Account Benefits

1. Why 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

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, let's 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

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

Restart Course

FINISH COURSE

Replay Lesson

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