

Requesting Service

1. Why 311?



CHI  311

WHY 311?

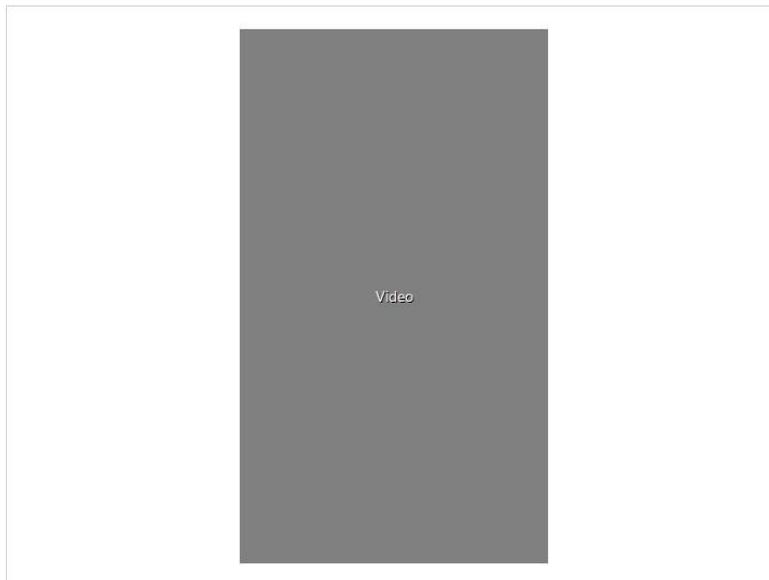
You can use the new CHI 311 mobile phone application to access non-emergency services in Chicago.

Services like...

-  Pet Wellbeing
-  Street Light Out
-  No Heat Complaints
-  Garbage Pickup
-  Senior Wellbeing

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

2. Requesting Service





Transcript below:

This is the CHI311 mobile app home page

There is a search bar at the top, for looking up service requests

You'll see links to the Top 4 most popular service requests

The "Near Me" section will guide you to nearby transportation, police stations, and libraries

and you can browse "Featured Articles" to learn more about city services

Now I'm going to walk you through the process for submitting a new service request

You'll start by tapping the "Create" button on the bottom menu

You can select a service request category to see the service options

In this example, I'll select Transportation and Streets

These are the options for service requests that you can submit in this category

I'm going to select "Pothole in Street"

Tap "Learn More" to read an article about this service

or tap "Create Request" to request this service

First, you'll need to provide an address for the request

In this example, it would be the address of the pothole. Not your home address

If you allowed the app to know your location, it will automatically be added

You can remove the default address and add a new address, if needed

Now you can type a new address or an intersection

Select an option from the results

and see the new location appear on the map

You also have the option to enter a street address

Type the address and select from the results

Tap "Next" to continue



You'll need to answer additional questions, based on the service you are requesting.

You have the option to add your name and contact information or submit anonymously

You can provide additional information to the department that is performing the work

You can add up to 3 pictures

Just tap the plus button to take or upload your pictures

You can review the request before you send it. Tap the edit buttons to make changes.

Tap the "Send Request" button when you are finished

You'll be given a service request number, which you can use to check the status of your request.

When you click "OK", you'll land on the request details page

you'll see the estimated completion time and the department that is performing the work.

Tap "X" to exit

Next, I'll show you how to look up a previous request.

Tap "Requests" on the bottom menu

Type your service request number in the search bar

You'll see the request details page.

This is an example of a request that has been completed.

The work performed by the department and the completion dates have been provided.

Next, we will look at the "Explore" page

You can type in a zip code and see nearby requests on the map

Each red bubble represents a different service request

The "Filter" button lets you narrow down the requests that you see

In this example, I'm choosing to view only the "Open" requests for the last 30 days

Tap "Save" to see the results.

Tap on a red bubble and click on the summary below for the full details



You can always navigate back to the home page with the "Home" button

3. Finish



THANK YOU!

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

[Restart Course](#)

[Replay Lesson](#)

[FINISH COURSE](#)

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