



- 1. Will I be charged for using the Smartphone app?**  
There is no charge for downloading or using the Smartphone app.
- 2. How do I navigate the app & enter data?**  
This app works the same way other mobile apps do. Tap the icon on the home page of the app to create a “New Report”; find “Recent” service requests that have been entered via Smartphone; see other service requests you have created under “My Reports”; see your favorite service requests under “My Favorites”; and register your contact information by tapping the “Reporter” icon and completing the requested information.
- 3. You can use your phone’s internet browser and go to**  
[http://dallas311.dallascityhall.com/reports/list\\_services](http://dallas311.dallascityhall.com/reports/list_services)
- 4. How do I turn on GPS location for my phone?**  
On your phone’s Settings, look for Location Services & enable the GPS locator service.
- 5. How do I specify or edit the problem location?**  
Your phone’s GPS will automatically find your location and use that as the problem location. To change the location, press and hold the map marker to drag it to the desired address. Then click OK at the top right of the screen.  
If you take a photo of the problem and then change your location before submitting the report, be sure to point the map marker to the correct location of the problem.
- 6. What can I report via the Smartphone app?**  
There are 18 service request types on the app. Select “New Report” to see the list.
- 7. What is the “Reporter”?**  
The “Reporter” page allows you to register your name & contact information so that you don’t have to re-enter it every time you submit a service request.
- 8. Do I have to provide my contact information to submit a service request?**  
No, you can remain anonymous. Either don’t register on the “Reporter” page, or if you already have registered, delete your contact information on the “Reporter” page.
- 9. Are photos required?**  
No, but photos are particularly helpful for the service request types available on the Smartphone app.



**10. How do I include a photo?**

Once you have selected the service request type, tap the camera icon. The app will ask whether you want to take a photo or select a photo from pictures already on your phone. Tap the option you want. The app will either bring up your phone's camera feature (so you can take a photo) or will display the photos stored on your phone. Taking a photo or tapping a photo already on your camera will automatically attach it to your request.

**11. What does "Share with Public" mean on the service request page?**

You can decide whether you want the location & type of the service request you submit to be shared with other app users or remain visible only to you & the City. Sharing with the public will let others know that the issue has already been reported.

**12. How can I check the status of my service request?**

Tap the "My Reports" icon on the home page to find the status.

**13. Where does my service request go once I send it?**

Your service request goes to the department that's responsible for addressing the problem.

**14. If my phone's battery loses power, what happens to my service request?**

If your phone loses power or the app crashes while you're creating your request and you have not completed the process, 311 will not receive the service request.

**15. How do I add/update my contact information?**

Tap the "Reporter" icon on the app's home page to create or edit your contact information.

**16. What is "My Favorites"?**

You can save already-submitted service requests in My Favorites. Select the service request you want to save (from "Recent" or "My Reports") and tap the star icon at the upper right. That service request will appear in My Favorites.

**17. Where can I send questions or comments about the app?**

You can e-mail us at [Dallas311@dallascityhall.com](mailto:Dallas311@dallascityhall.com)