Tyler 311 Citizen Portal Service Request Access

STEP 1 – Access the Citizen Portal at
http://paducah311.paducahky.gov
(The Portal works best using a Google Chrome browser.)

STEP 2 - Sign in or Sign up
Click Sign in or Sign up - This allows you to get updates on requests you enter.
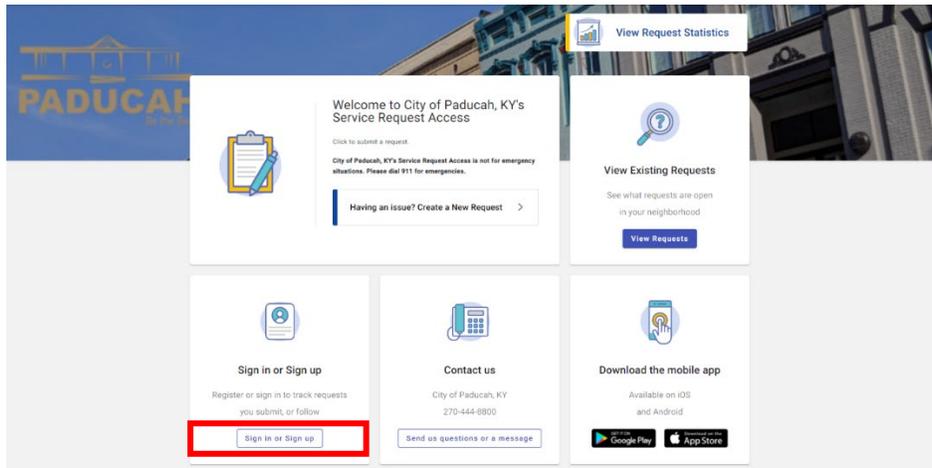
Sign in if you already have an account or scroll to the bottom of the page and Click *Sign Up* to create a new account.

Step 3 – Sign in/Register (Continued . . .)

If you are signing up for the first time, type in your e-mail address, password, first and last name then click Sign Up. Passwords must:

- Contain at least **8** characters
- Contain at least 1 number
- Contain at least 1 lowercase letter
- Contain at least 1 uppercase letter
- Not contain part of the username

Step 4 – Create a New Request

Click "***Having an Issue? Create a New Request***" to start entering a request for service.
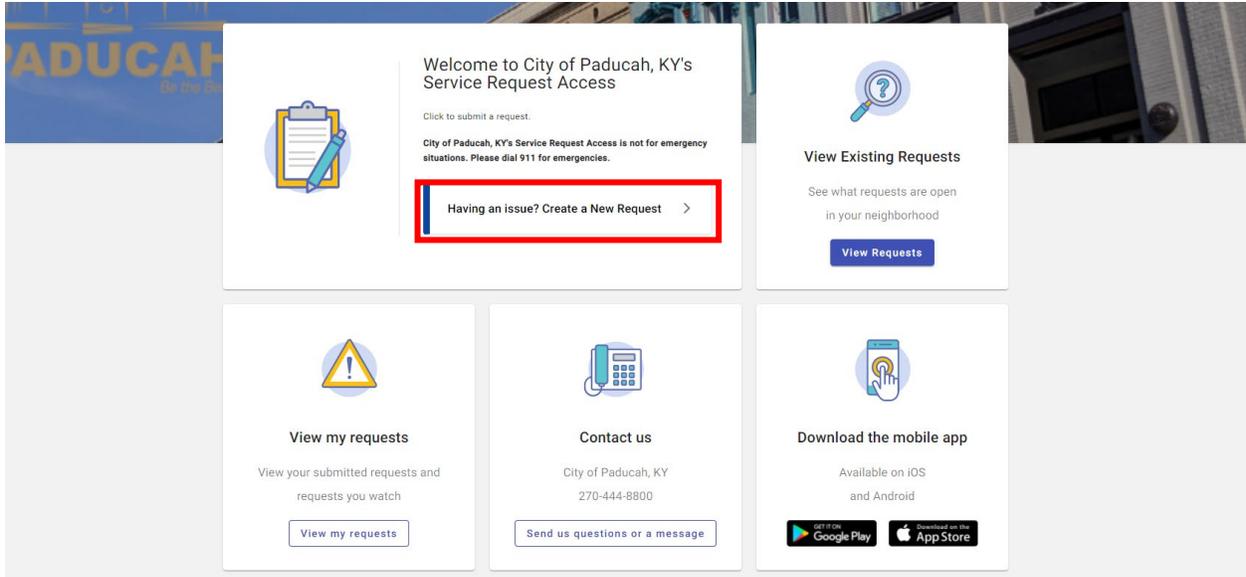
Step 5 – Select the Request Type
From the drop down list, select the type that best fits your request.
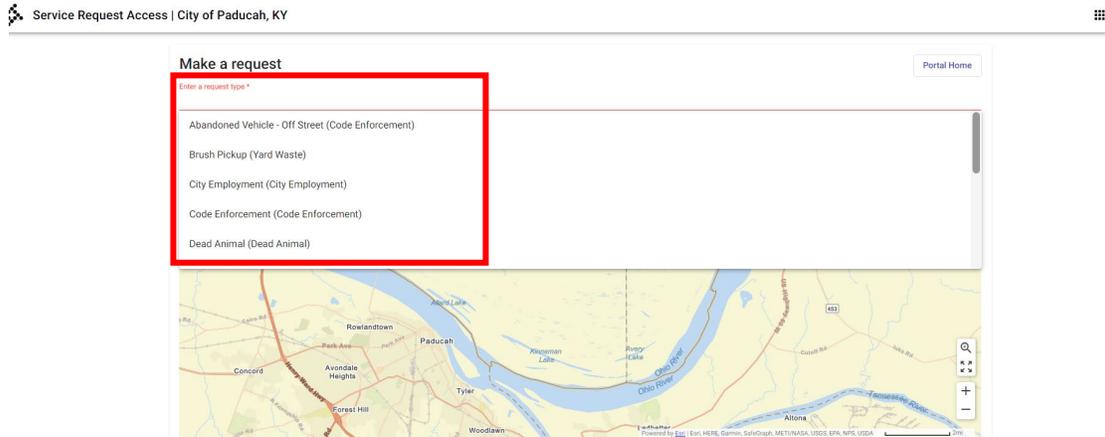
Once you select a request type, you can find more information about that request type by clicking "*View More*" in the top right-hand side of the screen.

Step 6 – Enter the location
Next, you will enter a location by associated with the request in the map and search feature. Location is required for certain request types such as Brush Pick-Up.
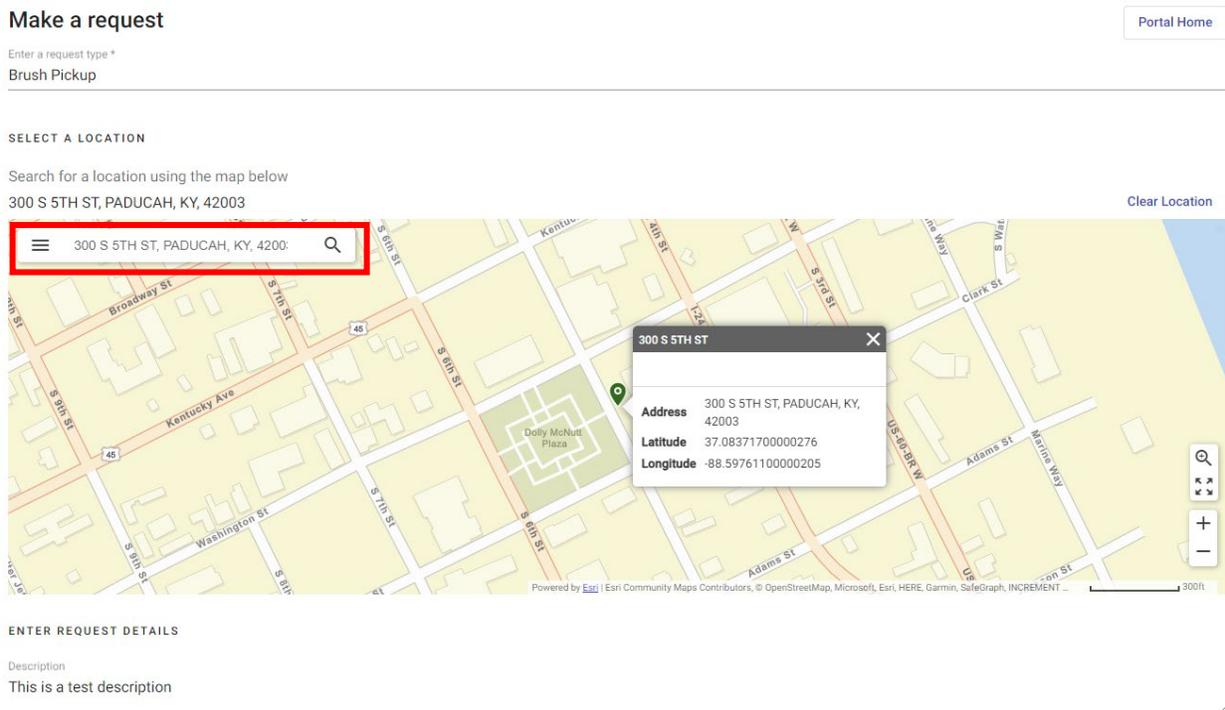
Step 7 – Enter a description of the request/issue.

Additional information may be needed, depending on the type of request.
An image can be attached, if desired.
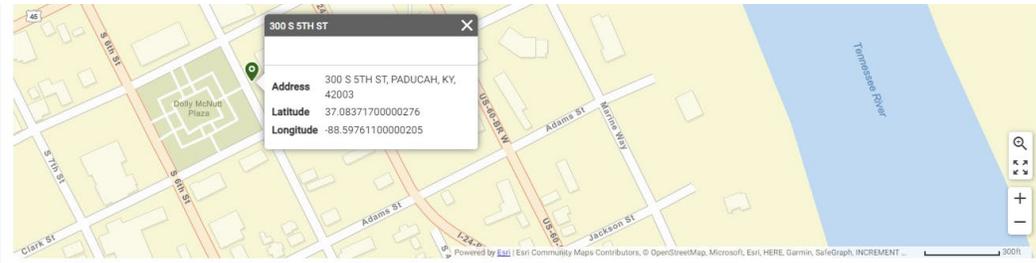
Step 8 – Contact Information & Submit

There is the option to add contact information or to submit anonymously. If you are signed in, your contact information will be added automatically.
Hit submit at the bottom right to send request to City Staff.

Step 9 – Keep Your Request Number

Once the request has been submitted a Request Number will be generated. It can be referred to when inquiring about the request with City Staff.

Step 10 – View My Requests (Signed In)
While signed in, you can view your requests by selecting *View My Requests*.
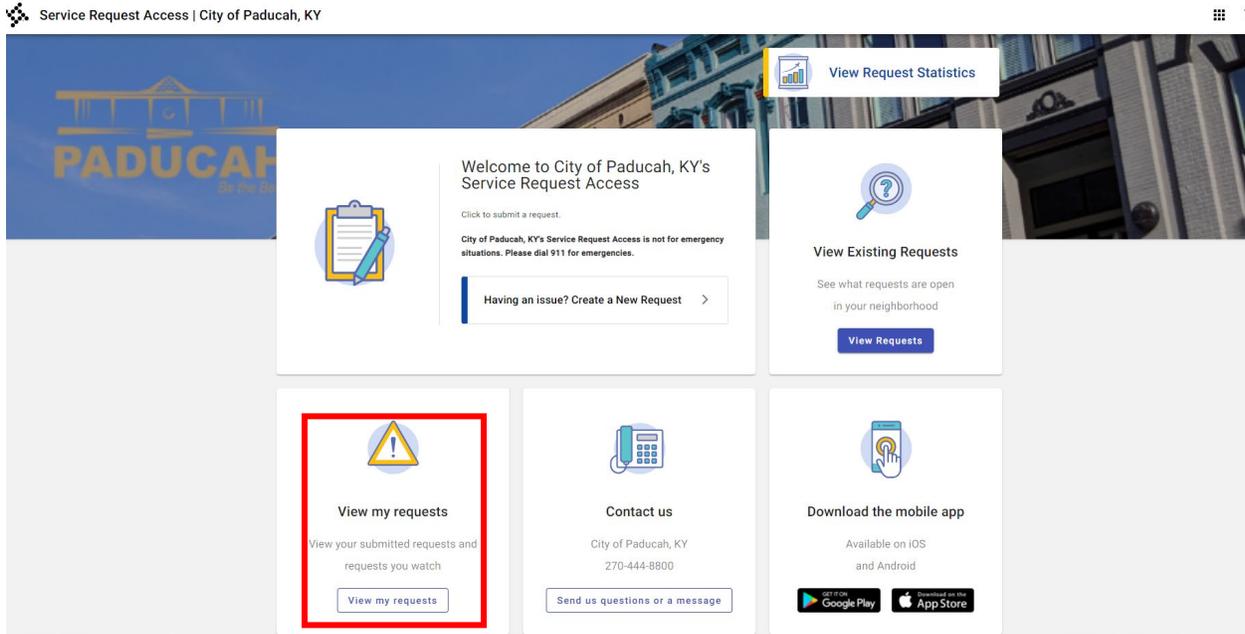
Use the pink My Requests button to see only requests you have entered.

You can also filter by several other options by clicking the filter button or by searching for a request by number.

You will receive updates on your requests by e-mail if you have provided an e-mail contact.
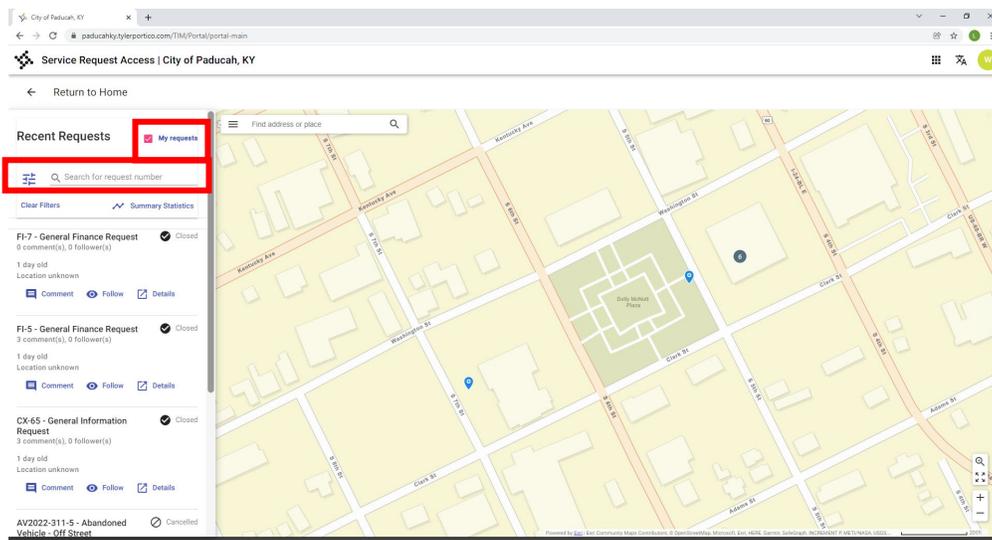
Step 11 – View Existing Requests (Not Signed In)

If you are not signed in, you can still see what requests exist by clicking View Existing Requests. Details are not available on the public portal.

If you have not provided contact information, staff will not be able to update you on the details of your request, so remember to sign in or provide contact information if you would like to receive updates.