

Frequently Asked Questions

Can I create a new report using my tablet device, such as an iPad?

Yes! However, many tablet devices don't have a true GPS and instead use Wi-Fi triangulation, which pulls location based on the number of mapped Wi-Fi hotspots. This setup can result in less accurate location information in certain areas. Always before submitting a report, a user must confirm the location. During this step, the user can correct inaccurate location information captured by the device hardware.

Can I enter a service request / report without adding a media file, such as a photo, video or audio file?

Yes, but it is recommended for faster processing of the request.

Does this app work for requests outside of the city limits of Brookhaven?

No. Though CitySourced works with many cities and counties across the world, our particular smart phone app and online service request system is designed specifically for Brookhaven issues and requests.

How can I check the status of a report I created?

When an issue is reported, your report goes right into the City's work management system and is distributed to the appropriate department for resolution. When the issue is updated in the City's work management system, you can see the update right away on the MyReports Tab within the mobile app.

Can users be removed from the system for abuse?

Yes, users that are abusing the system by uploading inappropriate content can be removed.

What happens if I don't have cell service/coverage but want to report something?

Cell service is required to submit a request using the mobile app. However, the mobile app allows users to store reports and send them once mobile access is restored.

What if the GPS malfunctions?

GPS units in phones can vary in their speed and accuracy. Generally newer phones have no problem locking in to a GPS signal. However GPS is usually best when you have line of sight to a sky. Therefore, you may have problems with GPS when inside buildings with certain devices. However, the app supports

offline reporting and manually entering your location. Therefore, a poor GPS signal will not prevent you from submitting a report.

Does CitySourced use either SMS or MMS to transfer information?

No, the app only uses the data service provided by mobile carrier. The data sent per report is, on average, much less than your average web page.

How is my contact information stored?

The mobile app prompts a user to provide First Name, Last Name, and Email Address. A user only has to provide this information once and it is then stored within the app. Users may still submit reports anonymously by selecting this option in the Settings menu. Go to the 'More' Tab, select the 'Settings' menu, and check the box marked 'Report Anonymously'. Any information, such as personal information or location is only used for reporting purposes. CitySourced states that they will never sell your information for commercial purposes.

Can I enter a service request/report anonymously?

Yes, however, providing contact information is encouraged to allow for quicker follow-up and resolution to the submitted issue. To report anonymously, in the mobile app go to the 'More' Tab and select the 'Settings' Option. In the 'Settings' window, make sure that the "Send Reports Anonymously" checkbox is checked.

Does CitySourced track my location?

Whenever you open and interact with the CitySourced app on your mobile device, the location information from your mobile device is used to tailor the experience to your current location. This information is NOT published or shared with others. The app saves that specific location information until the next time you do something in the app, at which time the old location information is deleted from your mobile device and replaced with your most recent location information. Your location data is only shared when you decide to proactively report an issue.