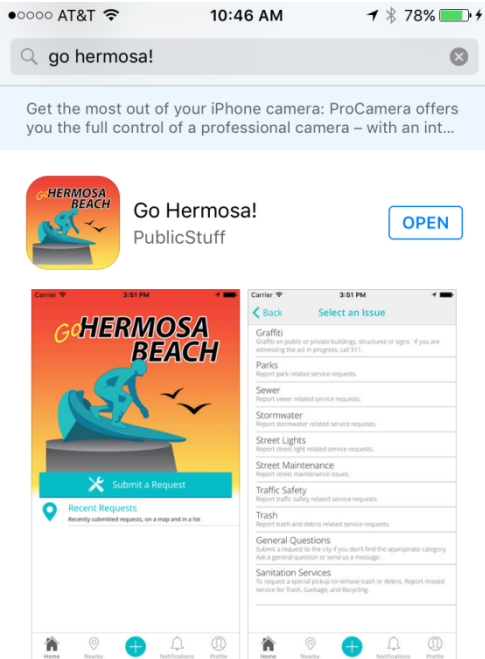# Instructions for Downloading and Using Go Hermosa! App
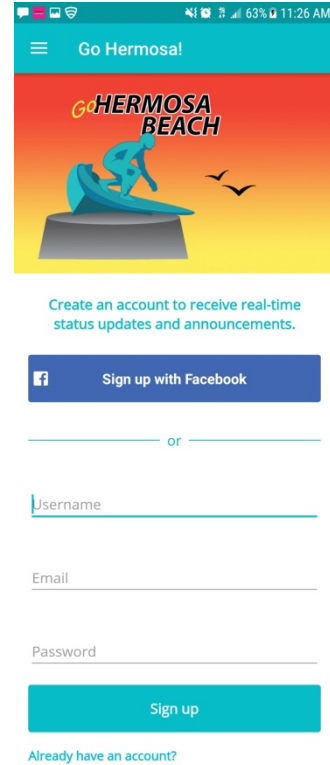
iOS users: Go to App Store and type Go Hermosa! in search bar. Click on Get button and Click Open.

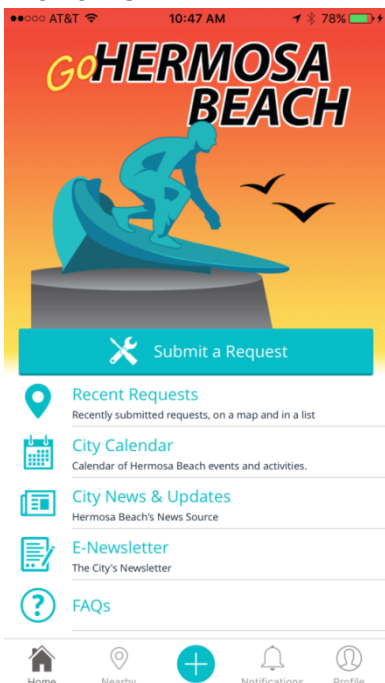**Android users:** Go to Google Play Store, click install button

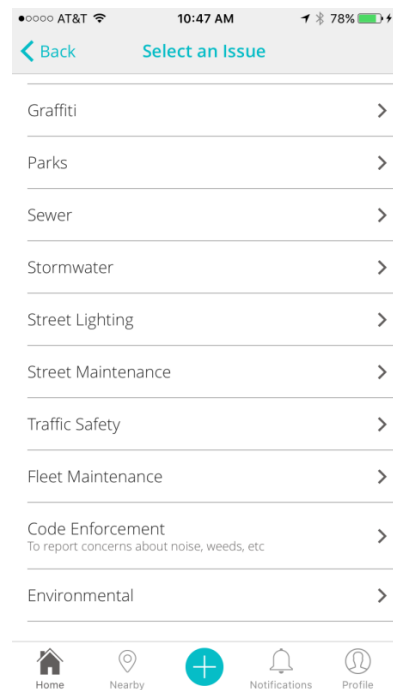**iOS users:** Create a username and password to create an account.

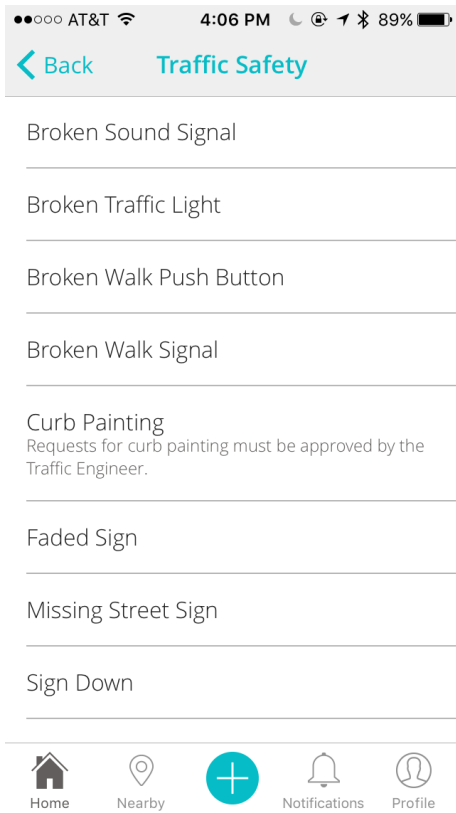**Adroid users:** Create a username and password by opening the Profile in the Settings tab.

To submit a request click on Submit a Request button or CLICK THIS BUTTON


Select a service request type:

Continue to further specify your request:

Move the map with your finger until the orange pointer is over the location your want to select, hover over the location and the address will populate in the search bar located above the map. Hit Next in the upper right hand corner to select the location. You may also type the address in the search bar.
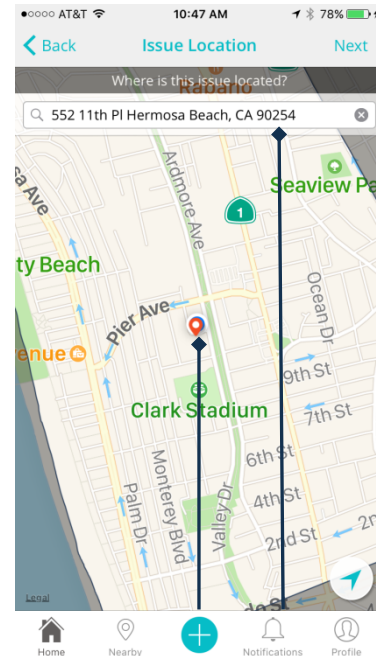

Describe the issue.

- ✓ Include details that will make it easier for Public Works to locate the problem.
- ✓ If you would like to be contacted by phone please include your name and phone number.

Attach a photo by clicking on the camera icon
(you will need to allow the app to access your camera).

- ✓ Decide whether to submit your service request publicly or privately.
- ✓ Service requests submitted publicly are visible to all app users.
- ✓ Private service requests are only visible to the requestor and City staff.

When you are finished hit **Submit Request**.
- ✓ You will receive emails and app notifications as your service requests is processed.
- ✓ This lets you know when your service request has been submitted, received, is in progress, and has been completed.
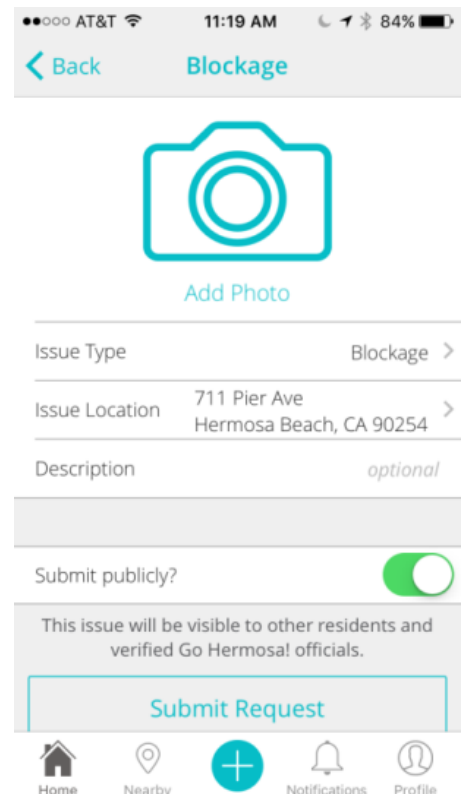
Submit additional comments to staff or check on your request by selecting Profile from the bottom tray. Locate the service request, type in additional comments or add other photos, then hit Post.
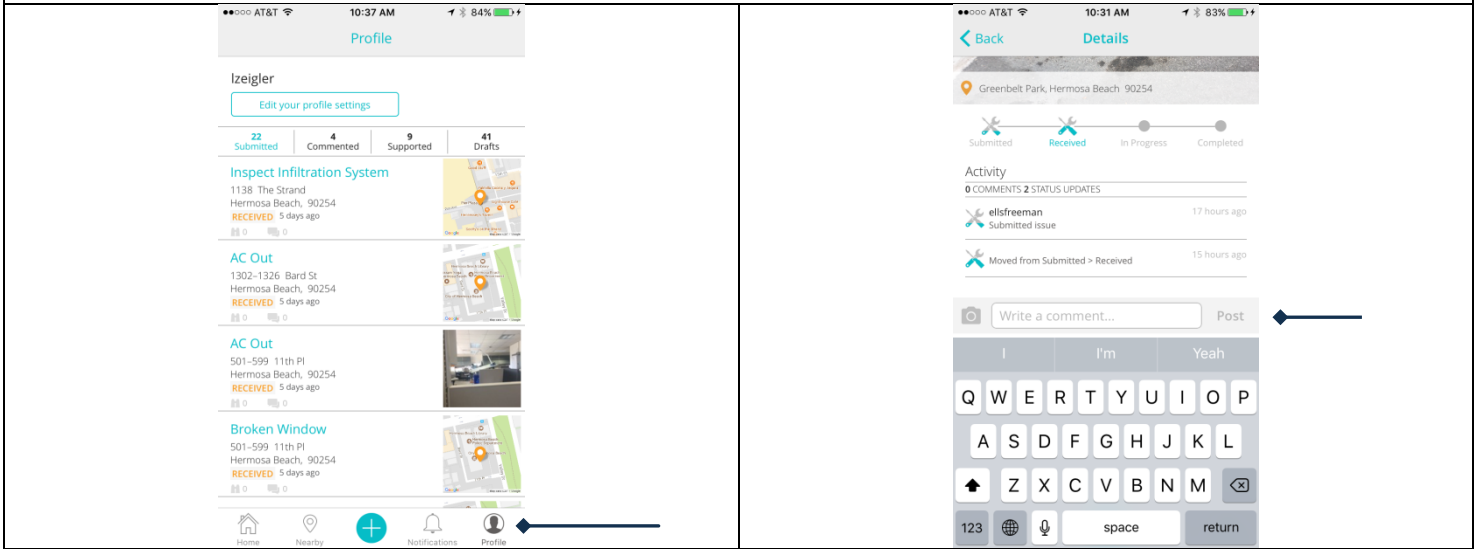

Find service requests submitted by you or other residents by using the apps filters. Click on Recent Requests from the Home screen or the Nearby button from the bottom tray. Three filter icons will appear at the top of the app. You can filter by list, map, or photos. Filter options are accessible by selecting Filters in the top right hand corner.
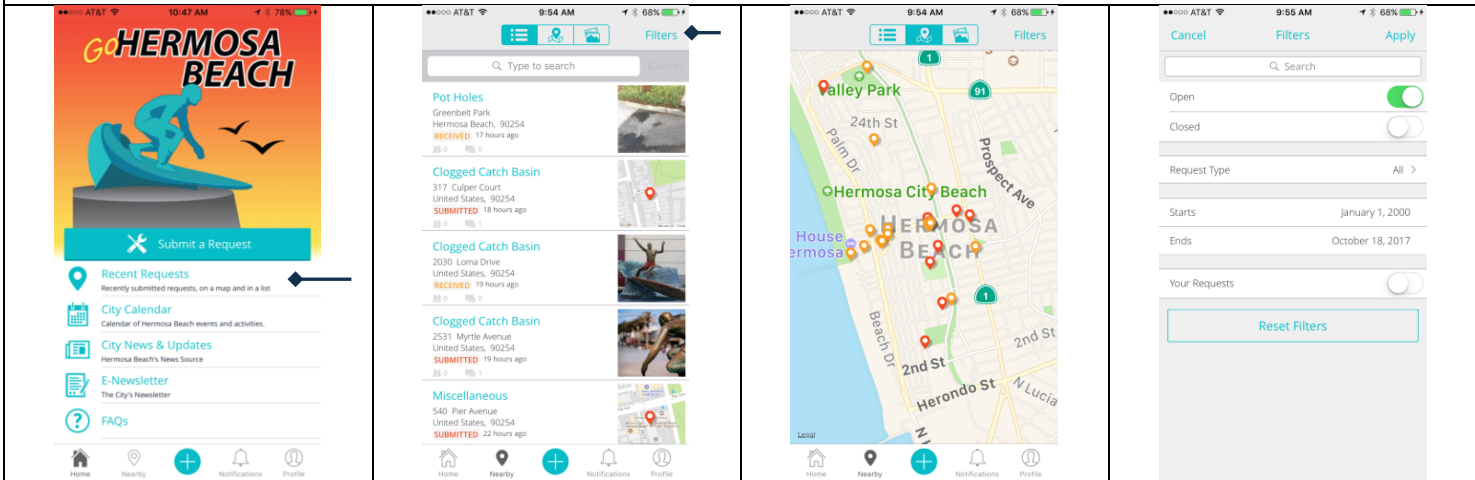
Follow service requests submitted by other users by clicking on the Follow button (users must log into their account to follow a request). To unfollow a request, click on the Following button to toggle off.
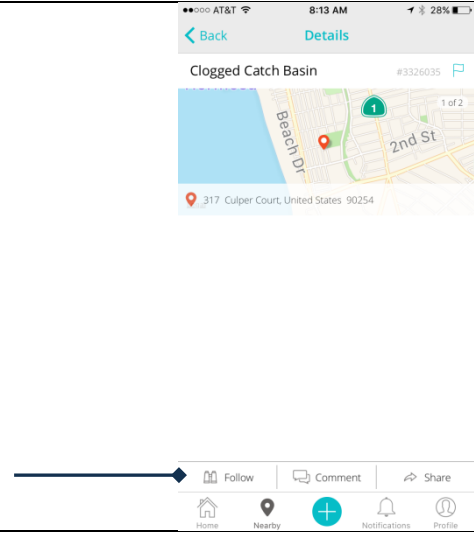
View notifications for your requests and other service requests that you choose to follow by selecting the bell icon marked 'Notifications' located at the bottom of the screen.
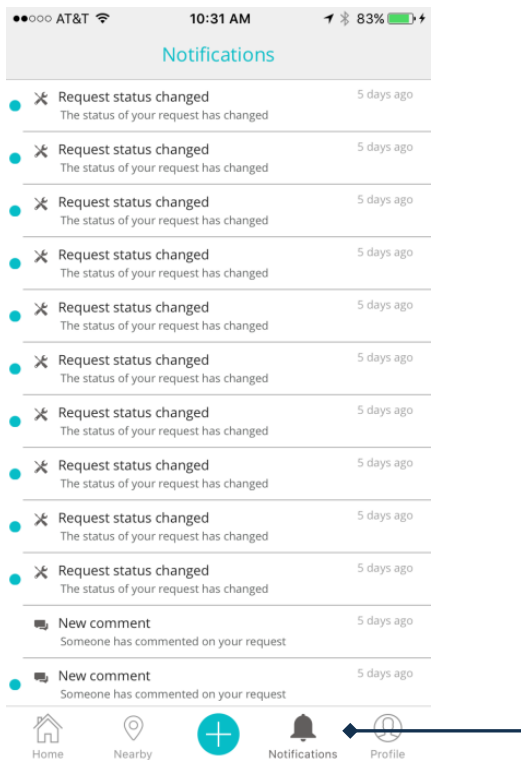
Set Notification settings and other app settings by selecting 'Profile' at the bottom of the app screen, then selecting 'Edit your profile settings'.