

Download the app

1. Why 311?

CHI 311

WHY 311?

You can use the new CHI 311 mobile phone application to access non-emergency services in Chicago.

Services like...



Pet Wellness



Street Light Out



No Heat Complaints



Garbage Pickup



Senior Wellbeing

services like... pet wellness, street light out, no heat complaints,

2 Which phone?

WHAT TYPE OF PHONE DO YOU HAVE?

An **iPhone** will have an apple logo on it. If your phone doesn't have an apple logo, select the **Android** option below.



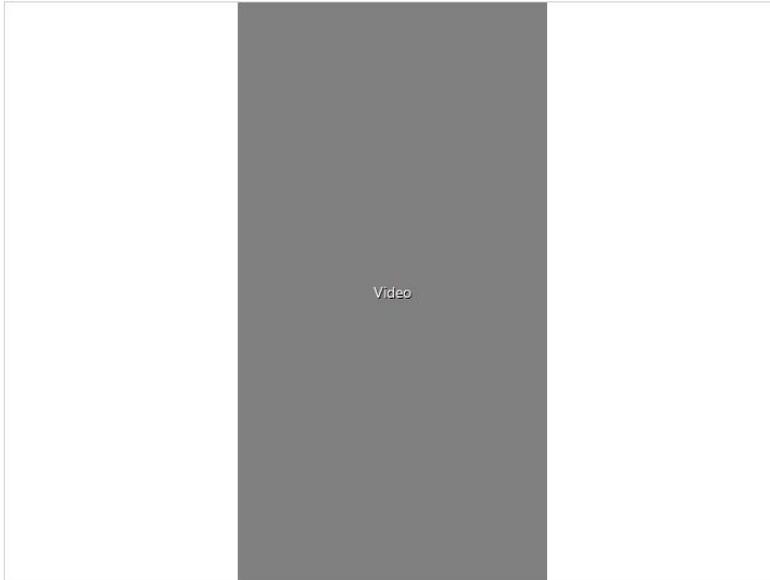
iPhone



Android

select the Android option below

3.1 Android install



Transcript below:

To install the CHI 311 application on an android device,

open the Google Play Store on your phone

Search for "CHI 311"

Select the CHI 311 app from the results.

Click "Install"

The app will download to your phone

Click "Open"

You will be asked to share your device's location

This is optional

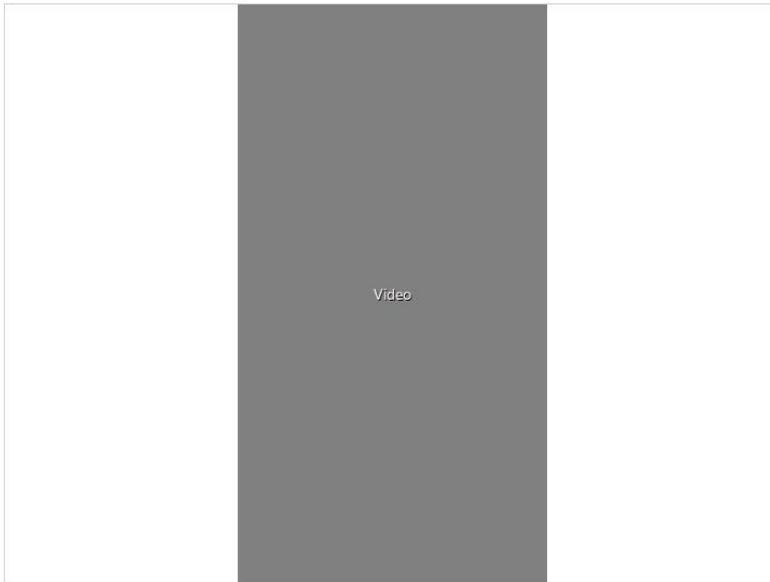
If you click "Allow",

your location will automatically be added to your service requests

which can save you time when you enter a new request

You are now ready to use the CHI 311 mobile app

3.2 iPhone install



Transcript below:

To install the CHI 311 application on an iPhone,

open the App Store on your phone

Search for "CHI 311"

Find the CHI 311 app in the search results

Click "Get"

The app will download to your phone

Click "Open"

You will be asked to share your device's location

This is optional

If you click "Allow",

your location will automatically be added to your service requests

which can save you time when you enter a new request

You are now ready to use the CHI 311 mobile app

4. Finish



THANK YOU!

Thank you for taking this course. You are free to download the CHI 311 app for access to city services.

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[Replay Android Lesson](#)

[FINISH COURSE](#)

Use the buttons on the page to restart the course or to replay a lesson