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San Joaquin County

311 Submission Step-by-Step Guide

App Setup

Setting up the app is as easy as downloading it and entering the San Joaquin County URL. Once you're done, you can create and track service requests through the app!

1. Download NEXGEN 311.

Search "NEXGEN 311" in the App Store or Google Play Store.

2. Enter the URL in the settings.

Click the gear icon and enter sjcdpw.public.311service.com.

3. Register for an account.

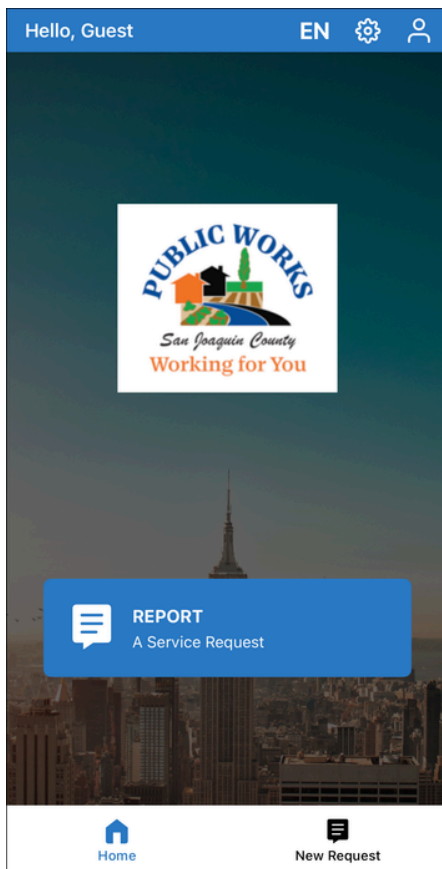
Once you're registered, you're in – submit away!

A place to thrive.
San Joaquin
County.



Why submit service requests?

Service requests are a great way for you to help us identify and resolve maintenance needs across the county. With the app, you can easily submit all the information we need to get things done and get notifications as we progress, to boot.



How to Submit a Service Request

Submitting service requests from the app is easy!

1. Tap Report a Service Request.

You'll be able to view a list of issue types you can report.

2. Select an issue type.

Search or tap through each category to get to the relevant one.

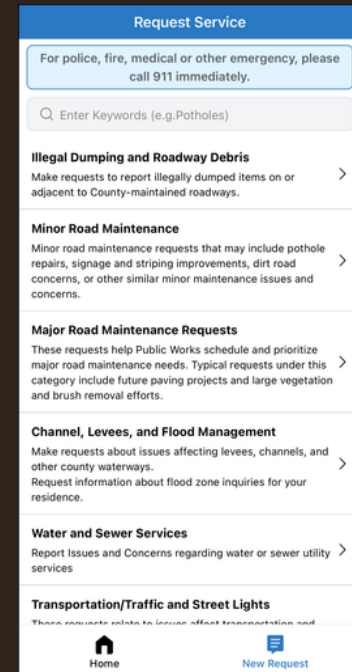
3. Add a location, description, and image.

Tell us the details and we'll take care of the rest.

4. Let us know if you want to be notified.

Leave us your contact info (or not – you can submit anonymously if you'd like!).

Once you hit submit, you're done! If you signed up for email or text notifications, you'll receive updates as progress on your request is made.



Search or tap through any of the available categories. The list will show up as is shown to the left.

Add a location, description, and image using our service request form. You can tap the map to drop a pin or enter an address using the search bar.