

Working cases on the WashDesk dashboard

Team guide · <https://report.washdesk.app/team>

Signing in

Open /team and sign in with the shared team password. There is no public sign-up.

Reading a case

Each card shows the district, area council and town, what the problem is, who reported it, and who to call for follow-up. These two people are not always the same.

Filters

Filter by district, area council, issue, status, source and date range. The list, the exports and the counts all follow your filters.

Quick actions

Assigned, Called and Needs visit each add a dated line to the case history. Resolved does that and marks the case resolved.

Status pipeline

Received, then Forwarded, then Action taken, then Resolved. The date received is stamped automatically, and the date forwarded is stamped the first time a case moves to Forwarded.

Send to the district WhatsApp group

“Copy WhatsApp message” gives a plain summary with no complainant name or number. The district links panel has the reporting link for each district.

Exports

CSV for spreadsheets, PDF for meetings. Both use the filters you have set.

Rules we keep

Never share complainant names or phone numbers outside the team. Nothing can be deleted from the app — cases stay as a record.