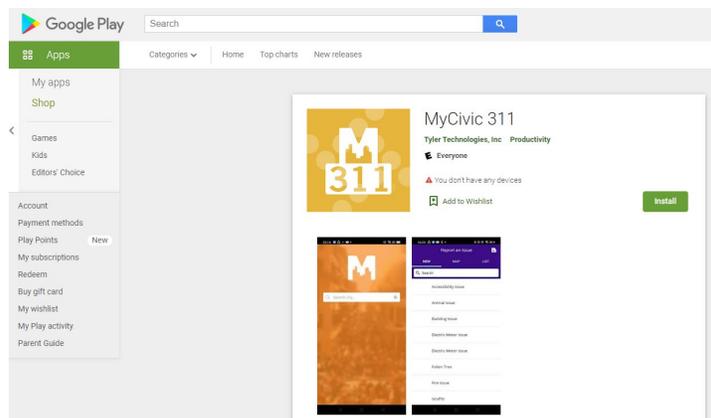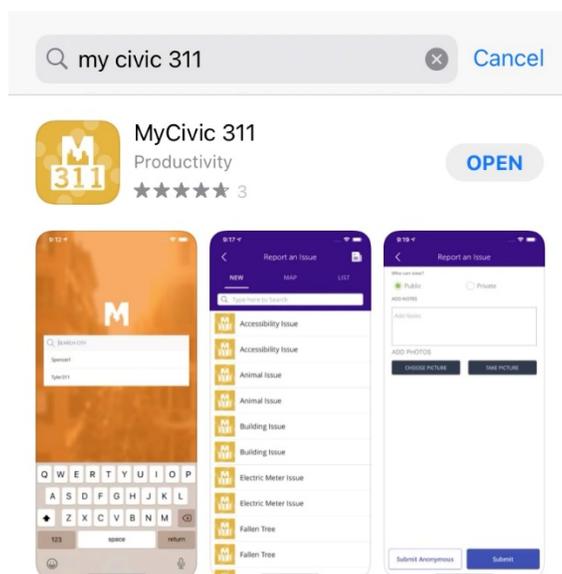# MyCivic 311 App Guide

STEP 1 – Download the App

In the App Store, search for MyCivic 311 and download. The MyCivic 311 App works with:

- iPhone (iOS 12.0 or later)
- iPad (iPadOS 12.0 or later)
- iPod touch (iOS 12.0 or later)
- Mac (macOS 11.0 or later and a Mac with Apple M1 chip)

MyCivic 311 can also be downloaded from Google Play for Android devices.
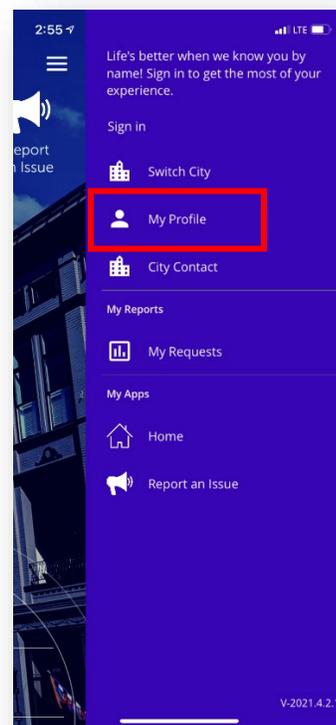
STEP 2 – Find Paducah 311

In the search bar, type Paducah. The App will find Paducah 311. Click to Open.
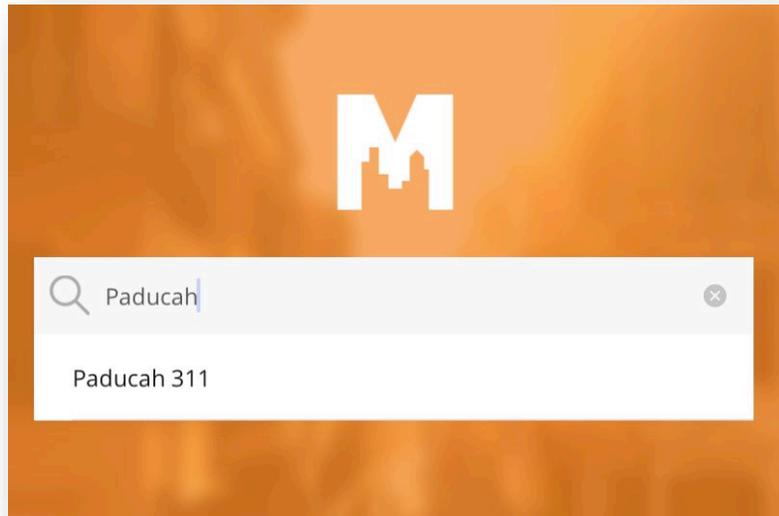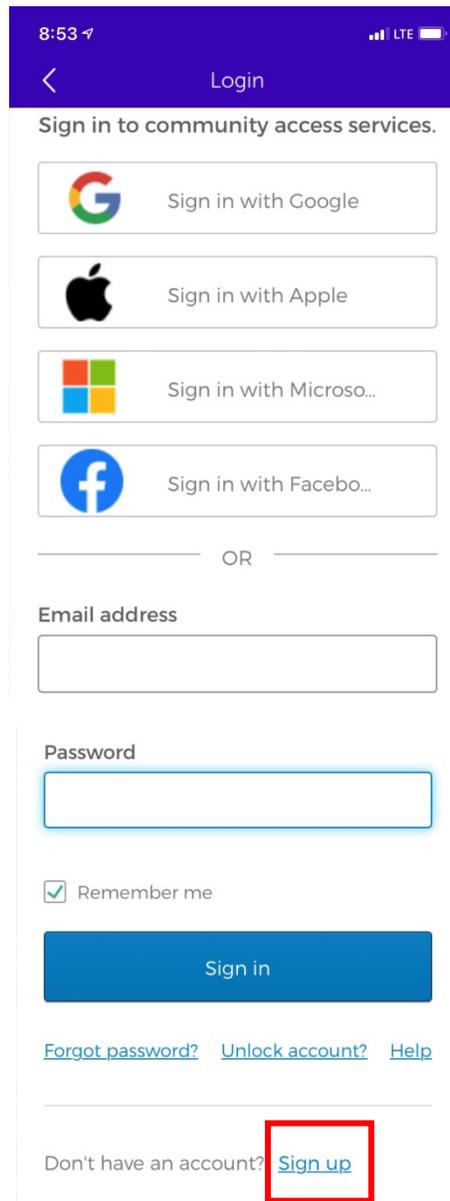

STEP 3 – Sign in/Register

You can start by signing in and registering if you choose, or you can skip this step if you prefer to submit anonymously.
Click the three-line menu in the top right, then select My Profile to register and sign in.

STEP 3 – Sign in/Register (Continued . . .)

If you already have an account, you can sign in here, or scroll to the bottom of the page and Click Sign Up to create a new account.
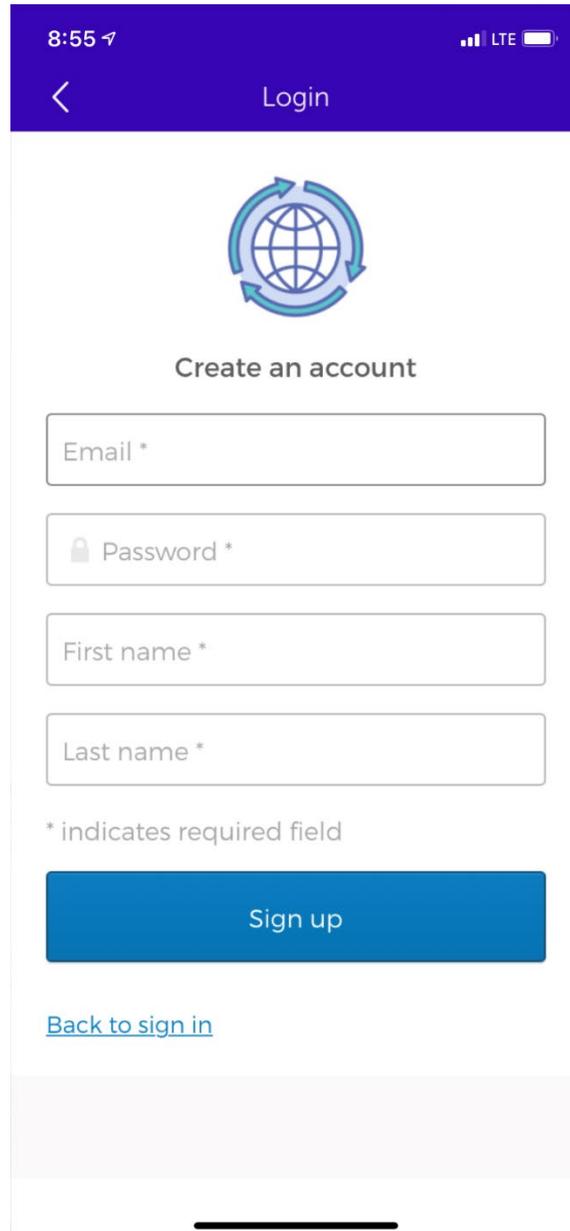
STEP 3 – Sign in/Register (Continued . . .)

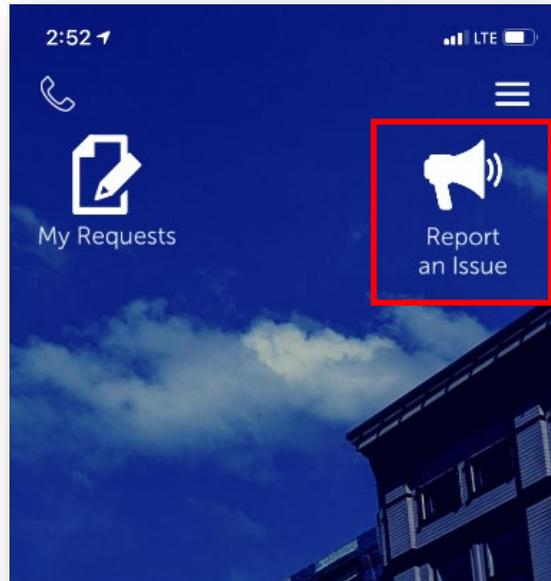Type in your e-mail address, password, first and last name then click Sign Up. Passwords must:

- Contain at least 8 characters
- Contain at least 1 number
- Contain at least 1 lowercase letter
- Contain at least 1 uppercase letter
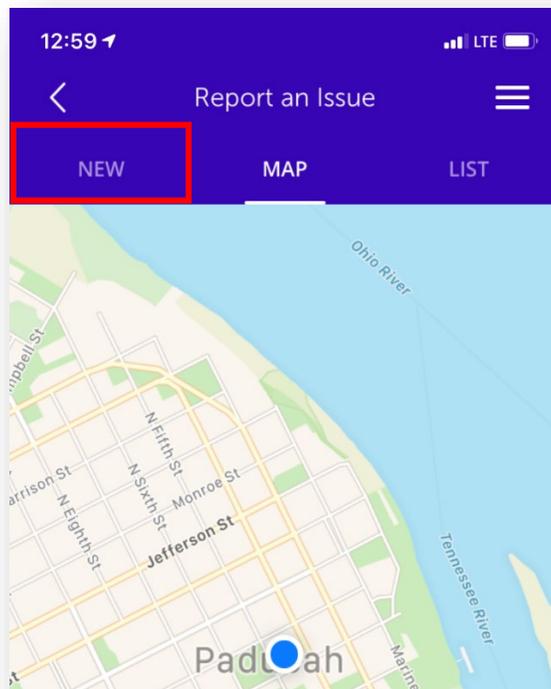- Not contain part of the username

STEP 4 – Reporting an Issue

On the main screen, select **Report an Issue**.

Select **NEW** at the top left.

STEP 4 – Reporting an Issue (Continued . . .)

Select from the list of request types by clicking on the type of issue you need to report.

When you select a request type, more information will show about the type of request. Click **Continue** to proceed with the request or select **Cancel** to go back and select a different type.
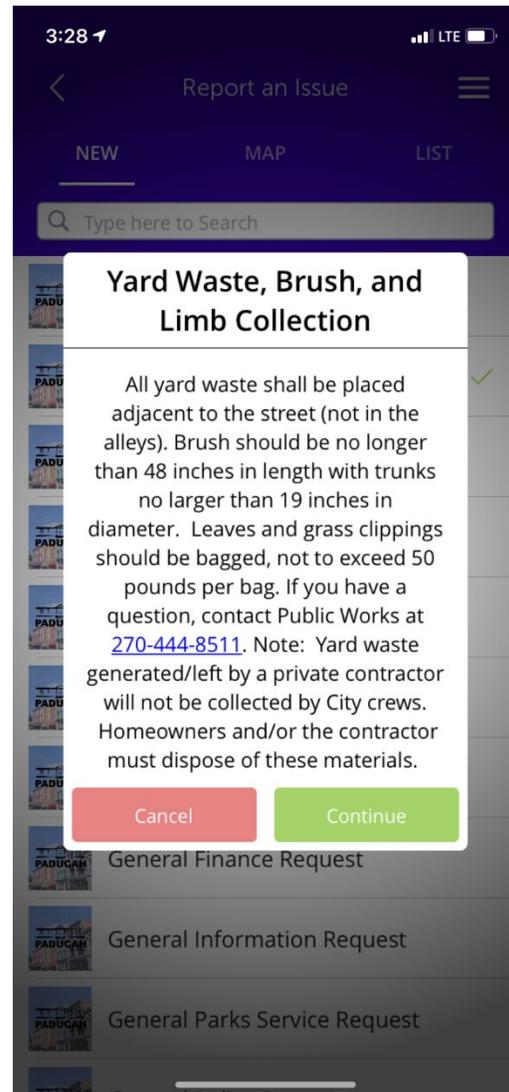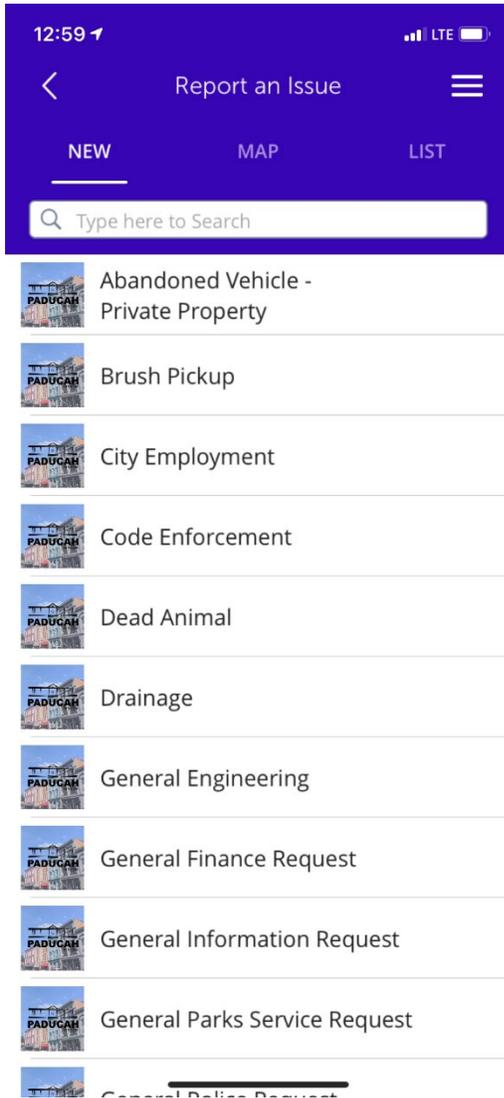
STEP 4 – Reporting an Issue (Continued . . .)

The app will allow you to enter your contact information.

If you are already signed in, your information will auto-populate in the blanks.

If you are not signed in, you can add your information and select **Save & Continue**.

If you prefer to submit anonymously, leave the information blank and select **Skip**.

STEP 4 – Reporting an Issue (Continued . . .)

Continue to enter any information required for the request. Some request types only require a description, while others require address and additional information as shown below.

By selecting submit anonymous, you will be able to see updates in the app, but City Staff will not have any additional contact information for you.
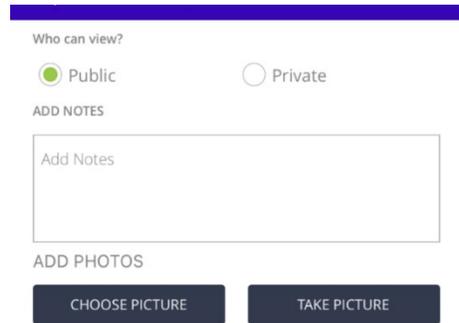
STEP 4 – Reporting an Issue (Continued . . .)

You will have the option to select whether the request is **Public** or **Private**.

Under **Add Notes**, enter a description of the request with any details you believe are relevant to City Staff.

You have the option to **Choose Picture** from your camera roll or to **Take Picture** using your camera and attach it to the request.

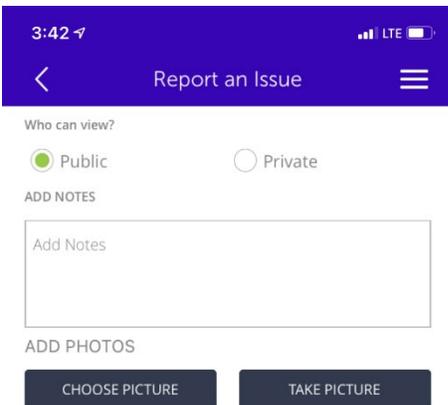When you are ready to submit, select either **Submit** or **Submit Anonymous**.
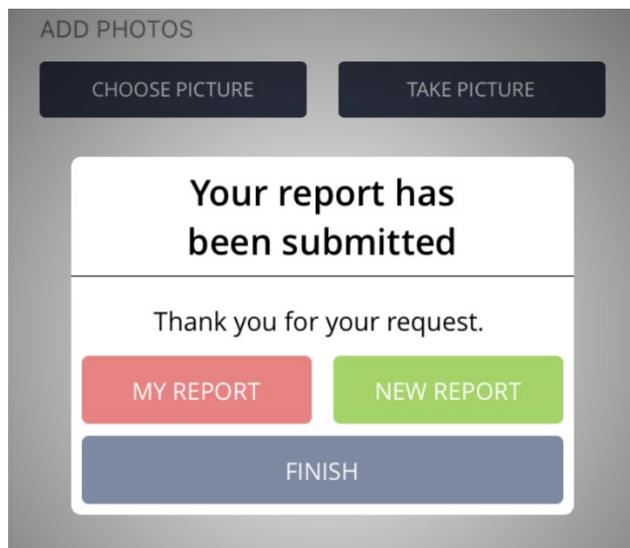
Once you submit your request, you can select **My Report** to go directly to the report that you submitted. Your request will be assigned a number that you can use as a reference if you ever need to call City Staff about the item.

You can select **New Report** to start a new request or you can select **Finish** to return to the home page.
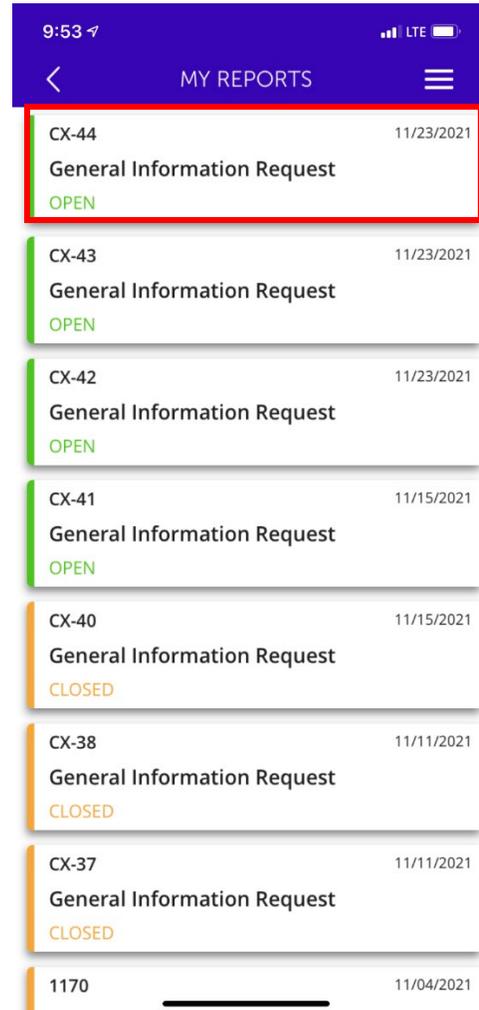
STEP 5 – Request Updates

You can access your requests any time by going to **My Requests** on the home page of the app.

Once in My Reports you can select from the reports you have submitted to view more information.

STEP 5 – Request Updates (Continued . . .)

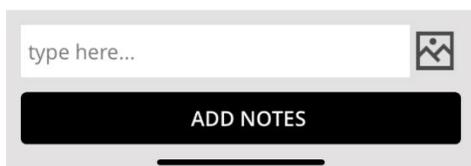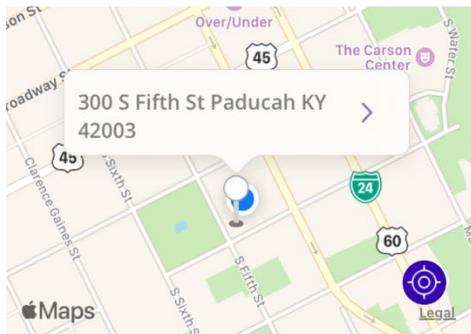Under **Details**, you can view the general information submitted in the request.

Under **Activity**, you will be able to see the latest updates on your request from the City of Paducah.

You are also able to **Add Notes** that can be viewed by City of Paducah staff if you have updates on the request. Type your note in the white box and click Add Notes.

If you submitted your request while signed in or input your e-mail address, you will also receive e-mail notifications when updates are made to your request.
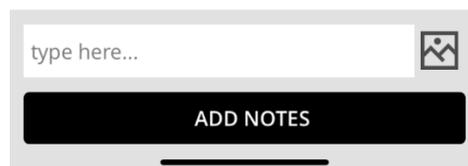
STEP 5 – Request Updates (Continued . . .)

Once a request has been resolved, you will see the color change from Green to Orange and the request will show as Closed under My Reports. The red notification shows that the request has an update that you can view.
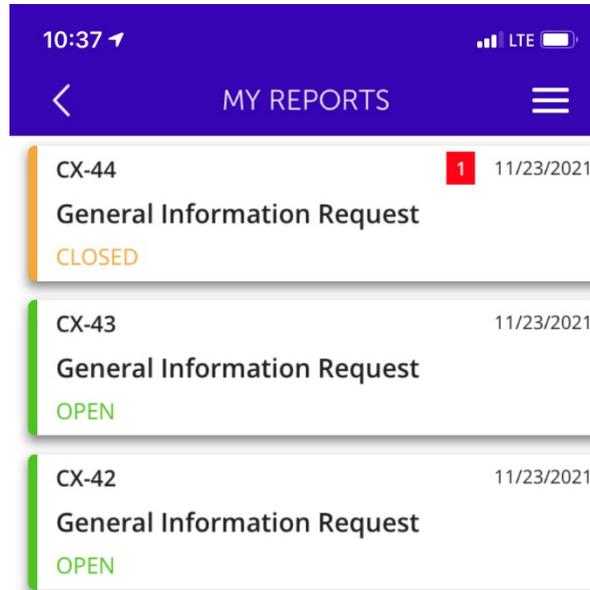
STEP 6 – More Information & Contacts

The three-line menu at the top left-hand side of the app allows you to navigate quickly to other places within the app.

Switch City: Go to the Main App Page to select a different city's 311 app.

My Profile: Sign Up/Register or see the profile information you have entered for the app.

City Contact: Quickly find contact phone numbers, addresses and website information for each City of Paducah department.

My Requests: Go to the requests you have already entered.

Home: Go to the City of Paducah Home Screen of the app.

Report an Issue: Enter a new request.

Logout: Sign out of your profile on the app.