enter Text'. Two blue arrows point from callout boxes to the first and third dropdown menus.

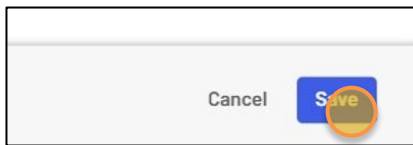
First dropdown matches section header and will be automatically populated if applicable

Other fields to be manually populated

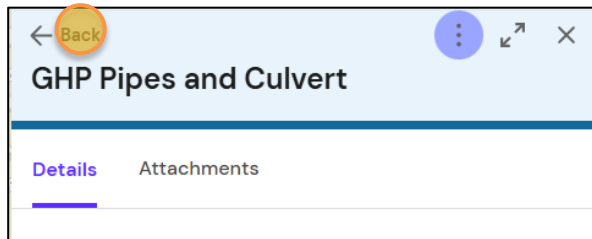
Question Dropdown* – Question will be automatically populated
Item Checked (Conveyance Inspection) - Select if item needs to be checked (N/A, Yes, No)
GHP Status (Site Evaluation) – Select the status of the item (N/A, Yes, No)
Corrective Action - Populate with corrective action activity if applicable
Comment – Populate with any additional comments relating to the corrective action

*Name matches section header

10. Click **Save** to complete the action item once all fields are populated.

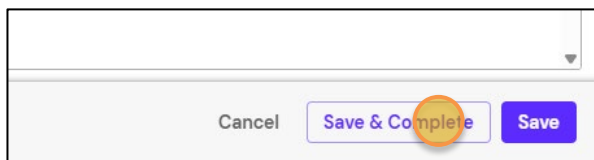


11. Click **Back** at the top of the tab to take you back to the question items.



12. Repeat **Steps 3-6** until all information for each GHP section is populated.

13. When all items are populated, click **Save & Complete** at the bottom of the task.



CREATE CORRECTIVE ACTION TASK

1. While filling out the information for a GHP Task, populate all required information.

The screenshot shows a form titled "GHP General Housekeeping" with tabs for "Details" and "Attachments". The "Details" tab is active. The form contains the following fields:

- A dropdown menu for "GHP General Housekeeping" with a downward arrow.
- A dropdown menu for "GHP General Housekeeping" with the text "Is there a labeled container present for the disposal" and a downward arrow.
- A dropdown menu for "GHP Status" with the text "Search GHP Status" and a downward arrow.
- A dropdown menu for "Corrective Action" with the text "Post GHP Inspection Maintenance" and a downward arrow.
- A text input field for "Comment" containing the text "Requires Post GHP Inspection Maintenance."

Corrective Action: becomes the activity of the created task.
Comment: provided text populates into the notes field on the created task.

2. Click **Save** to complete the action item once all fields are populated.

The screenshot shows a dialog box with two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red circle.

3. When all GHP items are populated in each GHP section, click **Save & Complete** at the bottom of the task.

The screenshot shows a dialog box with three buttons: "Cancel", "Save & Complete", and "Save". The "Save & Complete" button is highlighted with a red circle.

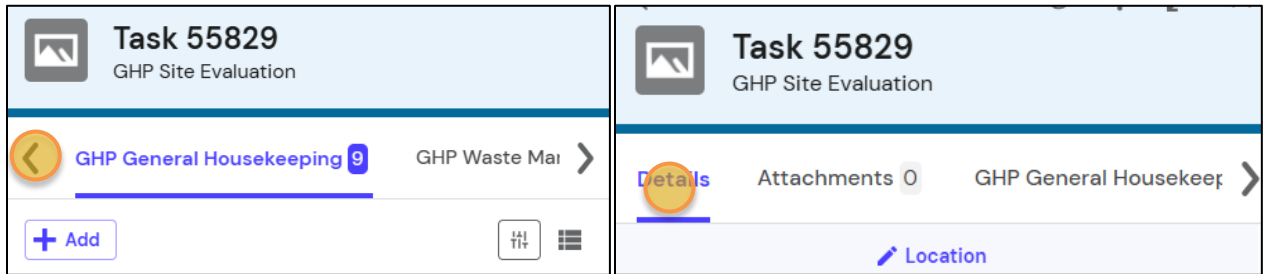
4. A new task will be automatically created on the GHP Parcel asset.

The screenshot shows a task card titled "Task 55830" with the subtitle "Post GHP Inspection Maintenance". The card has tabs for "Details", "Attachments 0", "Labor Log 0", and "Equip". The "Details" tab is active. The card contains the following fields:

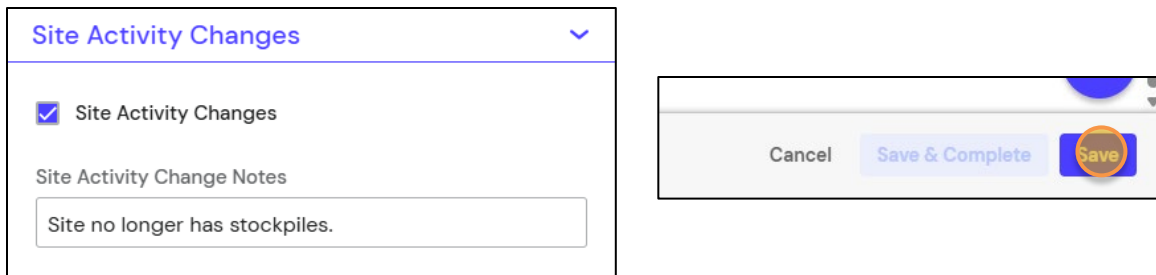
- A dropdown menu for "Activity *" with the text "Post GHP Inspection Maintenance" and a downward arrow.
- A text input field for "Notes" containing the text "Requires Post GHP Inspection Maintenance."

SITE ACTIVITY CHANGES NOTIFICATIONS

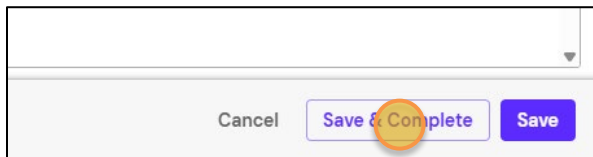
1. When completing the GHP Task, if changes have been made to the activities occurring at the site, use the arrows at the top of the Task to navigate to the **Details** section.



2. Scroll down to the **Site Activity Changes** section and populate the Site Activity Change fields.



3. Continue to finish the GHP Inspections and click **Save & Complete** at the bottom of the Task.



4. An email notification will be automatically sent to supervisors to update the GHP asset information.

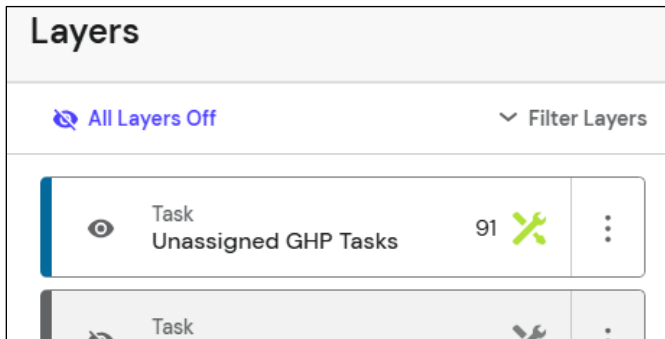


OTHER

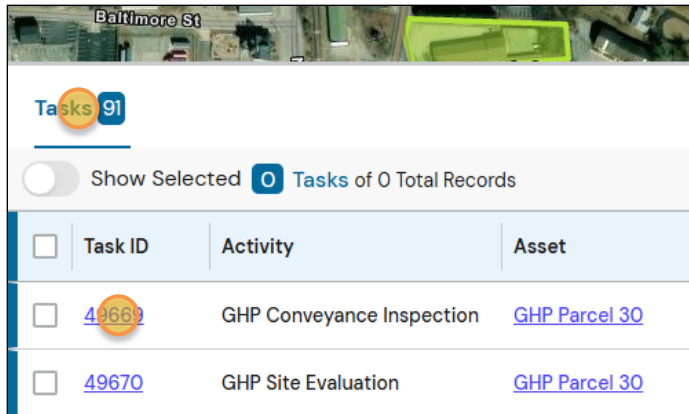


ASSIGN TASKS

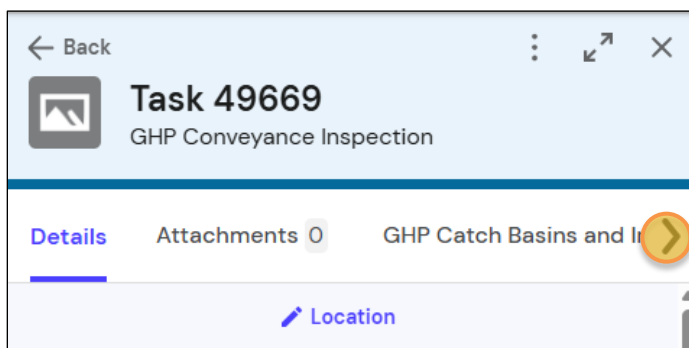
1. Add the **Unassigned GHP Tasks** layer.



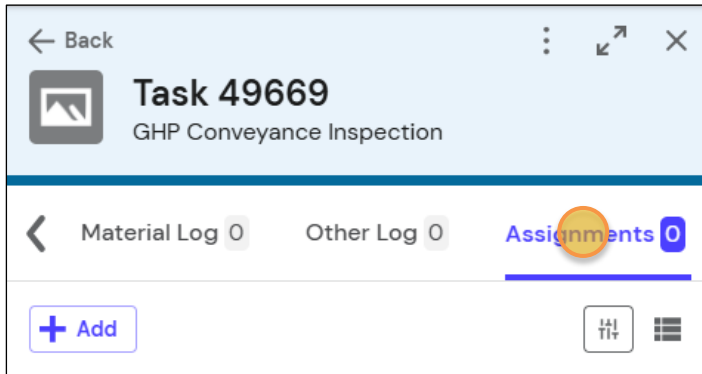
2. Select the Task to be assigned using the map view or by selecting from the table.



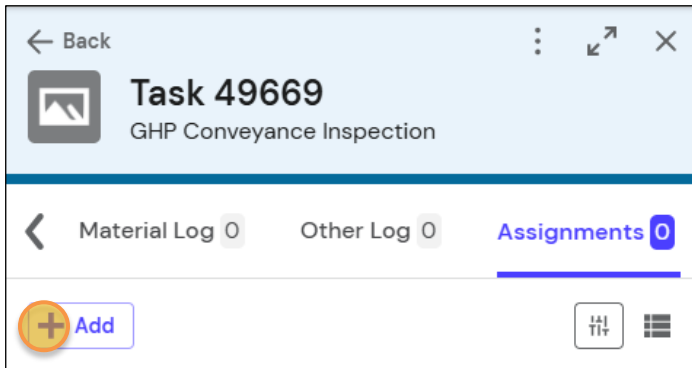
3. In the Task Detail panel use the arrow to look for the **Assignments** section.



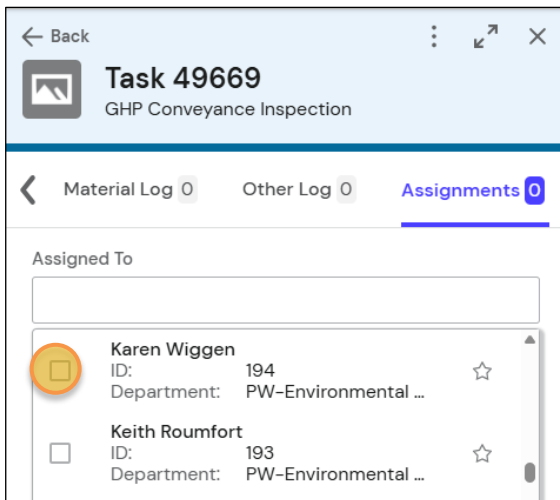
4. Select the **Assignments** section.



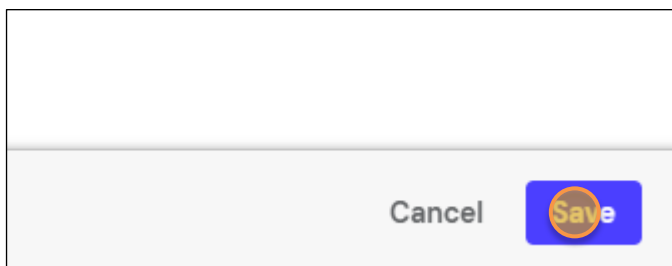
5. Click the **Add** button.



6. Search for and **select the user(s)** you wish to assign the task to.

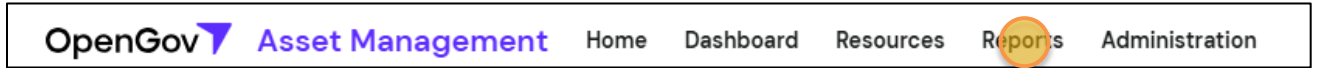


7. Click **Save** in the bottom right corner.

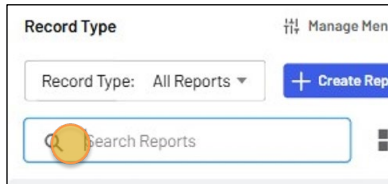


RUN REPORT

1. Navigate to the **Reports** tab.

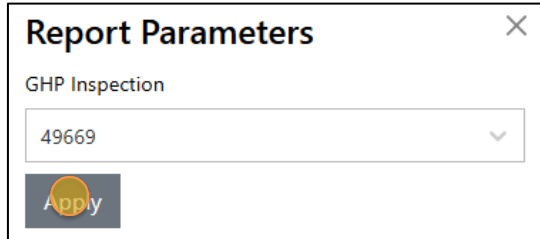


2. Click the **Search Reports** field and search for the desired report.



GHP Site Evaluation Checklist – This report summarizes the GHP Site Evaluation Inspection task outcome. User needs to select the Task using the Task ID.
GHP Conveyance Inspection Checklist – This report summarizes the GHP Conveyance Inspection task outcome. User needs to select the Task using the Task ID.
GHP Facility and Corrective Action Summary – This report summarizes the Tasks completed against a GHP Parcel. User needs to select the Facility using the Asset ID.

3. To generate a report, fill out the Report Parameters. Then click **Apply**.



Task ID – Select the Task ID from the drop down.

4. View the report in EAM or click the printer icon to print/save as PDF.

