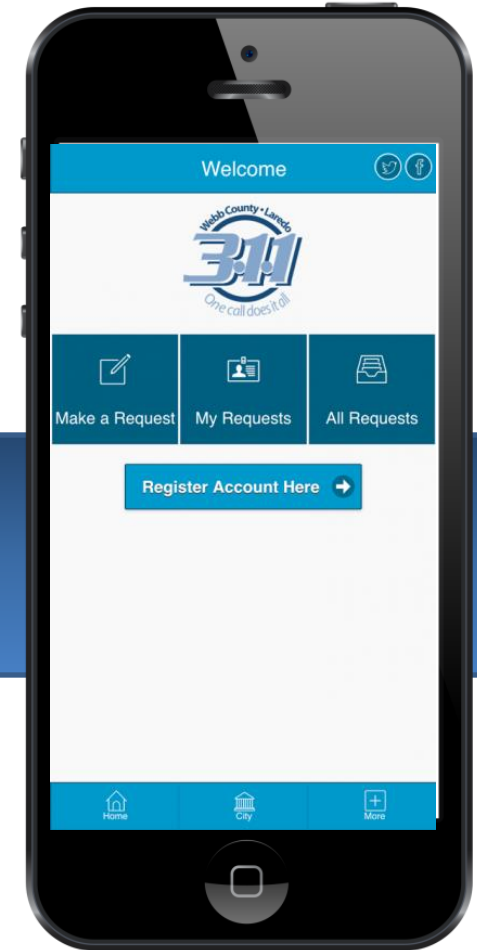




# 311

# Phone App

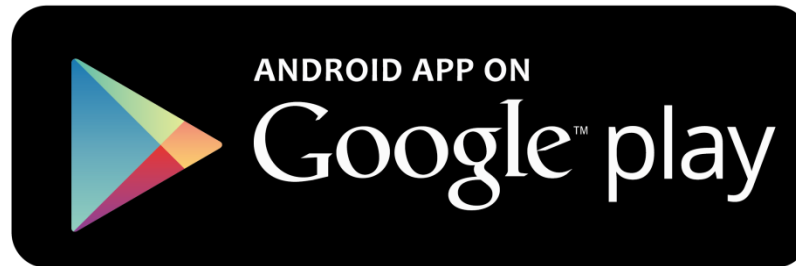


The official 311 mobile app of the City of Laredo

# Using the 311 Phone App

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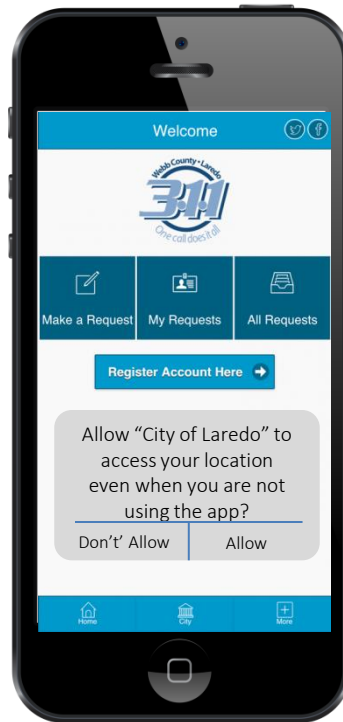
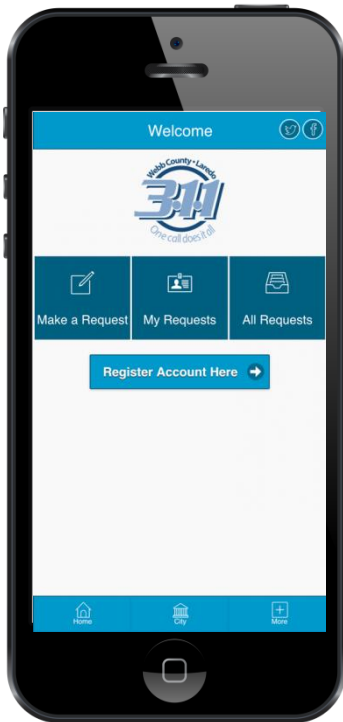
↓ Download app for free



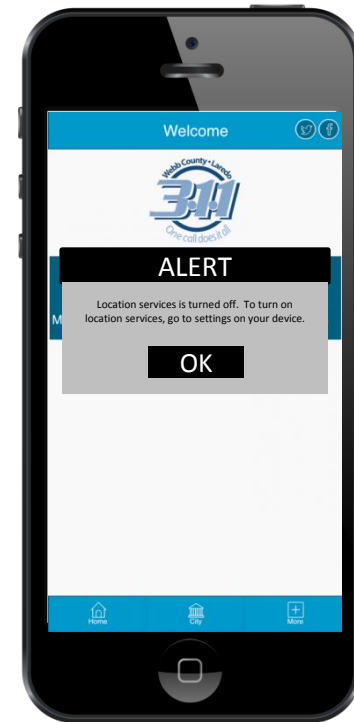
# Using the 311 Phone App



Install and determine location service preference  
(Choose “Allow” to enable “Find Me” location services. More information on location preferences on page 6.)



Choose “Allow” or “Don’t Allow” the app to use your location.

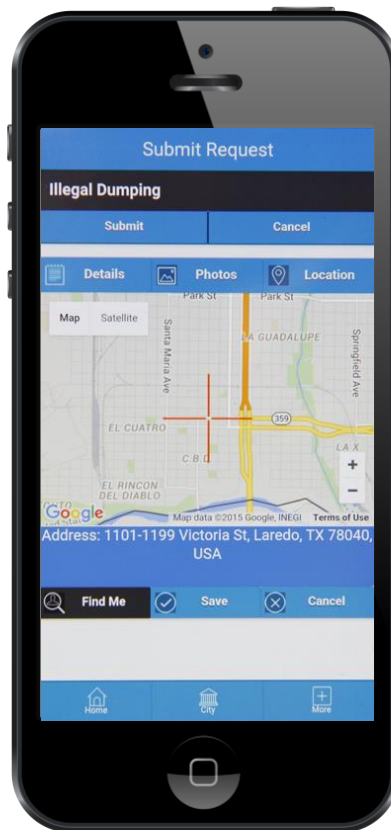
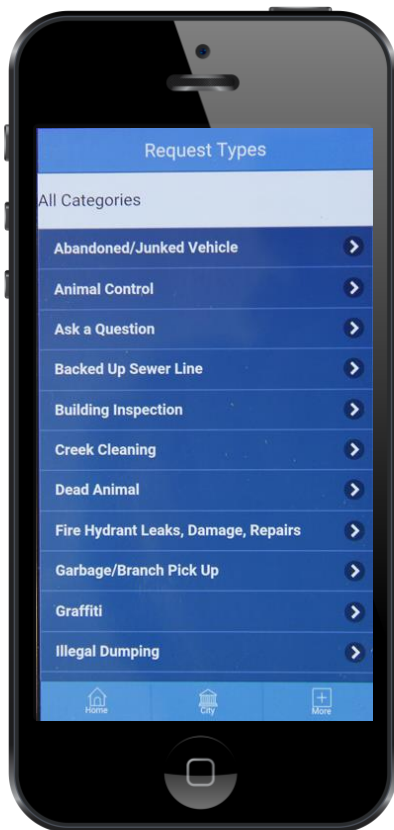


If “Don’t Allow” is chosen, you’ll see this message. You can enable location services in Settings.

# Using the 311 Phone App



Create a request by choosing a request type and filling out the appropriate information



To tag your location:

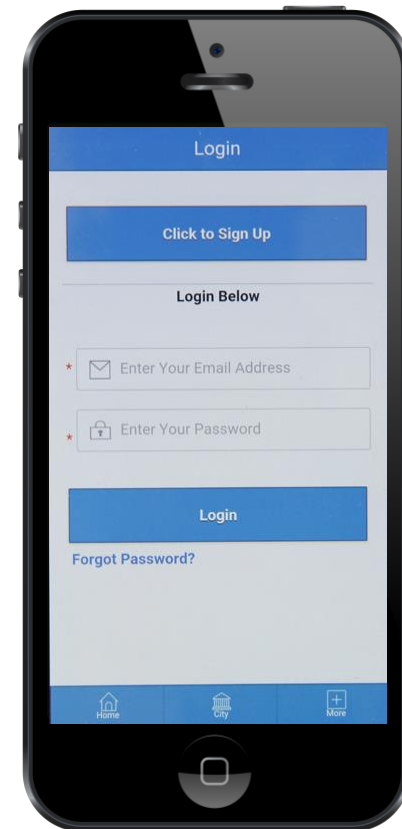
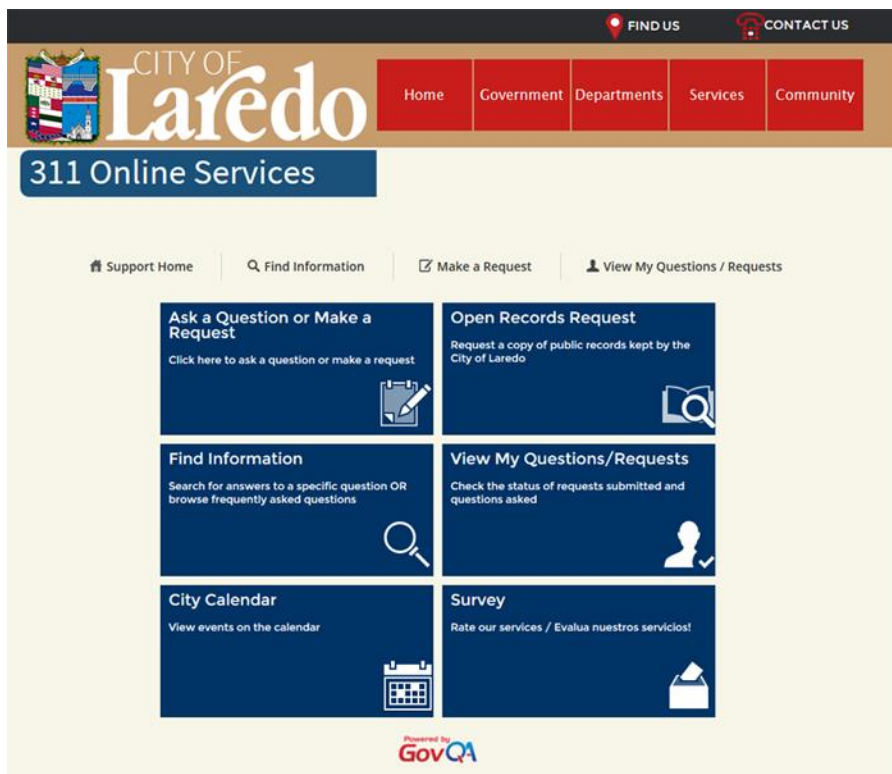
- 1) Click "Location"
- 2) Click "Find Me"
- 3) Click "Save"
- 4) Nearest address will populate in the Address 1 field. (Some minor modifications may be needed.)

# Using the 311 Phone App



The app will prompt you to sign up for a new account or login using your existing account.

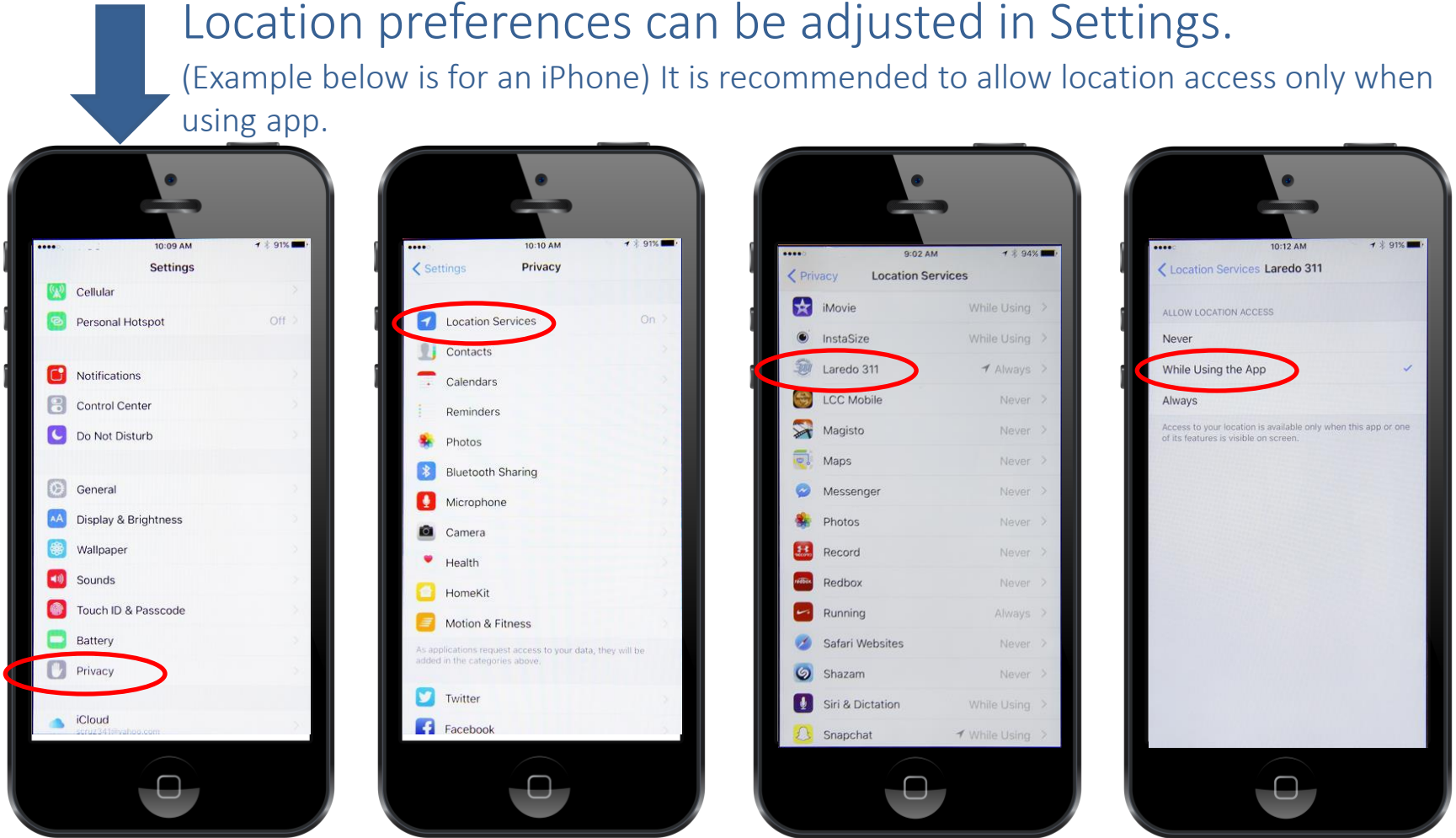
***PLEASE NOTE: If you have submitted a request for service using the City of Laredo website, the email address and password will be the same.***



# Using the 311 Phone App

Location preferences can be adjusted in Settings.

(Example below is for an iPhone) It is recommended to allow location access only when using app.



# Using the 311 Phone App

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Questions?

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