

Tyler 311 Citizen Portal Service Request Access

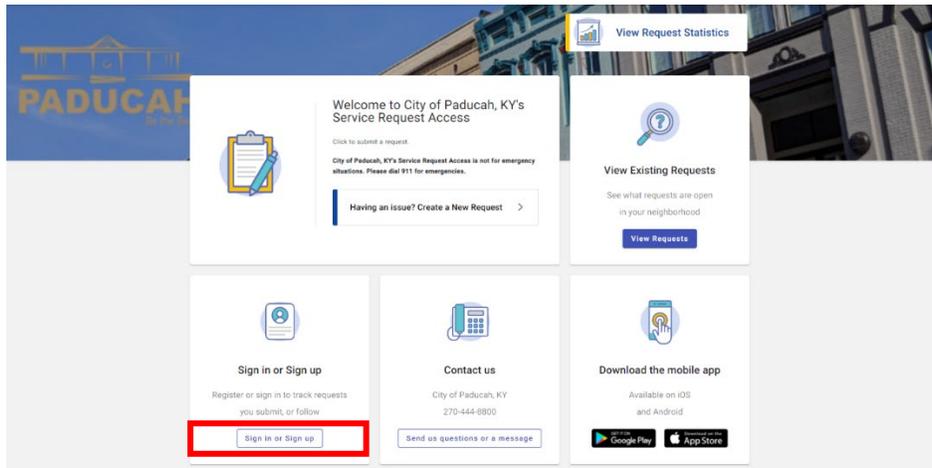
STEP 1 – Access the Citizen Portal at

<http://paducah311.paducahky.gov>

(The Portal works best using a Google Chrome browser.)

STEP 2 - Sign in or Sign up

Click Sign in or Sign up - This allows you to get updates on requests you enter.



Sign in if you already have an account or scroll to the bottom of the page and Click ***Sign Up*** to create a new account.

PADUCAH
Be the Best

Sign in to community access services for the City of Paducah, KY.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address

Password

Remember me

[Sign in](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

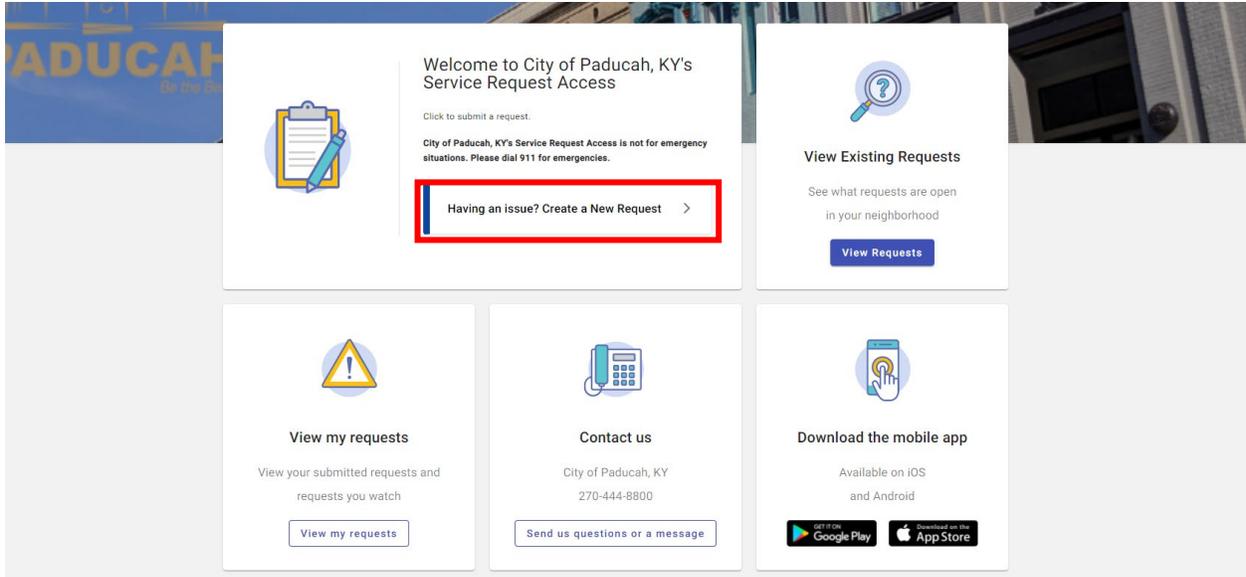
Step 3 – Sign in/Register (Continued . . .)

If you are signing up for the first time, 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

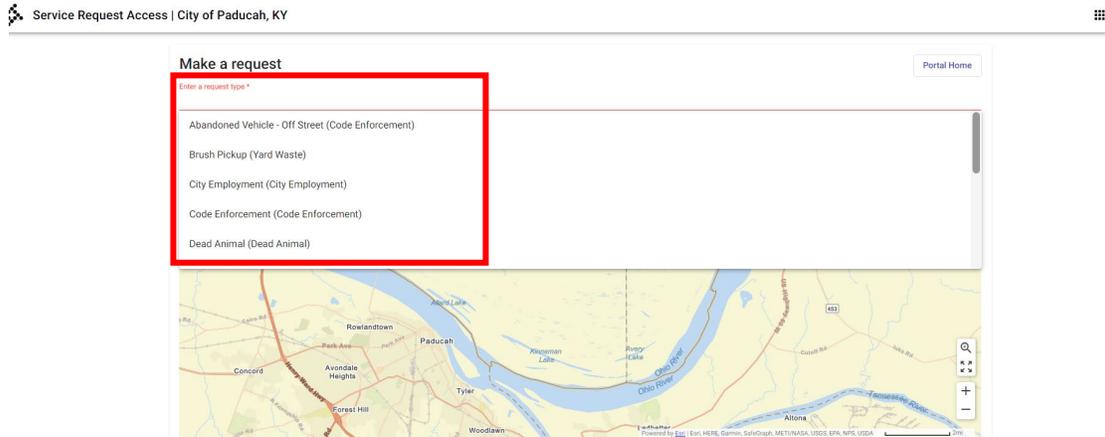
Step 4 – Create a New Request

Click “*Having an Issue? Create a New Request*” to start entering a request for service.



Step 5 – Select the Request Type

From the drop down list, select the type that best fits your request.

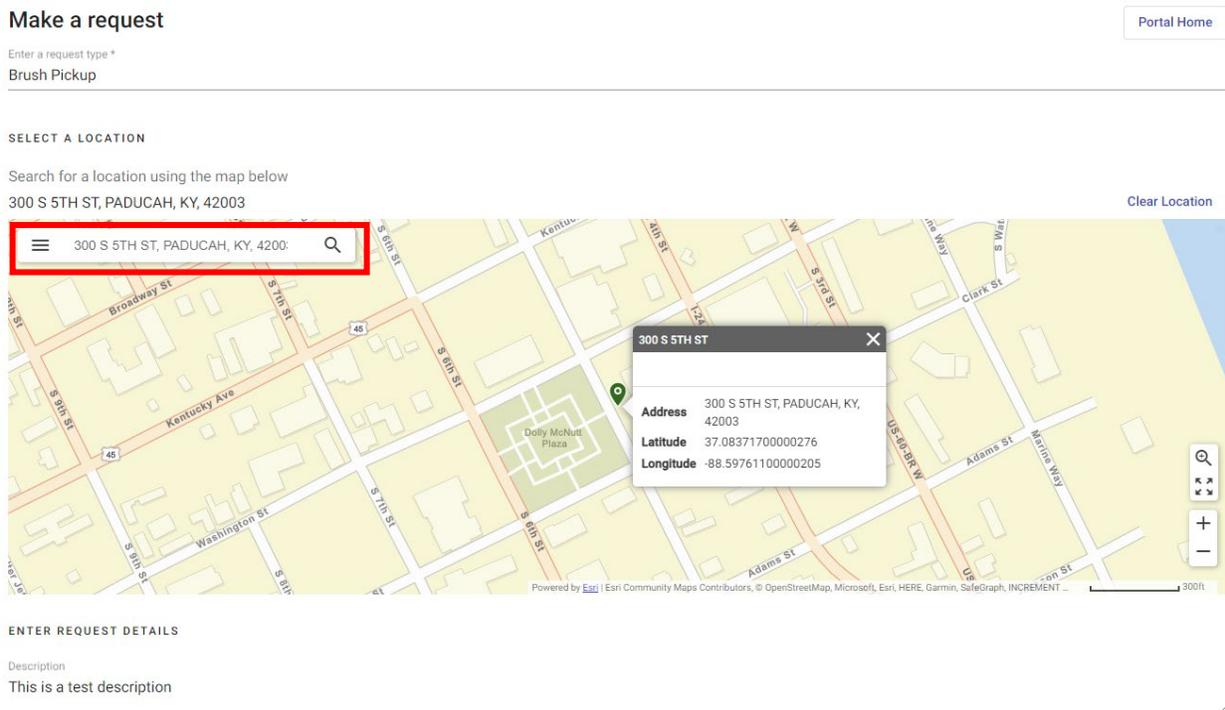


Once you select a request type, you can find more information about that request type by clicking “*View More*” in the top right-hand side of the screen.



Step 6 – Enter the location

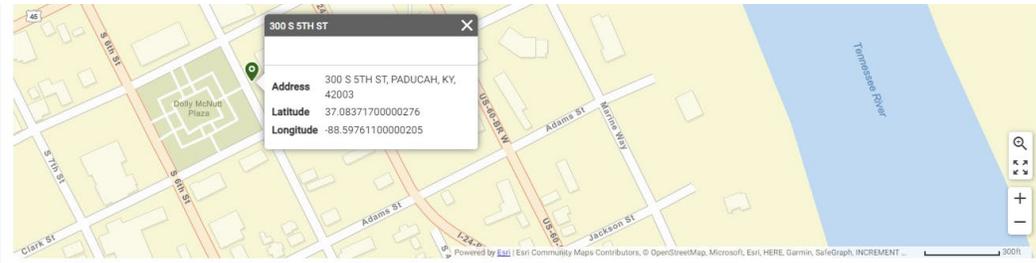
Next, you will enter a location by associated with the request in the map and search feature. Location is required for certain request types such as Brush Pick-Up.



Step 7 – Enter a description of the request/issue.

Additional information may be needed, depending on the type of request.

An image can be attached, if desired.



ENTER REQUEST DETAILS

Description
This is a test description

What type of yard waste? (Select all that ... | How many bags of leaves? * | Garbage Collection Day *

ADD AN IMAGE
Supported file types .jpg | .bmp | .gif | .png | .tif

Drag and drop file to upload
Or select a file

Step 8 – Contact Information & Submit

There is the option to add contact information or to submit anonymously. If you are signed in, your contact information will be added automatically.

Hit submit at the bottom right to send request to City Staff.

ADD AN IMAGE
Supported file types .jpg | .bmp | .gif | .png | .tif

Drag and drop file to upload
Or select a file

ENTER CONTACT INFORMATION

Contact information will only be visible by agency staff.

First name * | Last name *
J. | Test

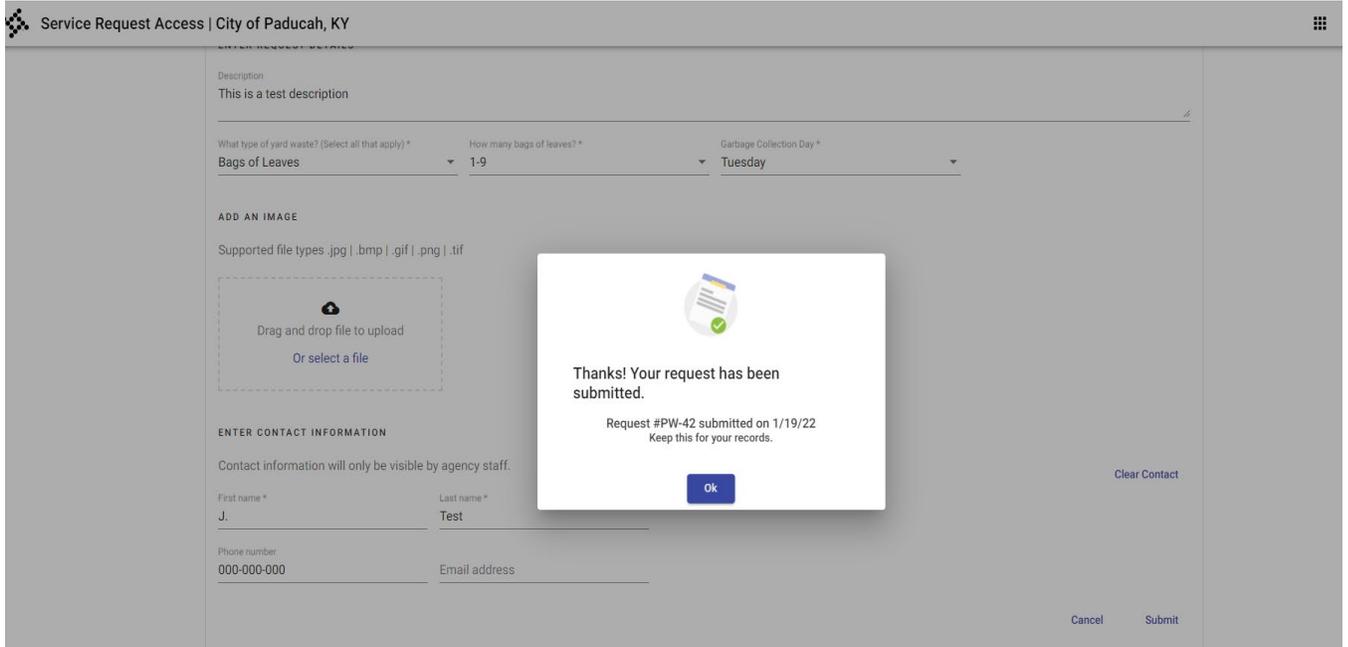
Phone number | Email address
000-000-000 |

Clear Contact

Cancel | **Submit**

Step 9 – Keep Your Request Number

Once the request has been submitted a Request Number will be generated. It can be referred to when inquiring about the request with City Staff.



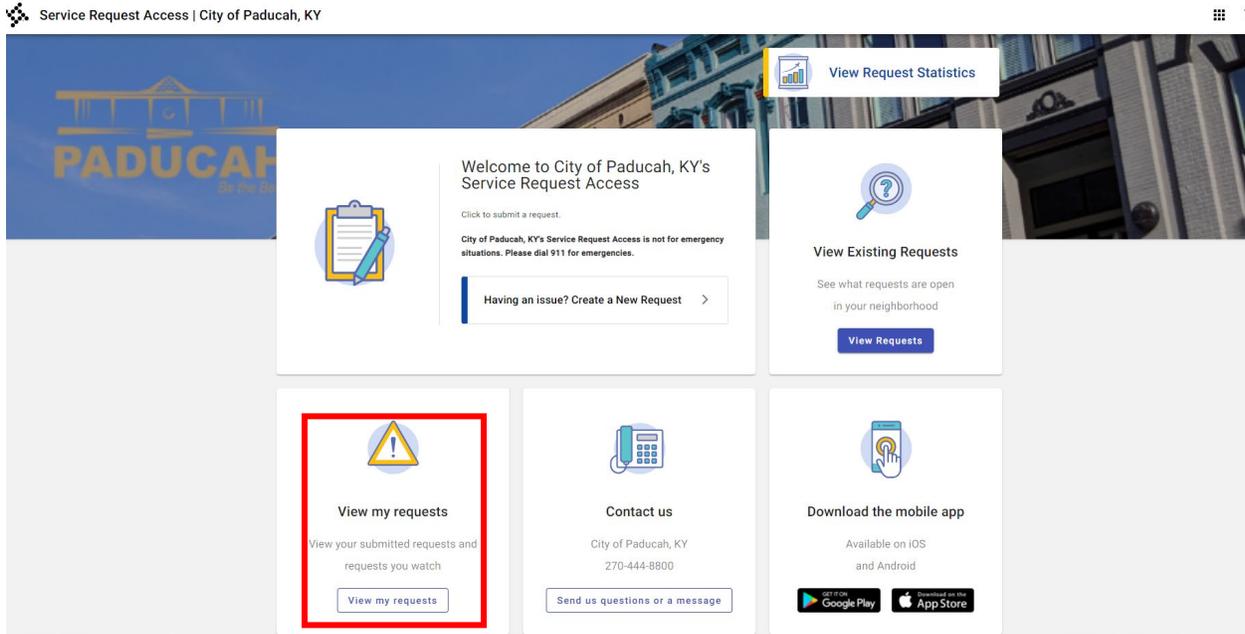
The screenshot shows the 'Service Request Access' interface for the City of Paducah, KY. The form is partially filled out with the following details:

- Description:** This is a test description
- What type of yard waste? (Select all that apply) *:** Bags of Leaves
- How many bags of leaves? *:** 1-9
- Garbage Collection Day *:** Tuesday
- ADD AN IMAGE:** Supported file types: .jpg | .bmp | .gif | .png | .tif. A dashed box contains a cloud icon and the text 'Drag and drop file to upload' and 'Or select a file'.
- ENTER CONTACT INFORMATION:** Contact information will only be visible by agency staff.
 - First name *:** J.
 - Last name *:** Test
 - Phone number:** 000-000-000
 - Email address:** (empty)

A central modal window displays a confirmation message: 'Thanks! Your request has been submitted.' Below this, it states 'Request #PW-42 submitted on 1/19/22' and 'Keep this for your records.' An 'Ok' button is at the bottom of the modal. On the right side of the form, there are 'Clear Contact', 'Cancel', and 'Submit' buttons.

Step 10 – View My Requests (Signed In)

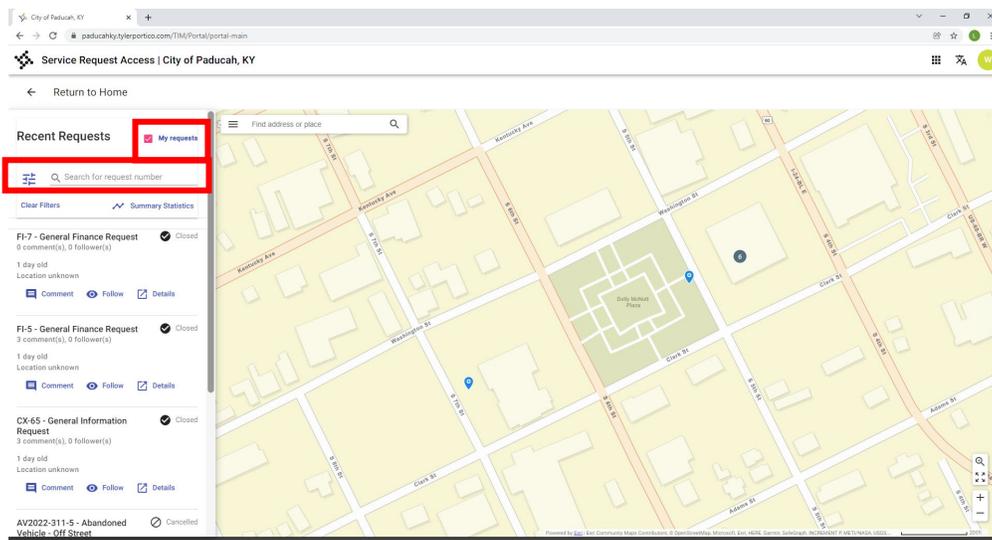
While signed in, you can view your requests by selecting *View My Requests*.



Use the pink My Requests button to see only requests you have entered.

You can also filter by several other options by clicking the filter button or by searching for a request by number.

You will receive updates on your requests by e-mail if you have provided an e-mail contact.



Step 11 – View Existing Requests (Not Signed In)

If you are not signed in, you can still see what requests exist by clicking View Existing Requests. Details are not available on the public portal.

If you have not provided contact information, staff will not be able to update you on the details of your request, so remember to sign in or provide contact information if you would like to receive updates.

