



Mayor's Action Center

REQUESTINDY

Gregory A. Ballard, Mayor

Help Topics

See Pages

- | | |
|---|----------|
| 1. How to submit service request by typing in address | 2 to 13 |
| 2. How to shrink screen to better see map | 14 to 16 |
| 3. How to submit service request using map feature | 17 to 22 |
| 4. How to change placement of push pin | 23 to 27 |
| 5. How to check status of service request | 28 to 33 |



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Submit Service Request by
Typing in Address

Step 1: Click “Create a New Service Request”



Step 2: Choose Super Category

Service Request

Choose Service Type → Specify Location → Enter Details → Provide Contact Info → Submit

- Most Common**
The most often used requests
- Animals**
Stray animals and other animal problems
- Streets, Signs & Signals**
Potholes, street maintenance, signs and signal problems
- The Environment**
High grass and weeds, tree problems, flooding and environmental concerns
- Trash, Graffiti & Dumping**
Illegal dumping, trash, and recycling
- Zoning Violations & Abandoned Vehicles**
Code enforcement and zoning

Notes

- Each of the icons is its own super category
- Review the super category descriptions to determine the one that best fits your needs

Click on super category

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Step 3: Choose Category

Service Request

Choose Service Type → Specify Location → Enter Details → Provide Contact Info → Submit

← Categories

Choose your service from the categories below:

- ▶ Traffic Signals
- ▶ Signs
- ▶ Obstructed View
- ▶ Missing Signs
- ▶ Stop Sign Missing or Obstructed
- ▶ Potholes
- ▶ Road Damage

Notes

- The Super Categories are groupings of sub categories
- Click on black arrows next to Super Categories to open and close the Super Categories

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Step 4: Choose Sub Category

The screenshot shows a web application interface for submitting service requests. On the left is a map with street names like E MIAMI ST, E OHIO ST, E WABASH ST, and E COURT ST. A blue box labeled 'Adjust Map Transparency' is overlaid on the map. A large red arrow points from the map towards the 'Service Request' form on the right. The form has a progress bar with five steps: 'Choose Service Type' (checked), 'Specify Location', 'Enter Details', 'Provide Contact Info', and 'Submit'. Below the progress bar is a 'Categories' section with a left-pointing arrow. The text says 'Choose your service from the categories below:'. There are several category buttons: 'Traffic Signals', 'Sigs' (expanded to show sub-categories), 'Potholes', and 'Road Damage'. The sub-categories under 'Sigs' are 'Anything preventing clear view of traffic sign or signal.', 'Missing Signs', and 'Stop Sign Missing or Obstructed'. A mouse cursor is hovering over the 'Missing Signs' button. At the bottom left, a yellow 'Notes' box contains a bullet point: 'By placing your mouse over the Service Requests, Hover Text will appear to better explain what that Service Request is.' At the bottom right is the Indianapolis logo with the text 'Indianapolis Gregory A. Ballard, Mayor'.

Adjust Map Transparency

Service Request

Choose Service Type

Specify Location

Enter Details

Provide Contact Info

Submit

Categories

Choose your service from the categories below:

Traffic Signals

Sigs

Anything preventing clear view of traffic sign or signal.

Missing Signs

Stop Sign Missing or Obstructed

Potholes

Road Damage

Click on sub category

Notes

- By placing your mouse over the Service Requests, Hover Text will appear to better explain what that Service Request is.

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Step 5: Specify Service Request Location

Service Request Shrink

Choose Service Type ✓ Specify Location ✓ Enter Details Provide Contact Info Submit

Service Type: **Weeds**
Subtype: **Public Property**

Enter the address of the request:
Example: 200 E. Washington St

200 E WASH Locate ?
200 E WASHINGTON ST

Or, you can drag the Request icon below to the location of the request:

Notes

- See slides 13 through 18 to learn how to use the push pin and map feature to submit service request
- The address will automatically populate in list
- Click ? for help on entering addresses

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Step 6: Enter Service Request Details

Service Request

Choose Service Type Specify Location Enter Details Provide Contact Info Submit

Service Type: **Signs**
Subtype: **Obstructed View**

Please answer the following questions about your service:

* Type of sign obstructed?

Other Signs; please indicate in comments.
Speed Limit
Street Name Sign
Yield

Continue

Notes

- The  appear where your Service Request location is
- Click on the  to select an answer from the list answer box

Incident Address
200 E WASHINGTON ST
INDIANAPOLIS IN 46204

Step 6: Enter Service Request Details (Continued)

Enter additional information that is pertinent to the Service Request in Comments box

Service Request E MIAMI ST

Choose Service Type ✓ Specify Location ✓ Enter Details Provide Contact Info Submit

Service Type: Signs
Subtype: Obstructed View

Please answer the following questions about your service:

* Type of sign obstructed?
Yield

Comments
A tree has overgrown and is obstructing the view of the yield sign.

Continue

Notes

- Make sure that all fields with * must be answered (enter unknown if information is not known)
- If the  button is grayed out make sure that all required questions have been answered

Step 7: Enter Contact Information

Adjust Map Transparency

Choose Service Type

Specify Location

Enter Details

Provide Contact Info

Submit

Service Type: **Signs**

Subtype: **Obstructed View**

Submit Request Anonymously? No

Contact Information

First Name * John

Last Name * Concerned

Email Address (Optional) ycitizen123@gmail.com

House Number * 123

Street Prefix N

Street Name * Indy

Street Type AVE

Notes

- If you select No to not submit request anonymously you will need to fill in all contact information with a *

200 E WASHINGTON ST
INDIANAPOLIS
46204

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Step 7: Enter Contact Information (Continued)

The screenshot shows a 'Service Request' form with a progress bar at the top. The progress bar has five steps: 'Choose Service Type' (checked), 'Specify Location' (checked), 'Enter Details' (checked), 'Provide Contact Info' (current step), and 'Submit'. The form fields are as follows:

Last Name	*	Concerned
Email Address (Optional)		ycitizen123@gmail.com
House Number	*	123
Street Prefix		N
Street Name	*	Indy
Street Type		AVE
Street Suffix		
City	*	Indianapolis
State	*	IN
Zip	*	46220
Day Phone Number		3175555555
Evening Phone Number		

A red arrow points to the 'Continue' button at the bottom right of the form. The text 'Click Continue when done' is written inside the arrow.

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Step 8: Submit Service Request

Adjust Map Transparency

Service Request

Choose Service Type ✓

Specify Location ✓

Enter Details ✓

Provide Contact Info ✓

Submit

Please Review the information you have provided. If everything is correct, click the button below to submit your service request.

Submit Service Request

ServiceType/SubType: Edit

Service Type: Signs

Obstructed View

Incident Address: 200 E WASHINGTON ST INDIANAPOLIS IN 46204

Request Details: Edit

Incident Address

200 E WASHINGTON ST
INDIANAPOLIS
46204

Click **Submit Service Request** to submit

Click **Edit** to change information in that specific section

200 m

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Step 9: You're Done!

Adjust Map Transparency

Service Request

Choose Service Type ✓

Specify Location ✓

Enter Details ✓

Provide Contact Info ✓

Submit

Please Review the information you have provided. If everything is correct, click the button below to submit your service request.

Submit Service Request

Confirmation

Your request was successfully submitted. If you provided an email address, you will receive a confirmation email shortly containing a service request ID for checking the status of this request.

OK

Click

Notes

- A confirmation message will display noting that your service request was successfully submitted
- If you provided an email address you will receive an email with a link to check that status of the service request

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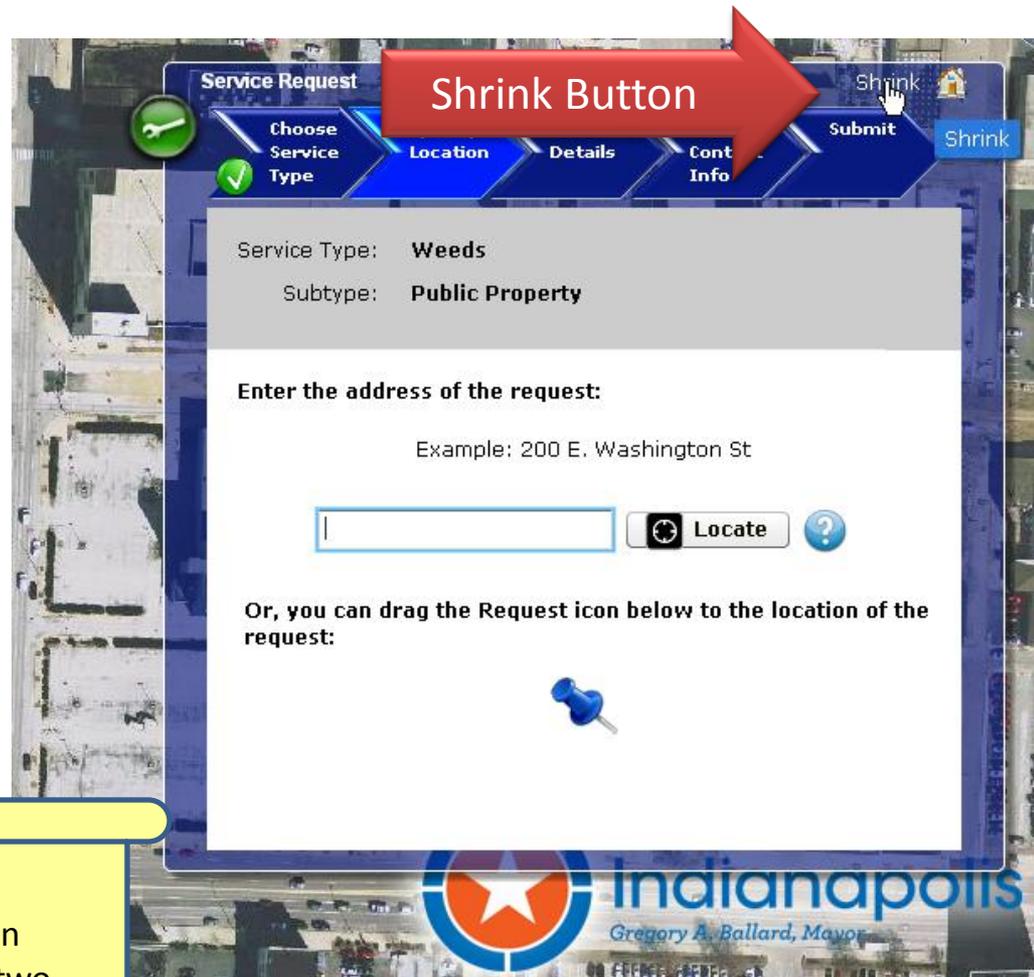
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How to Shrink Screen to Better See Map

Step 1: Click the Shrink button in order to better see and use the map feature.



The screenshot shows the 'Service Request' form for 'Weeds' on a public property. The form is overlaid on a map. A red arrow points to the 'Shrink' button in the top right corner of the form. The form includes a progress bar with steps: 'Choose Service Type' (checked), 'Location', 'Details', 'Cont Info', 'Submit', and 'Shrink'. Below the progress bar, the service type is 'Weeds' and the subtype is 'Public Property'. There is a text input field for the address, with an example '200 E. Washington St' and a 'Locate' button. Below the input field, there is a blue pushpin icon on the map.

Notes

- The Shrink button is only able to be clicked in the Specify Location screen
- You can place Push Pin on the map two ways (by dragging Push Pin on this page or by dragging Push Pin on the next page)

Step 2: Drag Push Pin to Map



Adjust Map Transparency

Click and drag Push Pin to Service Request Location

Service Request

Notes

- Once you have shrunk the categories box, your pin will stay in the top right corner for you to use
- Click  to return to the categories box

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How to Submit Service Request using Map Feature

Step 1: On Specify Location screen, Drag Push Pin to Map

Adjust Map Transparency

Neighborhood

Service Request

Shrink

Choose Service Type

Specify Location

Enter Details

Provide Contact Info

Submit

Service Type: **Potholes**

Subtype: **Street Pothole**

Enter the address of the request:

Example: 200 E. Washington St

Locate

Or, you can drag the Request icon below to the location of the request:

Push Pin

Notes

- Must be at Neighborhood level of zoom to place Push Pin (4th level of zoom)
- Click the Shrink button to make the box smaller, allowing you to see the map better

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Tip: Using Zoom Tool

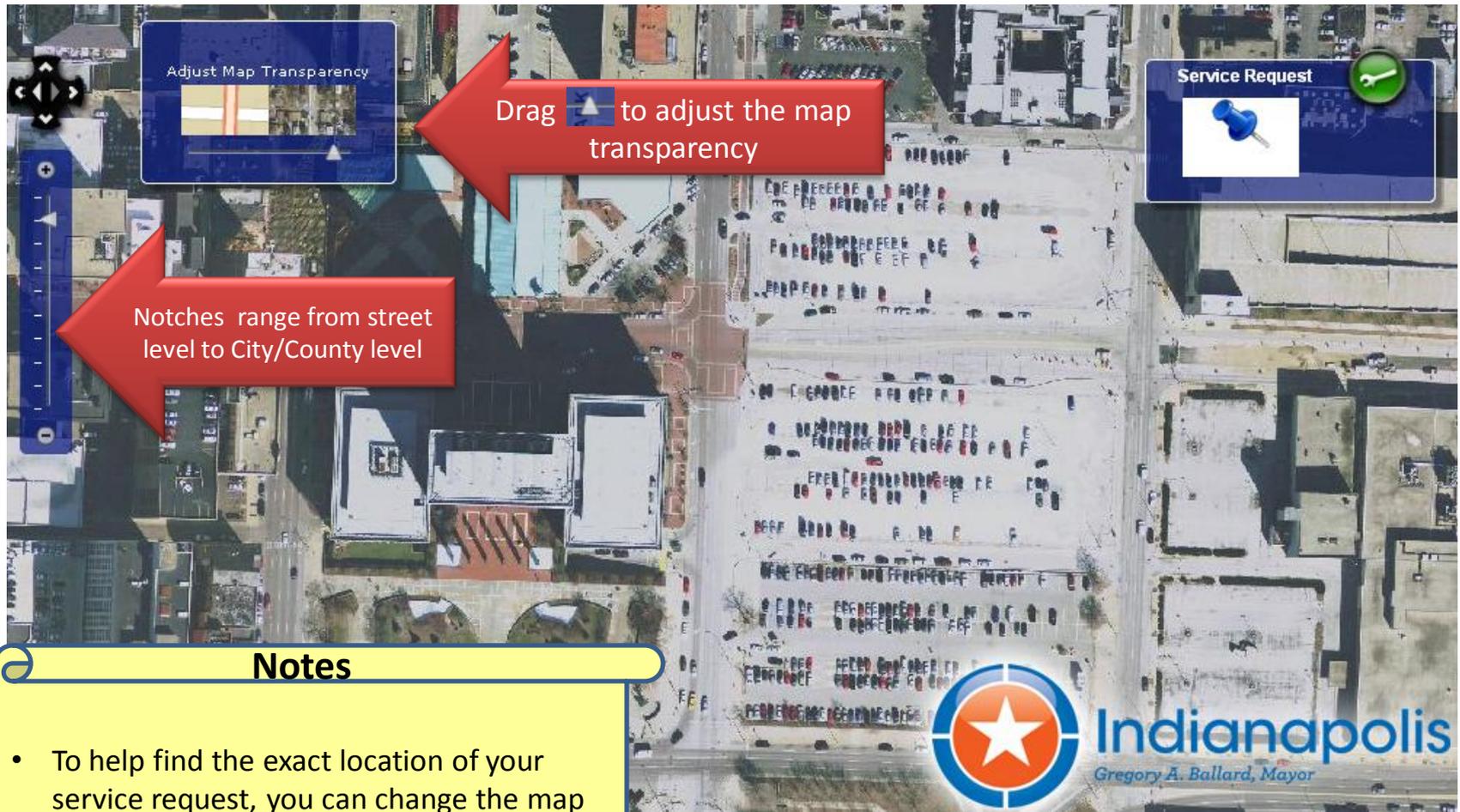
The image shows a web map interface with several key elements:

- Zoom Tool:** A vertical blue bar on the left side of the map, featuring a compass at the top, a zoom-in (+) button, a zoom-out (-) button, and a central slider. A mouse cursor is positioned over the slider.
- Transparency Slider:** A blue box labeled "Adjust Map Transparency" with a slider and a small map preview.
- Service Request:** A blue box labeled "Service Request" containing a blue pushpin icon and a green checkmark icon.
- Callout Box:** A large red arrow pointing to the zoom tool with the text: "You may zoom using the tool on your left side of the screen. It lets you know what level you are zoomed in, for example now it is on the Street level."
- Map Labels:** Street names such as "ASH ST", "N CARROLL ST", "MARKET ST", "E COURT ST", and "N DELAWARE ST" are visible.
- Map Content:** Aerial-style map showing building footprints and street grids.
- Logo:** The Indianapolis logo, featuring a white star in a red circle, with the text "Indianapolis" and "Gregory A. Ballard, Mayor" below it.

Notes

- Once you have clicked the Shrink Button, you must zoom in on the map to find the Service Request location
- If your mouse has a roller, you can also roll in and out to zoom.

Tip: Adjusting Transparency



The image shows a screenshot of a map application interface. In the top left, there is a compass and a zoom control. A blue box labeled "Adjust Map Transparency" contains a slider with a white triangle. A red arrow points from this box to the text "Drag [triangle icon] to adjust the map transparency". To the right, a blue box labeled "Service Request" contains a blue pushpin icon and a green wrench icon. In the bottom left, a yellow box labeled "Notes" contains a bullet point. The map itself shows an aerial view of a city street with buildings and a parking lot. The Indianapolis logo and Mayor Gregory A. Ballard's name are visible in the bottom right corner.

Adjust Map Transparency

Drag  to adjust the map transparency

Service Request 

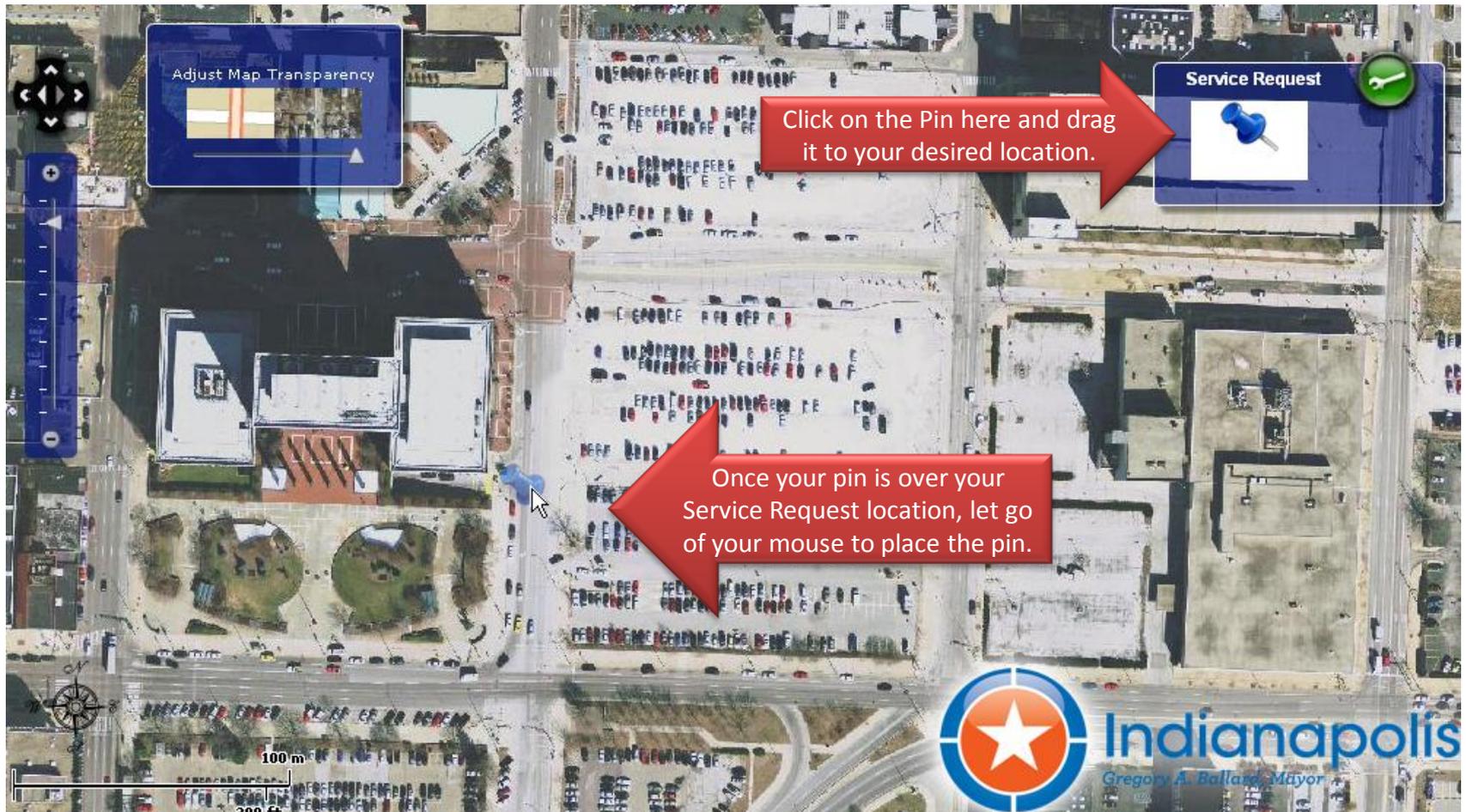
Notches range from street level to City/County level

Notes

- To help find the exact location of your service request, you can change the map transparency to see the actual buildings

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Step 2: To place the push pin, click on it and drag it to the Service Request location.



Step 3: Once you let go of your mouse, the map will determine the location and keep the pin in place

Adjust Map Transparency

Your location has been found

Incident Address
48 N ALABAMA ST
INDIANAPOLIS IN
46204

Service Request

Choose Service Type ✓

Specify Location ✓

Enter Details

Provide Contact Info

Submit

Service Type: **Potholes**

Subtype: **Street Pothole**

Please answer the following questions about your service:

- * Has it caused property damage?
- * How many chuckholes are there?
- * What is direction of travel?
- * What is the size of chuckhole?
- * When did you notice the condition or when did the incident occur?

Notes

- Business rules are executed each time a pin is placed on the map

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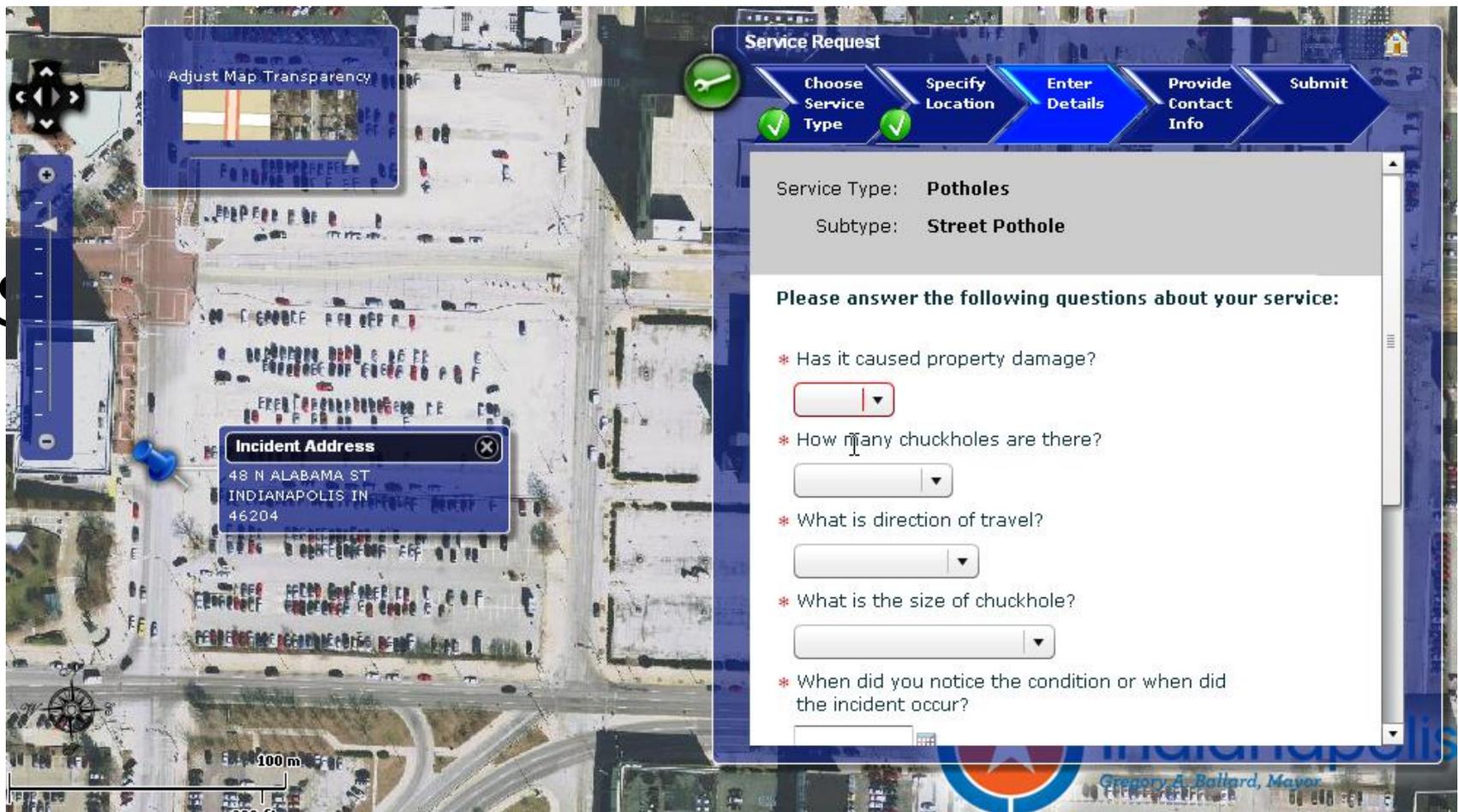
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How to Change Placement of Push Pin to Change Address

Step 1: Once you have placed your push pin you will be in the Enter Details Screen



Step 2: If push pin is not in the correct location, click back to the Specify Location Screen

Adjust Map Transparency

Service request

Specify Location

Enter Details

Provide Contact Info

Submit

Incident Address
48 N ALABAMA ST
INDIANAPOLIS IN
46204

Service Type: **Potholes**

Subtype: **Street Pothole**

Please answer the following questions about your service:

- * Has it caused property damage?
- * How many chuckholes are there?
- * What is direction of travel?
- * What is the size of chuckhole?
- * When did you notice the condition or when did the incident occur?

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Step 3: Drag Push Pin to correct location on map

Service Request Shrink

Choose Service Type Specify Location Enter Details Provide Contact Info Submit

Service Type: **Potholes**
Subtype: **Street Pothole**

Enter the address of the request:
Example: 200 E. Washington St

Or, you can drag the Request icon below to the location of the request:

Click and drag Push Pin to correct Service Request Location

Incident Address
52 N ALABAMA ST
INDIANAPOLIS IN
46204

Adjust Map Transparency

100 m

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Step 4: Let go of the push pin in the correct location on map

The screenshot shows a mobile application interface for reporting a service request. On the left, an aerial map displays a blue push pin at a location. A red arrow points to the pin with the text "Drop the pin in the correct location". Above the map, a blue box labeled "Adjust Map Transparency" contains a slider. Below the map, a blue box labeled "Incident Address" shows the address: "90 N ALABAMA ST INDIANAPOLIS IN 46204". On the right, a "Service Request" form is open. The form has a progress bar with five steps: "Choose Service Type" (checked), "Specify Location" (checked), "Enter Details" (current step), "Provide Contact Info", and "Submit". The "Enter Details" section includes the following questions and input fields:

- Service Type: **Potholes**
- Subtype: **Street Pothole**
- Please answer the following questions about your service:
 - * Has it caused property damage?
 - * How many chuckholes are there?
 - * What is direction of travel?
 - * What is the size of chuckhole?
 - * When did you notice the condition or when did the incident occur?

At the bottom right of the form, the name "Gregory A. Ballard, Mayor" is visible.

Notes

- Once you place the Push Pin on the map you will be returned to the "Enter Details" screen
- You can repeat steps 1 through 3 until you place the pin in the right location



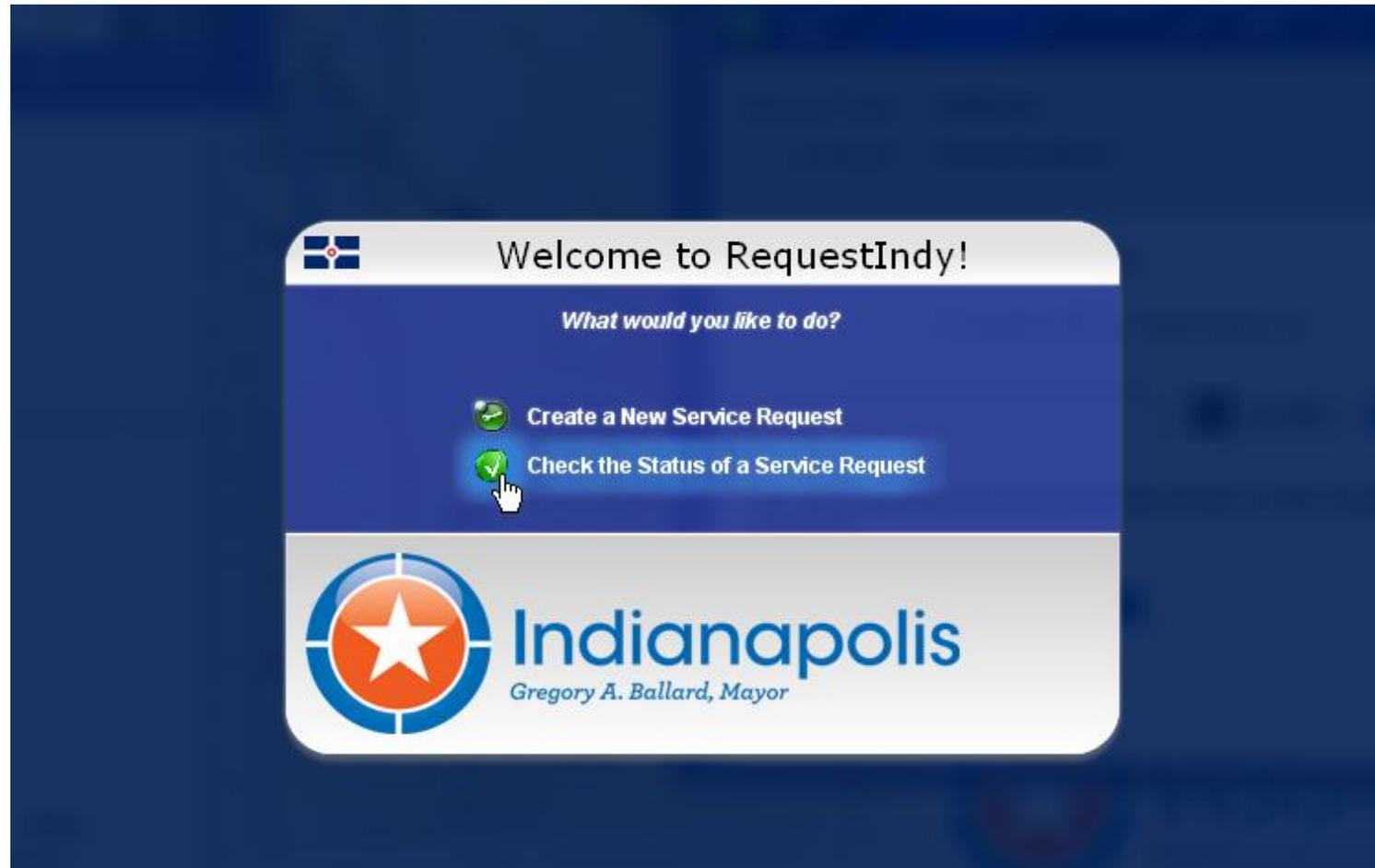
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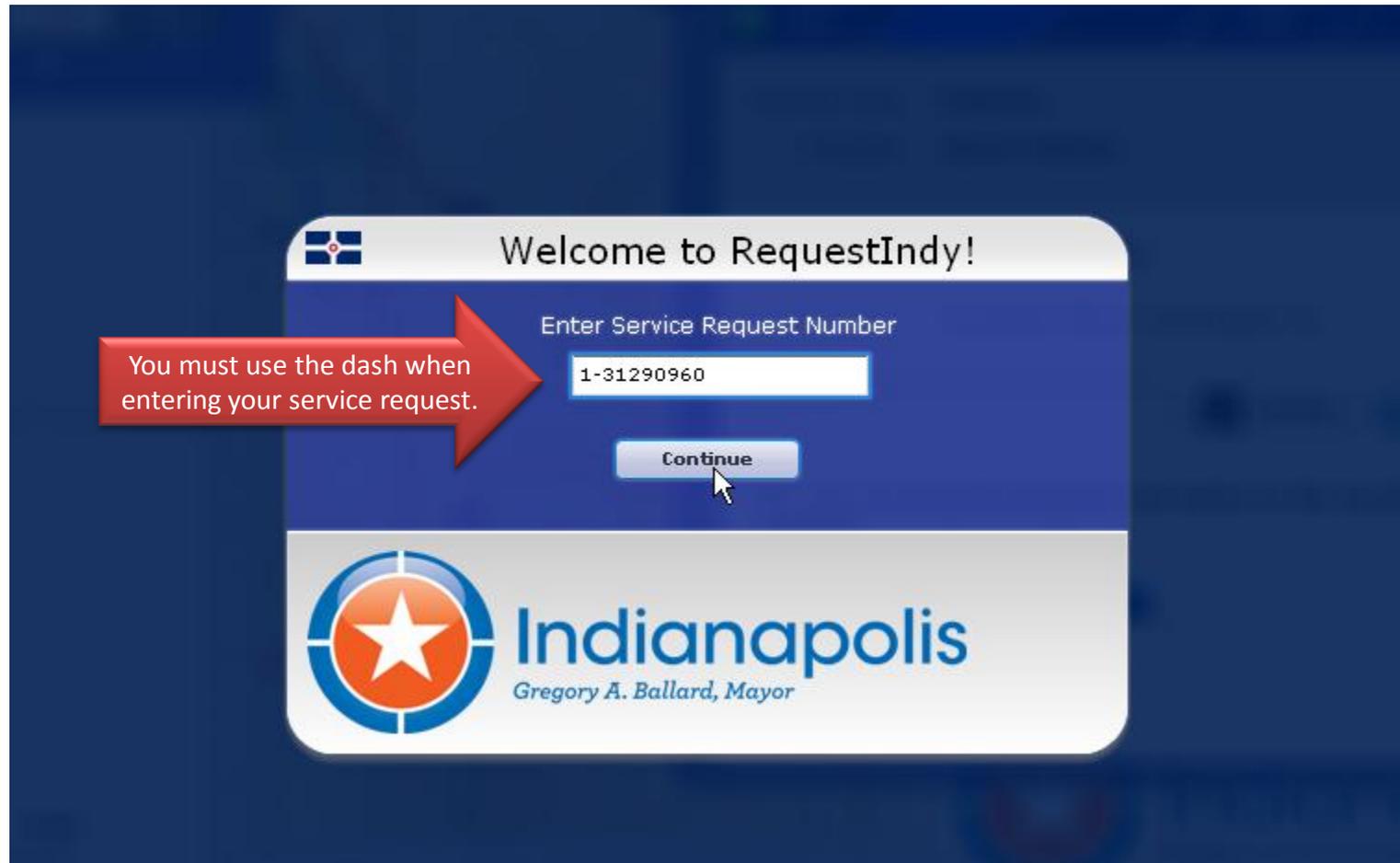
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How to Check Status of Service Request

Step 1: Click on Check the Status of a Service Request



Step 2: Enter Service Request Number and Click Continue



The screenshot shows a web interface for 'RequestIndy'. At the top, it says 'Welcome to RequestIndy!' with a small flag icon. Below that, there is a text prompt 'Enter Service Request Number' and a text input field containing '1-31290960'. A red arrow points from a callout box to the input field. The callout box contains the text 'You must use the dash when entering your service request.' Below the input field is a 'Continue' button with a mouse cursor hovering over it. At the bottom of the interface is the Indianapolis logo, which features a star inside a circle, and the text 'Indianapolis' and 'Gregory A. Ballard, Mayor'.

You must use the dash when entering your service request.

Welcome to RequestIndy!

Enter Service Request Number

1-31290960

Continue

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Step 3: Review Status of Service Request

The screenshot shows a window titled "Status of Request #1-31290960". At the top, there are two buttons: "Check another Request" and "Create a New Service Request". Below these is a section titled "Request Status" containing the following information:

Request Number:	1-31290960
Current Status:	Open
Date Initiated:	6/11/2010
Date Closed:	

At the bottom of the window is a section titled "Request Details".

Annotations with red arrows point to specific parts of the window:

- An arrow points from the left to the "Request Status" section with the text: "Your status will either be Open or Closed".
- An arrow points from the right to the "Request Number: 1-31290960" with the text: "This is your request number".
- An arrow points from the right to the "Date Initiated: 6/11/2010" with the text: "This is the date you submitted your request".

Step 5: You can then Request Details of your Service Request, check another Service Request or Create a New Service Request

The screenshot shows a web application window titled "Status of Request #1-31290960". The window has a dark blue header with a white checkmark icon and two buttons: "Check another Request" and "Create a New Service Request". Below the header is a white box with the title "Request Status" and a green checkmark icon. The status information is as follows:

Request Number:	1-31290960
Current Status:	Open
Date Initiated:	6/11/2010
Date Closed:	

At the bottom of the white box is a "Request Details" link with a document icon. Three red arrows point to these elements with the following text:

- Top-left arrow: "Check another Service Request status here"
- Top-right arrow: "Create a New Service Request Here"
- Bottom-left arrow: "You can view the Service Request Details you submitted here."

Step 4: After clicking on the Request Details button you will see the details that you entered about your Service Request



Service Request Address: 200 E WASHINGTON ST
Request Type: Abandoned Vehicle
Request SubType: Residence (ABV)
Category: Service
unknown
License Plate? No
Property Owner Calling? No
Broken Windows? Yes
Color? Black
Flat Tires? Yes
Make? Cadillac
Where is vehicle sitting? Frontyard
Comments

If you know the license plate state and number please indicate below, otherwise enter Unknown.

Notes

- If you click on the "Request Detail" button the "Request Status" section will collapse
- If you click on the "Request Status" button the "Request Details" section will collapse