MyCivic 311

Frequently Asked Questions

1. **What is this new system and what does it do?** The City of Yorba Linda is now utilizing MyCivic 311 from Tyler Technologies to offer both a comprehensive mobile app and a web-based integrated civic request management system.

2. **Where can I find the information and/or download the app?**

   - Web Portal http://mycivic311.yorbalindaca.gov

   - MyCivic 311 Mobile App

   Hint: Scan the QR code above with your smartphone's camera to be taken to the appropriate app store for your device's operating system.

3. **How do I create an account?** To submit a request, you **must** register an email address and password with Tyler Identity or sign in with another provider, such as Google, Apple, Microsoft, or Facebook, or Twitter. To register an email address through Tyler Identity, follow the steps below.

   - Open the app or website and click Sign-in/Register. If you are using the app, users will be prompted to set their city. Select Yorba Linda.

   - Fill in your name, email address, and password.

   - Click Register and then you will receive a notification regarding e-mail verification.

   - Open your email and find the verification email. Follow the instructions to verify your account.

4. **Who is Tyler and why do they want my information?** Tyler is a software developer that the City of Yorba Linda has selected to provide an Asset Management and Civic Request system. This system integrates with other systems used by the City.

   a. Visit tylertech.com/privacy

   b. Visit yorbalindaca.gov/124/Terms-and-Conditions

5. **What requests can be made in the system?** Currently, the system covers most Public Works and Park Service requests. In the future, more request types and departments will be added.

6. **Is there a difference between the online portal and the MyCivic 311 mobile app?** The online portal (http://mycivic311.yorbalindaca.gov) and the MyCivic 311 mobile app contain the same request types and allow for the same information to be submitted. Please note, the MyCivic 311 mobile app adds the ability to use location services from your device to locate your current location, making it easier to submit a request.

7. **Can I upload videos?** Videos are not supported. Supported file types are .jpg, .bmp, .gif, .png, and .tif.

8. **What happens if I forgot my password?** If you are using Tyler Identity for your username/password and forgot your password, you can reset it by selecting "Select Forgot Password" on the sign-in screen. Please note, you will receive an email from noreply@identity.tylerportico.com with a link to reset your password. If you do not see this e-mail in a few minutes, please check your SPAM/Junk folder. If you forgot your password to one of the other login providers (Google, Apple, Microsoft, or Facebook), please follow that provider's password reset instructions.

9. **What if I do/do not want to be contacted regarding this request?** All correspondence will be made via the email address you provide. If you would like to be contacted directly regarding your request, please make a note in the Description field (on the web portal) or the Notes field (on the MyCivic 311 mobile app) that you want to be contacted and what the best way to reach you is. If you do not want to be contacted, you can place that in the notes as well. You will receive an email notification that your request has been received as well as a notification when that request has been closed.

10. **What if I have multiple requests, can I make them all at once?** Each request should be made with a separate submission. This allows the individual request to be routed and tracked appropriately.

11. **I want to make my request anonymously; can I do that?** No, all requests require a sign-in. To submit a request, you must sign-in to the web portal or MyCivic 311 mobile app. Name, email address, and phone number are required fields. This information is not shared,

is kept confidential, and is intended for the sole and exclusive use by the City of Yorba Linda staff for follow-up purposes.

12. **I already have an account in CivicPlus, do I need to make a new one?** Yes, the web portal and MyCivic 311 mobile app use a different service provider than CivicPlus. You must create a new account on the web portal or MyCivic 311 mobile app.

13. **Who sees my requests?** All information entered on the web portal or MyCivic 311 mobile app is visible to City Staff. Your ticket and the specific details will not be visible to the public. This information is not shared, is kept confidential, and is intended for the sole and exclusive use by the City of Yorba Linda staff for follow-up purposes.

14. **What if my request is an emergency?** City of Yorba Linda staff responds to service requests during regular business hours, Monday - Thursday 7:30 a.m. - 5:30 p.m. and alternate Fridays from 8 a.m. to 5 p.m. To report emergency-related services (i.e. broken sprinkler, tree-down, water main breaks, bees, down traffic signals, etc.) outside of regular business hours, please contact the Orange County Sheriff's Department Dispatch Line at 714-647-7000, who will then contact City staff. Please be advised that MyCivic 311 is not to be used for emergencies. For urgent matters that require immediate attention or a police response, call 9-1-1.

15. **Who do I contact for technical questions?** All technical issues with the app can be e-mailed to 311help@yorbalindaca.gov.

16. **Who do I contact to follow up on my request?** Residents should email mycivic311@yorbalindaca.gov or can call the Public Works Department at 714-386-3140. Please reference the request number assigned in all communications regarding your service request.

17. **What if my request is different than any of the options listed?** If your request does not fall into one of the predetermined request types, please use the "Miscellaneous" option. Be sure to clearly explain your request in the Description (web portal) or Note (MyCivic 311 app) field.

18. **How do I go back to the beginning?** On the web portal, you can: 1) cancel your request, 2) click on Portal Home, or 3) click on the browser's back button. On the MyCivic 311 mobile

app you can click on the back arrow at the upper left. If you chose to go back to a previous page, no details from the current page are saved.