

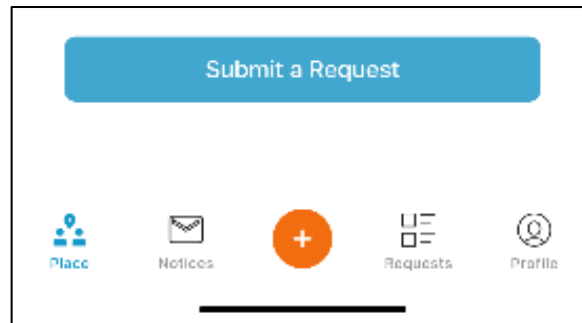


SeeClickFix

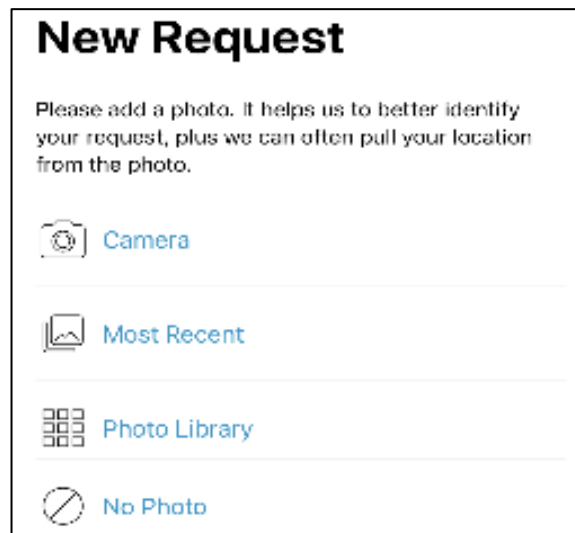
Step-by-Step Instructions

The following instructions were created using the iPhone App, but the process is very similar for other devices. Please note that changes to this document may occur based on internal and external feedback.

1. Download and open the free SeeClickFix app from the iPhone AppStore.
 - a. Tap the orange **New Request** [insert image +] button.



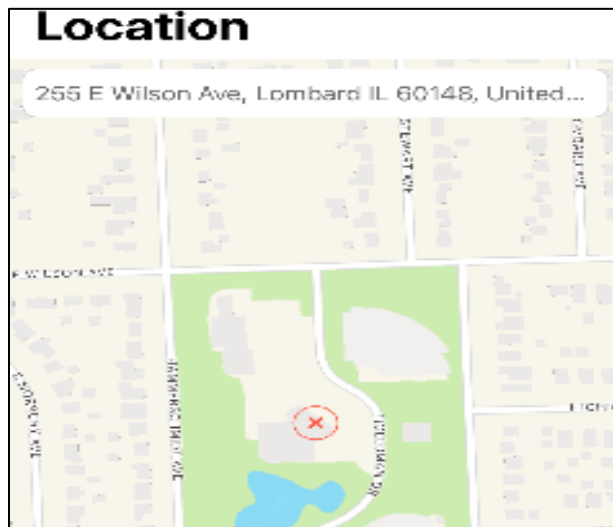
2. Adding a photo is helpful to Village Staff. In many cases, it may save them a trip to investigate an issue in order to determine which resources are needed to resolve it.
 - a. To do so, tap **Camera** to take a new picture or **Photo Library** to select a picture that you have already taken.
 - b. If you do not have a photo to provide, or cannot take one, tap **No Photo**.





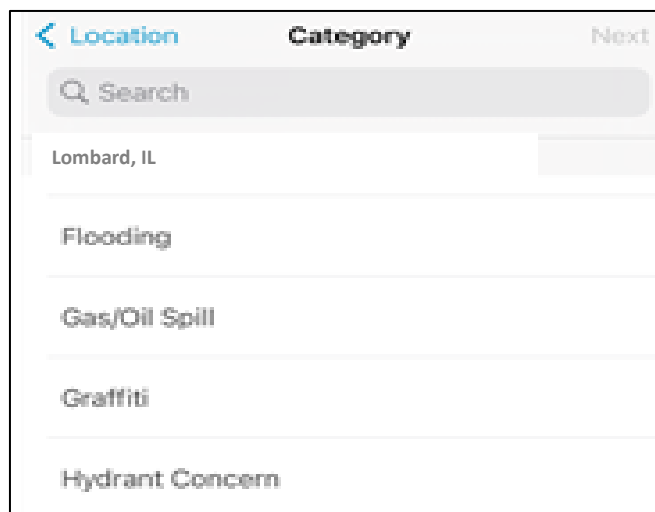
3. GPS will attempt to find your current location. (Navigation Services must be turned on)

- a. If the location shown is incorrect or the issue is at a different location:
 - i. Enter a location's address on the top bar **or**
 - ii. Use your finger to move the map until the crosshair is on the correct address.
- b. Once the map shows the correct location, tap **Next** (located on top right of page).



4. A list of common issues will appear.

- a. Select the most appropriate issue from the list.





5. Tap on *Description* if you would like to provide additional information about the issue.
 - a. Note that code enforcement concerns will not appear publicly.
 - b. For some issues, you will be required to answer specific questions regarding the issue.

Category **Report** **Submit**

 **Graffiti**

255 E. Wilson Ave, Lombard, IL
60148, United States

Description

Graffiti on sidewalk

6. At the bottom of the form, you are provided the option to hide your identity from public view. Tap *Yes* or *No*.

Hide your identity from public view?

Yes No

Cancel Report

Place Notices Requests Profile

7. Once you've finished filling out all of the required information, tap *Submit*. (located on the top right of the page).
 - a. The report will then be documented in SeeClickFix and automatically forwarded to the appropriate Village Department.

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