Austin 3-1-1 Smart Phone App - Frequently Asked Questions and Troubleshooting

Summary: Frequently Asked Questions regarding the 3-1-1 Mobile App; Austin 3-1-1

Reference Text:

Frequently Asked Questions

Is this a free service?
Yes. Austin 3-1-1 is a taxpayer funded service for the benefits of all residents of Austin, TX. There is no charge to request information or services via the smart phone app from The City of Austin.

Can I use the Austin 3-1-1 smart phone app without enabling Location Service or GPS on my device?
Apple and Android devices may submit requests through the Austin 3-1-1 smart phone app without activating Location Services or GPS. However, in order for the app to automatically detect your specific location, Location Services or GPS must be enabled on the Android device. You may also manually tap and drag the pin to the correct location or type the address into the search field.

How to enable Location Services or GPS on your smartphone?
Please see your phones manual for turning on GPS services.

How do I specify or edit the location?
You can press and hold the map marker to drag it to the desired address, or you can click the button with three dots at the

bottom right of the screen and search an address or have the map redirect to your current location. Then click Next at the bottom right of the screen.
If you take a photo of the problem and then change your location before submitting the request, be sure to point the map marker to the correct location or manually type the address into the search field. If the address is outside of the restricted service area, the map will notify you that the location is Out of service area.

Can submitted service requests be viewed on a map?
Yes. By selecting the map icon at the top right corner of the app from the RECENTLY OPENED, RECENTLY CLOSED, or SUBMITTED BY YOU pages of the app, a map with pins will appear indicating the various service requests submitted throughout the city. Selecting a pin will display the service request type, address, and status. Clicking on the service request icon will bring you to a details page for the specific service request.

Can submitted service requests be filtered?
Yes. By selecting the funnel icon at the top right corner of the app from the RECENTLY OPENED, RECENTLY CLOSED, or SUBMITTED BY YOU pages of the app, search boxes will appear allowing you to filter requests by Request #, description, address, ticket type (service request type), etc. Once filter criteria are inputted, click the back arrow at the top left of the screen

to view search results.

Why do I only see my submitted photos in the smart phone app?
Due to privacy concerns, photos are sent only to the City department processing the service request therefore they are not shared with the public.

Why did I get an error message that reads "Error Submitting Request. Creating Tickets too fast."?
The Austin 3-1-1 Mobile App allows a maximum of 50 service requests to be submitted within a 72 hour period. If 50 service requests have been submitted, allow 72 hours for the mobile app to start accepting individual service requests again.

Do I have to provide my personal information to submit a service request via the smart phone app, the website or by calling 3-1-1?
Depending on the concern, some City of Austin services may require your name and contact information in order to initiate the request. The Austin 3-1-1 smart phone app allows anonymous submissions for some service request types; however, if contact information is not provided, it may limit the department's ability to effectively respond to your request (example: to obtain more detail if required to fulfill the request). If you provide your email address at time of submission, you will also receive an automated confirmation email with your service request number. If a phone number

is provided, The City may contact you for more information on the request.

What does Contact Info mean on the 3-1-1 Austin smart phone app?
The Contact Info feature is where you can enter your contact information. Entering your contact information will save you time and effort when making future requests. You only have to enter your name, phone number and email address once on each device. When you submit future service requests on the same device your personal contact information will be automatically added to your request. Users can submit some requests anonymously; however, they are encouraged to enter their contact information so City departments can contact them if they have questions. As mentioned above, your personal contact information will not be shared or displayed if your service request is shared with the public.

Is my personal information secured? How is my information being protected, secured, or stored?
Personal information is secured and managed based on existing City of Austin policy and procedures. The City of Austin adheres to FOIP legislation. Please refer to the Terms of Service for the Austin 3-1-1 smart phone app for more detail.

What are the statuses of a service request? What do they mean?
There are three terms describing your service requests: Submitted is used when

the issue has been successfully accepted with the application within Customer Service Request System (CSR). Open is used when a service request is currently being processed within CSR. Closed Status to use when a service request is completed within CSR.

How do I follow up on my service request?
Whether you choose to submit a Service Request via the smart phone app, our website, or calling 3-1-1, you will be given a Service Request number. Use this number to track the status of your request using one of the following methods: Call 3-1-1. You will only need the Service Request number to check the status of the request. Check the status online. Please enter the service request number and the email address provided with the service request to look up the status. If you are checking the status of your request via our smart phone app, please refer to the Submitted by You field on the app.

Do the requests made via the 3-1-1 Austin smart phone app go directly to a specific City department?
Most service requests will be dispatched directly to the responsible City department. The only exception is the category OTHER, which is reviewed by Austin 3-1-1 and linked to the appropriate Service Request for action.

What is the process after a service request is submitted through the smart

phone app?
The request will display an orange submitted status until the 3-1-1 system receives the request (this will appear as an orange pin on the map).
Once received in the 3-1-1 system, the status will automatically change to a green open status and provide a Service Request number.
If a resident provides an email address when submitting a request, they will receive an email confirmation. The Service Request status will change to closed with a blue background. There may be additional information provided by the department under the activity tab in the service request.

What will the City of Austin do if users submit inappropriate photos and/or spam via the smart phone app?
Submitting inappropriate photos or spamming the Austin 3-1-1 smart phone app is a violation of the smart phone apps Terms of Service. When inappropriate photos are flagged by City employees, the City has the right to remove the materials. The City can also block the device from using the app limiting future submissions.

Why do I not see a service request for the issue I am trying to report?
If you are trying to report an issue that is not categorized into one of the existing service request types on the Austin 3-1-1 Mobile App, please contact Austin 3-1-1 by dialing 311 for 512-974-2000 to have a service request submitted for the issue you

are trying to report.

Where can I find other City of Austin smart phone apps?
City of Austin smart phone apps can be found at the App Library, **http://austintexas.gov/applibrary**
The Austin Energy App can be found at **www.austinenergyapp.com**.

How do I report technical issues of feedback regarding Austin 3-1-1 smart phone app?
Please call 3-1-1 or 512-974-2000 to report any technical issues.

Troubleshooting
Below is a list of basic troubleshooting steps for resolving most of Austin 3-1-1 smart phone app issues.
If your issue is not resolved using the troubleshooting steps below, please note that some devices and operating systems may not be compatible with the software requirements of the application.
Minimum requirements for using Austin 3-1-1 smart phone app.

- Smartphone and tablet devices
- Android and iOS/Apple operating systems
- Download Austin 3-1-1 smart phone app from Google Play Store or App Store
- Cellular or WIFI enabled
- GPS enabled

If you are still unable to submit the service request with your mobile device and your request is a non-emergency, please call Austin 3-1-1.
If your service request is an emergency, call 9-1-1 directly.

New Request

Unable to submit an SR:

- Ensure that you have correctly tapped on the New Request icon.
- Close/Reopen application and retry.
- Power your device off and on and retry.
- Uninstall/Reinstall application and retry.
- Ensure that your phone's Location/GPS feature is turned on.

Cannot find my SR Type to submit:

- Ensure that you have completely scrolled through all available Service Requests.
- Ensure that the Service Request is an available option.
- Close/Reopen application and retry.
- Power your device off and on and retry.
- Uninstall/Reinstall application and retry.
- Submit as Other or call 3-1-1.

The GPS feature is not functional:

- Ensure the GPS feature is activated.
- Please see your devices manual for turning on GPS services.
- If you choose not to enable your GPS, you can also tap and drag the pin to the correct location.

The GPS location is different from where the photo was taken:

- Change location by pressing and holding the map marker and drag to the desired address. Click NEXT at the bottom right of the screen.
- If geotagging is enabled for photos on your phone, the location will automatically be changed to the location where the photo was taken.

Recent

There are no recent Service Requests found in the Recently Opened or Recently Closed pages:

- Ensure that you have correctly tapped on the Recently Opened or Recently Closed clock icons.
- Close/Reopen application and retry.
- Power your device off and on and retry.
- Uninstall/Reinstall application and retry.

My Requests

There are no requests found in Submitted by You page:

- Ensure that you have correctly tapped on the **Submitted by You** icon.
- Close/Reopen application and retry.
- Power your device off and on and retry.
- Uninstall/Reinstall application and retry.

Report Outage

The Report Outage page will not load in the Austin 3-1-1 smart phone app:

- Visit the **View and Report Power Outages** website in your phone's web browser.

Visit **https://outagemap.austinenergy.com/external/default.html** from another device (computer, tablet, etc.)

Contact Info

Contact information is incorrect:

- Open the Settings page, edit Profile info, and select Update Profile.

Questions and concerns regarding the Austin 3-1-1 smart phone app may be forwarded to **3-1-1 Mobile App Feedback.** If the above recommendations do not resolve your mobile devices technical issue, please contact your service provider for assistance.

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