

Mobile Citizen App Download Instructions and Use

Download Instructions

- Download the App from either the Apple Store or Google Play
- Select the City of Winter Garden as your City/Area from the list of available options
- Set up your profile under **My Profile**

How to Use:

- Click **New Request** to Submit a Work Request, Issue or Concern
- Select your **Service Request** from the list of service options below (service types are grouped by the Service Area that will respond to your concern)
- Take a photograph of the issues or concern (ex. *pothole, damaged sign, leaky hydrant*)
- Provide helpful details and description of the issue in the **Comments** section
- Enter the service issue location street # and name
- Then, click **Submit**
- To view your ongoing request status at any time just click **My Request**