Register for an account

Smartphone
First, download the iPhone or Android app for your phone. To all our friends using iPhones: when you first launch the app, you'll be prompted to either log in or sign up for an account. Tap the sign up option and then enter your display name, email address, and password. To all our friends using Androids: click on the hamburger to the left of the screen and then tap the "Log in or register" option.

Website
Navigate to seeclickfix.com/register to sign up for your account. We'll request the exact information listed above, and will also ask you to name your city/town. This is entirely optional, but it will help us determine your default homepage when you launch seeclickfix.com.

I would like to change the display name that I entered at registration. What do I do?

The only way to change your display name is to log in to your account from seeclickfix.com. Then, select "My Account" and "Preferences." On the "General Preferences" page there is a text box in which you can type your new display name. Once you have finished making adjustments, click on the blue "Save Changes" button.

I want to submit a SeeClickFix report. What are my options?

Users can submit reports from the iPhone and Android apps, seeclickfix.com, and an embedded widget on your government's website. Select a service request from the dropdown menu and answer all required secondary questions. While a description and photo are optional, they will help city employees understand the exact problem. If you do not see a service request that fits the exact issue you're describing, that means your city or town is currently not fielding those requests. You can submit the report through the "Other" category, if this category exists. However, do not submit a report under "Post to Neighbors" with the expectation that your city will receive and fix the problem. Reports filed under "Post to Neighbors" do not route directly to your city.

My report is fixed but it is still listed as Open or Acknowledged on SeeClickFix? What can I do?

If your report is fixed before your city or town acknowledges it, you can go ahead and close it on your own. Simply pull up your report, select "Close this issue," type a comment, and submit your comment. If your report is acknowledged, only a government user can close it. The best course of action is to type a comment that notes that the problem is no longer an issue.

I'm getting too many emails from SeeClickFix. Help!

When you register for your account, you will automatically receive all types of email notifications. To reduce the volume of email you receive or unsubscribe completely, you'll need to adjust your email preferences. First, you must log in to your account from seeclickfix.com. Then, click on "My Account" and select "Preferences." On the "General Preferences" page, select "Email addresses." To proceed to the permissions section, click on the address. You can then directly manage all types of notifications you receive from SeeClickFix. Top stop a specific type of alert, find the corresponding box and deselect it. If you want to unsubscribe from all email notifications, deselect all of the boxes.

If you have additional questions, please send us an email at contact@seeclickfix.com