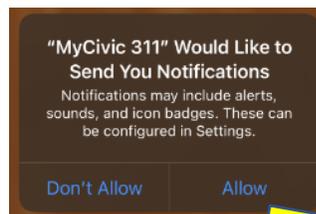## MyCivic 311 Mobile App Instructions

The following instructions will guide users through the setup of the MyCivic 311 App and the necessary steps for submitting a service request.

To learn more, visit https://mycivic311.yorbalindaca.gov/

1. **Download MyCivic 311 in app store.**
   Hint: Scan QR Code to right with
   your smartphone's camera:

   a. Search for MyCivic 311
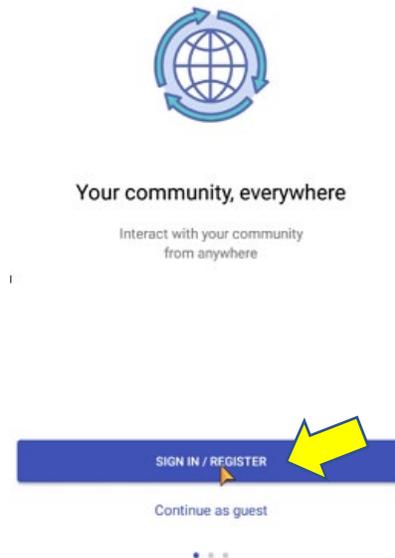
   b. Allow Notifications

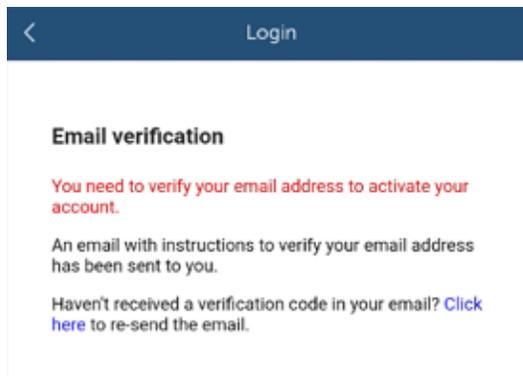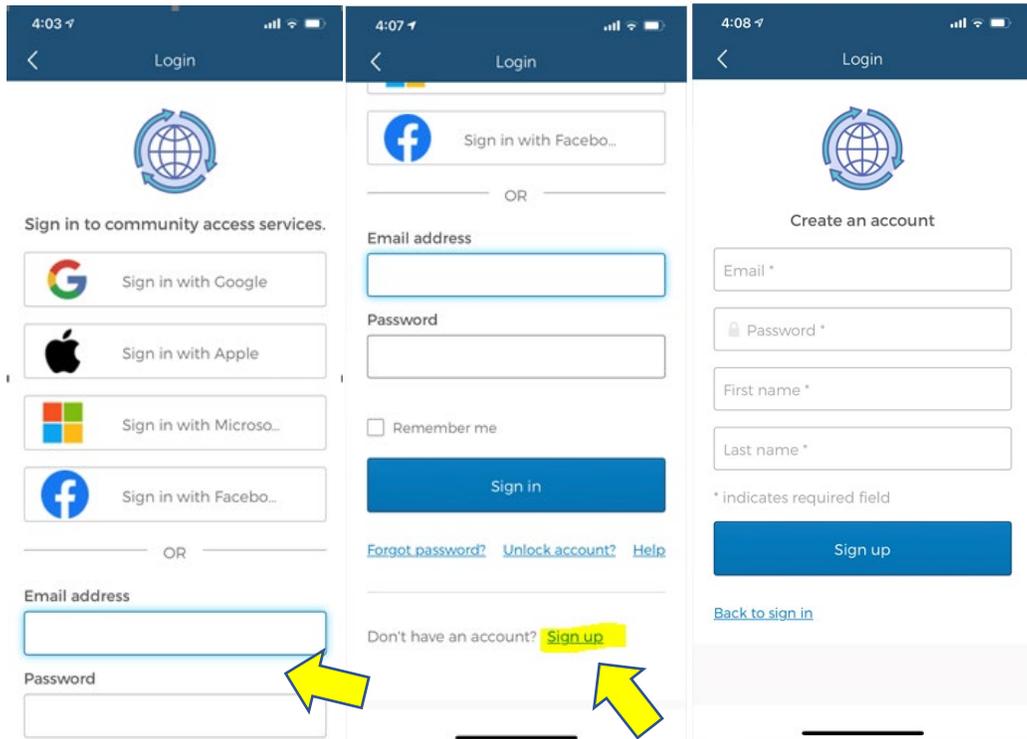**2.   Search for and select "City of Yorba Linda"**

3.   Register an Account / Login

The MyCivic 311 app uses Tyler Identity as a trusted authentication partner, or allows you to use other trusted sources (such as Google, Apple, Microsoft, Facebook). You must register for a new account through Tyler Identity if you do not want to use one of the other authentication methods. It is recommended that you use a personal email address and a unique password. Once completing the steps pictured below, you will receive an email asking you to confirm your email address. Please view this email and select the link to verify your email address. Then, return to the MyCivic 311 app.

Login

Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microso...

Sign in with Facebo...

OR

Email address

Password

Login

Sign in with Facebo...

OR

Email address

Password

☐ Remember me

Sign in

Forgot password?   Unlock account?   Help

Don't have an account? Sign up

Login

Create an account

Email *

🔒 Password *

First name *

Last name *

* indicates required field

Sign up

Back to sign in

Login

Email verification

You need to verify your email address to activate your account.

An email with instructions to verify your email address has been sent to you.

Haven't received a verification code in your email? Click here to re-send the email.

Verify email External Inbox ×

Tyler Identity Citizen <noreply@tyleridentity.com>
to me ▾

Someone has created a Tyler Identity Citizen account with this email address. If this was you, click the link below to verify your email address

Link to e-mail address verification

This link will expire within 12 hours.

If you didn't create this account, just ignore this message.

CITY *of* **YORBA LINDA**

Confirm validity of e-mail address.

Confirm validity of e-mail address.

» Click here to proceed

Your email address has been verified!

Your email address has been verified!

4. **Report an Issue**

    a. Sign in with one of the authentication providers, or with your Tyler Identity account.

    b. You must allow MyCivic 311 to access your device's location in order for the correct GPS data to be captured when submitting a ticket.
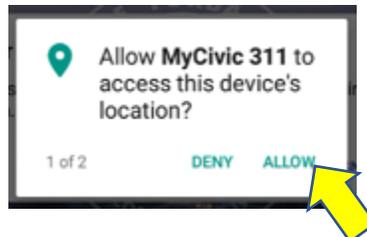
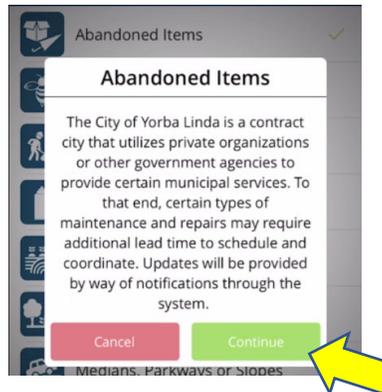c. Click on the "Report an Issue" megaphone icon.
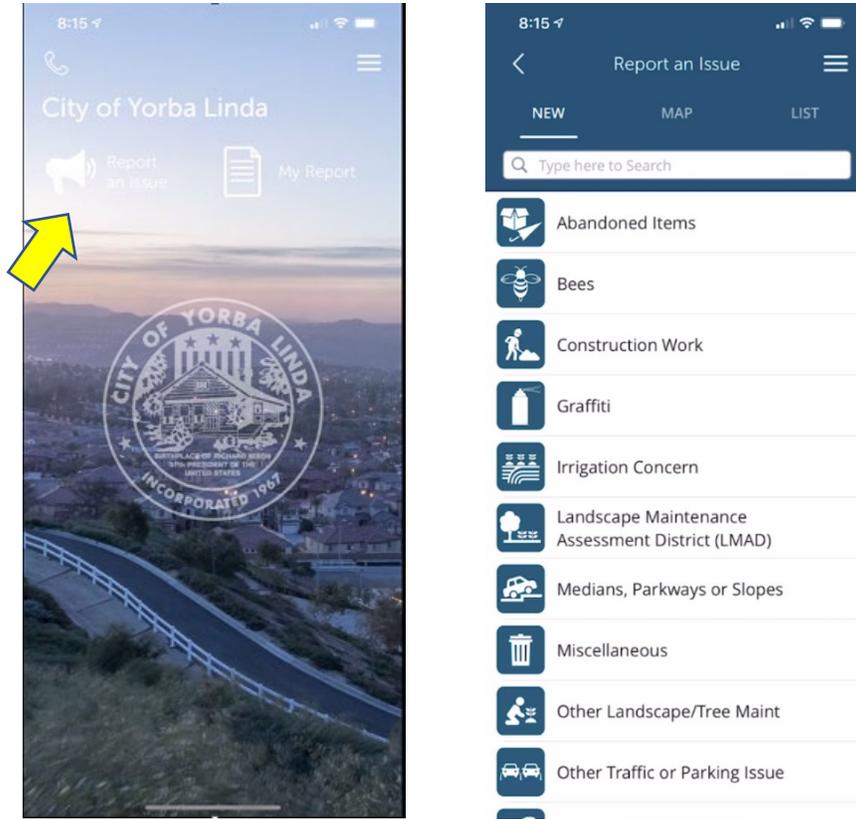
d. After selecting an Issue Type, you may be presented with a notification that needs to be acknowledged.

e. You must enter all the contact information to submit a request.

f. If you are in the actual location of the request and you have allowed the app to use location-based services, then the map will open with your current location centered. If your request is located in a different area, you can move the map around so that the proper location is identified in the crosshairs at the center of the map.
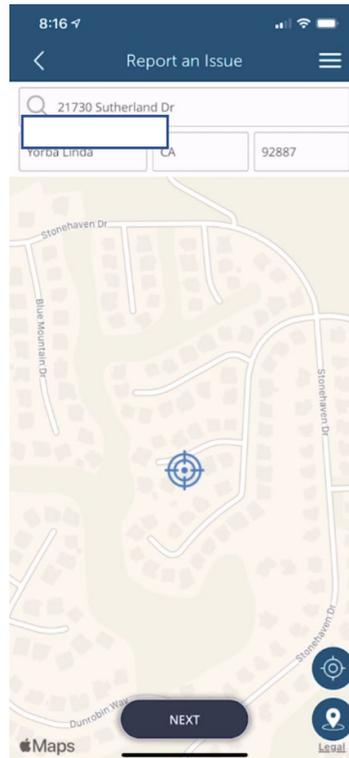
g. Please enter any helpful notes that you feel are necessary for the request.

h. After clicking on the "Take Picture" button, you must give the app access to your device's camera.
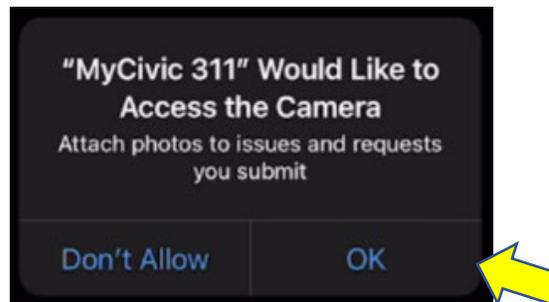
i. Take the picture you would like to use and select "Use Photo"

j. Review the information you have entered and add additional Notes or Pictures prior to clicking "Submit"
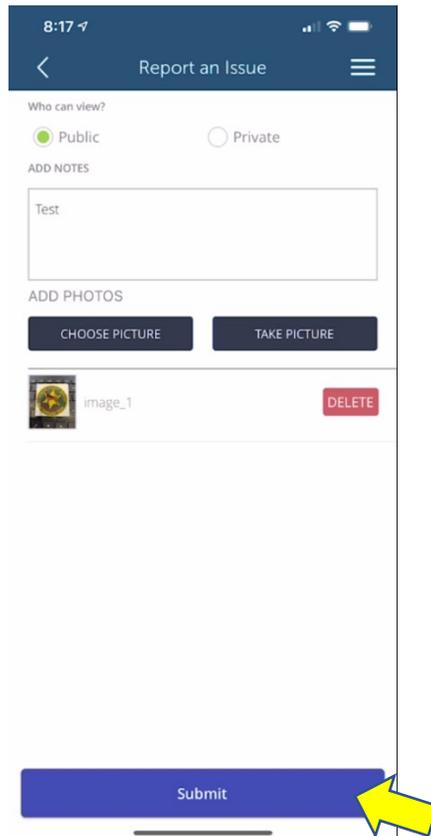
k. You will receive a notification in the MyCivic 311 app that your request has been submitted. You will also receive an email at the registered email address.

5. **Verify Email Response**

    a. After submitting a request, you will also receive an email notification confirming the City has received your request. This email will contain the service request record number, which is important to include when corresponding with the City about the specific request.

    b. Once the request is completed or been sufficiently addressed for the request to be closed, you will receive a final notification. Please note that some requests are open and closed at the same time.
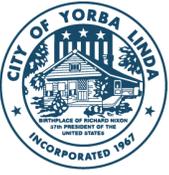
Follow-up questions
Residents should email mycivic311@yorbalindaca.gov or call the Public Works Department at 714-386-3140. Please reference the request number assigned in all communications regarding your service request.

Technical concerns
All technical issues with the app may be reported to 311help@yorbalindaca.gov.

Emergency-related issues outside of normal business hours
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: MyCivic 311 is not to be used for emergencies. For urgent matters that require immediate attention or a police response, call 9-1-1.

To learn more
For more information or answers to frequently asked questions about the MyCivic 311 app, please visit https://mycivic311.yorbalindaca.gov/.