Account Benefits

1. Why 311?
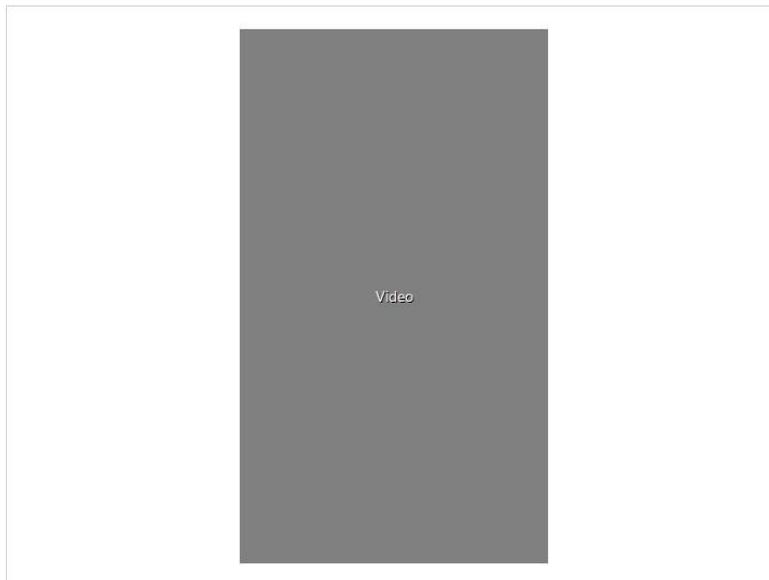
2. Account Benefits

Transcript below:

There are several benefits to creating a CHI311 account,

which we will go over in this video

First, let's create an account. Tap the "Settings" menu.

Tap the Create Account button

Fill out the form with your name, email, and a password.

Phone and address are optional, but recommended

it will speed up the process of submitting a new service request

Tap the Create Account button

A message will tell you to check your email to verify. Tap OK.

Open the email from CHI311

Confirm your email address

Now, you can go back to the CHI311 app and log in

Enter your email and the password that you created

Tap LOG IN

One of the benefits of signing up for an account is the notifications

You can get an email or a notification on your phone

when your service requests are completed

Tap Edit Settings to change your notification settings

use the toggle buttons to edit the notifications and save changes

Now let's create a new service request under this account

For this example, lets choose Garbage and Recycling

missed garbage pickup

If you allowed the app to know your location, you'll see it was entered automatically

You can change the address, if needed

Fill out any required information.

Here's another benefit to creating an account,

when you get to the caller/contact information page,

you'll see that your account info is already filled in for you

You can just tap "Next" and go to the additional info page, which is optional

Provide pictures, also optional

and review and send your request

Another benefit to having an account is the easy access to your service request history

you don't have to worry about writing down the confirmation number,

instead, you can just tap the "Requests" menu

and see the service requests that you've entered

tap the request for more details

3. Finish