



## How to Sign up for CityWide Portal

### New 'Report an Issue' Website

#### Step 1

To get started, go to the CityWide Portal and click **Log In**.

### Citywide Portal

**Email address**

We'll never share your email with anyone else.

**Password**

[Forgot your password?](#)

Login

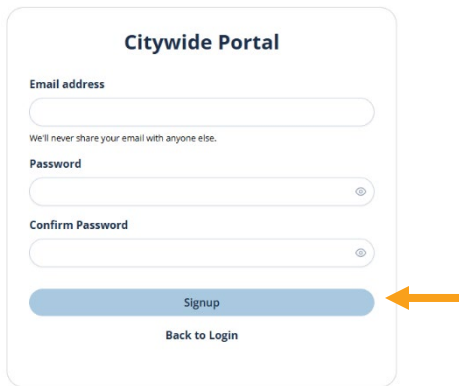
Don't have an account? Click to Signup

Continue as Guest

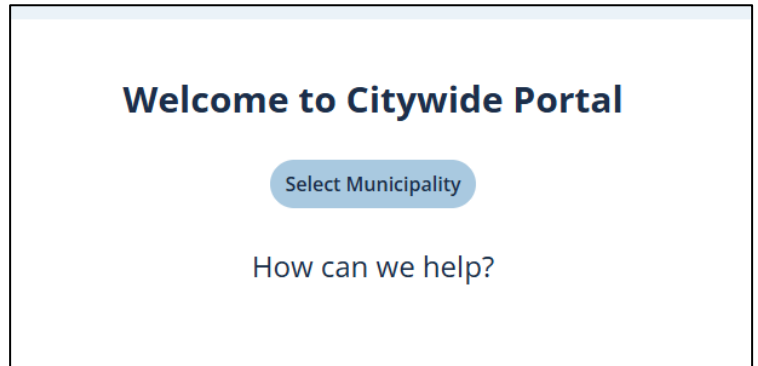
If you don't have an account, select **Don't have an account? Click to Sign Up**.

Creating an account is recommended as it allows you to log in anytime and track the status of your requests.

Enter your email address and create a password in the sign-up window. Once completed, click **Sign Up** to continue.



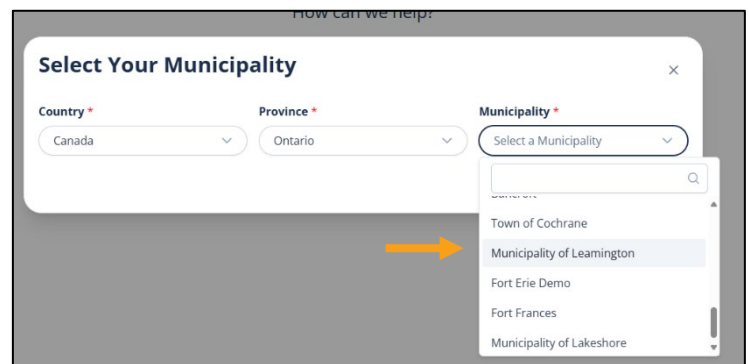
The sign-up form is titled "Citywide Portal". It contains three input fields: "Email address", "Password", and "Confirm Password". Below the "Confirm Password" field is a blue "Signup" button and a "Back to Login" link. A yellow arrow points to the "Signup" button.



## Step 2: Select Your Municipality

Choose **Municipality of Leamington** from the list.

Click **Apply** to continue.



The "Select Your Municipality" dropdown menu is open. It shows "Country" as Canada, "Province" as Ontario, and "Municipality" as "Select a Municipality". A list of municipalities is displayed, with "Municipality of Leamington" highlighted. A yellow arrow points to this option.

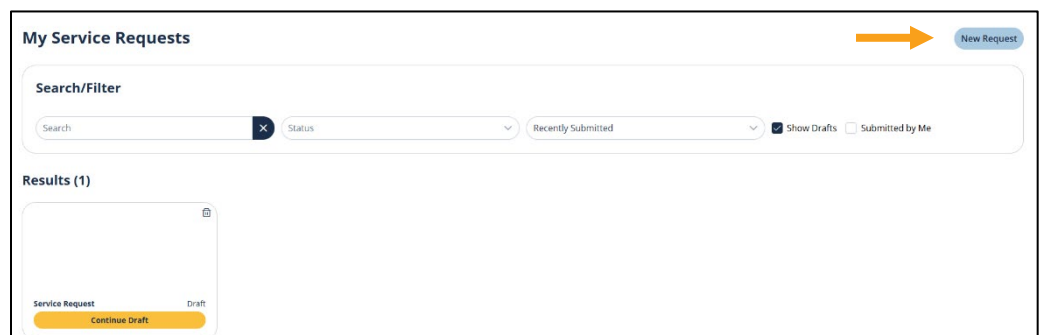
## Step 3: Access the Service Requests Dashboard

Click on the **Service Requests** card.

This opens your dashboard, where you can view existing requests.

To create a new request, click the **New Request** button in the top right corner.

Click **Apply** again to confirm your municipality.



The "My Service Requests" dashboard features a search/filter bar with a search input, a status dropdown, a "Recently Submitted" filter, and checkboxes for "Show Drafts" and "Submitted by Me". Below, under "Results (1)", there is a card for a "Service Request" in "Draft" status with a "Continue Draft" button. A yellow arrow points to the "New Request" button in the top right corner.

## Step 4: Create a New Service Request

Follow the steps to submit a new request:

### 1. Confirm Contact Information

Click Next to proceed.

The screenshot shows the 'Service Request Builder' interface. At the top, there is a progress bar with five steps: 'Contact Details' (active), 'Location', 'Request Type', 'Attachments', and 'Final Summary'. Below the progress bar, the 'Contact Details' section contains the following fields:

- Contact Name \***: Input field with 'Dan Simpson' entered.
- Phone Number \***: Input field with '519-326-5761' entered.
- Extension**: Empty input field.
- Email Address \***: Input field with 'dsimpson@leamington.ca' entered.
- Contact Preference \***: Dropdown menu with 'Email' selected.

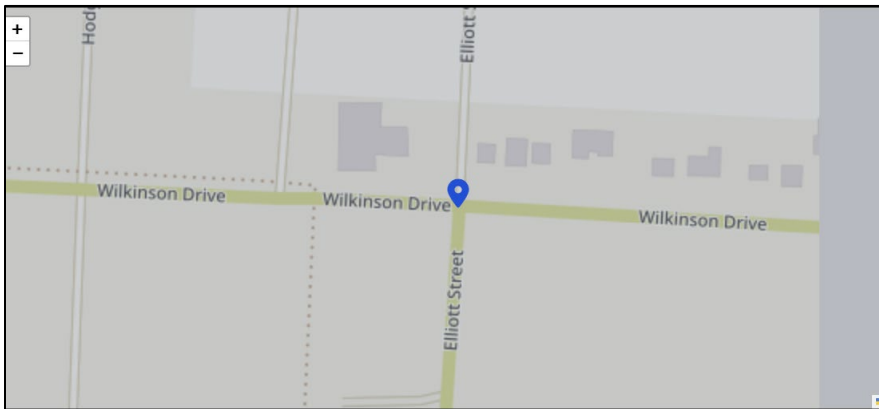
At the bottom right of the form, there are four buttons: 'Back' (grey), 'Quit' (red), 'Save' (yellow), and 'Next' (green).

### 2. Enter the Location

Type the address or click on the map to set the location.

The screenshot shows the 'Location' section of the form. It includes the following elements:

- Location** header.
- Instruction: 'Select a property for the application. Search by address or point to a location on the map.'
- Address \*** header.
- Search input field containing '83 WILKINSON'. To the right of the field is a 'No Address' button.
- Dropdown list showing suggestions: '83 WILKINSON DR' and '83 WILKINSON DR DR'.



### 3. Select Request Type

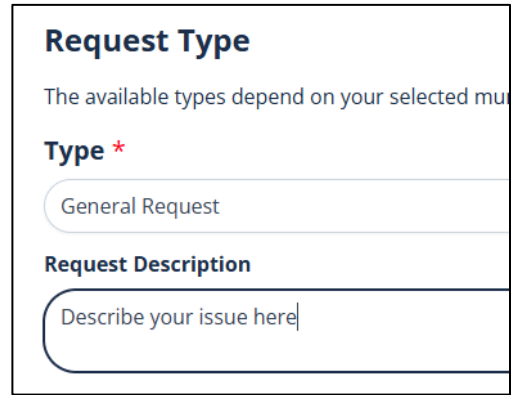
Choose General Request from the list.

The screenshot shows the 'Request Type' section of the form. It includes the following elements:

- Request Type** header.
- Text: 'The available types depend on your selected m'.
- Type \*** header.
- Dropdown menu with 'Select Request Type' selected. An orange arrow points to this dropdown.
- Dropdown list showing suggestions: 'General Request'.

#### 4. Describe the Issue

Enter a detailed description of your request and click Next.



**Request Type**

The available types depend on your selected mu

**Type \***

General Request

**Request Description**

Describe your issue here|

An orange arrow points to the right side of the form.

#### 5. Add Attachments (Optional)

Click the upload button and drag your file into the upload window. Click Add Attachment once done.

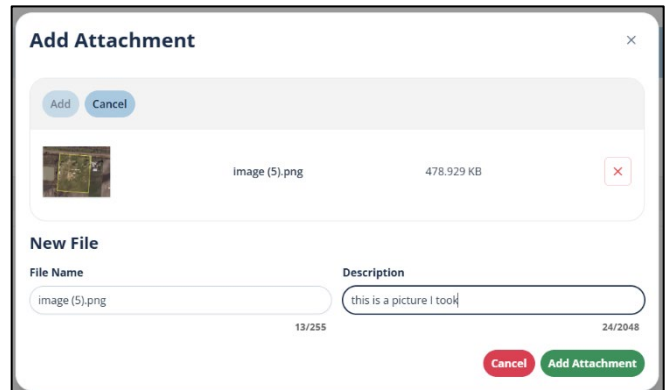


**Attachments**

Q Keyword Search Upload Download All


Name	Description	Updated
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< Back Quit Save Next >



**Add Attachment** [X]

Add Cancel

 image (5).png 478.929 KB [X]

**New File**

**File Name**  13/255

**Description**  24/2048

Cancel Add Attachment

#### 6. Submit Your Request

Review your information, then click Submit.

Your request will now appear on your dashboard, where you can track its status and view any updates or comments.

### Final Summary

Please ensure your selections are correct before continuing.

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**Country**  **Province**  **Municipality**  **Address**

**Request Type**

**Request Description**

**Contact Details**

**Contact Name**  **Phone Number**  **Email Address**

**Contact Preference**

**Attachments (0)**

Name	Description	Updated
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