



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



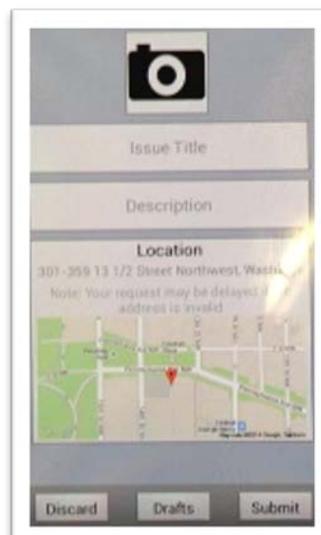
Should you want to use the 311 app to report sidewalk and other problems you see on your Walk, Age-Friendly DC and OCTO have created special accounts so we can track 311 reports identified as part of the Walk. For purposes of this survey activity, please only use the online or mobile app. DO NOT call 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
- Traffic Signals
- Curb and Gutter
- Streetlight Repair

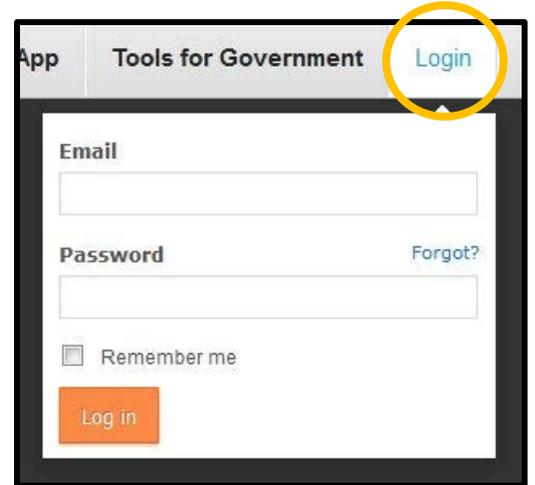
### **Download the Mobile App**

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 (screenshot below left; see orange circle).
4. At the next screen (bottom right), insert the issue title, and a description of the problem. The location should be geomapped in the map at the bottom of the screen. You can also add a picture at this point; just click on the camera icon. When done, click "Submit."



## Using the Desktop App

1. Go to <https://seeclickfix.com/>
2. Your login and password info: (screenshot right)
  - 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." (screenshot below). Hit Enter or click on the orange arrow.
4. To report an issue, click on the orange box, "Report an Issue." (screenshot below) Follow the instructions.



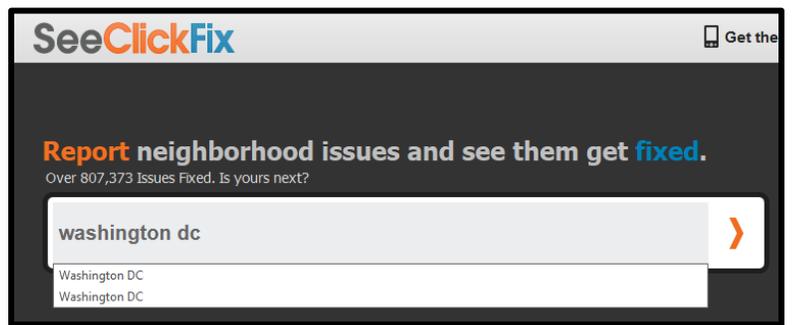
App Tools for Government Login

Email

Password [Forgot?](#)

Remember me

Log in

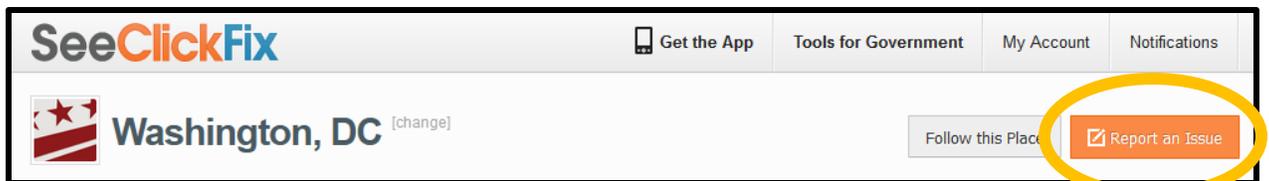


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**Report neighborhood issues and see them get fixed.**  
Over 807,373 Issues Fixed. Is yours next?

washington dc

Washington DC  
Washington DC



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Washington, DC [change]

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