

# Newark Connect App

## Jump Start



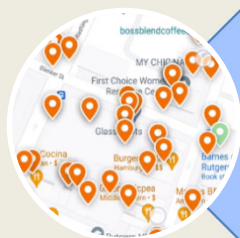
How to download and  
install Newark Connect?



How to create an account?



How to make a request  
or complaint?



How to interact and  
check existing reports?

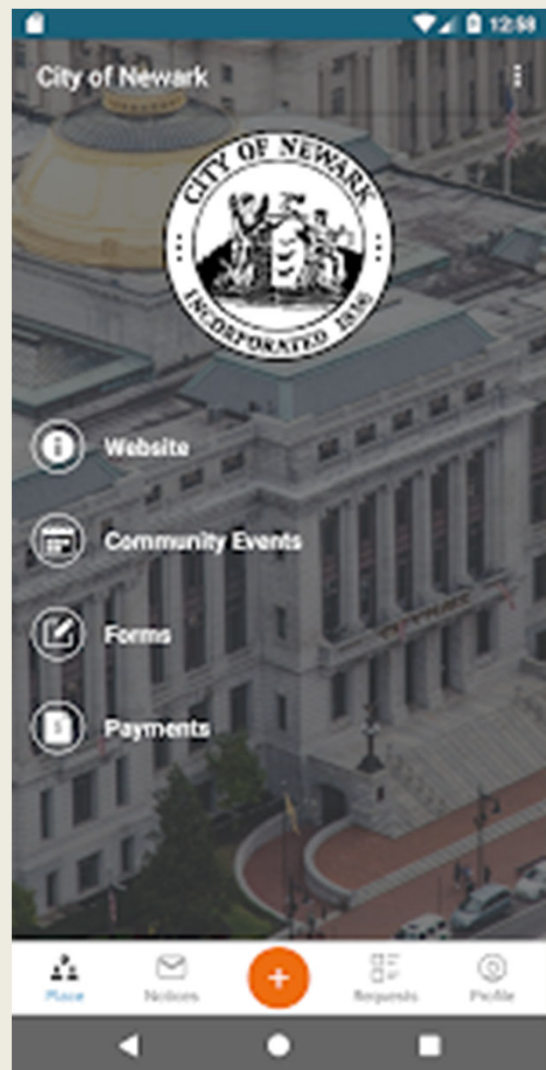
## About Newark Connect



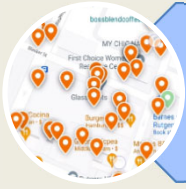
Newark Connect is a mobile application that allows Newark residents to report **non-emergency neighborhood issues** or file complaints.

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.



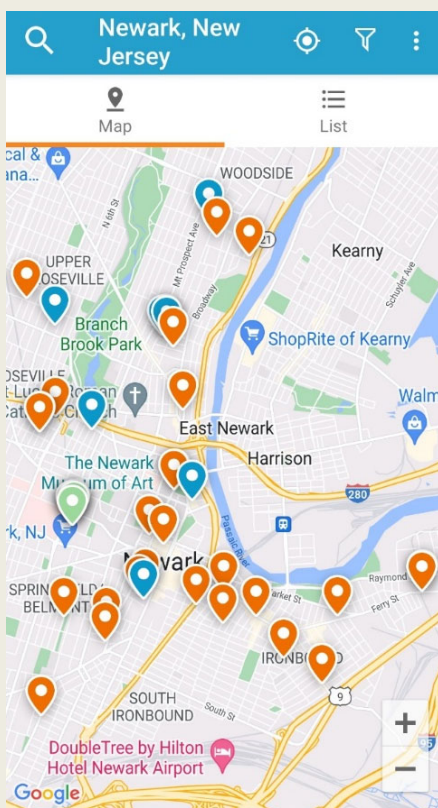
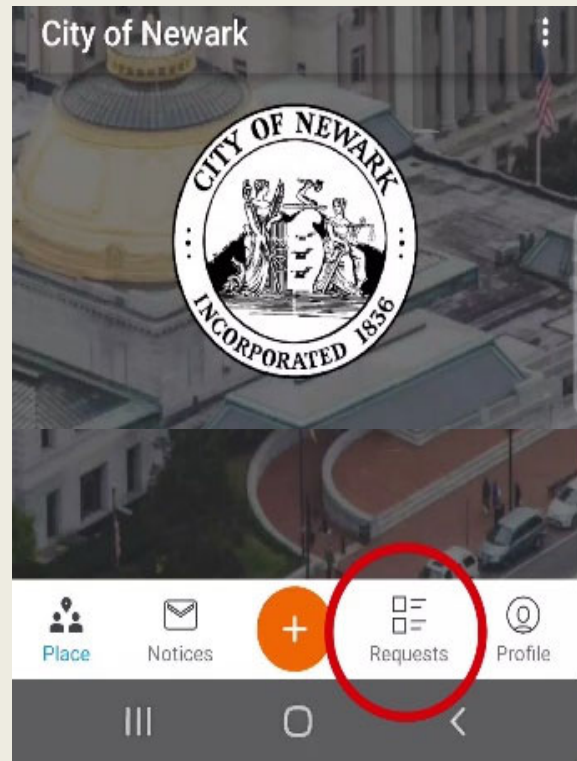
Through the Newark Connect app, residents can also upload photos showing the reported problems, check the status of the reports, and even view and comment on reports submitted by others.



## How to interact and check existing reports?

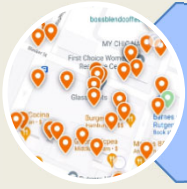
### 1. CHECK THE REPORTS

When you open the app, tap the “requests” button on the menu bar at the bottom of the screen.



The location of each posted report is signaled on the map as a pinpoint.

Orange pinpoints are open reports. Blue pinpoints are closed reports.

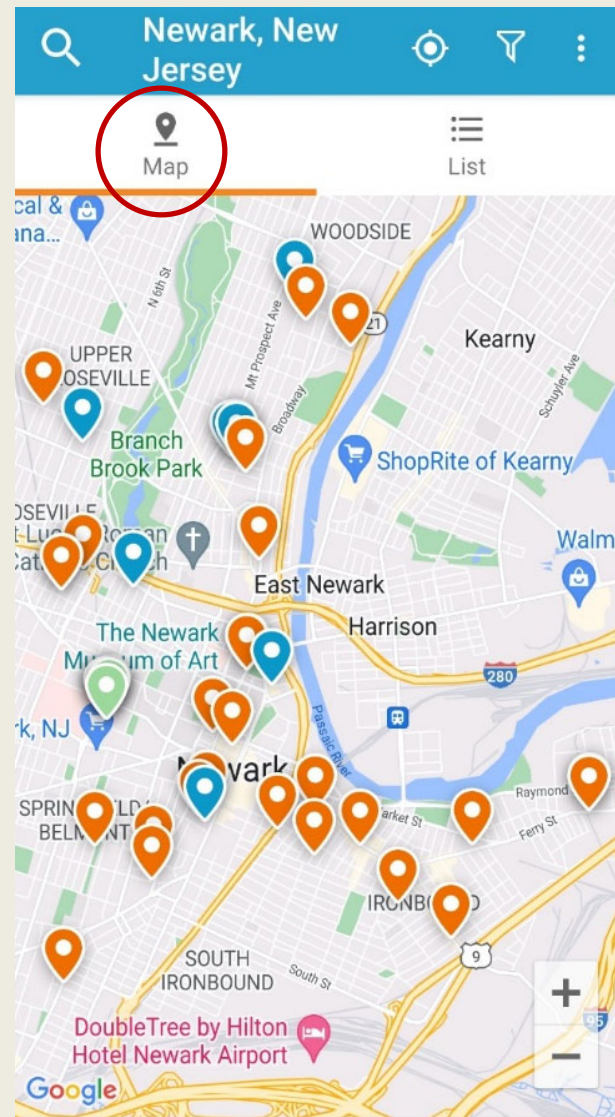


## How to interact and check existing reports?

### 2. MOVE THROUGH THE MAP

You can move through the map by dragging it with your fingers.

You also can zoom the map in and out by expanding and contracting it with your fingers.



Tap a pinpoint and it shows the category of request or complaint that was submitted for that location.




## How to interact and check existing reports?


### 3. FILTER REPORTS


The “Filter” tool, located at the top-right of the requests screen, serves to search for reports by their situation.


#### Filter

Search by Keyword or Request ID

Open 

Acknowledged 

Closed 

Archived 

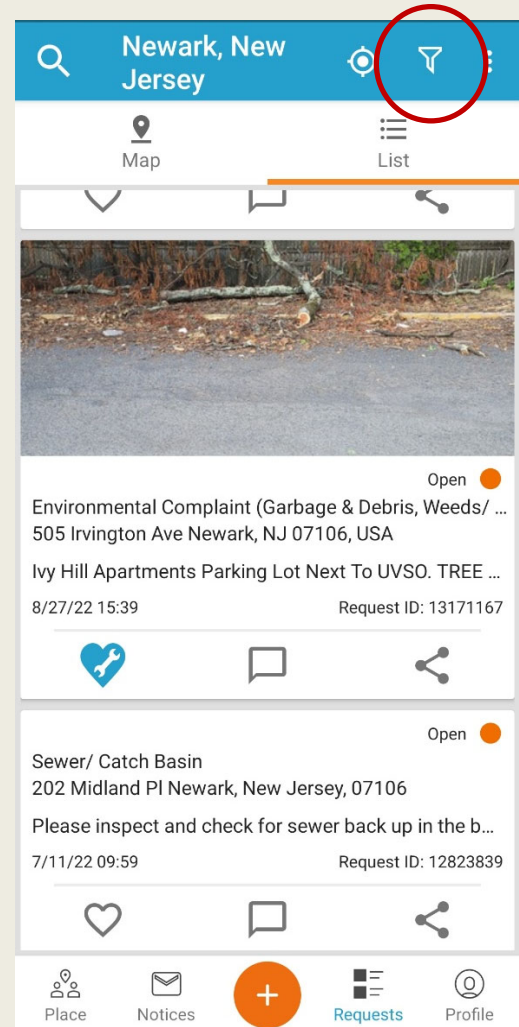
Sort results by

Closest

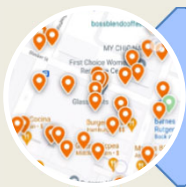
Newest

Followers

[CLEAR ALL](#) [SEARCH](#)



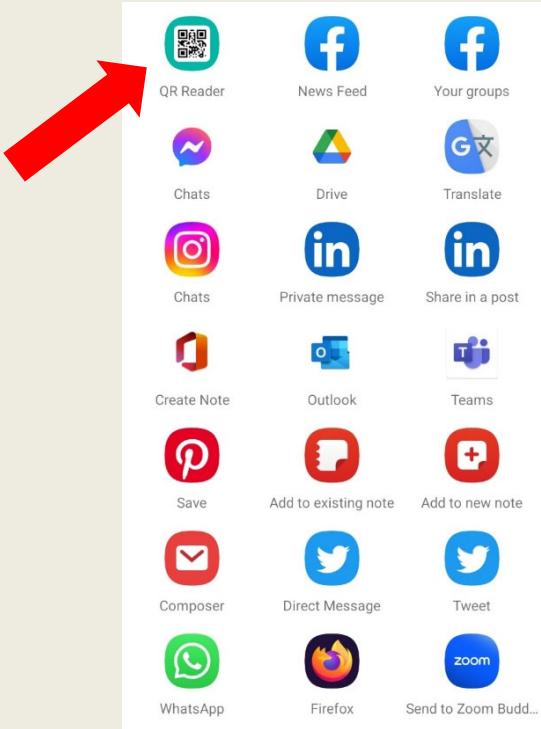
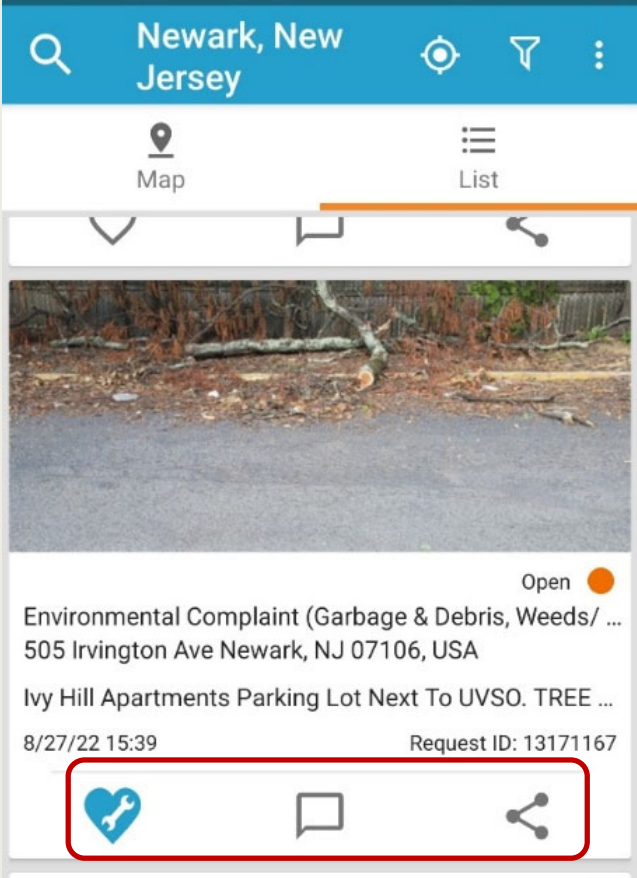
Filter the reports by *open, acknowledged, closed, or archived*, and sort the search results.



# How to interact and check existing reports?

## 4. FAVORITE, COMMENT, AND SHARE REPORTS

Under each report, you find a bar with three buttons: favorite, comment, and share. This is how you may interact and engage.



You can share a report via social media, email, or with a QR Code.

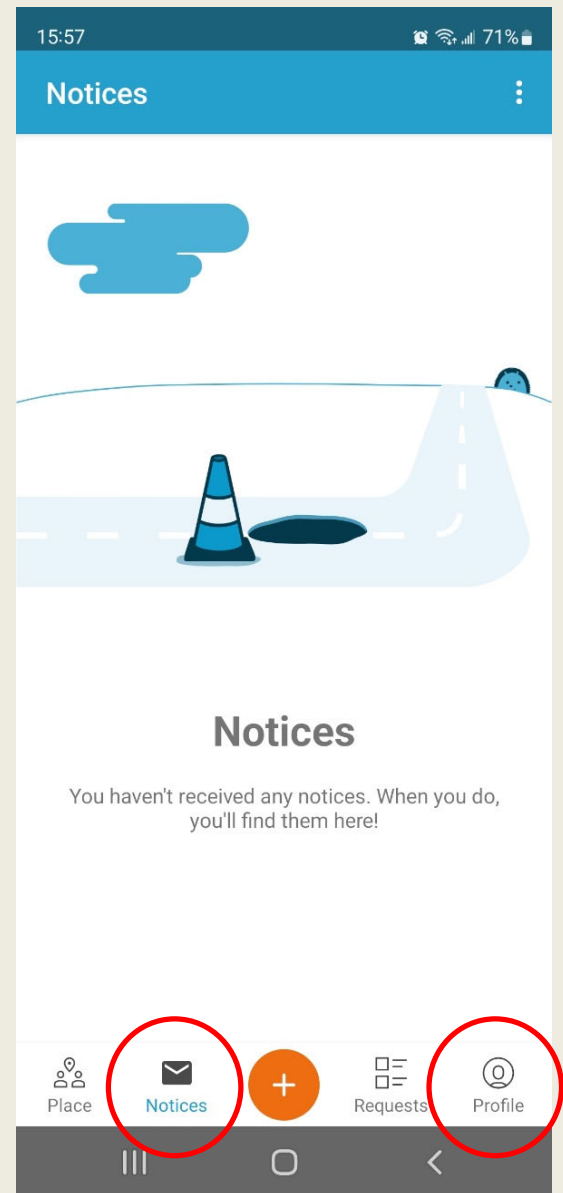


## How to interact and check existing reports?

### 5. NOTICES

At the bottom of the screen, you have the “Notices” area.

This is where you find the notices you receive regarding your submitted reports.



You can always check your reports and comments in your “Profile” area, also located at the bottom of the screen.



Now you know how to track the resolution of your reports, check the reports submitted by other residents, and engage to improve your community.



Together we can make the City of Newark a better place for all!





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