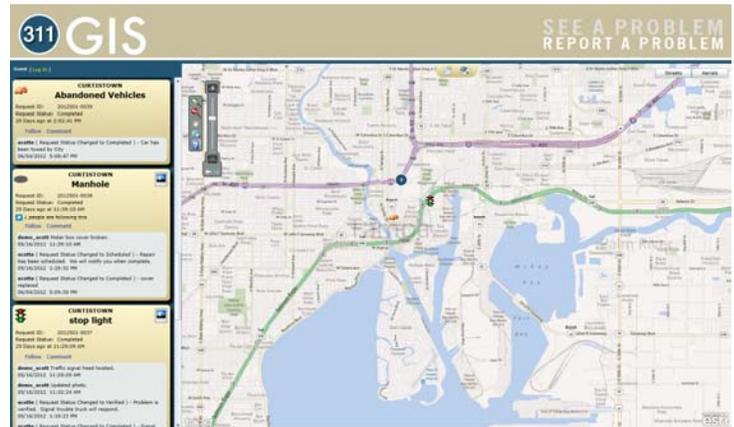


311 GIS allows the community to report to town, city, or county organizations any anomalies within their area. These may include, but are not limited to road work that needs to be completed or graffiti requiring removal. The application allows citizens to be involved in the upkeep of their community by interactively creating a work request and submitting that to the appropriate agency.

Once you arrive at 311GIS.com, you can view the requests that have been submitted in your area. You can view the request type, the date it was submitted, any comments that have been made, as well as photos that have been uploaded.



To make additional comments to existing requests or to submit your own request you must first log in. Click the “Log In” link in the upper right hand corner of the window. Once the log in screen appears enter your user name and password. If this is your first visit to 311GIS.com, click “Register Now” to create an account.

**User Name** Must be at least 6 characters  
**Password** Must be greater than 7 characters  
 Must contain both upper and lower case letters

Enter the required information into the registration form. For “Agency Name”, select the town, city, or county in which you live. When finished select “OK” at the bottom of the window. You will now be logged in and can make comments on existing requests or create requests of your own.

The two icons at the top of the map allow you to create a request and to find an address. More information about these options will be discussed later.



 To use the zoom buttons, click on either the zoom in or zoom out button. Click, drag, and let go of the left mouse button to form a box within your desired location. The map will zoom in, or out, to the region you drew the box at. The smaller you make the box, the faster you will zoom to your desired location.

 **Panning:** To move the map around, click on the pan tool. Within the map, click and hold the map with your left mouse button, drag the map to a new location, let go of the mouse button. The map will refresh displaying the new area.

 **Full Extent:** By clicking this button, the map will zoom to the default zoom level. This is the zoom level you encountered when you first launched the website.

 **Previous / Next Extents:** The Web Interface remembers the different locations you visited while using the interface. If you click on the left arrow, the map will display the location you were at prior to your current view. If you click the left arrow again, the map will display the location you were at prior to this current view, and so on. The *Next Extent* tool is activated once you start viewing previous locations on the map. By clicking this tool, the Web Interface will pan and zoom to the next location in the list.



## Editing your Information and Location

You can edit your settings within the application. At the top-left of the screen you will see your user name. Next to it will be “Log Out” where you can log out of the application and “Edit”. By clicking on *Edit*, the *User Settings* window will appear and you can edit your information.

You can also specify your location using this interface. Your location can be your home, your office, etc. By clicking on the *Edit My Location* button, you can specify what you want to enter as your location. This can be either by address, clicking on the map, or entering the latitude and longitude of your location. By entering your location, you can submit requests using this location as opposed to having to select it every time.



**My Settings** [X]

Please complete all required fields to change your information

**First Name**  ⓘ

**Last Name**  ⓘ

**Email Address**  ⓘ

**Phone Number**  ⓘ

**Security Answer**  ⓘ

**Security Question**  ⓘ

[Change Password](#) [Edit My Location](#)



**Edit My Location** [X]

**My Location**

 **By Address**     **Clicking on Map**     **Latitude / Longitude**

**My Location Label**

**Latitude**     **Longitude**

[Edit Settings](#)

## Creating a Request

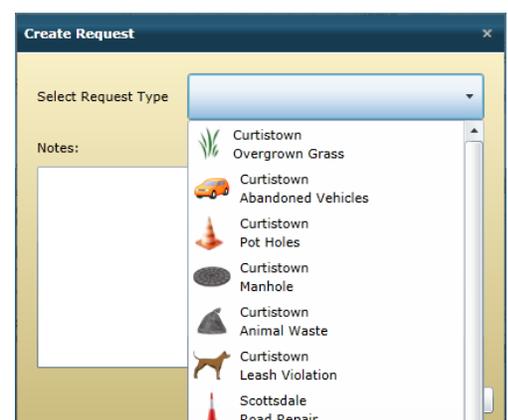
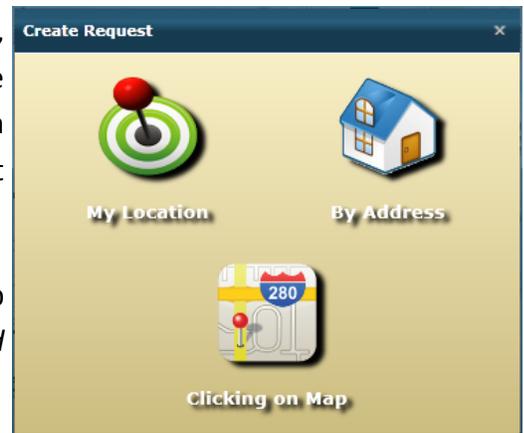
To create a request for an event or condition (i.e. pot hole, graffiti, dropped sign, etc.), click on the Create Request icon at the top of the mapping interface. This will open the *Create Request* window. From here you can decide which method you would like to use to submit your request.

- **My Location:** This option will utilize the location that you setup within your preferences. See the *Editing your Information and Location* section for more information on setting up your location.
- **By Address:** Using this option prompts you to enter the address of the location where you would like to place a request. Enter the address or business name (i.e. Pizza Hut, Target, Wal-Mart) you want to add a request to and click on the *Find Address* button. This will activate the map and show you the different candidates for that address. Select the candidate that is the closest match to the address you entered by clicking on the *Use this Address* button.
- **Clicking on Map:** This is probably the most common way to submit a request. By clicking on this option, you will be prompted to click on the map and add a request at that location.
- **Latitude / Longitude:** If you know what the latitude and longitude is of the location you want to enter the request at, you can use this option. Click on this option and enter the latitude and longitude of the location. It can be entered in either decimal degrees (35.384332N, 77.935674W) or degrees, minutes, and seconds (35° 23' 3.5952"N, 77° 56' 8.4264"W)

After entering the location of where you want to place the request, the *Create Request* window will appear. Here you can select the request type, add notes, and even upload an image showing the problem or reason for the request.

If you desire to enter a picture of what you are reporting on, click on the *Upload Image* button and navigate to the location of the picture. The image has to be in one of the following formats—JPG, PNG, BMP.

Select the image and then click the OK button to submit the request. The request will not immediately appear on the map, it will need to be approved by your local government before it appears on the map.



*Note: The request types are entered by the town, city, or county. If a particular request type is not listed, please contact your local government agency for assistance.*

## Tracking a Request

Once your request has been approved by the local government agency, you will be able to view it and track it on 311GIS.com. Also, you will receive an email notification that your request has been submitted and will receive an email each time the status is changed or a comment is made.

Within 311GIS.com you can hover over requests to view a map tip with information regarding that particular request. When you hover over a request on the map it will highlight the associated information on the left panel. Here you can view more detailed information including comments, images, and the current status.

If you see a request that you would like to track that has already been submitted you can click the *Follow* button to receive email notifications when that request is updated. You can also add additional comments to existing requests by clicking on the Comment button. This will also add you to the email notifications for that particular request. If you wish to only view the requests that you are following, you can check the *Only Following* option at the top of the detail panel.

