Help Topics

1. How to submit service request by typing in address
2. How to shrink screen to better see map
3. How to submit service request using map feature
4. How to change placement of push pin
5. How to check status of service request

See Pages
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Submit Service Request by Typing in Address
Step 1: Click “Create a New Service Request”
Step 2: Choose Super Category

- Each of the icons is its own super category
- Review the super category descriptions to determine the one that best fits your needs
Step 3: Choose Category

- The Super Categories are groupings of sub categories
- Click on black arrows next to Super Categories to open and close the Super Categories
Step 4: Choose Sub Category

- By placing your mouse over the Service Requests, Hover Text will appear to better explain what that Service Request is.
Step 5: Specify Service Request Location

- See slides 13 through 18 to learn how to use the push pin and map feature to submit service request
- The address will automatically populate in list
- Click for help on entering addresses

Enter the address of the request:

Example: 200 E. Washington St

Or, you can drag the Request icon below to the location of the request:
Step 6: Enter Service Request Details

- The blue pins appear where your Service Request location is.
- Click on the dropdown to select an answer from the list answer box.
Step 6: Enter Service Request Details (Continued)

- Make sure that all fields with * must be answered (enter unknown if information is not known)
- If the continue button is grayed out make sure that all required questions have been answered

Enter additional information that is pertinent to the Service Request in Comments box
Step 7: Enter Contact Information

Choose No to enter contact information or Yes to submit anonymously

Notes

- If you select No to not submit request anonymously you will need to fill in all contact information with a *
Step 7: Enter Contact Information (Continued)

Click **Continue** when done.
Step 8: Submit Service Request

Click to change information in that specific section

Click to submit

Please Review the information you have provided. If everything is correct, click the button below to submit your service request.
Step 9: You’re Done!

- A confirmation message will display noting that your service request was successfully submitted.
- If you provided an email address, you will receive an email with a link to check the status of the service request.
How to Shrink Screen to Better See Map
Step 1: Click the Shrink button in order to better see and use the map feature.

Notes
- The Shrink button is only able to be clicked in the Specify Location screen
- You can place Push Pin on the map two ways (by dragging Push Pin on this page or by dragging Push Pin on the next page)
Step 2: Drag Push Pin to Map

Notes
- Once you have shrunk the categories box, your pin will stay in the top right corner for you to use
- Click to return to the categories box
How to Submit Service Request using Map Feature
Step 1: On Specify Location screen, Drag Push Pin to Map

Notes
- Must be at Neighborhood level of zoom to place Push Pin (4th level of zoom)
- Click the Shrink button to make the box smaller, allowing you to see the map better
Tip: Using Zoom Tool

You may zoom using the tool on your left side of the screen. It lets you know what level you are zoomed in, for example now it is on the Street level.

Notes

• Once you have clicked the Shrink Button, you must zoom in on the map to find the Service Request location
• If your mouse has a roller, you can also roll in and out to zoom.
Tip: Adjusting Transparency

Notches range from street level to City/County level

Drag to adjust the map transparency

Notes

- To help find the exact location of your service request, you can change the map transparency to see the actual buildings
Step 2: To place the push pin, click on it and drag it to the Service Request location.

Click on the Pin here and drag it to your desired location.

Once your pin is over your Service Request location, let go of your mouse to place the pin.
Step 3: Once you let go of your mouse, the map will determine the location and keep the pin in place.

• Business rules are executed each time a pin is placed on the map.

Notes:

- Your location has been found.

Service Type: Potholes
Subtype: Street Pothole

Please answer the following questions about your service:

• Has it caused property damage?

• How many chuckholes are there?

• What is the direction of travel?

• What is the size of chuckhole?

• When did you notice the condition or when did the incident occur?
How to Change Placement of Push Pin to Change Address
Step 1: Once you have placed your push pin you will be in the Enter Details Screen
Step 2: If push pin is not in the correct location, click back to the Specify Location Screen
Step 3: Drag Push Pin to correct location on map
Step 4: Let go of the push pin in the correct location on map

Notes

- Once you place the Push Pin on the map you will be returned to the “Enter Details” screen
- You can repeat steps 1 through 3 until you place the pin in the right location
How to Check Status of Service Request
Step 1: Click on Check the Status of a Service Request
Step 2:  Enter Service Request Number and Click Continue

You must use the dash when entering your service request.
Step 3: Review Status of Service Request

Your status will either be Open or Closed

This is your request number

This is the date you submitted your request
Step 5: You can then Request Details of your Service Request, check another Service Request or Create a New Service Request.
Step 4: After clicking on the Request Details button you will see the details that you entered about your Service Request.

- Service Request Address: 200 E WASHINGTON ST
- Request Type: Abandoned Vehicle
- Request SubType: Residence (ABV)
- Category: Service

If you know the license plate state and number please indicate below, otherwise enter Unknown.
- License Plate?: No
- Property Owner Calling?: No
- Broken Windows?: Yes
- Color?: Black
- Flat Tires?: Yes
- Make?: Cadillac
- Where is vehicle sitting?: Frontyard

Notes:
- If you click on the “Request Detail” button the “Request Status” section will collapse.
- If you click on the “Request Status” button the “Request Details” section will collapse.