Newark Connect App Jump Start

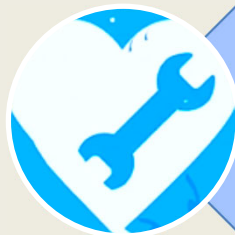## About Newark Connect

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.

Newark Connect App Jump Start

How to download and install Newark Connect?

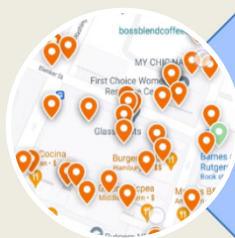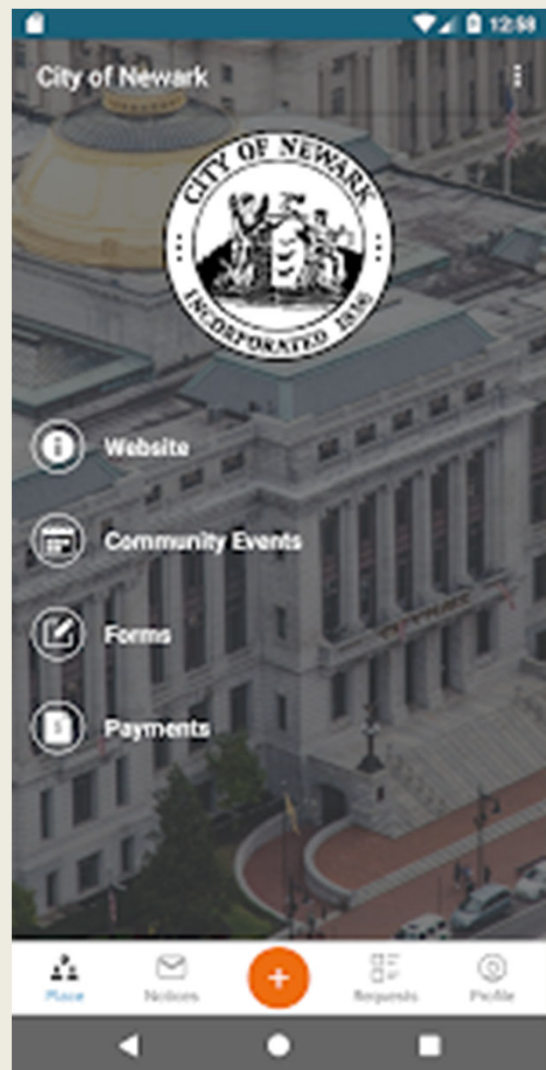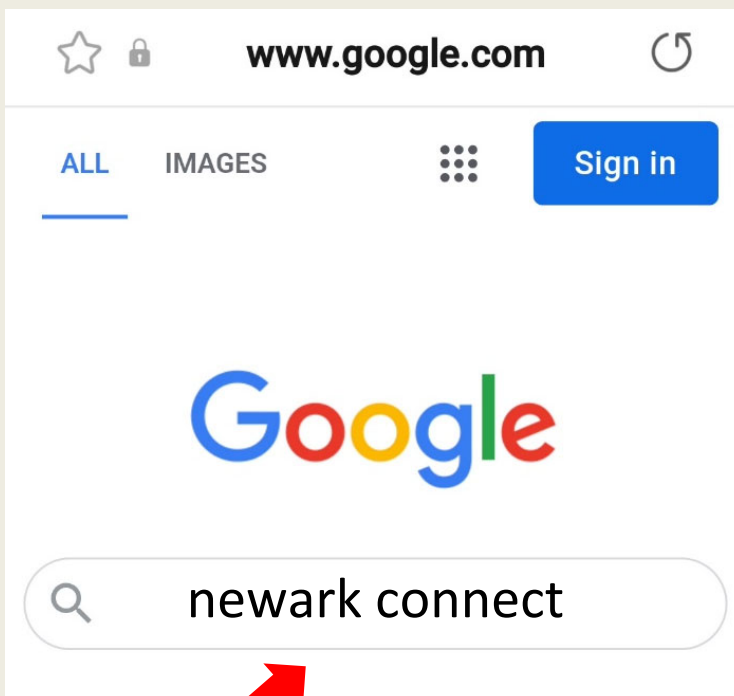### 1. SEARCH

You can either search for the Newark Connect app directly on your App Store or Play Store.
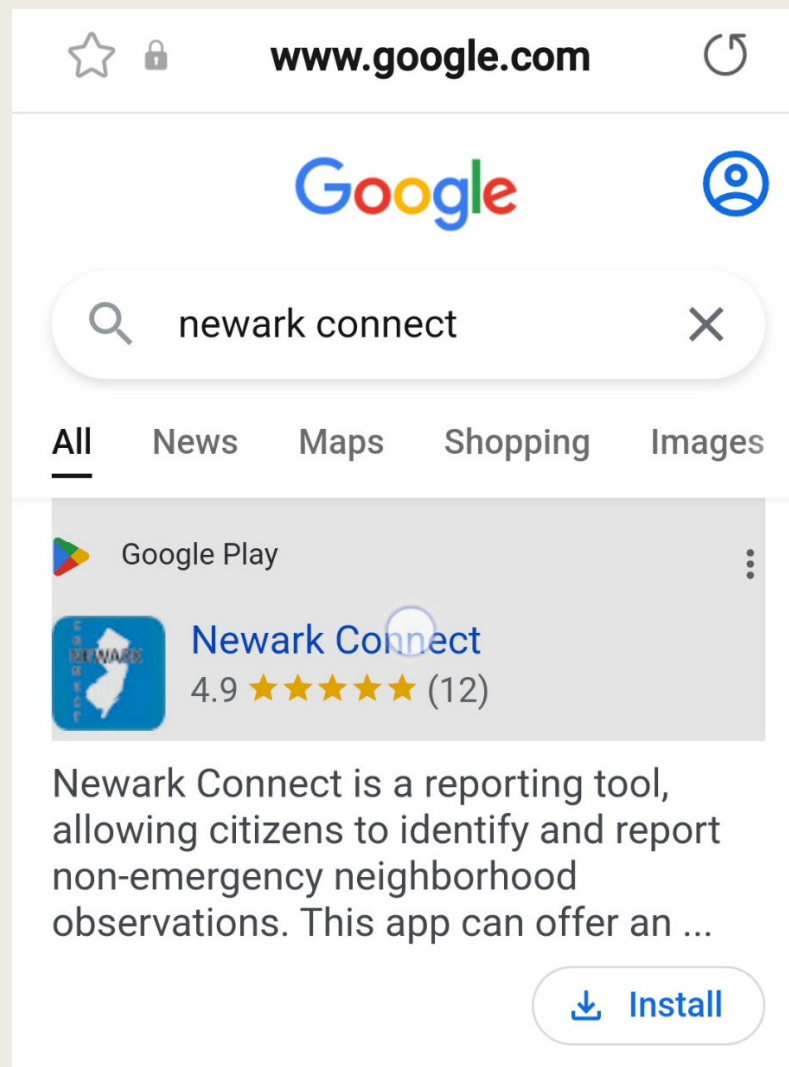
Download on the App Store

GET IT ON Google Play

www.google.com

ALL   IMAGES   Sign in

Google

🔍 newark connect

Or you can simply write "Newark Connect" on your Internet browser search bar.

How to download and install Newark Connect?

2. DOWNLOAD

Once you find it, just click on the icon and the Newark Connect app will download to your device.
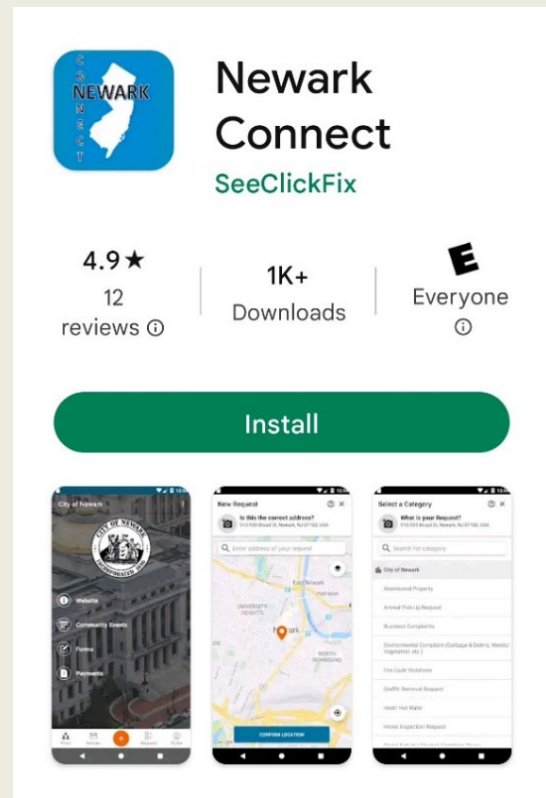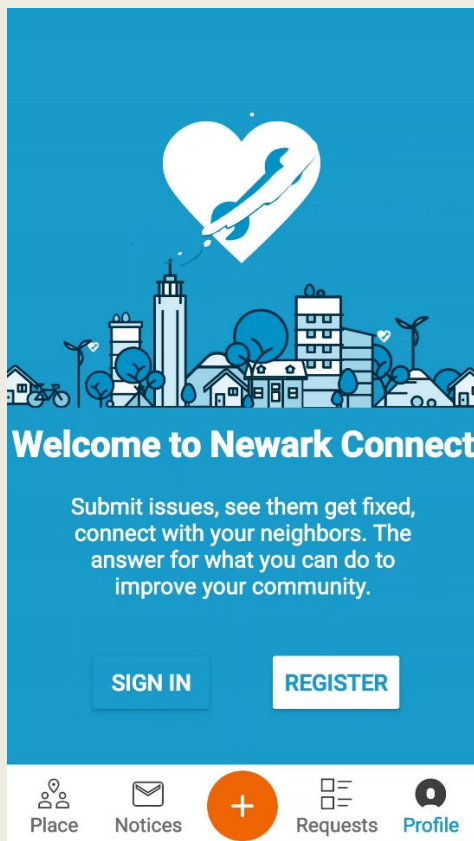
How to download and install Newark Connect?

3. INSTALL

Click on "install", and the Newark Connect app will automatically install to your device.

Now you are ready to make your requests, interact with City officials, and check what's going on in your neighborhood.

Newark Connect App Jump Start

Sign in How to create an account?

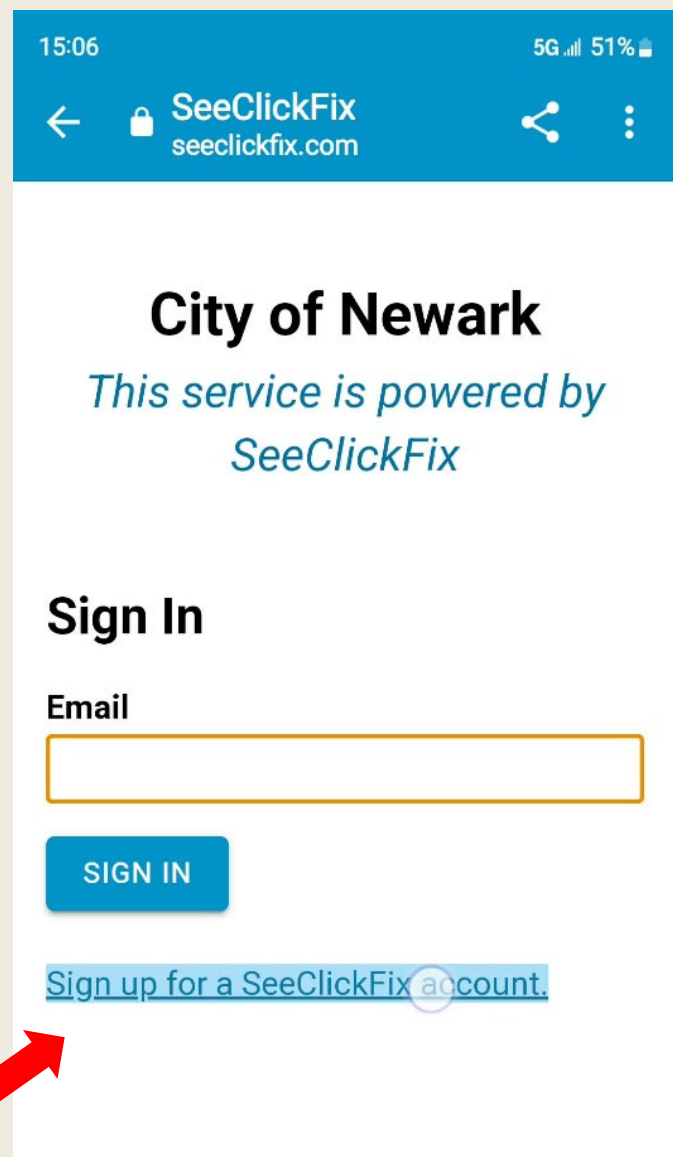## 1. SIGN-UP FOR YOUR ACCOUNT

Once you open the Newark Connect app, just choose to register your profile.

You will need to sign-up for your account only the first time you use the app.

15:06   5G .ıll 51%

← 🔒 **SeeClickFix**
seeclickfix.com

City of Newark

This service is powered by SeeClickFix
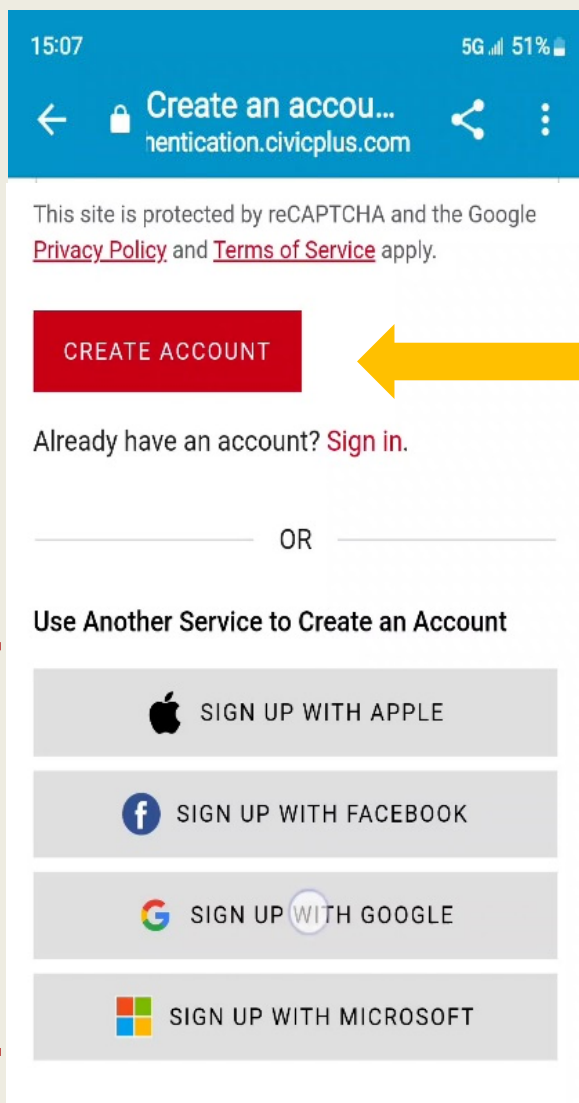
Sign In

Email

SIGN IN

Sign up for a SeeClickFix account.

Sign in · **How to create an account?**

It is not mandatory to have an account to make a request, but residents who have an account can receive updates, submit feedback, ask questions, and interact with other residents through the app.

It is easy to create your account and you can even use one of your existing email or social media accounts.
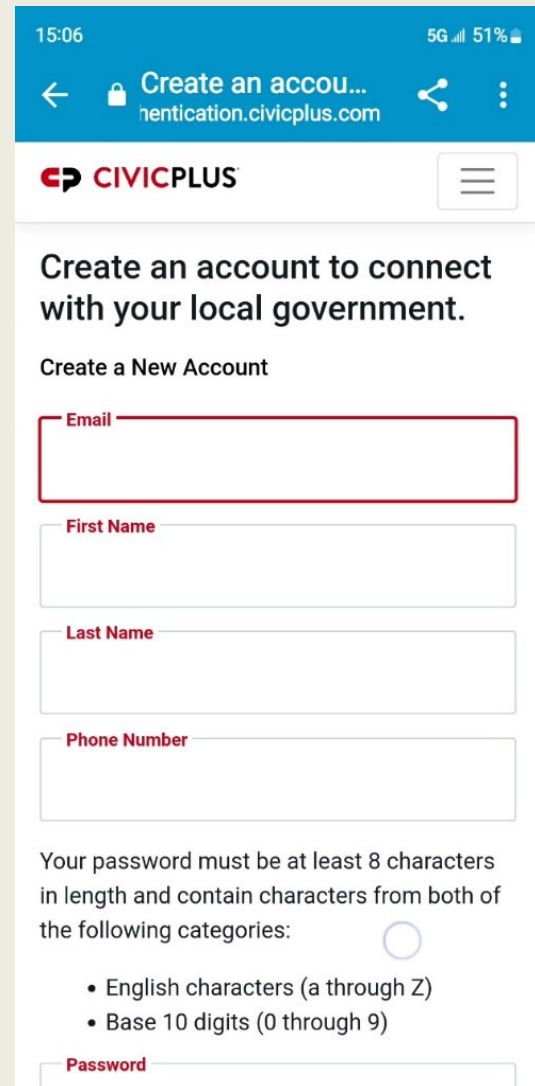
Sign in **How to create an account?**

2. SET A PASSWORD

Once you provide your email address, name, and phone number, you are ready to set your password.

Make sure it has at least 8 characters, consisting of both letters and numbers.

If you opt to use one of your existing email or social media accounts, you will be using the same password as your Newark Connect password.

Sign in   **How to create an account?**

3. CHOOSE YOUR DISPLAY NAME AND THAT'S IT!

Inform how you prefer to have your name displayed.

Do not forget to check the box to agree with the Terms of Use.

15:07   5G .ıll 50%

← 🔒 **SeeClickFix**
   seeclickfix.com   ⬿   ⋮

Complete Registration

Email:

smithmary.lovescats@gmail.com

Display Name:

| |

This is how your public requests will be attributed. It is hidden when you choose to submit a request anonymously.

Default Location:

Press 'Choose' to select a locat   CHOOSI
                                        ...

☐ I agree to the Terms of Use

REGISTER

That's it! Now you are ready to just sign-in the next time you use the Newark Connect app.

Newark Connect App
Jump Start

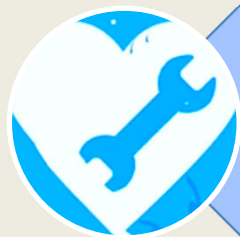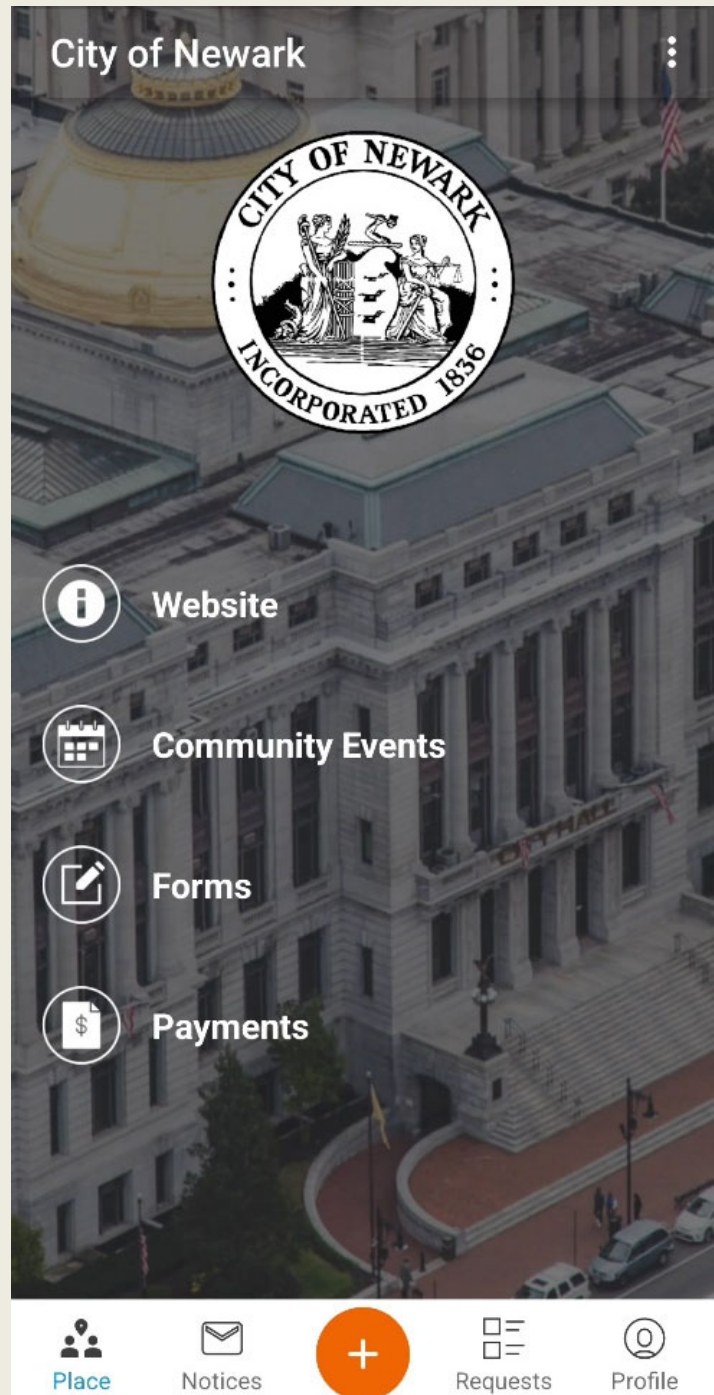## How to make a request or complaint?

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.
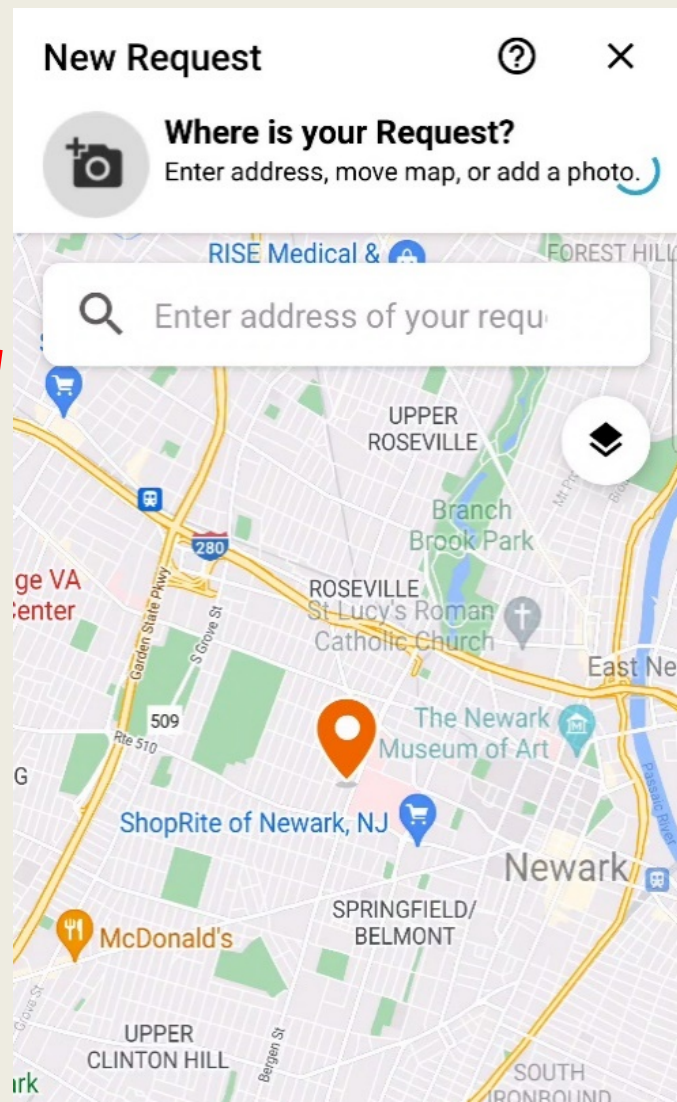
How to make a request or complaint?

2. FIND THE LOCATION OF THE ISSUE ON THE MAP

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

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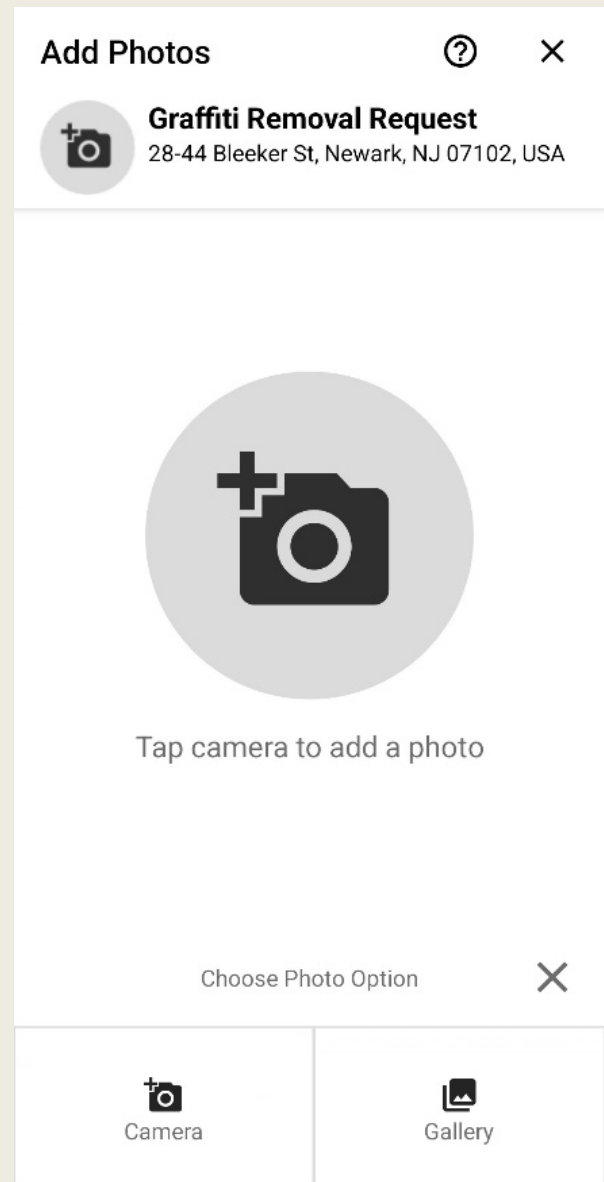
In the following screen, you may post detailed information on the issue you are about to report.

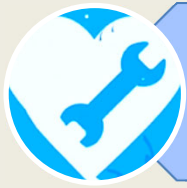## How to make a request or complaint?

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)
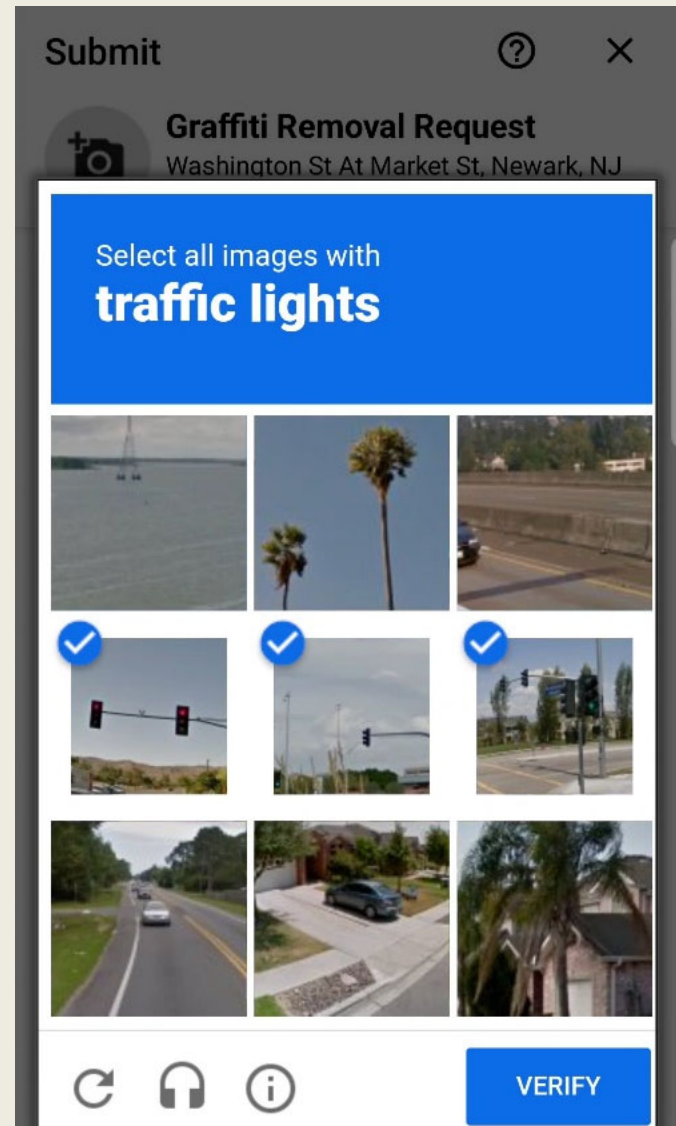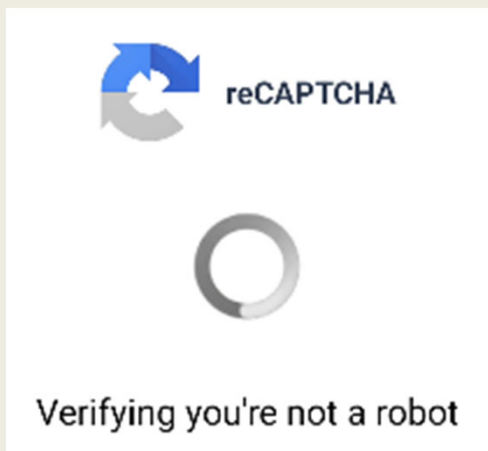
- Your email will be sent to the organization

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.

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

Newark Connect App Jump Start
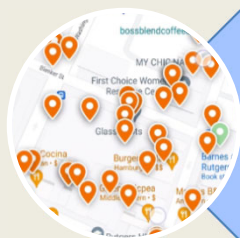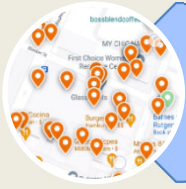
How to interact and check existing reports?

1. CHECK THE REPORTS

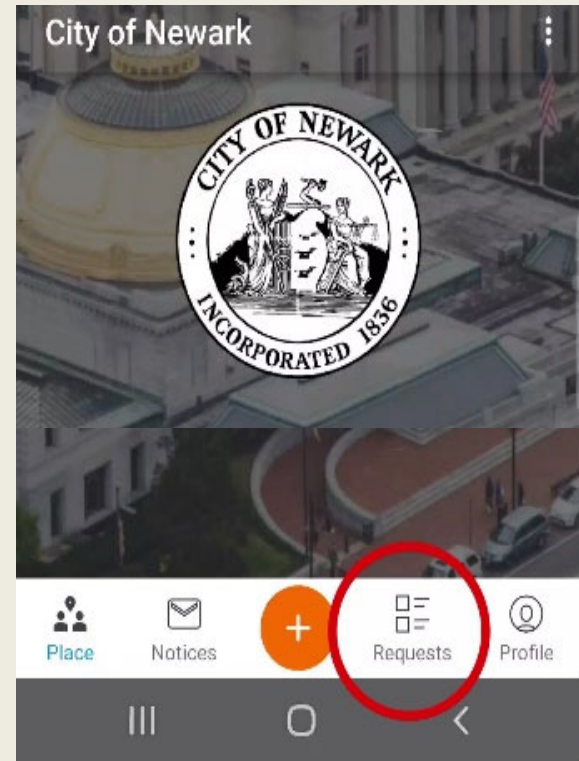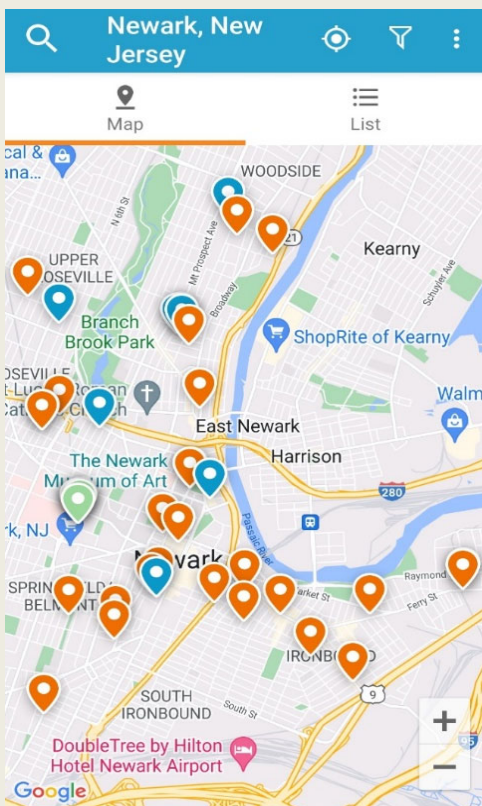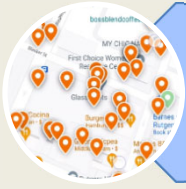When you open the app, tap the "requests" button on the menu bar at the bottom of the screen.

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

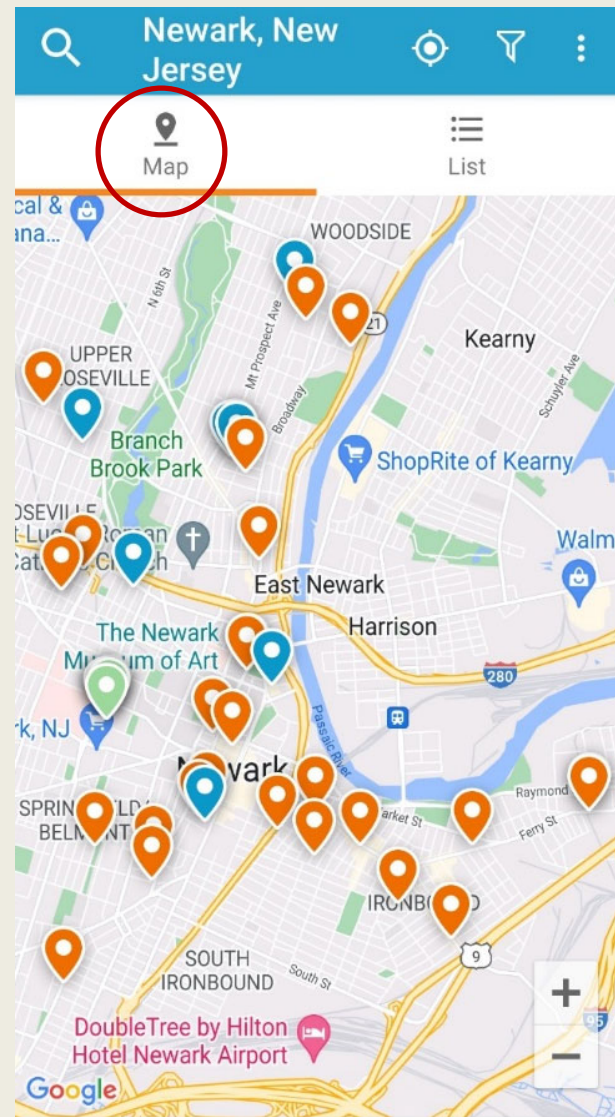Orange pinpoints are open reports. Blue pinpoints are closed reports.

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.

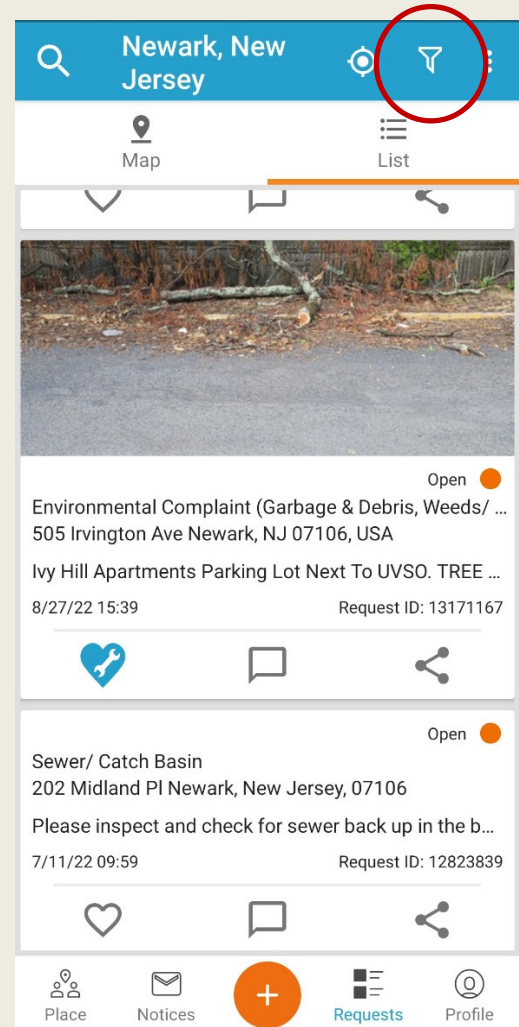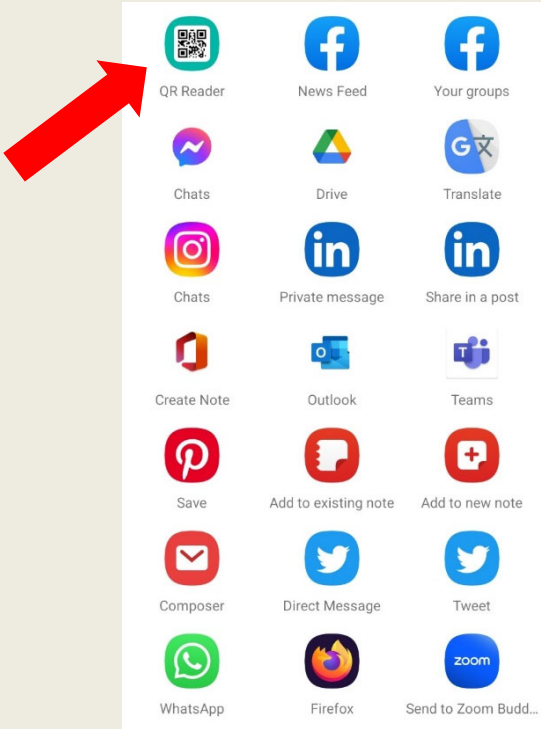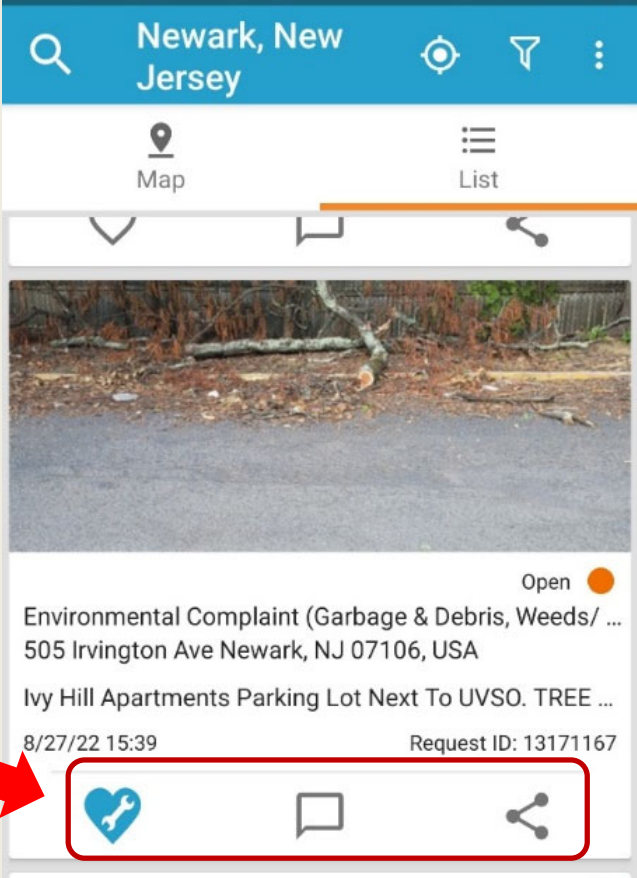Filter the reports by *open*, *acknowledged*, *closed*, or *archived*, and sort the search results.
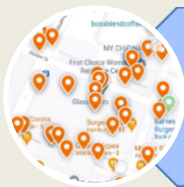
How to interact and check existing reports?

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.

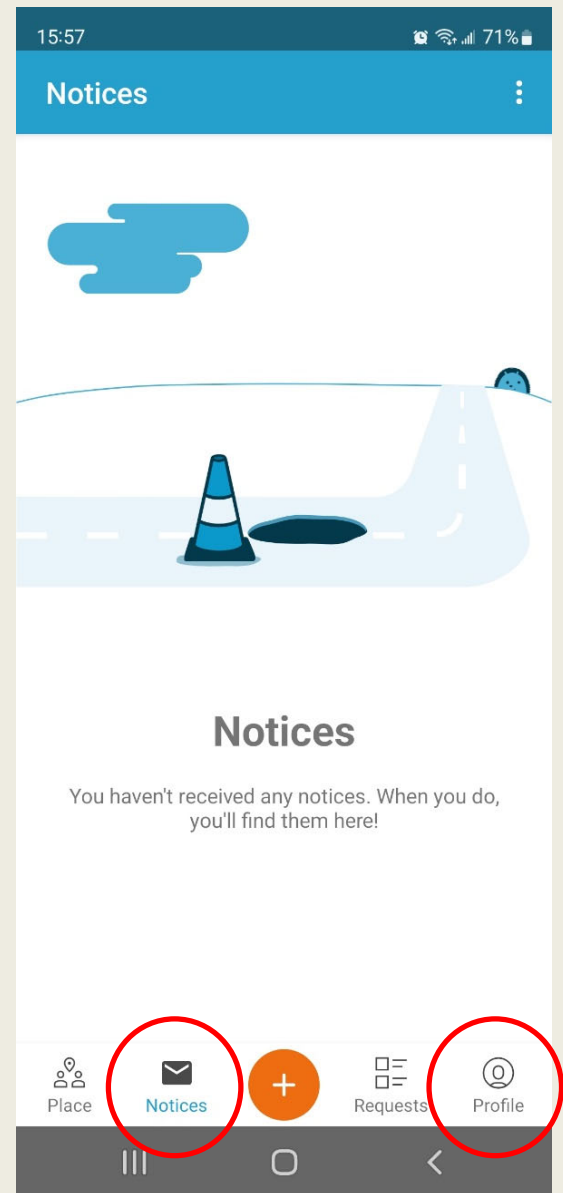You can share a report via social media, email, or with a QR Code.

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!

This manual was produced by

**Transparency and Governance Center
School of Public Affairs and Administration
Rutgers University Newark**

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**Sponsored by the
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