



# 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

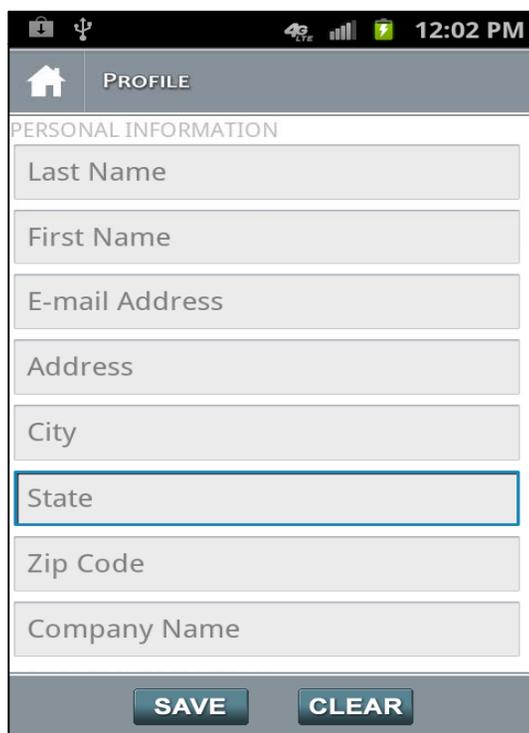
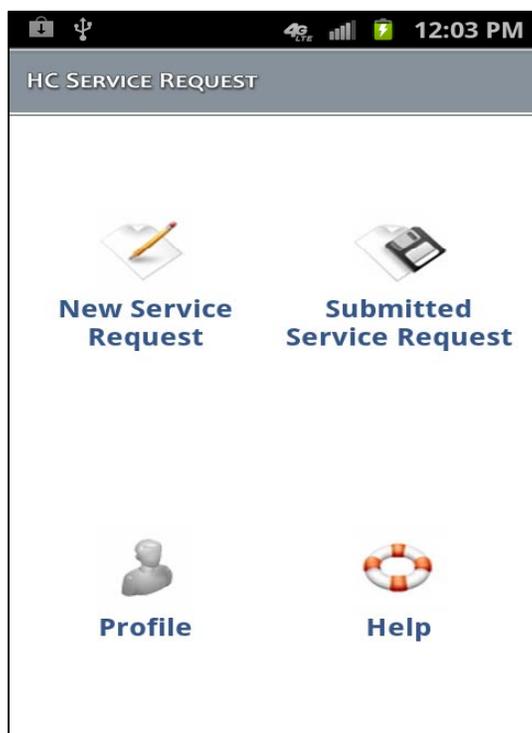
- Download the [HC Service Request](#) app from your phone.
- Key words:
  - Harris County
  - HC Service Request





# How do I submit a Service Request?

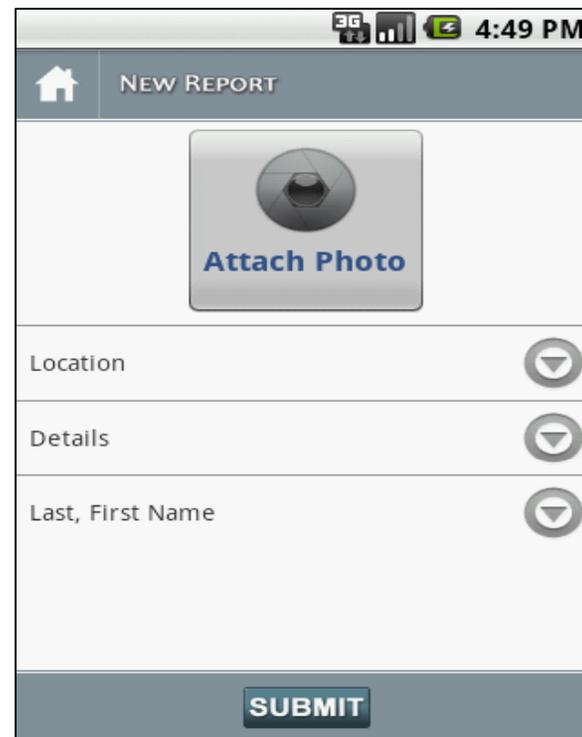
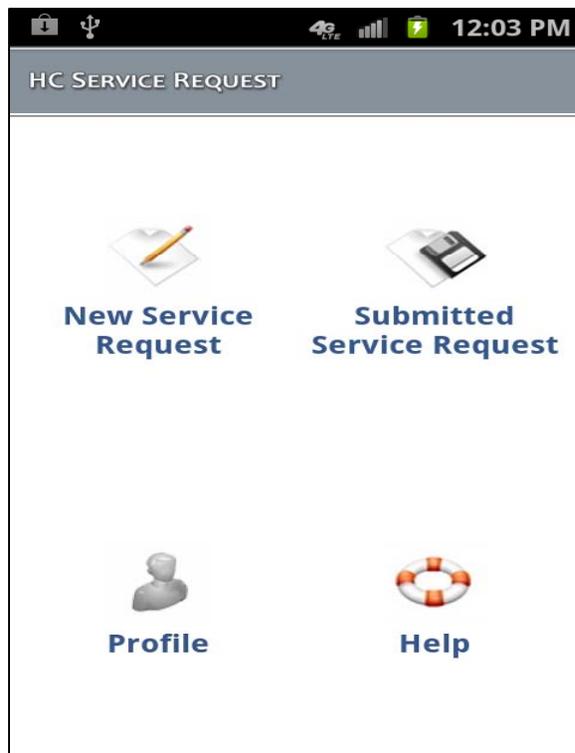
- You must provide non-sensitive contact information by clicking on 'Profile'.
- Last Name, First Name and Email are required.
- User profile will be saved for application reuse.





# How do I submit a Service Request?

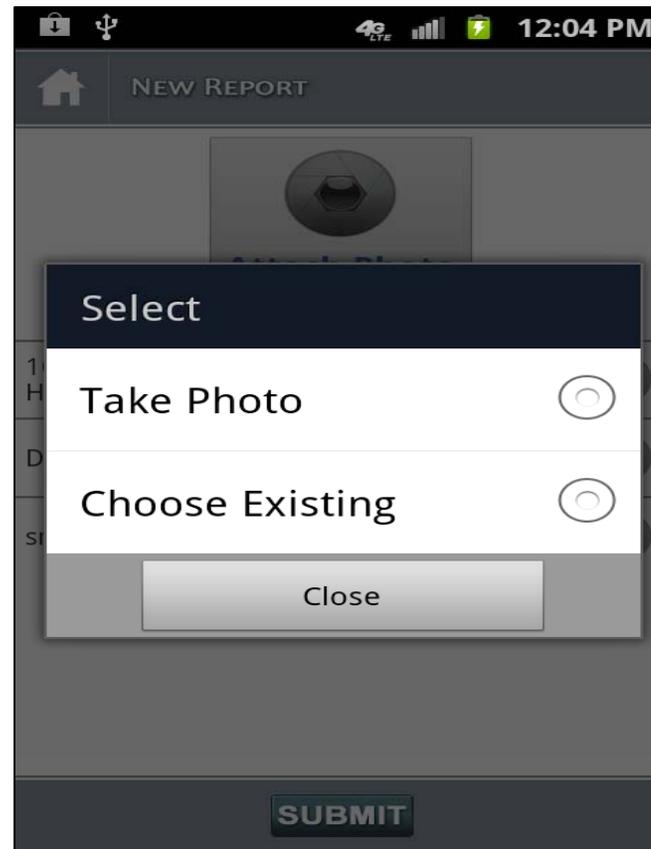
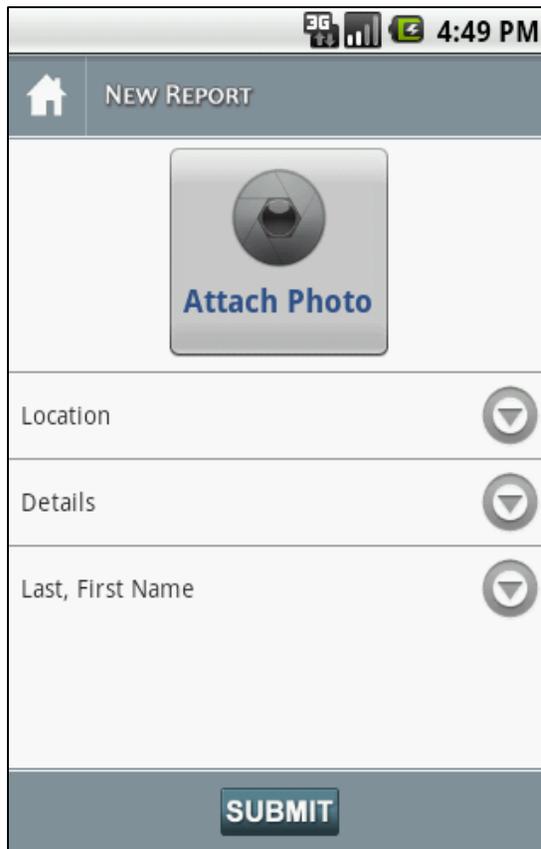
- After saving your user profile click on 'New Service Request'.
- The application will approximate your location via GPS or network.
- Location results may vary based on weather, reception, satellite position and physical environment.





# How do I submit a Service Request?

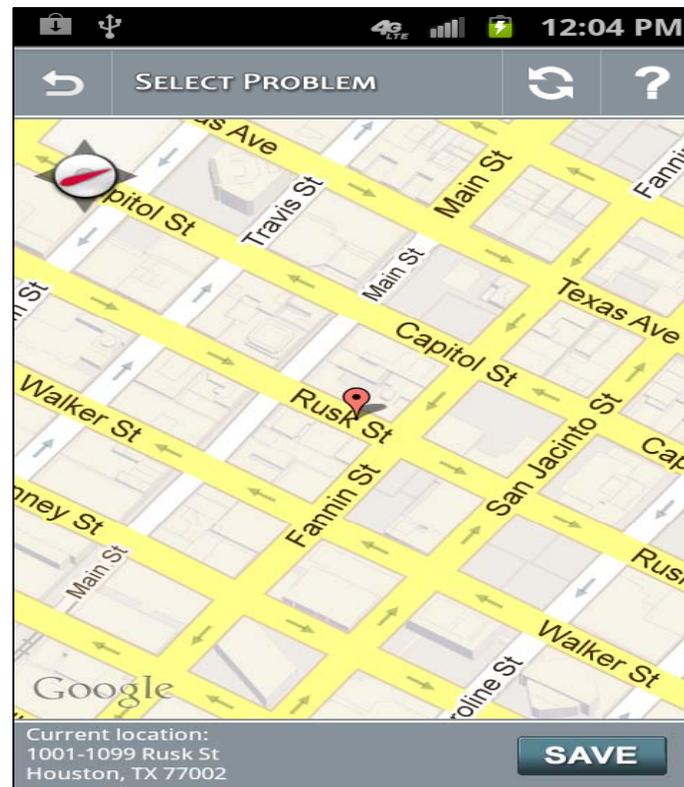
- Click on 'Attach Photo' to attach a photo.
- You can choose to take a new photo or choose existing.





# How do I submit a Service Request?

- You can manually choose your location by dragging and dropping the marker.
- To use your mobile device to approximate your location:
  - click on the refresh icon. 





# How do I submit a Service Request?

- After determining your location, click on 'Detail's.
- Click on the down arrow to select the request type category.
- Input a description and 'Save'.

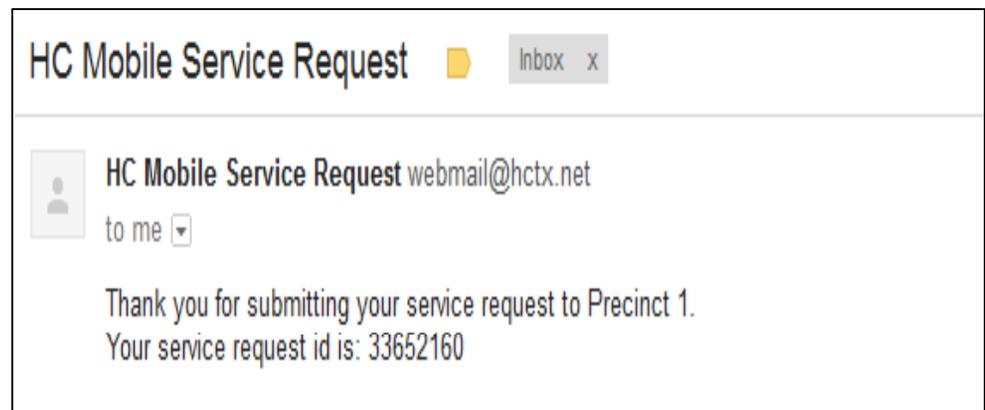
A screenshot of a mobile application interface for submitting a new report. The status bar at the top shows 3G connectivity, signal strength, and the time 4:49 PM. The header bar contains a home icon and the text "NEW REPORT". The main content area features a large camera icon with the text "Attach Photo" below it. Below this are three dropdown menus labeled "Location", "Details", and "Last, First Name". A "SUBMIT" button is located at the bottom of the screen.

A screenshot of the "FILL OUT DETAILS" screen in the mobile application. The status bar shows 4G LTE connectivity, signal strength, and the time 11:55 AM. The header bar contains a back arrow and the text "FILL OUT DETAILS". A dropdown menu is set to "Barricades/Traffic". Below this is a large text input field labeled "Description". A "SAVE" button is located at the bottom of the screen.



# 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.

A screenshot of a mobile application interface for submitting a service request. The screen is titled "NEW REPORT" and features a home icon, a camera icon with the text "Attach Photo", and three input fields: "1001-1099 Rusk St Houston, TX 77002", "Barricades/Traffic Precinct 1", and "smith, john". Each field has a dropdown arrow on the right. A "SUBMIT" button is located at the bottom of the form.



# How do I view my submitted requests?

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

The image displays three sequential screenshots of a mobile application interface for Harris County Texas.

**Screenshot 1 (Left):** The home screen titled "HC SERVICE REQUEST". It features four main options: "New Service Request" (with a pencil icon), "Submitted Service Request" (with a floppy disk icon), "Profile" (with a person icon), and "Help" (with a lifebuoy icon). The time is 12:03 PM.

**Screenshot 2 (Middle):** The "MY REPORTS" screen. It shows a list of reports. The first report is titled "DRIVEWAY" and includes the address "16303 Imperial Valley Dr Houston, TX 77060" and "Request ID: 29833306". A small thumbnail image of a driveway is visible. The time is 12:07 PM.

**Screenshot 3 (Right):** A detailed view of the "DRIVEWAY" report. It features a large photograph of a black pickup truck parked on a driveway next to a large tree. Below the photo, the text reads: "DRIVEWAY", "Precinct 2", "Address: 16303 Imperial Valley Dr Houston, TX 77060", "Description:", "Submitted On: 04/26/2012 09:52 AM", and "Request ID: 29833306". The time is 12:07 PM.



# 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

