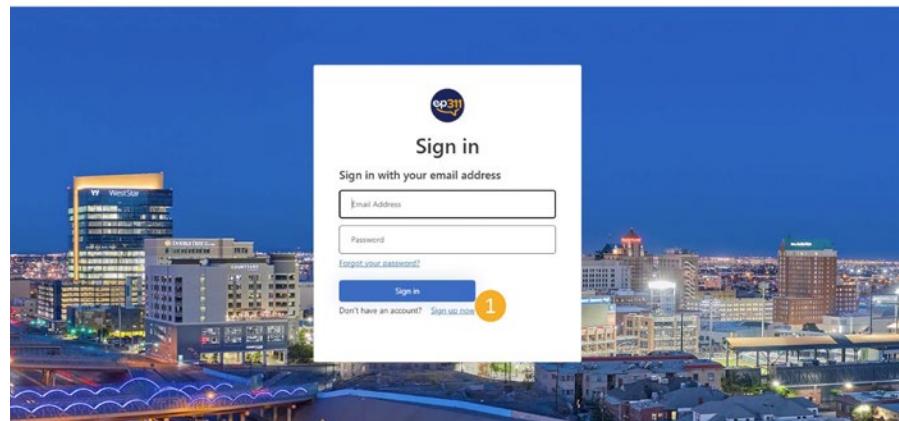




EP 311 Web App

A step-by-step guide to navigating the El Paso 311 web app for easy service requests and issue reporting.

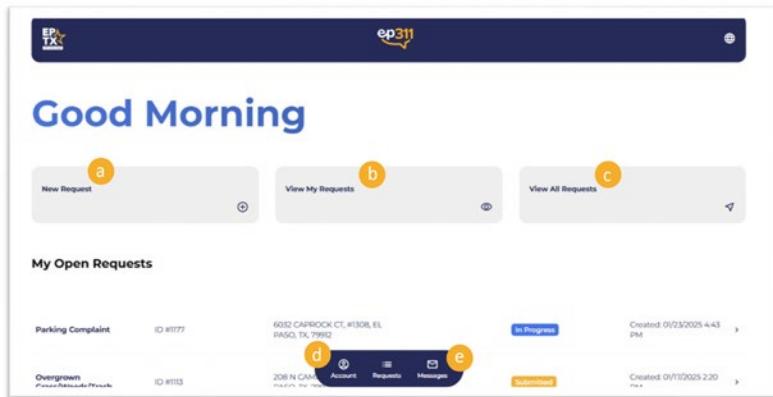
Create a New Account



1. Click on “Sign Up Now” to create a new account
2. Add your email address to the corresponding box and click “Send Verification Code”
3. A new box will pop up asking for the verification code sent to your email.
4. Click on “Verify Code”
5. Fill out the remaining boxes and click on “Create”
6. Continue to the next page for request submission

A composite image showing the 'User Details' form and a verification code pop-up. The 'User Details' form includes fields for Email Address, New Password, Confirm New Password, First Name, Last Name, and Phone Number. The verification code pop-up shows a 'Verification Code' input field, a 'Verify code' button, and a 'Send new code' button.

Main Homepage



After you've created an account, you will be redirected to our homepage. Here you will be able to:

- a) Create a new service request
- b) View your submitted service requests
- c) View all submitted service requests on the system
- d) View your account information
- e) Check for any app-related messages

Continue to create a "New Request" for the next step.

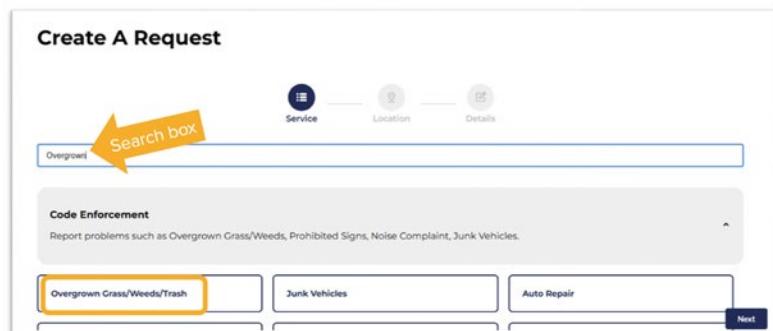
New Request



Create a New Service Request

To create a new service request you will either type what you are looking for in the **search box** or you can scroll down to find the request category you are looking for.

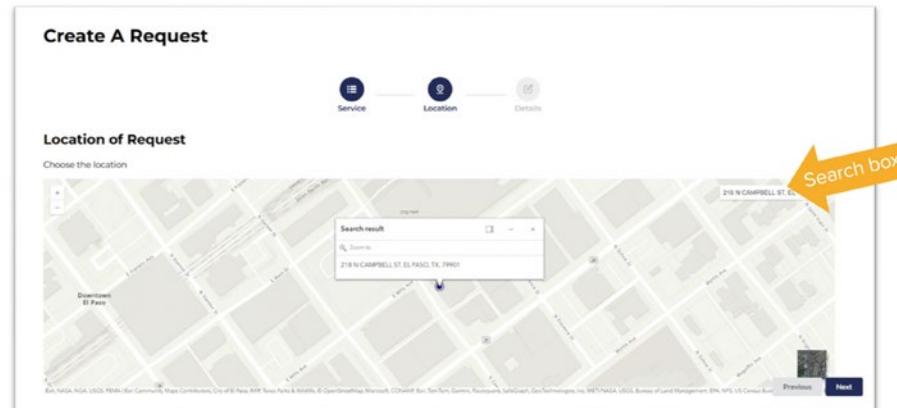
For example: We will create a service request for **Overgrown Grass and Weeds** by selecting the first box in the Code Enforcement section:



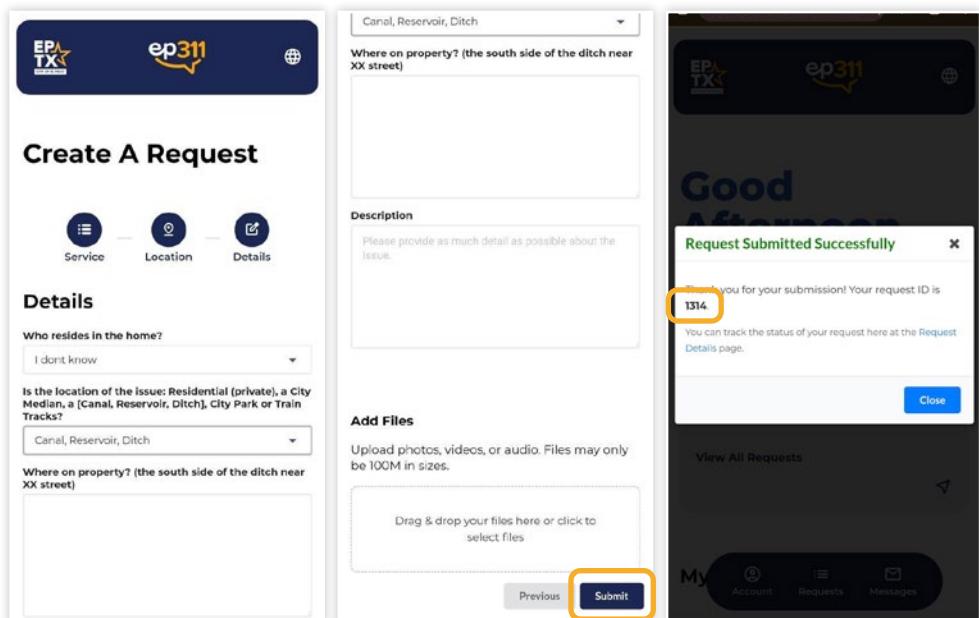
Create a New Service Request Continued...

We will now search the map for the location of our service request. You can either:

- select a point on the map or,
- search for an address using the search box at the top right corner of the map.



After clicking next you will be directed to add all the details to your request. Optionally, you can add a file (picture, video, audio). Finally, submit your request by clicking **submit**. You will get a pop-up box with your request number.



After submission, your request will now show on the homepage in **My Open Requests**. You can find the status of your request in the yellow box as submitted. This status will change based on the process of your request.