



# Age-Friendly DC Block-by-Block Walk Survey 2014 Using 311 to Report Problems



Should you want to use the 311 app to report sidewalk and other problems you see on your Walk, Age-Friendly DC and OCTO have created special accounts so we can track 311 reports identified as part of the Walk. For purposes of this survey activity, please only use the online or mobile app. DO NOT call 311 to report an issue. Follow the instructions below to get the app and use it.

You should only report issues related to the following service request types:

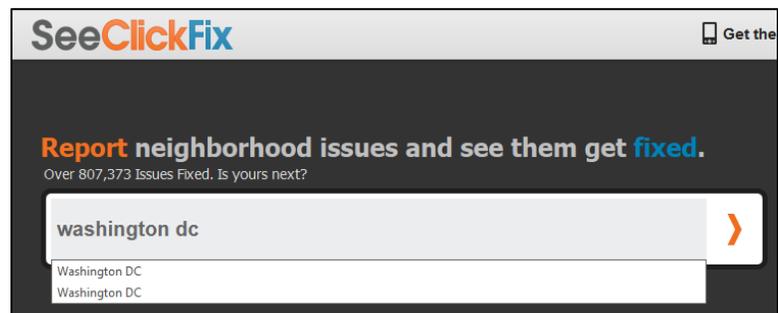
- Sidewalk Repair
- Curb and Gutter
- Traffic Signals
- Streetlight Repair

## Download the Mobile App

1. Search the iPhone App Store or the Android Market to download and install the DC311 app. The app will work on iPhone, Android, Windows and Blackberry phones. Visit <http://seeclickfix.com/apps> for more info.
2. Your login and password info:
  - a. The login email address is: walk[smd]@dc.gov. Ex: [walk1a01@dc.gov](mailto:walk1a01@dc.gov)
  - b. The password for all accounts is: walk14
3. To report an issue, click on the “Report” icon. Follow the instructions.

## Using the Desktop App

1. Go to <https://seeclickfix.com/>
2. Your login and password info:
  - a. The login email address is: walk[smd]@dc.gov. Ex: [walk1a01@dc.gov](mailto:walk1a01@dc.gov)
  - b. The password for all accounts is: walk14



3. Enter Washington DC in the box that says “Enter your neighborhood or city.” (screen shot below). Hit Enter or click on the orange arrow.
4. To report an issue, click on the orange box, “Report an Issue.” Follow the instructions.

