Citizen Engagement Portal
User Guide

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Register as a Portal User

Register using a Local Account

1. Navigate to the portal and select Sign In.

2. Choose the Register tab, enter the required information, and click Register.

Register using an External Account

1. Navigate to the portal and select Sign In.

2. Choose the Register tab and click on the appropriate button under Register using an external account.
3. You will automatically be taken to the appropriate sign in service (e.g. Facebook, Google, Azure AD) where you can choose to use your existing credentials or create new ones.

4. And then you can proceed to log in.
Forgotten Password

1. If you have forgotten your password, you can click **Forgot Password** on the **Sign In** page.

![Forgot Password Form]

2. An email will be sent to the email address entered with further instructions on how to reset your password.

Profile

**Updating Your Profile**

If you need to update your address or contact details, you can edit your contact information on the profile page provided in the portal.

1. Once you are logged into the portal, select **Profile** from the dropdown list next to your name in the upper right of the home screen.
2. In the Profile, you can choose to update a variety of information including personal details and your Subscription preferences. Your subscription preferences are used to identify the preferred method the municipality will use to contact you.

3. Modify the appropriate fields and click **Update**.

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### Managing Communication Preferences

In accordance with Anti-Spam Legislation, VeloCITY provides Citizens the ability to manage their communication preferences. By default, these are all set to “off” and when you register, you will need to identify the preferred method of contact. In order to subscribe to a service request and receive notifications about the status of that specific request, you must select “Email” as the method of contact since all subscription notifications are sent electronically via email.
My Service Requests

As an authenticated user (Citizen who is logged in), you can view your request history.

1. In the top right, click on your name, and select My Service Requests. Note: Any service request with a status of “on hold” or “waiting for details” is not displayed. Once their status is updated to “In Progress” they will be included in the list.

2. By default, the first page will display all of your active service requests.

3. If you would like to see all of your requests, click on the little drop down arrow to view Inactive Service Requests or All Service Requests.

Additional information:
- If you don’t see the request you’re looking for, click here to view subsequent pages.

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<table>
<thead>
<tr>
<th>Type</th>
<th>Case #</th>
<th>Address</th>
<th>Submitted On</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graffiti Report</td>
<td>CAS-00085-K177Y5</td>
<td>Adelaide St W &amp; Simcoe St, Toronto, M5H 1V7, Ontario, CAN</td>
<td>9/25/2018 2:46 PM</td>
<td>In Progress</td>
</tr>
<tr>
<td>Garbage in Alley</td>
<td>CAS-00097-YZ5N6</td>
<td>31 Murray St, Toronto, M5T 1T7, Ontario, CAN</td>
<td>9/20/2018 5:55 AM</td>
<td>In Progress</td>
</tr>
<tr>
<td>Abandoned Vehicle</td>
<td>CAS-00084-M6M9P4</td>
<td>62 Armoury St, Toronto, M5G, Ontario, CAN</td>
<td>9/20/2018 5:17 AM</td>
<td>In Progress</td>
</tr>
<tr>
<td>Graffiti on MailBox</td>
<td>CAS-00082-B2D2L1</td>
<td>908 Capitol St, Houston, 77002, Texas, USA</td>
<td>9/10/2018 10:03 AM</td>
<td>In Progress</td>
</tr>
<tr>
<td>Graffiti on MailBox</td>
<td>CAS-00079-G9C228</td>
<td>Cleveland St &amp; Oliffe St, Houston, 77019, Texas, USA</td>
<td>9/10/2018 8:09 AM</td>
<td>In Progress</td>
</tr>
<tr>
<td>Graffiti on MailBox</td>
<td>CAS-00068-W908F6</td>
<td>Bailey St &amp; W Webster St, Houston, 77019, Texas, USA</td>
<td>9/10/2018 5:58 AM</td>
<td>In Progress</td>
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<tr>
<td>Graffiti on MailBox</td>
<td>CAS-00058-N9M9Q3</td>
<td>701 Main St, Houston, 77002, Texas, USA</td>
<td>9/7/2018 7:56 AM</td>
<td>In Progress</td>
</tr>
<tr>
<td>Graffiti on Residential or Commercial Property</td>
<td>CAS-00054-XTP4N6</td>
<td>1733 Capital St, Houston, 77003, Texas, USA</td>
<td>9/5/2018 3:35 PM</td>
<td>In Progress</td>
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<tr>
<td>Graffiti on City Property</td>
<td>CAS-00052-XOT5R1</td>
<td>712 Main St, Houston, 77002, Texas, USA</td>
<td>9/5/2018 11:47 AM</td>
<td>In Progress</td>
</tr>
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</table>
My Subscriptions

As an authenticated user (Citizen who is logged in), you can view a list of all Service Request updates that you are receiving. This could be requests that you have submitted yourself, or you can choose to subscribe to an existing request that was submitted by someone else.

Note: Prior to subscribing to requests, you must ensure your Communication Preferences allow us to send you email. Refer to Managing Communication Preferences for further instruction on how to make that change.

1. In the top right, click on your name, and select My Subscriptions.

2. By default, the first page will display all of the Active Service Requests for which you receive updates.
3. If you would like to see Inactive Subscribed Service Requests, or all subscriptions, click on the little drop down arrow.

Knowledge Base

Searching using a Keyword

The VeloCITY Citizen Engagement Portal is keyword search enabled.

1. On the Homepage, you can click on the magnify glass and enter a keyword or phrase in the search field then press <enter>.

2. Your search results will load on a new page.
Searching using a 311 Tag

If you are unable to find your desired results using a keyword search, you can browse by 311 tag.

1. On the Homepage, click on 311 Tags and navigate to the Tag Search page.

2. Click on the relevant tag category, and results will display below.
Alerts

Alerts contain information that is relevant to you, the Citizen. As you navigate through the portal, there are a few different ways that Alerts might appear.

1. If is a city-wide Alert, it will display on the homepage:

   ![Alert Example](image1)

   - **Filing a complaint with the Department of Housing**
   - **Barking Dogs**

2. Or, if it is an alert that is related to a specific request type, it may only be visible when searching or navigating to the specific request's submission page:

   ![Alert Example](image2)

   - **Watermain Replacement**
   - **2018 Curb Repairs**
Submitting a New Service Request

1. Select **Submit a New Service Request**, and on the following page, you can choose the request type. Depending on the type of request, there may be critical information for you to review before clicking on the **Create Request** button to proceed.

2. Once you are on the Issue Location page, you have several options to identify the location of the request.

Identify Location using a Point on the Map

![Graffiti Report](image)
Identify Location by Entering the Address

Graffiti Report

Issue Location

Identify Location by Selecting an Intersection on the Map

Once you identify the location of the issue, you click **Next** at the bottom of the page.
On the following page, you enter the request-specific details and you can attach an image or picture as part of the submission of your service request.

Please Note: Details may vary depending on the Service Request type.
Once the relevant details have been entered, Citizen will click next, and if they are logged in their information will be pre-populated. If they are submitting the request anonymously, they will have to enter in their contact information.

To receive notifications on the status of the service request you are submitting, be sure to check the box “Receive Status Updates” as shown above.

*Note: Your preferences in your profile must be set to accept email notifications in order to receive status updates.*
Duplicate Service Requests

If you attempt to create a service request that has been previously submitted, you will receive a message indicating your submission may be a duplicate based on the location and type of the request.

If you receive notification of a potential duplicate, please review the details of the request and then you can decide whether or not you want to proceed with the request.

If you elect to proceed with the request, you can then select **My Request Differs from the ones above. Continue with creating my request.**
Updating a Service Request

Find Existing Service Requests

To view a map of all the service requests that have been submitted, you can use the various criteria on the Service Request Map to filter your selection.

From the homepage, navigate to the Service Request map from the toolbar at the top.

1. In the Filter Options, choose your parameters, and click search.

   **Reference #:** If you know the exact reference number for the request type it in this window to view it on the map. You enter the number without the dashes – Example: CAS00439D1R1Y8 instead of CAS-00439-D1R1Y8. You can also use the * wildcard before and after a portion of the service request number – Example *00439* which will also return the service request.

   **Type:** If you know the type of request you’re looking for (e.g. Graffiti), you can narrow your results.

   **Date (From):** This field will default to today’s date. Click on the calendar icon to enter in an earlier date.

   **Date (To):** Once you have selected an earlier From date, you can narrow your results even further.

   **Status:** If you’re not sure if your request has already been resolved, you can also look through inactive requests instead.

2. Or from the homepage, enter the request number under **Track Your Service Request.**
Review Details of Existing Service Requests

1. In the Service Request Map, you can click on the request to view a callout. After scrolling through the callout, a View Details button will appear.

2. On the request details page, you can view the details of the request. If you are logged in, you can subscribe to updates by clicking on the Subscribe button in order to receive status updates.