

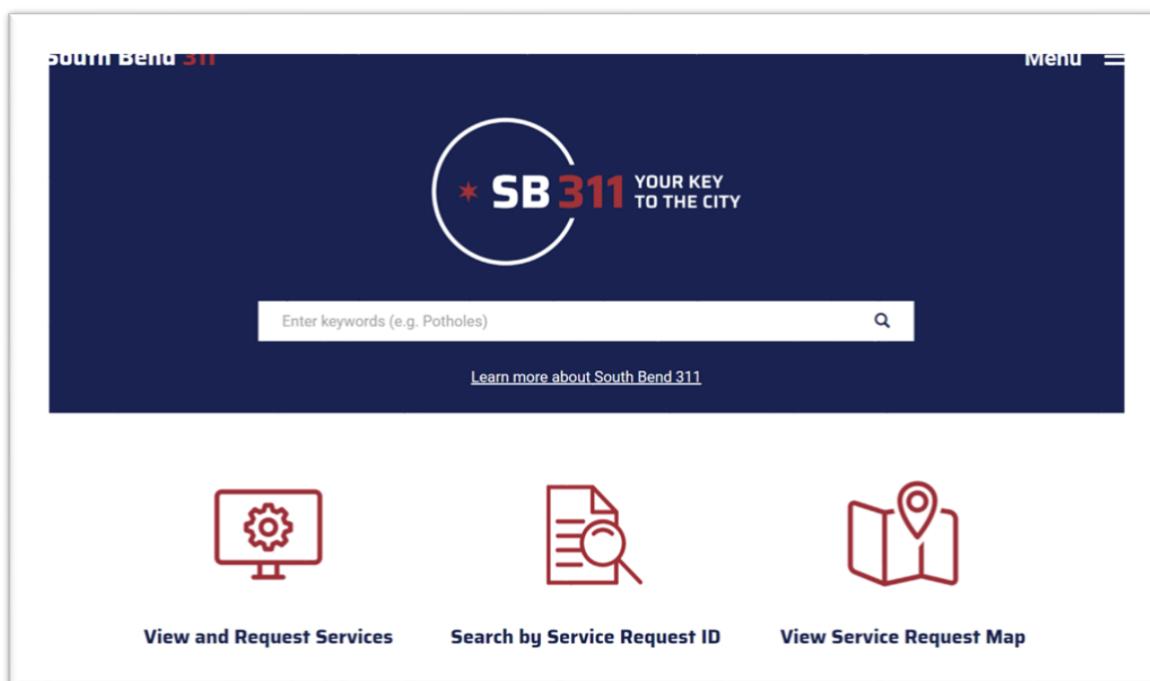
How to submit an online service request

Access the portal: Go to southbendin.gov and click **311 City Services** or go to 311.southbendin.gov. If you have any issues in accessing or using the portal, call the **311 Service Center**.



Find the service: There are a few different ways to get to the service you're looking for.

- Service requests are attached to informational articles about services, called knowledge articles.
- To look at the whole list of articles, click **View and Request Services**. There are a few hundred articles, so you can sort by name or most viewed, and you can also filter by topic or action.
- You can also enter keywords into the search bar.



Find the service (cont'd)

- You can also access most viewed articles directly on the home page.

Most Viewed

[View all](#)

Payments for Utilities Bill <small>Utilities</small>	2019 Fall ReLeaf Program <small>Streets</small>	Shut-Off Balance and Payment... <small>Utilities</small>
Account Balance & Due Date <small>Utilities</small>	Request an Extra Trash Pickup <small>Solid Waste</small>	Weekly Trash Schedule <small>Solid Waste</small>

- You can also pre-filter articles by topic, action, or by department.

By Topic	Take Action	By Department
Animals	Events & Recreation	Public Safety
Business	Housing, Property, & Building	Streets, Sidewalks, & Transportat...
Elected Officials & City Administr...	Parks & Trees	Utilities & Trash

- Articles with online service request capabilities will have a marker next to the article name.

Traffic Signal Maintenance

[Request](#)

Request a service: Once you open the article, click the red button in the top right corner labeled **Request This Service**.

Home > View and Request Serv... > Article

Debris in the Street

Views: 214 Request This Service

Debris in the Street

- What is considered debris?
- How do I report debris in the street?
- How long does it take to respond to a Debris in the Street request?

- There are a few standard question types, such as location information, free response, and multiple choice. Required fields will be marked with an asterisk.

Location for Request

Search for an address, drag and drop the blue pin, or let the 311 Portal use your device's location.

[Use My Location](#)

Approximate address will display here

« Previous Next »

Request a service (cont'd)

- On some service requests, you will be able to remain anonymous, but on others we will need your contact information. Enter your email address if you want to receive a receipt of your request. **You can enter your email even if you choose to remain anonymous.**

Contact Information

I wish to remain anonymous.

First Name

Last Name

Phone Number

E-mail (Fill this out to receive an email with a receipt for your service request)

[< Previous](#) [Next >](#)

- Once you submit your service request, you'll receive a tracking number. This tracking number will also be included in your email receipt. To check the status of your service request or if you require further assistance with this service, call the **311 Service Center** and provide the liaison with this number.

Home > Services > Confirmation

Service Request Successfully Submitted

Here is your Service Request tracking number.

If you require further assistance with this service, call the 311 Service Center and provide the liaison with this number.

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