# Kenner Citizen Self Service

Non-Emergency Requests

The initial Welcome screen for al Citizen Self Service options appears as shown below with the option for **Non-Emergency Requests** available to each user without requiring a login.
Your contact information will be requested during this process for you to follow-up and review your requests.

1. From the Welcome Screen, click on the **Non-Emergency Requests** option:
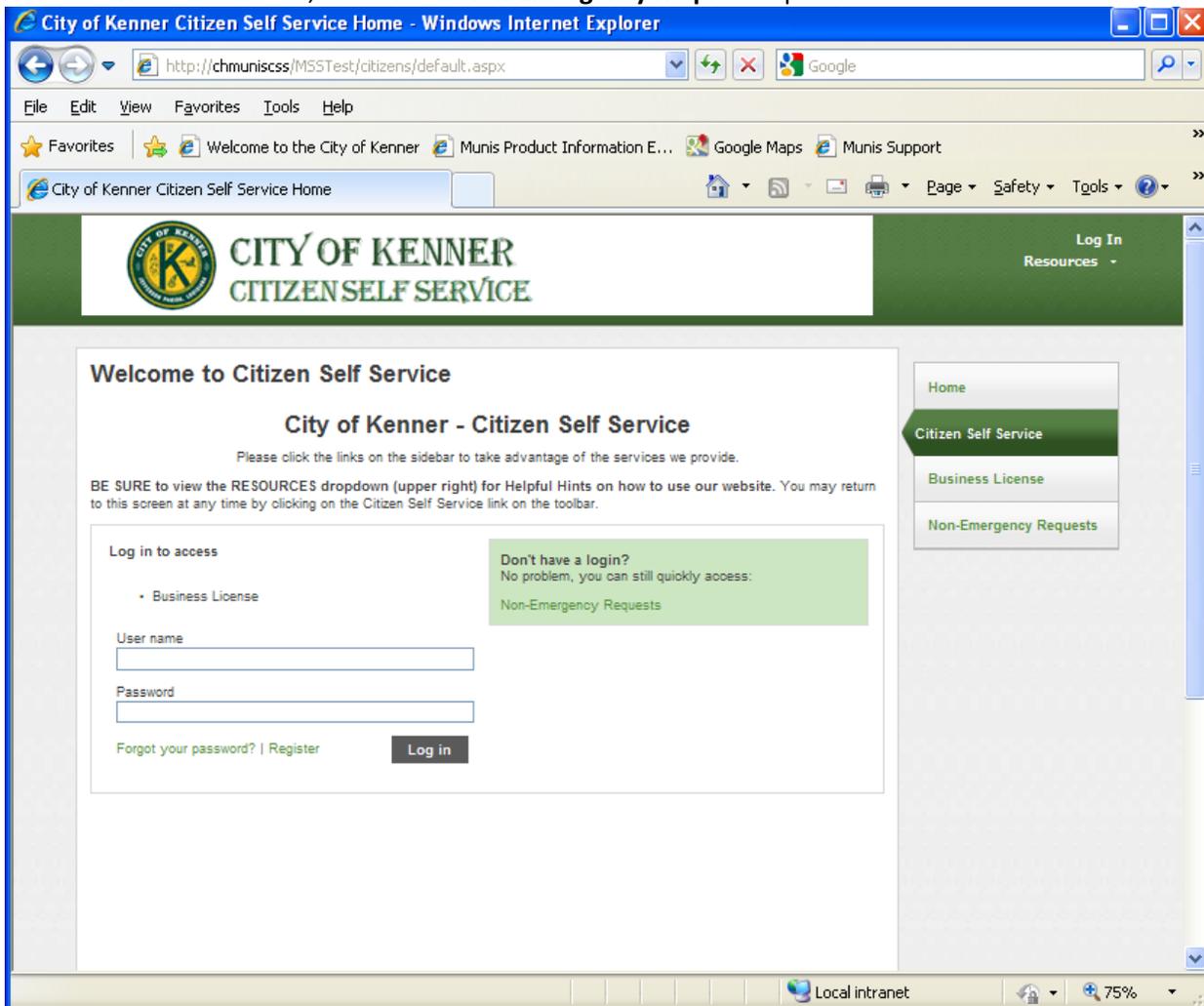
2. The following screen will display for you to enter your contact information. There are **three required fields: name, phone and e-mail address.** Your e-mail address is used to send you a link to this request for you to track the status.
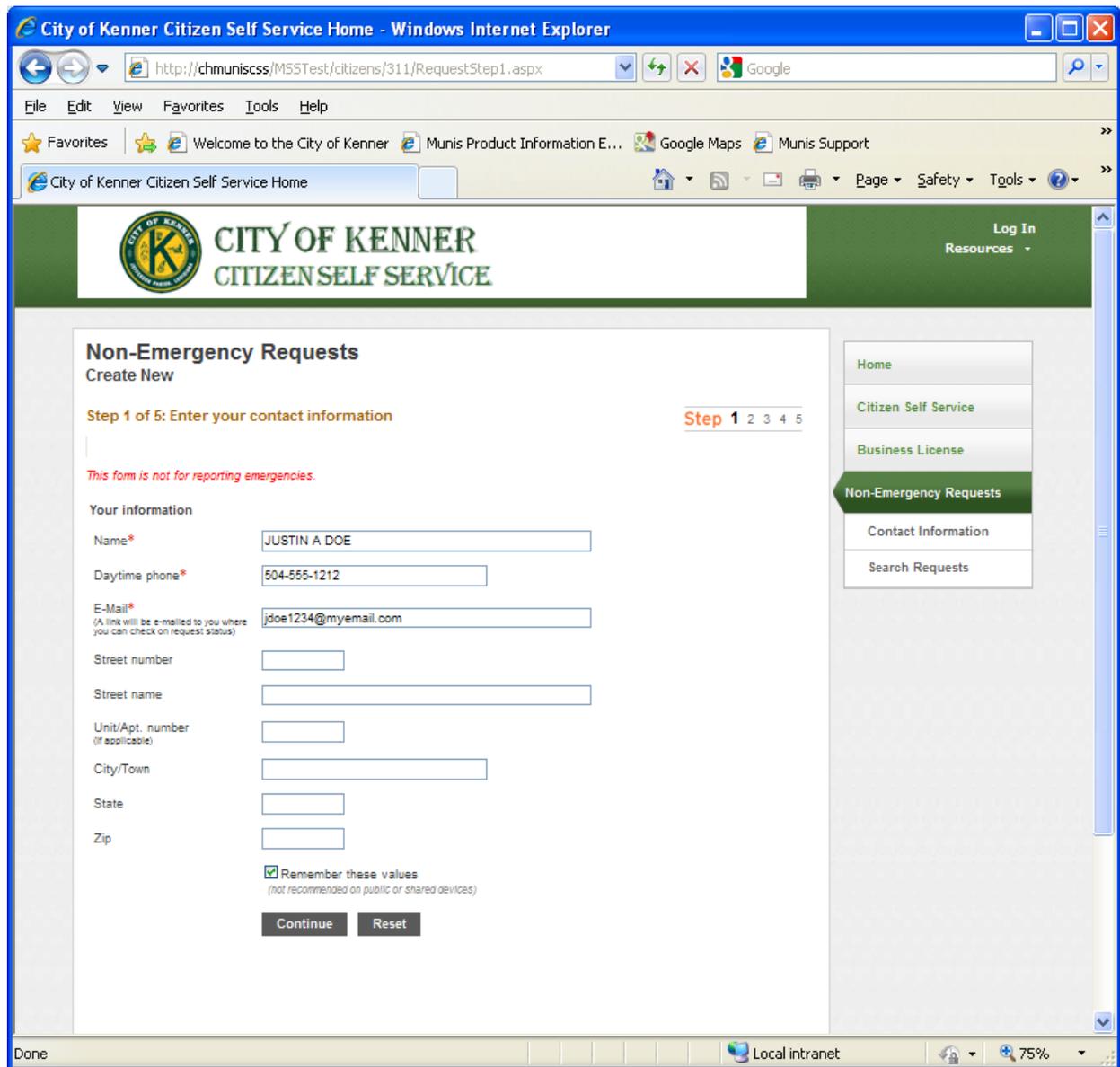
3. The next screen allows you to choose from a drop-down list for the Request Type that you wish report. Here are some of the types:
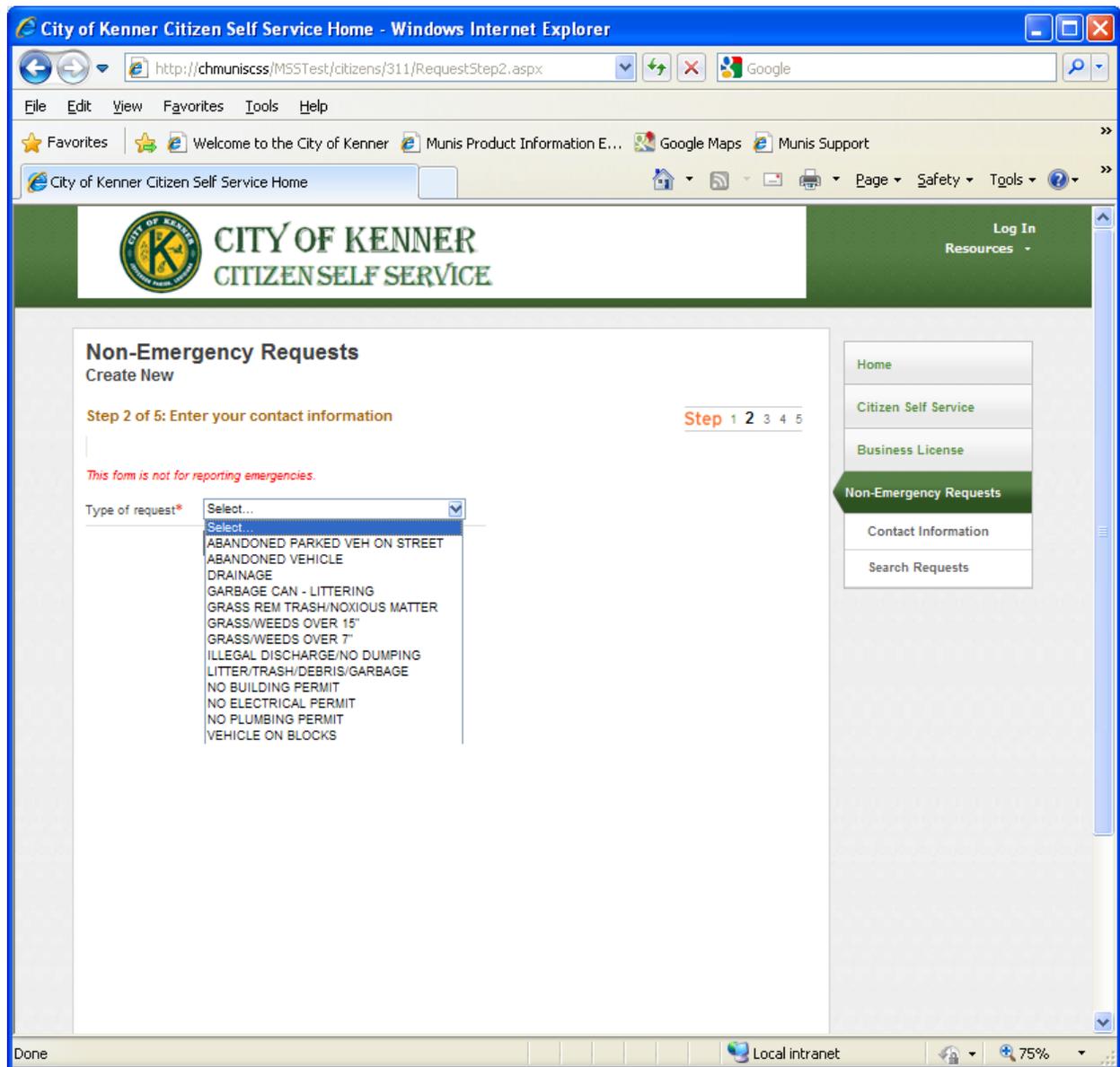
Choose an option from the drop-down then hit "Continue". In this example, the option "NO BUILDING PERMIT" is chosen.

4. You must enter the LOCATION related to the request. For our example above, the location where NO BUILDING PERMIT violation is occurring. The system first prompts for a valid STREET NAME. As you begin typing the street, valid street names will begin to appear as shown below:
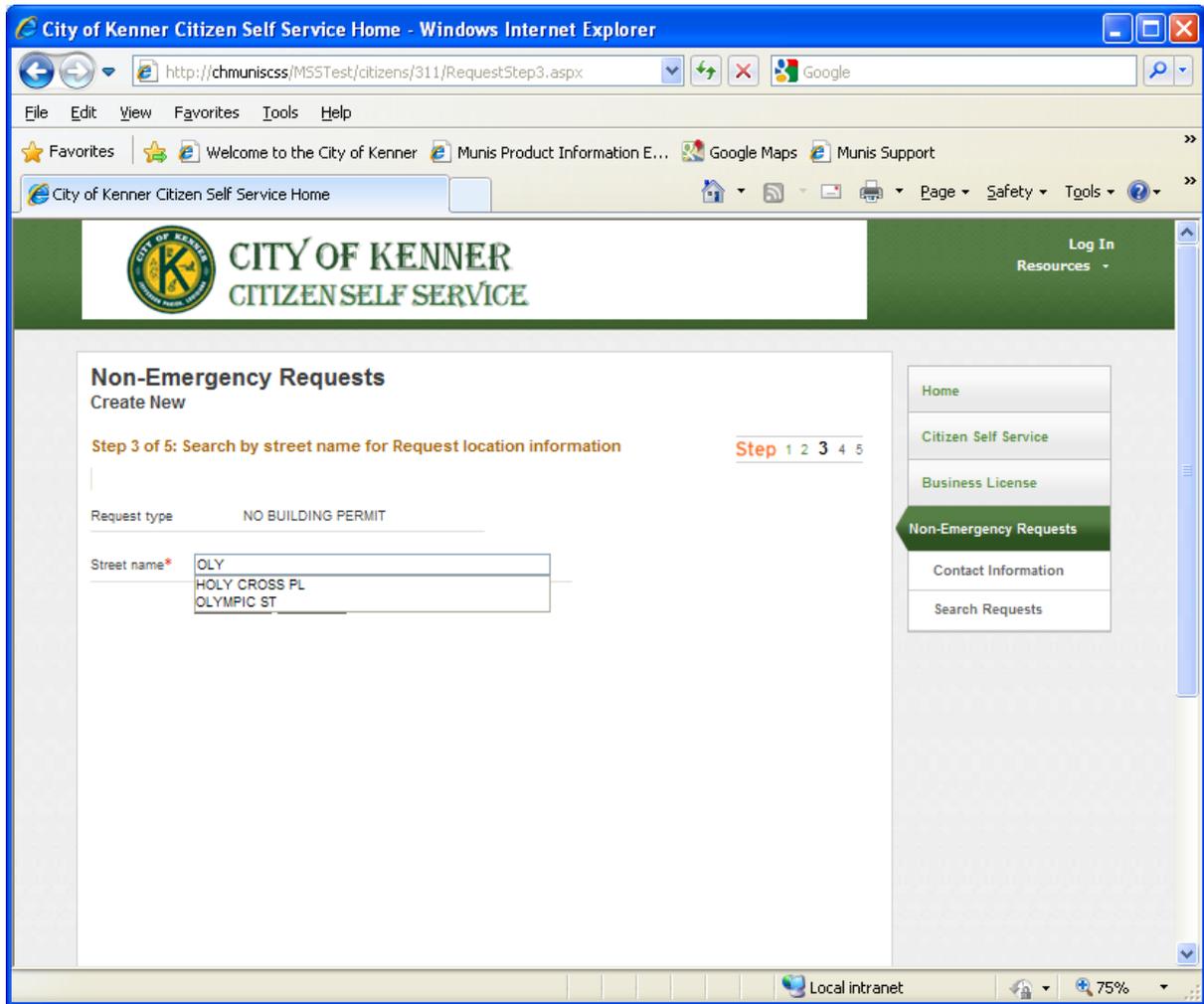
But for our testing purposes, we will use 1801 WILLIAMS BLVD.
Once you select the valid street to use, the system prompts for a valid STREET NUMBER on that street. Here we will enter the 1801 and hit "Continue":
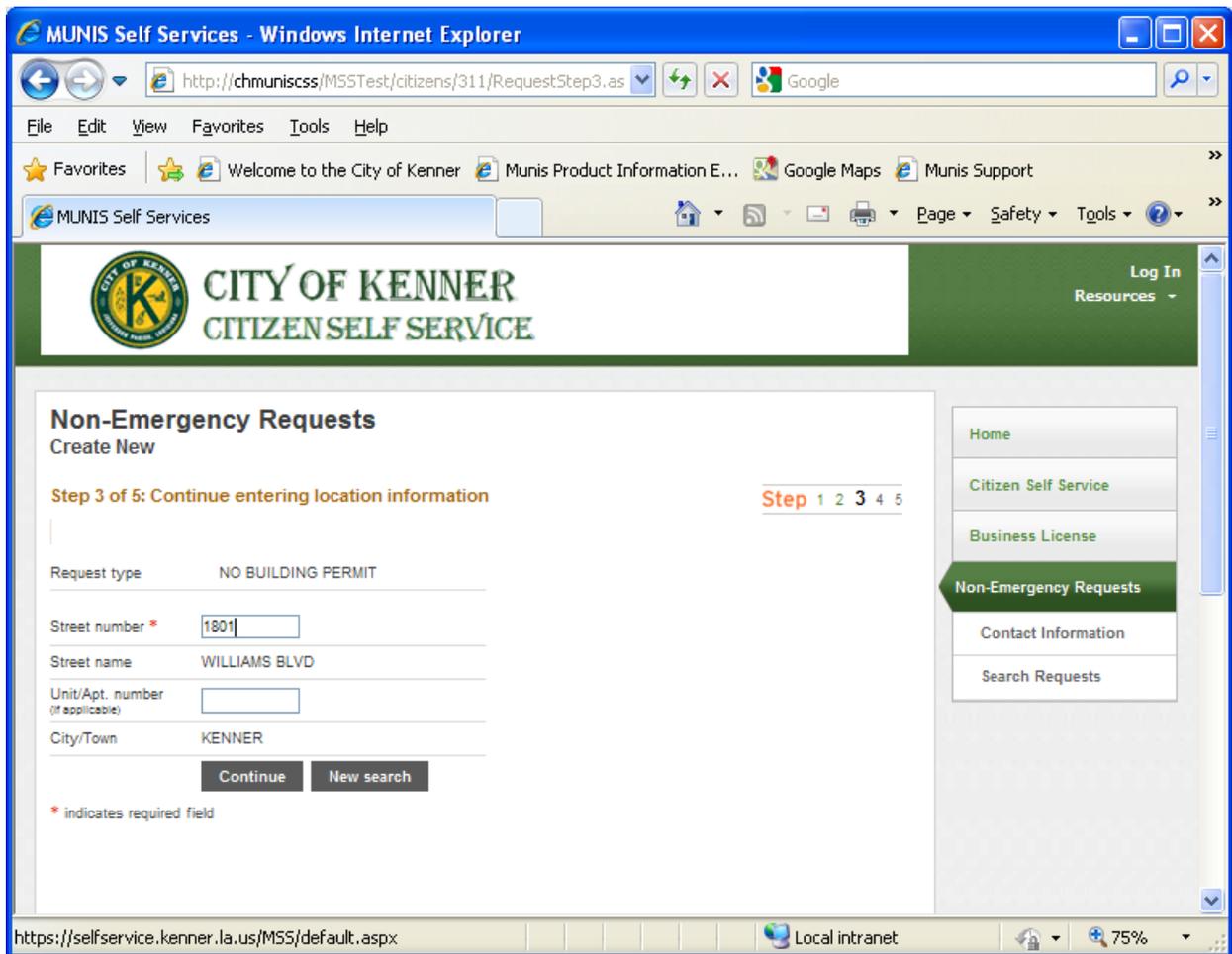
If an invalid Street number was entered, you will get an error at which time you can start a "New Search" in which case you can do the following:

- Enter another VALID STREET NAME and VALID STREET NUMBER
- Enter an INVALID STREET NAME and choose the option to "Enter the location information manually" to bypass the validation checks. **If you enter a manual location,** you must enter enough information in the Request Description for the department to properly handle the request.

After entering your Location Information, hit "Continue" to proceed to enter your Request Description.

5. Enter your Request Description:
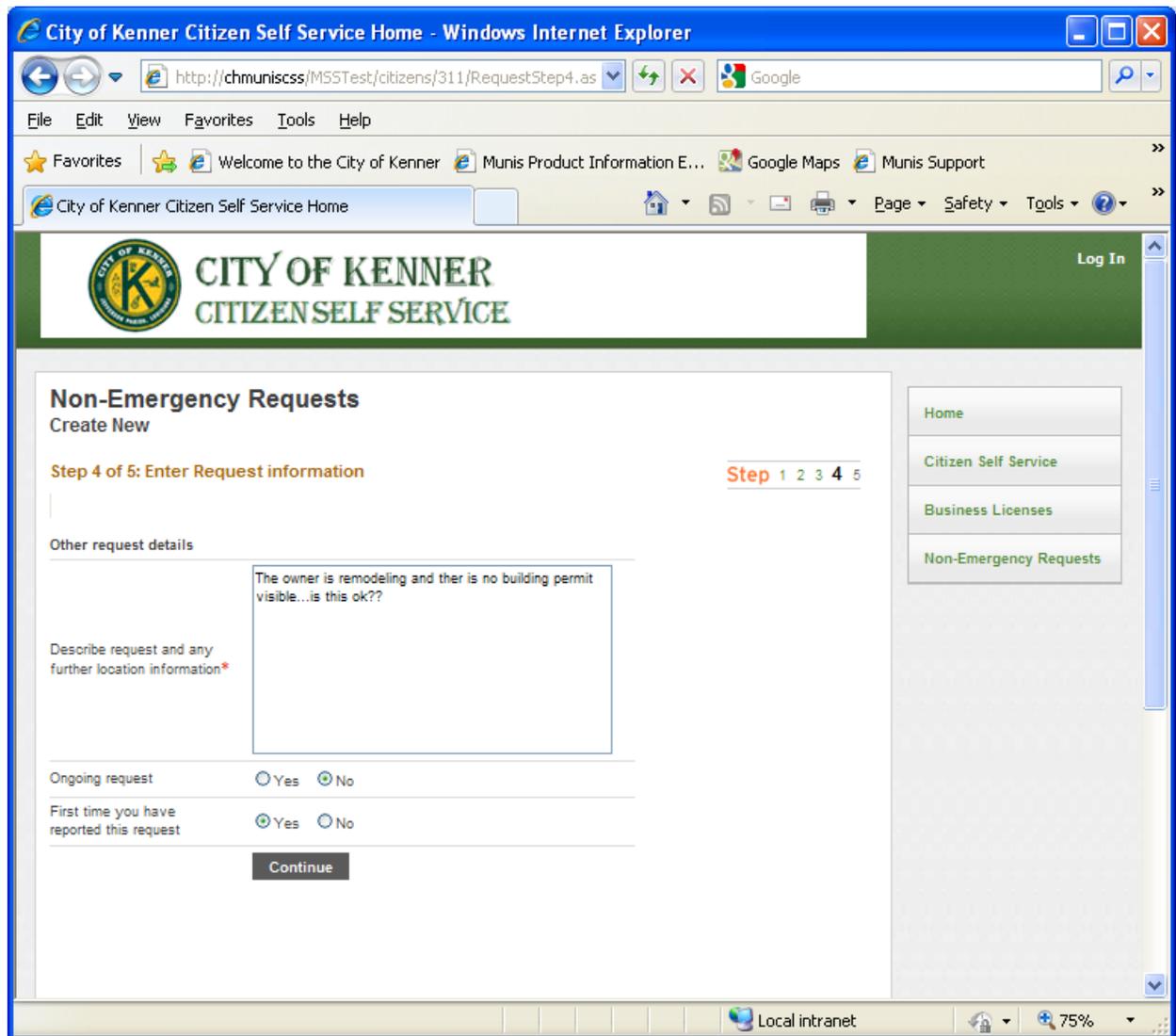
Hit "Continue" when done.

6. Verify and Confirm your request: The following screen comes up for you to verify the information you have entered is correct. When you enter the Validation Code in the appropriate box and hit the "Submit" button, you will receive an email containing an **online link to this request** for you to use to view the status of this request.

7. Request Submitted: Upon successful submittal, a Request ID is given to you. **Retain this ID** for reference to your request# on this online request site.
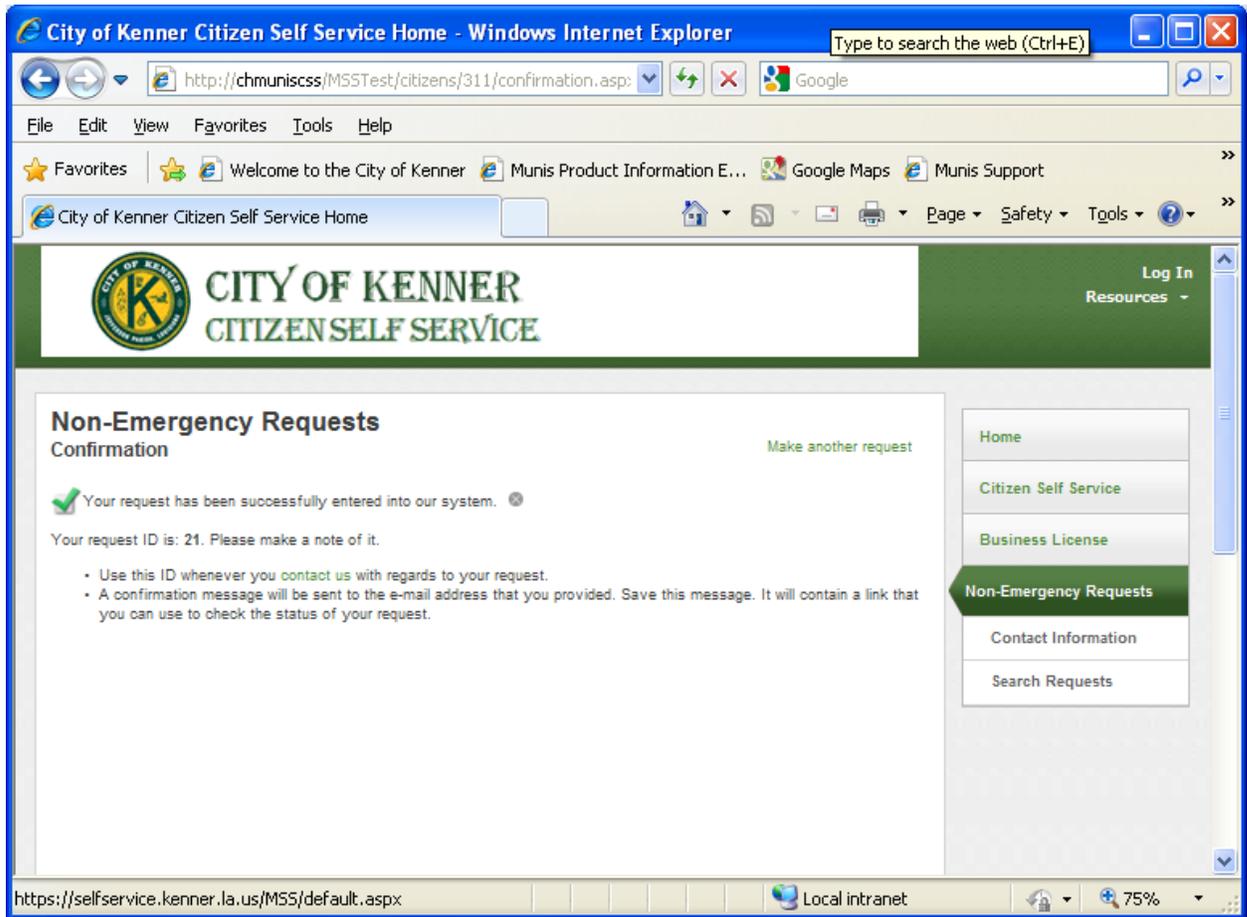
In addition, **RETAIN THE EMAIL WITH THE LINK** in order to access your request online for tracking status updates. Your email will look similar to the following: