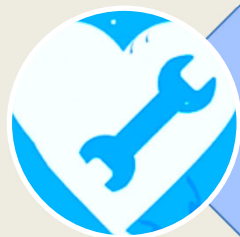# Newark Connect App Jump Start

How to download and install Newark Connect?

How to create an account?

How to make a request or complaint?
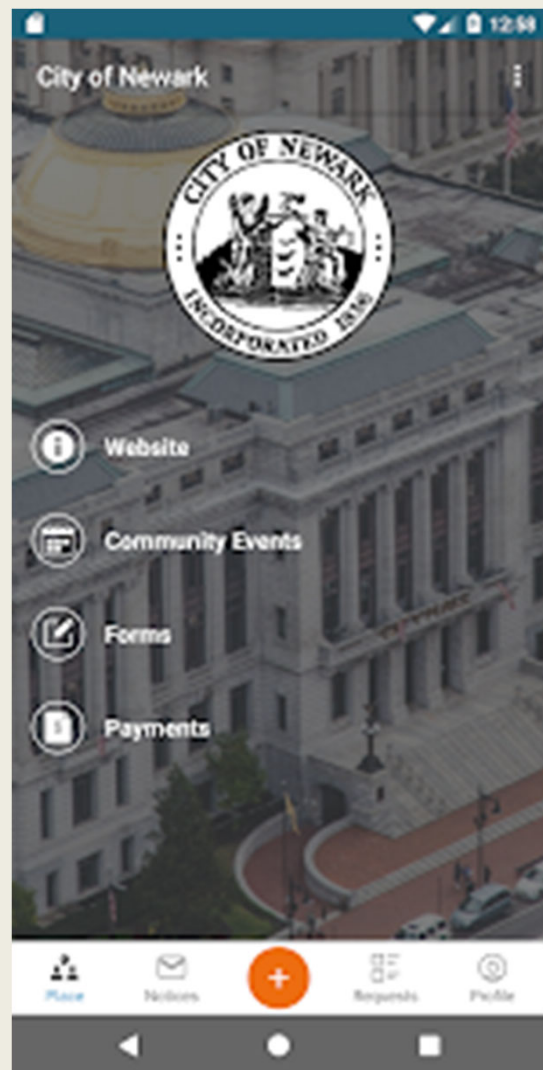
How to interact and check existing reports?

About Newark Connect

Newark Connect is a mobile application that allows Newark residents to report **non-emergency neighborhood issues** or file complaints.

You can use the Newark Connect app either on your cell phone or tablet.

Once an issue is reported, a ticket will be created and routed to the appropriate municipal department as well as the City 4311 center.
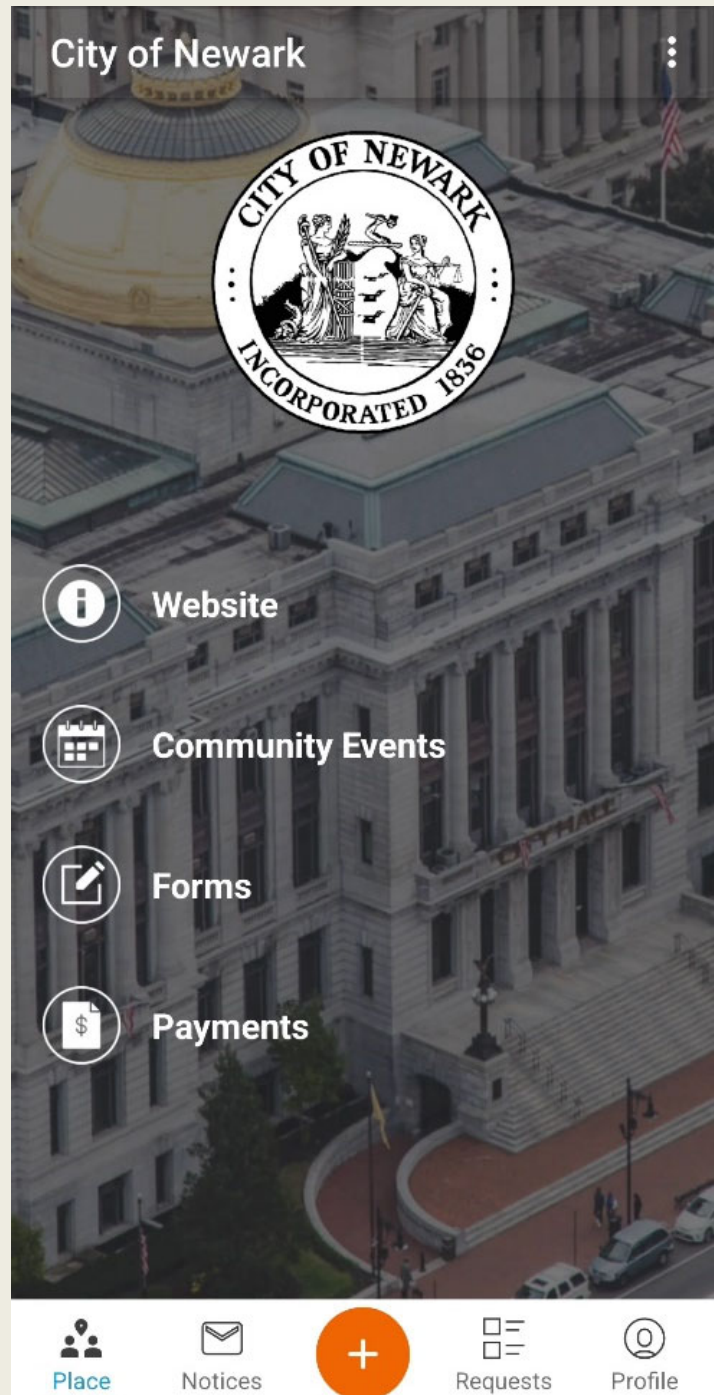

Through the Newark Connect app, residents can also upload photos showing the reported problems, check the status of the reports, and even view and comment on reports submitted by others.

How to make a request or complaint?

1. START THE REPORT

To initiate submitting your request or complaint, tap the orange button with the + (plus) sign, located at the bottom of the screen.
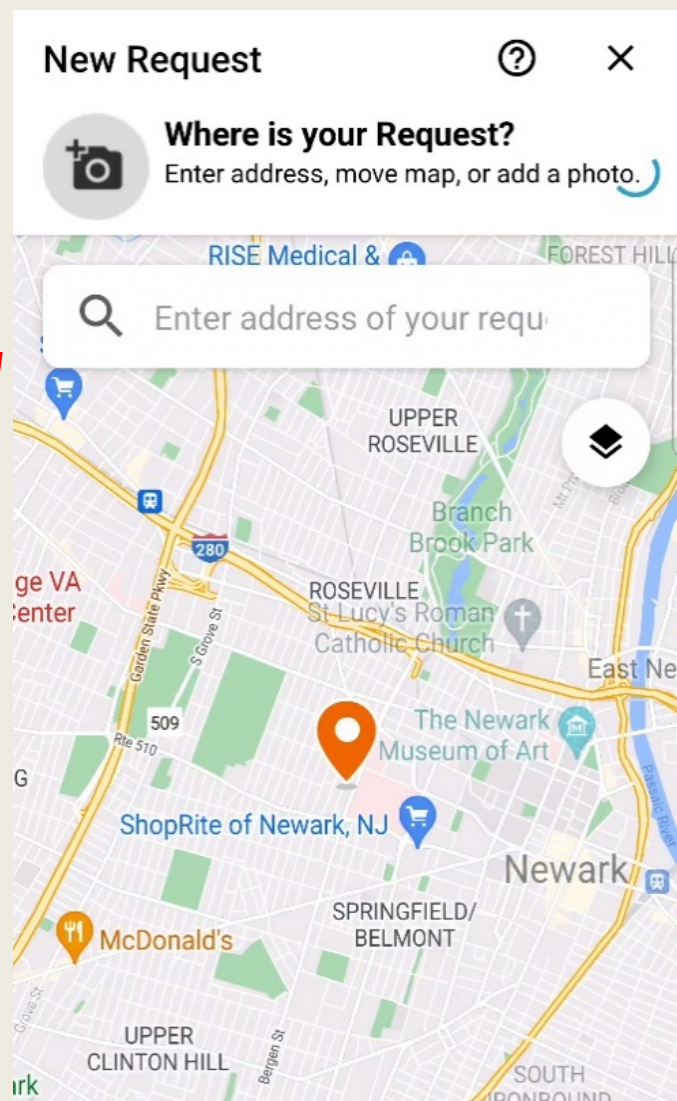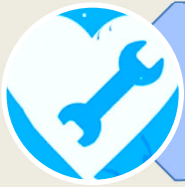
How to make a request or complaint?

2. FIND THE LOCATION OF THE ISSUE ON THE MAP

The Newark Connect app instantly finds your exact location and shows it on map.

New Request ? ✕

Where is your Request?
Enter address, move map, or add a photo.

🔍 Enter address of your requ

You also have the option to move the pin manually or type in an address on the search bar.

How to make a request or complaint?

3. CHOOSE THE TYPE OF ISSUE

Once you confirm the location, the app displays several types of reports for you to choose from the list.

There are 28 categories of problems that may be reported using the app.

Select a Category   ⑦   ✕

What is your Request?
28-44 Bleeker St, Newark, NJ 07102, USA

🔍 Search for category

🏢 City of Newark

Abandoned Property

Animal Complaint

Business Complaints   ◯

Damaged Sidewalk │ *Private Request*

Environmental Complaint (Garbage & Debris, Weeds/ Vegetation, etc.)
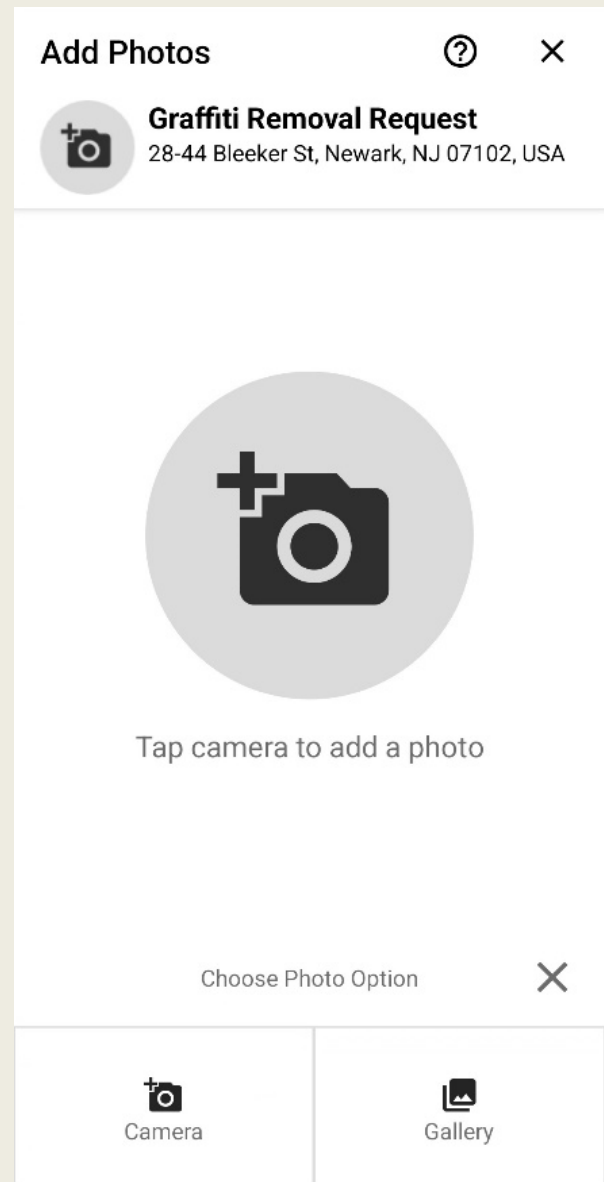
Fire Code Violations

Graffiti Removal Request

How to make a request or complaint?

4. UPLOAD A PICTURE OF THE ISSUE

After selecting the type of report, you may add a picture showing the issue.

You can take a photo or choose one from your device gallery.

Add Photos ⊙ ✕

Graffiti Removal Request
28-44 Bleeker St, Newark, NJ 07102, USA

Tap camera to add a photo

Choose Photo Option ✕

Camera

Gallery

In the following screen, you may post detailed information on the issue you are about to report.

How to make a request or complaint?

5. INFORM YOUR DISPLAY NAME

Since all reports are public, here you may choose if you want to submit your request anonymously or keep your display name from your account.

Submit ⑦ ✕

Graffiti Removal Request
Washington St At Market St, Newark, NJ 07102, USA

This is a public request and will be submitted to **City of Newark**.

SHOW IDENTITY   HIDE IDENTITY

Viewable to the public and the organization:

- Summary page, photos, and comments

- All request details

- Your display name (Mary)

- Your email will be sent to the organization

SUBMIT AS MARY
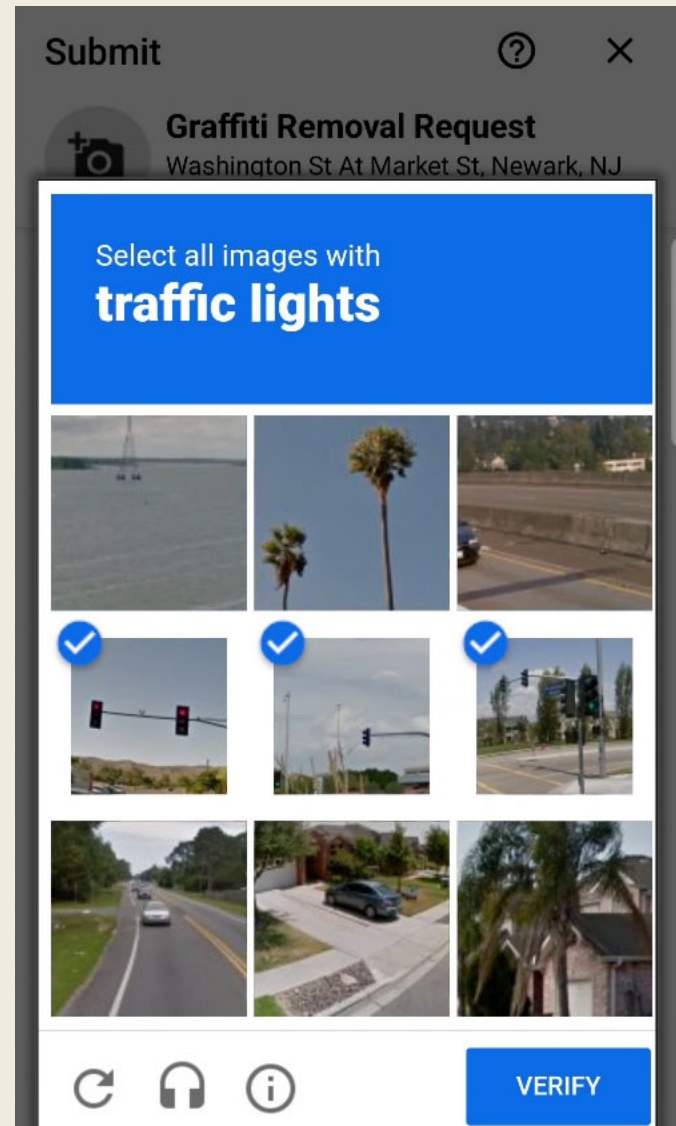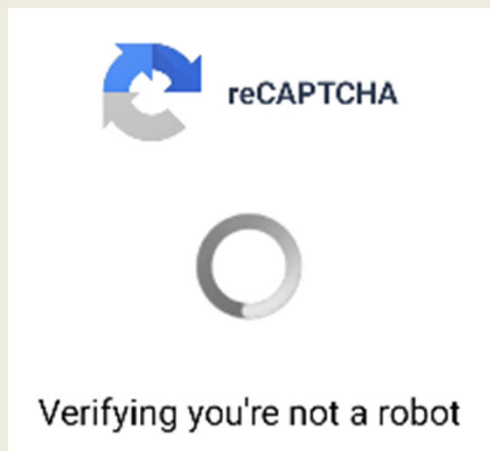
or

SUBMIT REQUEST AS A GUEST

How to make a request or complaint?

6. SYSTEM VERIFICATION

As a final step, you will be asked to select the matching pictures.

reCAPTCHA

Verifying you're not a robot

Submit

Graffiti Removal Request
Washington St At Market St, Newark, NJ

Select all images with
traffic lights

VERIFY

After passing the system verification, your request or complaint is submitted!

How to make a request or complaint?

7. REPORT'S ID NUMBER

All reports are identified with a unique reference number.

After submitting your report, you can check the ID number attributed to your request and that it is already assigned to one of Newark's City officials.

Open ●

Graffiti Removal Request
Washington St At Market St Newark, NJ 07102, USA

There is a graffiti at my wall.

Where is the graffiti located?
Wall

Request ID
13654878

Category
Graffiti Removal Request

Location
Washington St At Market St Newark, NJ 07102, USA

Organization
City of Newark

Created by
City of Newark Neighbor

Created
11/5/22 14:19

City of Newark
11/5/22 14:19

City of Newark assigned this issue to
Public Buildings- Habib

Mary
11/5/22 14:21

This manual was produced by

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