



HC Service Request

Mobile App User Guide

Information Technology Center
Harris County



What is a Service Request?

- A **non-emergency** request to Harris County precincts. *Call 911 in case of Emergency





How do I get the mobile application

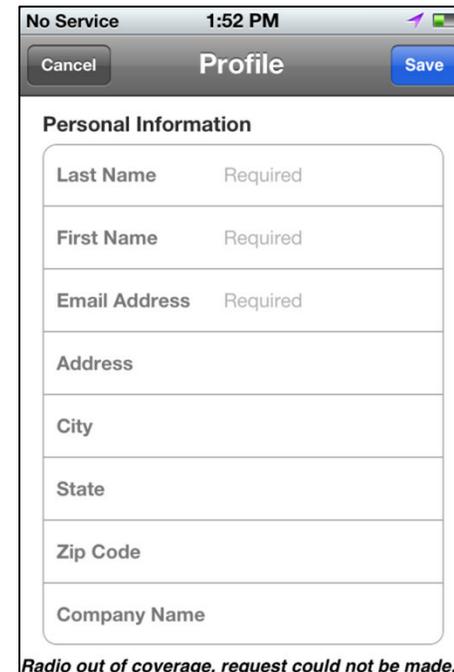
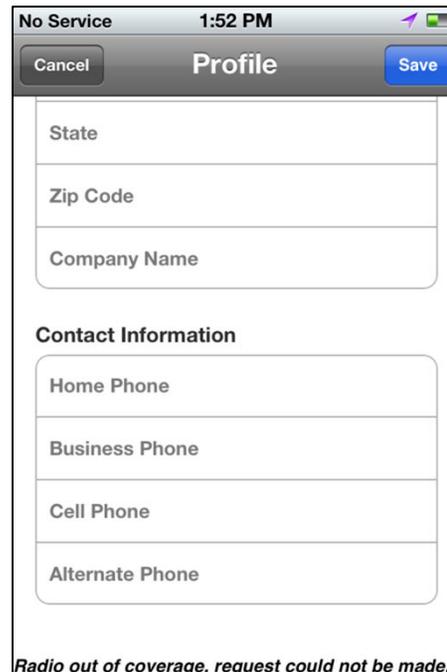
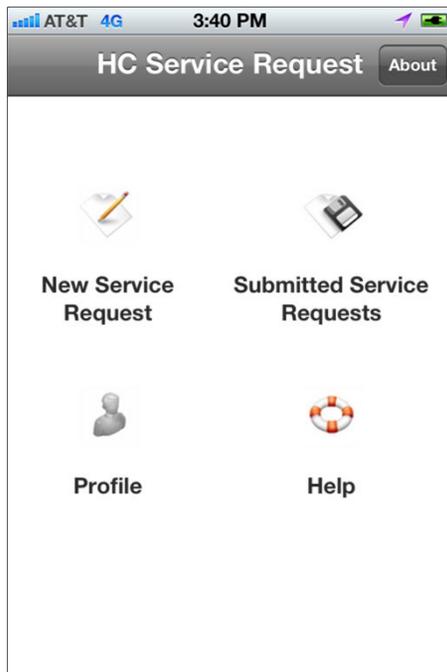
- Download the [HC Service Request](#) app from your phone.
- Key words:
 - Harris County
 - HC Service Request





How do I submit a Service Request?

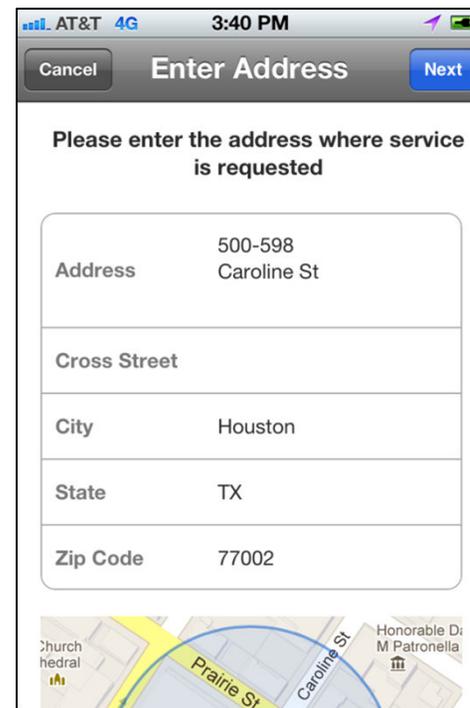
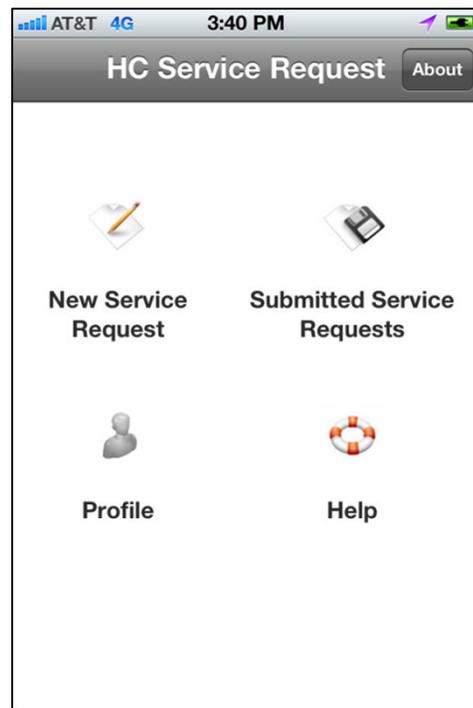
- You must provide non-sensitive contact information by selecting 'Profile'.
- Last Name, First Name, and Email are required.
- User profile will be saved for application reuse.





How do I submit a Service Request?

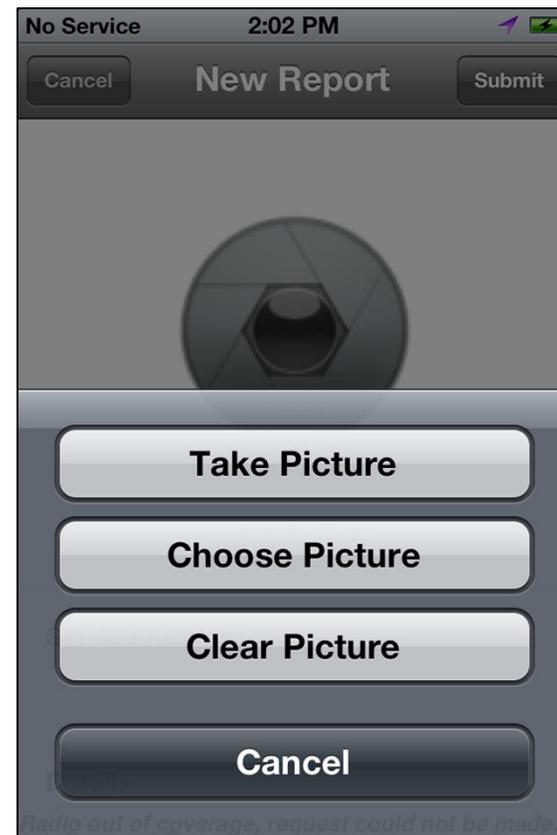
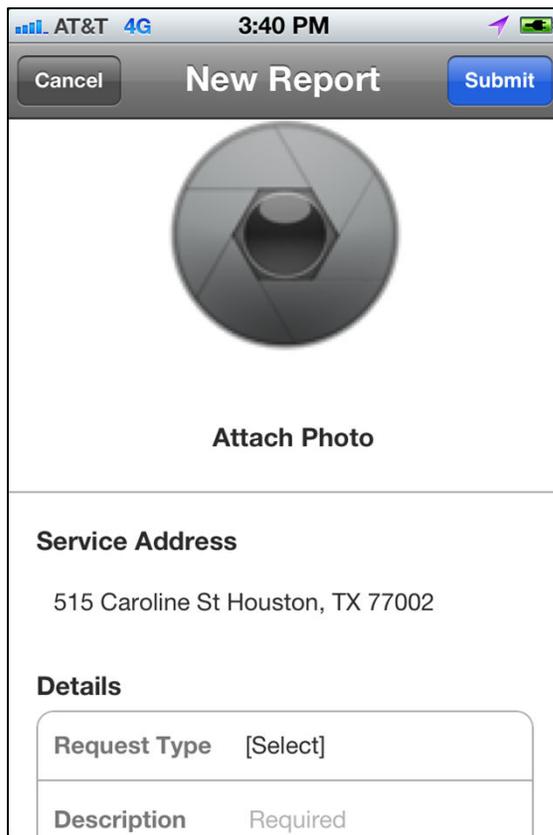
- After saving your user profile click on ‘New Service Request’.
- The application will approximate your location via GPS, or network. However, you may update the location if necessary.
- **NOTE: Location results may vary based on weather, reception, satellite position and physical environment.**





How do I submit a Service Request?

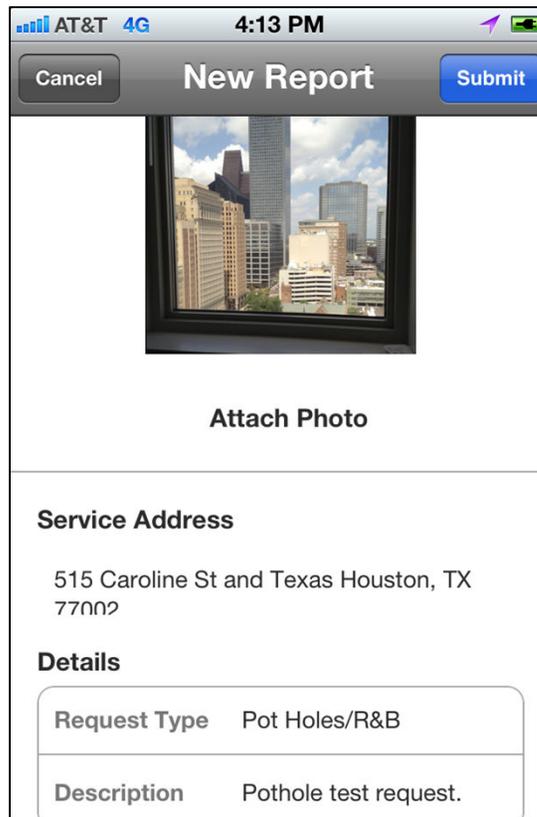
- Click 'Next' to attach a photo.
- You can choose to take a new photo or choose existing.





How do I submit a Service Request?

- Once your photo has been uploaded, you will need to select the request type category.
- Next, input a description.

A screenshot of a mobile application interface for submitting a service request. The screen is titled "New Report" and has a status bar at the top showing "AT&T 4G" and "4:13 PM". There are "Cancel" and "Submit" buttons at the top. Below the title is a photo of a city skyline, with the text "Attach Photo" underneath. The form is divided into sections: "Service Address" with the text "515 Caroline St and Texas Houston, TX 77002", and "Details" which includes a "Request Type" dropdown menu set to "Pot Holes/R&B" and a "Description" field containing the text "Pothole test request." data-bbox="351 348 607 851"/>

Cancel New Report Submit

Attach Photo

Service Address

515 Caroline St and Texas Houston, TX
77002

Details

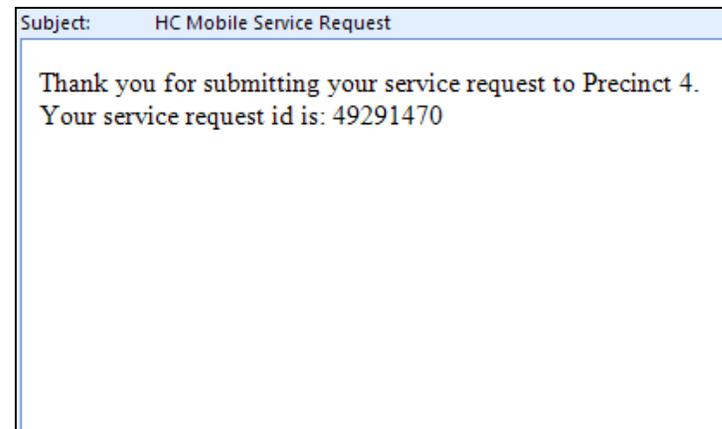
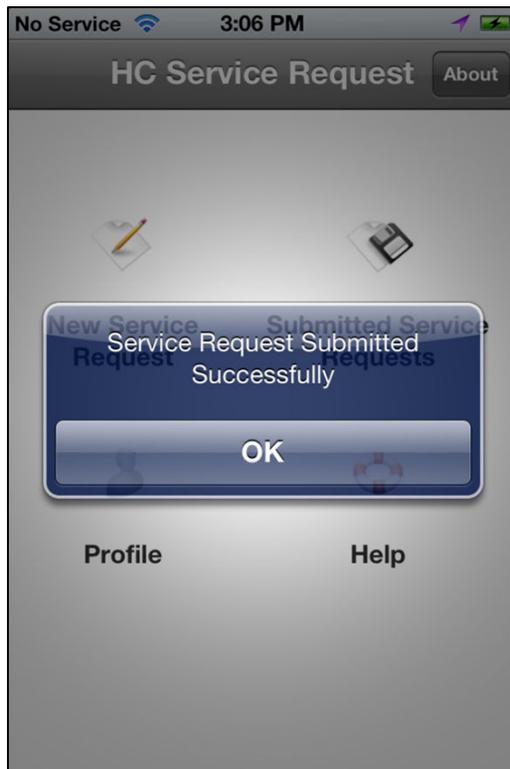
Request Type Pot Holes/R&B

Description Pothole test request.



How do I submit a Service Request?

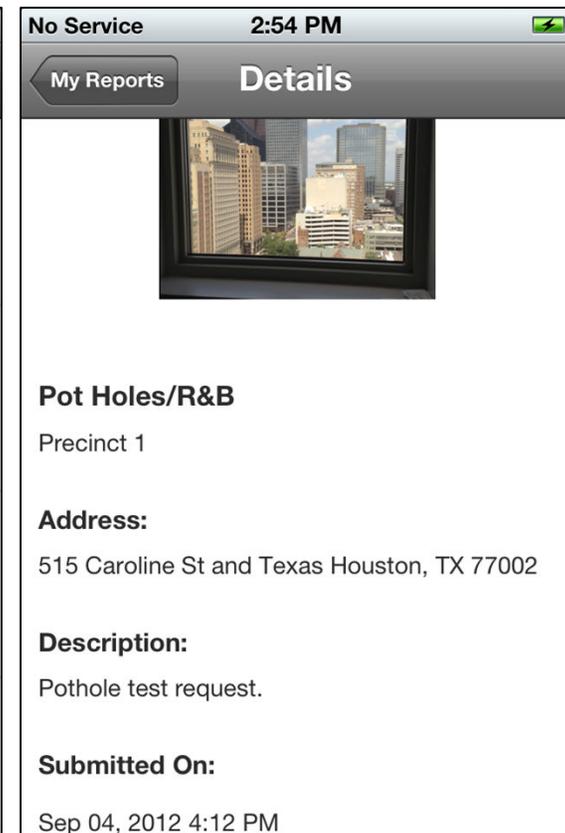
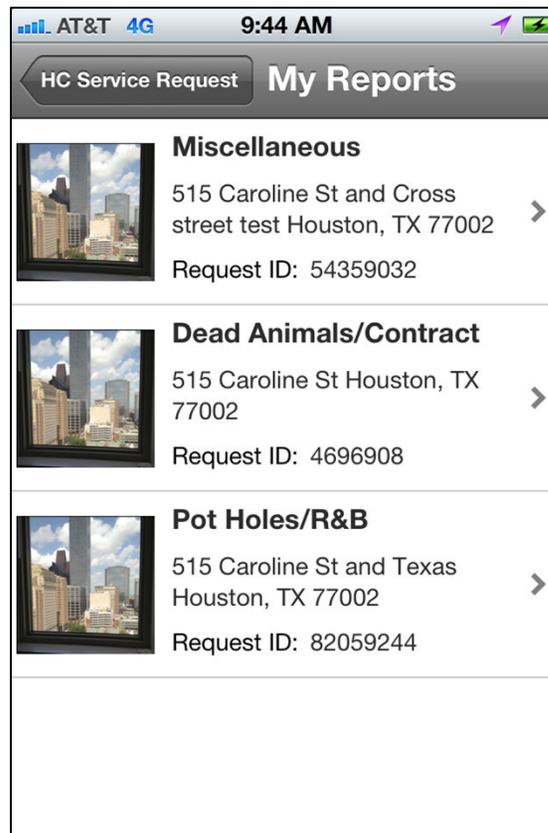
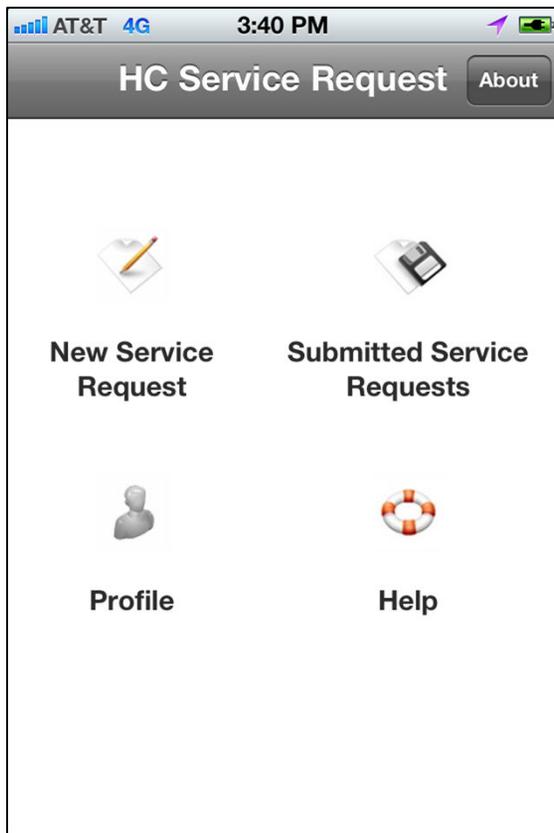
- Click 'SUBMIT' and you are done!
- The application will process the request in the background and you will receive a notification on your phone and in your email.





How do I view my submitted requests?

- From the application home screen, click 'Submitted Service Request'





FAQ

- Can I use this application if my physical location is not in Harris County?
 - Yes. Just drag and drop the marker on the map of where the location of the service request is in Harris County. The application will notify you if the service request location is not in Harris County.
- Do I need internet connectivity to submit a request?
 - Yes. A data plan or wi-fi is required to submit a service request.
- What are other types of service requests?
 - Adopt a Road
 - Barricades/Traffic
 - Bridge repairs
 - Graffiti
 - Guardrails
 - Curb repairs
 - Ditch maintenance
 - Mowing
 - Street sign requests
 - Potholes
 - Road repairs
 - Sidewalk maintenance
 - Sink holes
 - Tree maintenance

