

How to Submit a Service Request

A step-by-step guide

1. In the **Select a request type** field, begin entering a term or word to search available Service Request types that may fit the issue. Alternatively, choose a common request type from the list.

Select a request type: ?

✕ ⓘ

Or choose a common request

Damaged Container	Paved Road Pothole
Tree Branch Trimming	Tree Hazard Removal
Stolen Container	Landscaping Maintenance or Damage
Sidewalk Trip Hazard	Missed Scheduled Pick Up

Figure 1 - Select a Request Type

- Some Service Requests have follow-up questions for Citizens. These questions help City staff better identify how to rectify the issue. Clicking **Next** will bring up the next question. The answers are summarized once all questions are answered.



Select a request type: ?

Transit Equipment Concern x

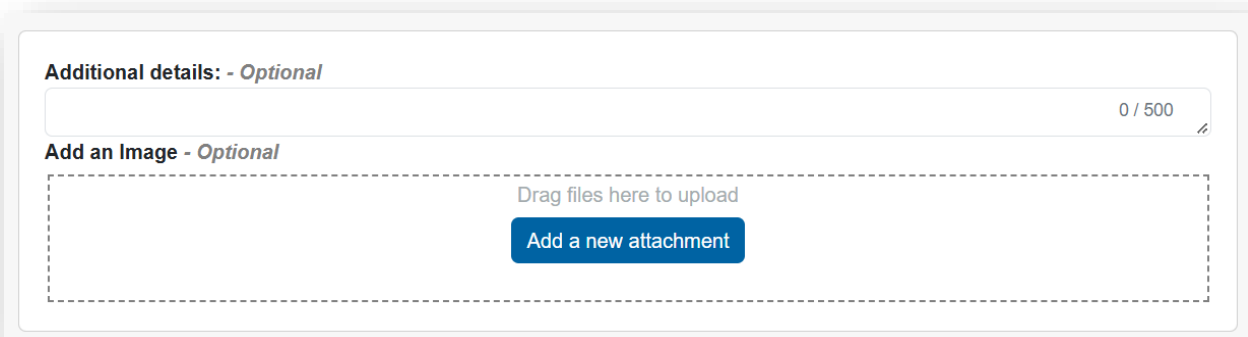
Question:
Which transit system?

Answer:
Transit

Next

Figure 2 - Follow-up Questions

- Describe the issue in as much detail as possible. Upload images to provide additional detail for the Service Request.



Additional details: - *Optional*

0 / 500

Add an Image - *Optional*

Drag files here to upload

Add a new attachment

Figure 3 - Additional details

- Navigate to the next page by clicking the **Next** button.

Add a Location using either Option 1 or Option 2:

Option 1:

- In the **Help us more easily find this issue** box, enter an address for the system to locate the issue (Figure 3). Select the address in the dropdown below the search field (Figure 4). If the address is found, the map will automatically zoom to the property and add an orange dot at the location.

Note: A valid address search consists of a number, street name, street type and if required, direction. *Ex: 410 9th St or 123 Rosser Ave E*



Figure 4 - Address search

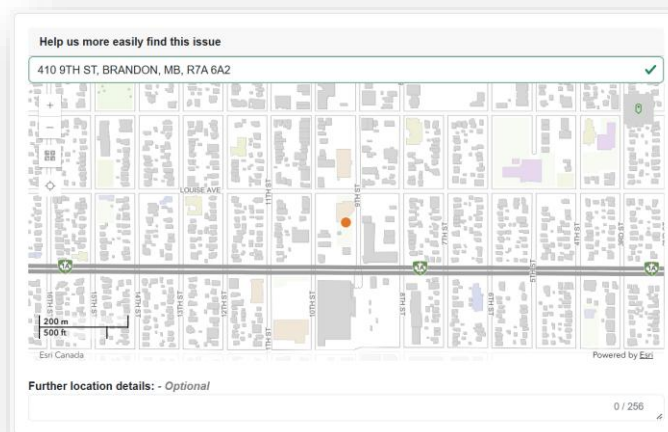


Figure 5 - Address location

Option 2:

6. On the next page, instead of using the **Help us more easily find this issue** box, use the map to zoom to the property, or area affected. On the map in the right hand corner, there is a grayed out pin that can be used to identify the Service Request location (*Figure 5*). Hovering over the button will show the words **Activate/Deactivate Geocoder**. Clicking the **Activate/Deactivate Geocoder** button will allow you to place the dot at the Service Request location. The pin will turn green once the location is marked.

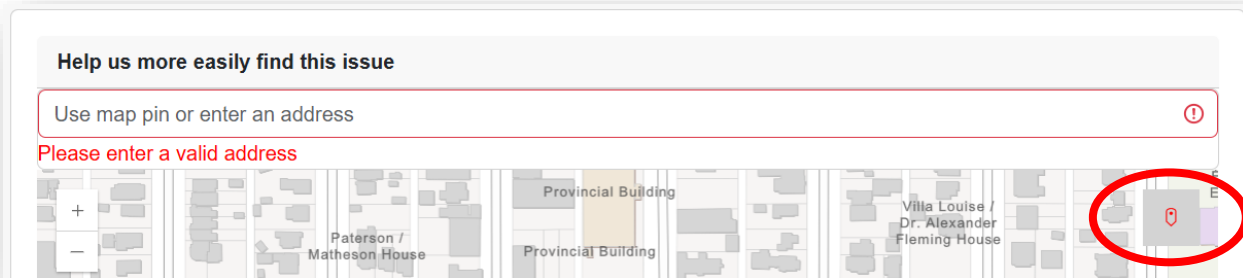


Figure 6 - Activate/Deactivate Geocoder

- Help us more easily find this issue

CITY HALL, 410 9TH ST, BRANDON, MB, R7A 6A2, CAN

200 m
500 ft

Esri Canada

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8. In the **Further location details** below the map, enter any other locating details. *Ex: North East corner of intersection*

Figure 8 - Further location details

9. Click the **Next** button found in the middle at the bottom of the page, to the right of the **Back** button.
10. In the **How can we reach you?** section, enter your First and Last name, address, phone number and email address. This information will aide City staff in contacting you with any required follow-up information, or providing updates.

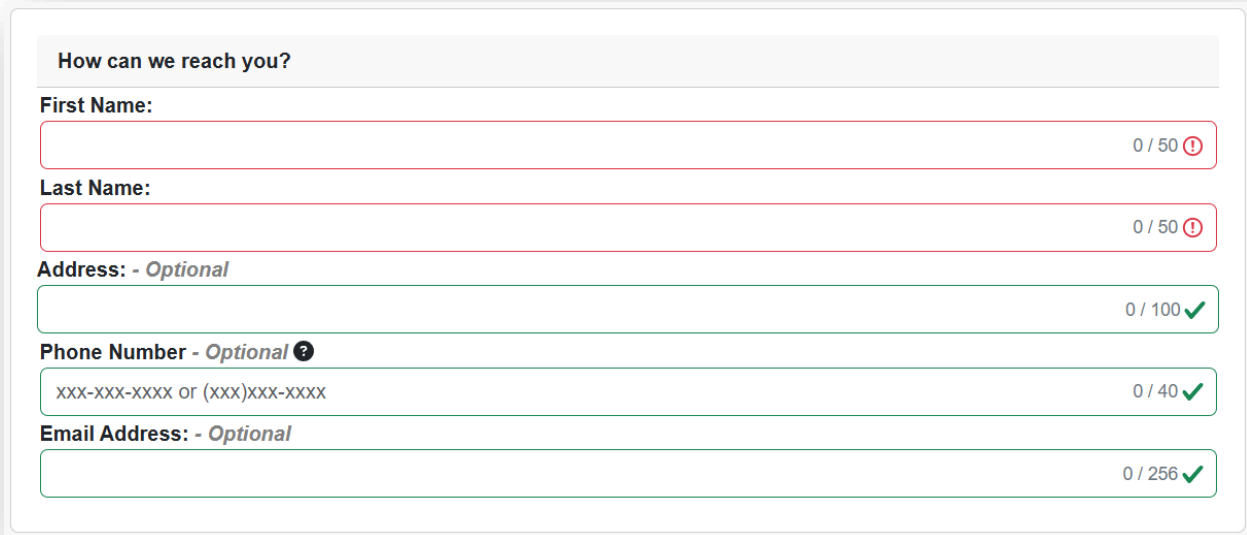


Figure 9 - How can we reach you?

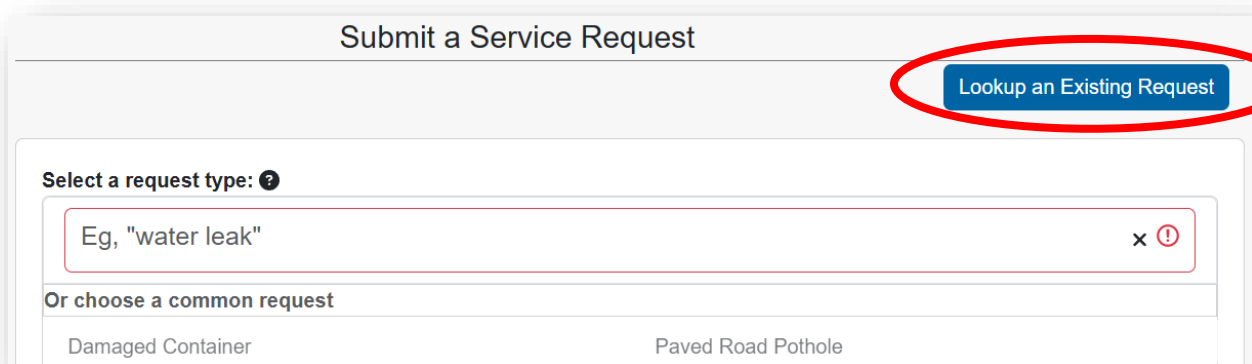


Note: Entering incorrect information may delay or impair the City's ability to complete or correct the issue.

11. To complete your Service Request, click the **Submit** button found in the middle at the bottom of the page to submit the Service Request.
12. Once the Service Request has been submitted, a green pop up will appear in your browser that provides the Service Request number. Please keep this number for your records. If an email address was provided, an automated email will also be sent containing the details provided. This e-mail will contain a PDF of all the information submitted, and will include the Service Request number.

How-to Look-up an Existing Request

1. At the top of the **Submit a Service Request** page, click the **Lookup an Existing Request** button.



Submit a Service Request

Lookup an Existing Request

Select a request type: ?

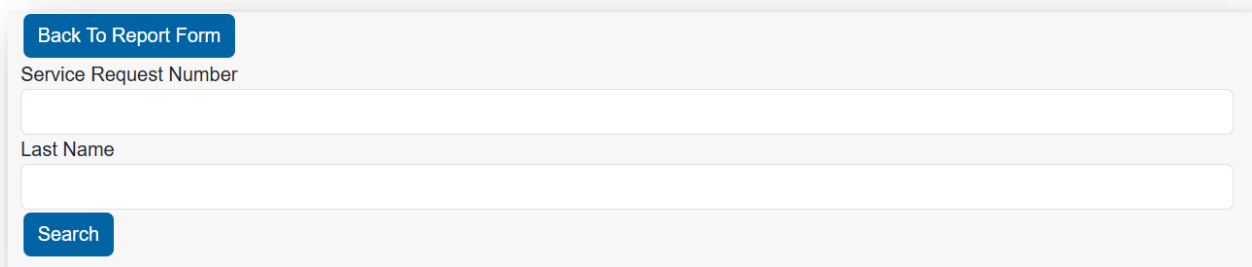
Eg, "water leak" x !

Or choose a common request

Damaged Container Paved Road Pothole

Figure 10 - Lookup an Existing Request

2. Enter the **Service Request Number** and the **Last Name** used to submit the Service Request. This information can be found in the PDF that was sent after submission.



Back To Report Form

Service Request Number

Last Name

Search

Figure 11 - Lookup Form

3. Click the **Search** button at below the **Last Name** field on the left side of the page.

4. On the next page, you will see all information related to your Service Request. Should there be any comments from City staff, you will also see those.

Service Request Number
Description
Initiate Date [yyyy-mm-dd]
Address
Service Request Status
Investigation Date [yyyy-mm-dd]
New Search

Figure 12 - Service Request Information

Troubleshooting

Problem	Solution
The address I entered doesn't appear in the dropdown when searching, or no dropdown appears.	The address may not exist. Prior to step 4, follow Option 2 to select the location.
The issue does not have an address.	Prior to step 4, follow Option 2 to select the location.
I didn't get an email follow-up with my Service Request number.	Ensure that an email was supplied and entered correctly. Alternatively, check your spam/junk filters.
I can't search my Service Request.	Confirm the Service Request number and Last Name are correct. Confirm via the PDF attachment sent by email after submission.