

Tips for entering a Service Request

Each service request starts with entering the problem or issue. Start typing your problem or issue using keywords into the first box at the top of the service request portal. To see water requests type **W**, to see all the waste water requests type **WW** or to see all roads requests type **RD**. Select the service request that you want to report.


You may be asked questions about your service request, please answer to the best of your knowledge.

Choose your problem type or issue: ?

Search for **keywords** or enter a **short description**.

Once you pick a service request type, the next step is to select a location. You can type in an address or intersection into the location box as seen below. Please **type the full street name** (eg. 100 Alma Street) **or intersection** (eg. Alma and Sandwich) As you type, locations will come up to choose from, please select the correct location.

Address or Park Name ?



If you have any further location details to add, you can add them into the box at the bottom of the service request portal page.

Further location details: - *Optional*

Once the service request portal page has a valid service request type and location, you will be able to click next at the bottom of the page beneath the further details box.



On the next page you can enter further details about the service request as well as adding any pictures of the issue by clicking the add new attachment button. Once finished with details and any pictures, you can click next to get to the final screen. Both details and pictures are optional.

Please provide any additional detail: - *Optional*

Help us address the issue by giving us more details

Would you like to provide an image of the issue? - *Optional*

Drag files here to upload

Add a new attachment

Back

Next

On the final page you will need to enter your first and last name as well as an email address. You can also add your phone number but this is only optional.

First Name:

Last Name:

Phone Number - *Optional* ?

xxx-xxx-xxxx or (xxx)xxx-xxxx

Email Address:

Submit

The last step is to click the submit button Submit. After you click the submit button, you will be provided a service request number, please record this for your records as you will be able to use it to track the status of your request.