

# Registering and Logging in to the Dallas 311 Mobile App

- Do I have to create an account to use the Dallas 311 mobile app? No, city services can be requested without an account.

- Why should I create an account?

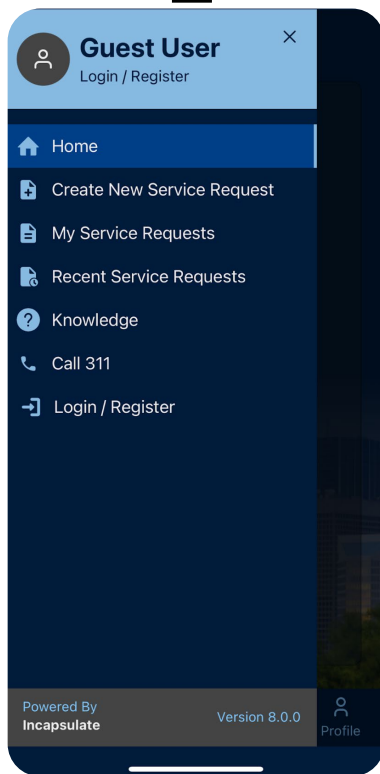
Creating an account saves time when submitting a service request by saving your contact information. It also allows you to easily track the status and get updates on your service requests.

- If I've created a login for the website, can I use that in the app?

Yes, the login for the mobile app is the same as the login for the website.

- How do I login to the mobile app with my existing credentials? How do I create an account?

## 1. Select “☰”



- After selecting Menu and Login option, enter credentials and click log in.
- Allow access if requested.
- The same process can be used with the Register option to create an account.

- Why do I need to allow access?

By allowing access, it allows the app to submit requests on your behalf to the Customer Relationship Management System, Salesforce. This is the system that City employees use to work service requests.

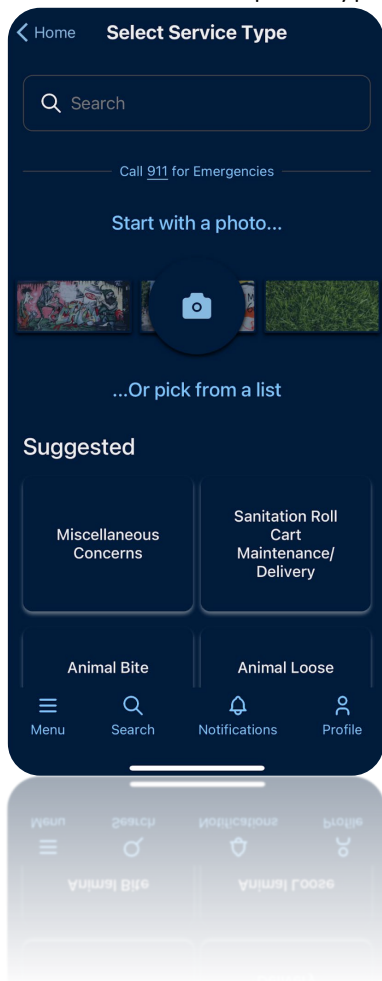
## Using the Dallas 311 Mobile App

- What can I report using the Dallas 311 mobile app?

Any City Service can be submitted through the mobile app except those that involve hazardous conditions. If you are reporting a request that involves a hazardous condition, please call 311 or 214-670-3111.

- How do I submit a request?

### 1. Select a Service Request type



- Search for the service type or select the service type from the lists or categories provided.
- Click Request This Service.
- Enter the location where the service is needed (use current location, type in an address, or select the location from the map).
- Answer the questions (some questions are required and the request cannot be submitted without answering them).
- Provide your contact information (some requests do not require contact information but providing this information will allow email updates as your service request status changes)
- Click submit.
- Note the summary details on the confirmation screen.

- I'm not sure what the service I am requesting is called. How do I report it?

The search bar allows for you to type in keywords and all requests relating to that word will populate. There is also a description once you select the request.

However, if you still cannot find the city service you are requesting, please call 311 or 214-670-3111.

- How do I select the location for my service request?

If you are within Dallas city limits, your phone's GPS will automatically find your location. If that is not the location you are reporting, you can move the map and pin the exact location or type in a specific address into the location field.

- I am a Dallas resident. Can I use the Dallas 311 mobile app to submit requests when I am outside of the city limits?

Yes. If you are outside City Limits, the mobile app will automatically direct you to City Hall. Change the location by either moving the map to the desired location or type the location into the "Search" bar.

- Do I have to answer all questions in the Details section?

All questions marked with a red asterisk (\*) must be answered in order to submit the request. Questions without an asterisk are not required but provide more information for City employees to work the request.

- Can I include a photo?

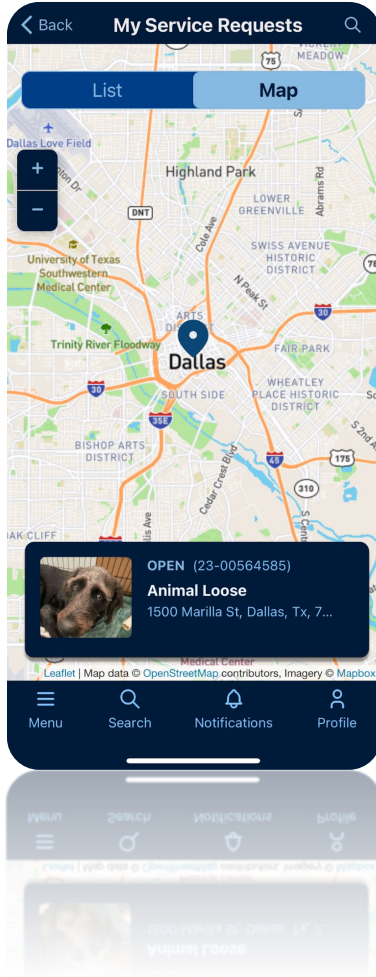
Yes. In the details section, you can easily add a photo by selecting "Add a File". This gives you the option to either take a photo or upload a photo you have already taken. While adding a photo is helpful it is not required.

- Do I have to include my contact info?

Contact information is required if there is a red asterisk (\*). If there is no red asterisk, you do not have to submit your contact information. By including your contact information, the responding department can reach you if they have any questions about your request. If you provide your email address, you'll get email updates about your service request.

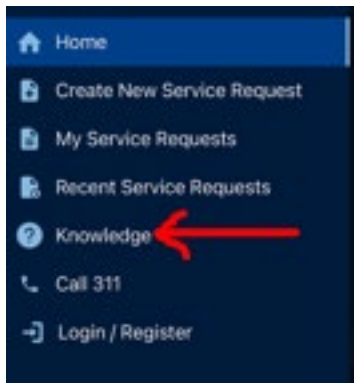
- How do I check the status of my service request?

Select My Requests from the home screen. The option to check all submitted service requests is also available.



- What is Knowledge?

Users can use Knowledge to search the 311 knowledgebase for information about City offices, departments and services.



# General Questions

- Is there a cost for the Dallas 311 mobile app? Will I be charged for using it? No. The mobile app is completely free to download and use.

- Do I have to be a City of Dallas resident to request City Services?

No. However, in order to request a service from 311, the location must be within City of Dallas limits.

- How long will it take for my service request to be closed?

Each service request has an estimated response time listed in the description.

- Can others see my service request?

Users can see other service requests but cannot see who submitted the request.

- Where does my service request go once I send it?

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

- Where can I send questions or comments about the Dallas 311 mobile app? You can e-mail us at [Dallas311@dallas.gov](mailto:Dallas311@dallas.gov).

- Can I use the app on any mobile device?

The Dallas 311 app is compatible on any system running on or above iOS 11.0 (for Apple devices) and Lollipop (for Android devices). If your device does not meet these compatibility requirements, you can submit your request through the webpage, <https://dallascrm.force.com/public>, or by calling 311 or 214-670-3111.