



# SeeClickFix

## Frequently Asked Questions

### 1. What is SeeClickFix?

- It is a tool that residents may use to let the Village know about issues that should be fixed.
- You can take and upload pictures of the problem you see.
- Requests are located using a point on a map.
- The Village can respond to you or ask additional questions.

### 2. What can I expect from using this system?

SeeClickFix is an easy way for residents to report concerns directly to the Village and have department staff follow up to resolve the issues. Please use a detailed address, description, and photo (if possible) to give as much information to Village staff so they can investigate and determine the best way to address your concerns.

You are encouraged to enter your email address on reports in order to get automated updates on the status of your issue as Village staff work to resolve it. This system is best suited to respond to service requests like potholes, street lights, etc. that can be assigned to staff and addressed in a timely manner.

*Issues requiring immediate attention or those dealing with public safety should be reported to police immediately by calling 911.*

### 3. What problems or issues does SeeClickFix solve and how does it benefit residents?

SeeClickFix is an additional resource for community members to report infrastructure issues, or code enforcement concerns. Using the app is an efficient way to raise awareness within the Village without having to make a phone call. The app streamlines the process of submitting a photo, description of the issue and location; also, SeeClickFix allows you to track the status of reported issues.

### 4. How does SeeClickFix differ from other options available to report issues?

- Requests are placed on a map and easy to view
- Public requests will remain on the map for anyone to review and share
- Village work orders will automatically be created with each submission
- There is a mobile app that may be downloaded for convenience
- Photos can be taken directly from mobile devices and uploaded when submitting an issue

*\*Disclaimer: Changes to this document may occur based on internal and external feedback\**



## 5. What should I NOT use this system for?

For emergencies, please call 911. For issues threatening public safety or things needing immediate attention (like downed wires, tree limbs, or needles), please call 911.

Things that require long-term planning, a larger discussion, a community process, or involve multiple departments or non-Village entities should be directed to the appropriate department by phone call or email as these issues are not easily "fixable" in the same way a pothole, streetlight, etc. are.

## 6. What types of things should I report using this system?

This system is best suited to respond to service requests like potholes, street lights, code violations, etc. that can be assigned to staff and addressed in a timely manner.

Start a report with the address of the issue and you will then see a drop-down menu with all of the possible categories of issues you can report using this system.

*Please call 911 to report issues threatening public safety or requiring immediate attention.*

## 7. Will I receive updates on my request?

You will automatically receive updates on your request if you create a free SeeClickFix account.

## 8. What if I submitted a request but haven't received a response?

The Village receives many requests per day, and departments do their best to respond in a timely manner. If you submitted a request and it hasn't been resolved, please be patient as staff is processing requests in the order that they come in.

## 9. Is there a cost to users?

There is no cost to use SeeClickFix. The app is free for download and the browser version on the Village website is also free.