

# Click-N-Request Phone App Update

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# Reason for Update

- ❑ **Existing phone app contract expired in mid-November**
- ❑ **Communication with app user under the old phone app was very limited**
  - User would only see when a request was open or closed.
  - No way to send messages to the app user, unless they provided contact information

# Phone App Requests Managed Thru Cityworks

- ❑ **Phone app requests are managed through Cityworks**
  - Phone apps requests can be fully managed in Cityworks, including:
    - Staff's notification of request (email)
    - Viewing request and photos
    - Sending comments and questions to the app user
    - Resolving and closing requests

# New App - Same Branding

- ❑ **New phone app provider, but using same branding**
  - App service provider is now SeeClickFix
    - To download the app: Go to your favorite app store and search for and download SeeClickFix
    - When using the app within SeaTac, the ClickNRequest logo will appear on the screen



# SeaTac Phone App Update Web Page

- ❑ Web page was created to assist in transition
- ❑ Describes how to find and download new phone app
- ❑ Includes links to video tutorials on how to use app
- ❑ To check out our Phone App Update Web page go to:  
<http://www.ci.seatac.wa.us/services/clicknrequest-update>

# New Click-N-Request Web Page

- ❑ App update includes a new Click-N-Request web page tied to phone app for web requests
- ❑ Just go to City of SeaTac home page and click on the Click-N-Request button near the center of the page, then follow instructions on the page or go to:

<http://www.ci.seatac.wa.us/how-do-i/submit-a-comment>

**WE WANT TO HEAR FROM YOU!**

Font Size: [Share & Bookmark](#) [Feedback](#) [Print](#)

### Comment Form

REPORT REQUESTS

Street Address \*

City/County \*

State/Province \*

Step 1 of 2 [Next »](#)

Search for issues nearby

Map Satellite [Locate Me](#)

Drag red marker to refine the location.



*Questions?*

*or*

*Comments?*