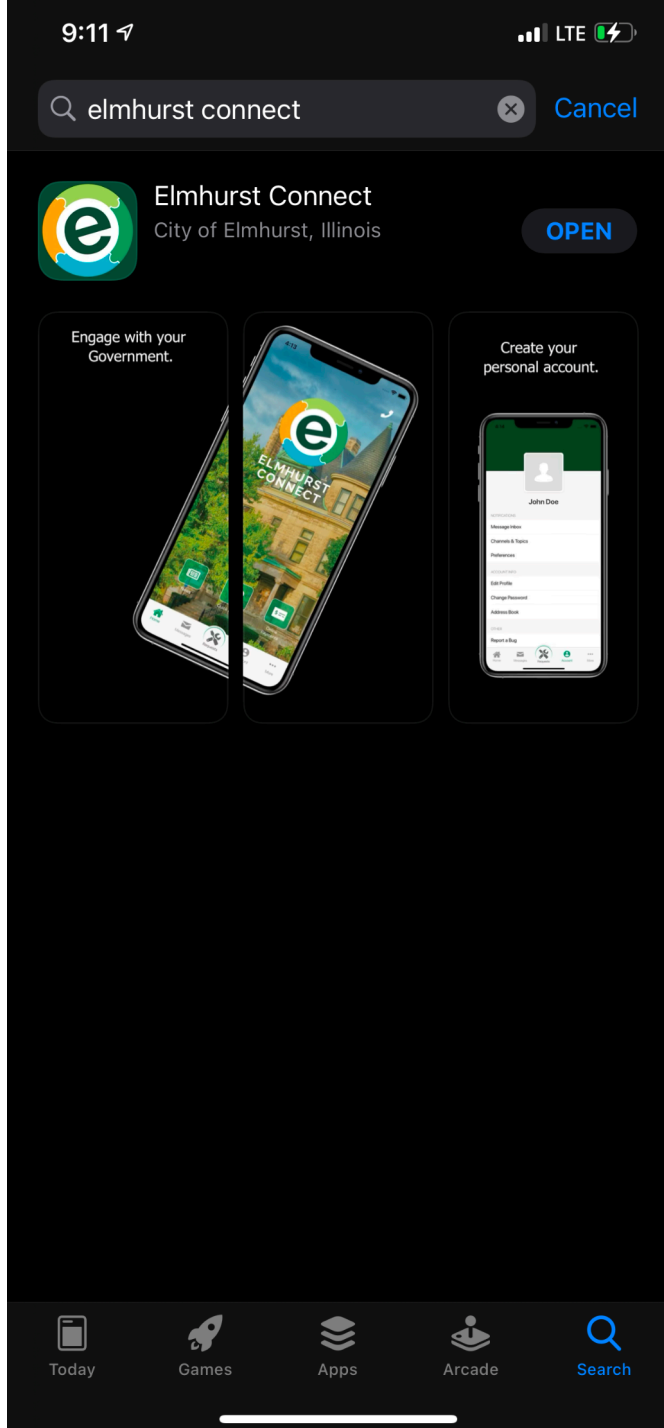




Elmhurst Connect

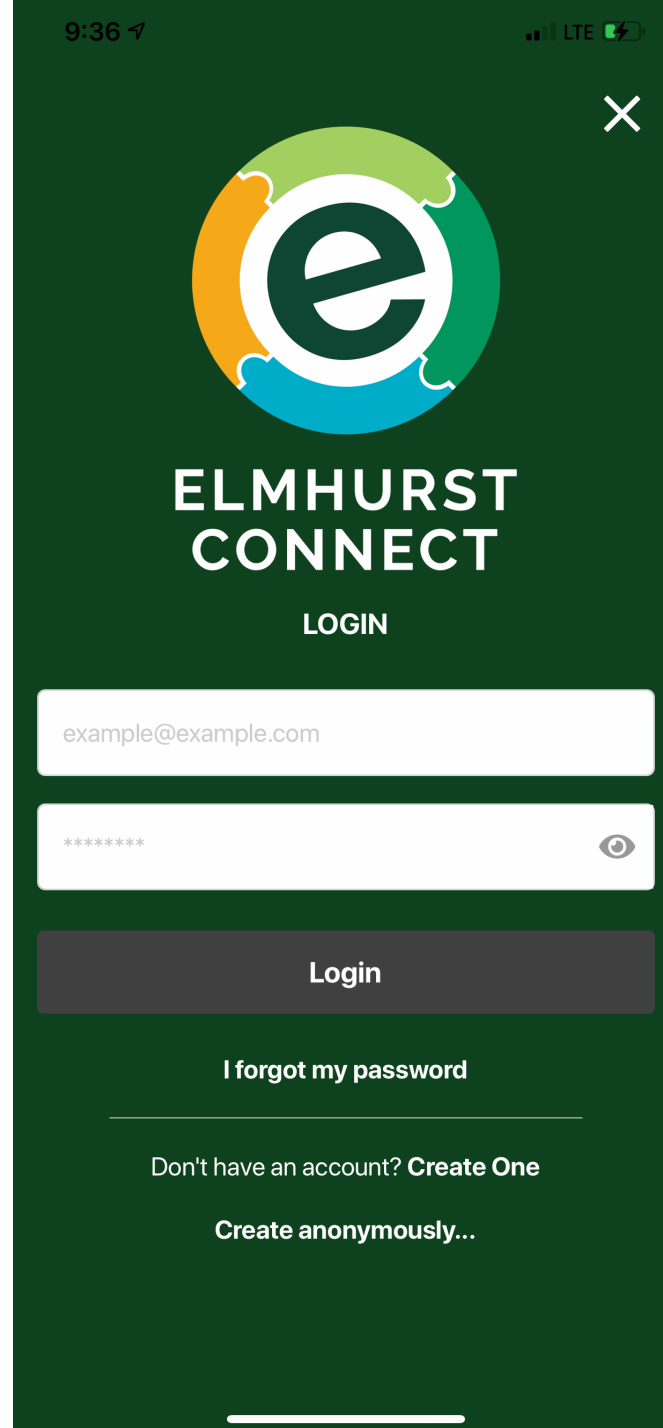
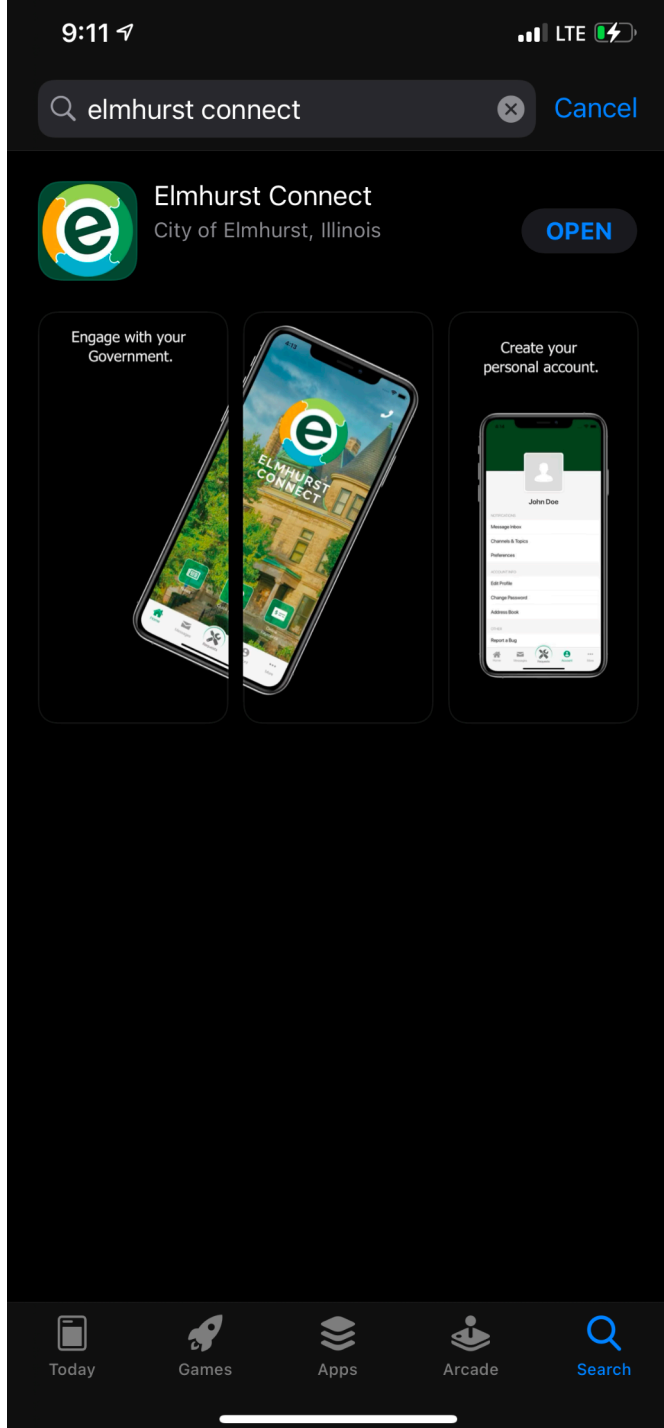
An online and mobile service request & reporting system for
the City of Elmhurst.



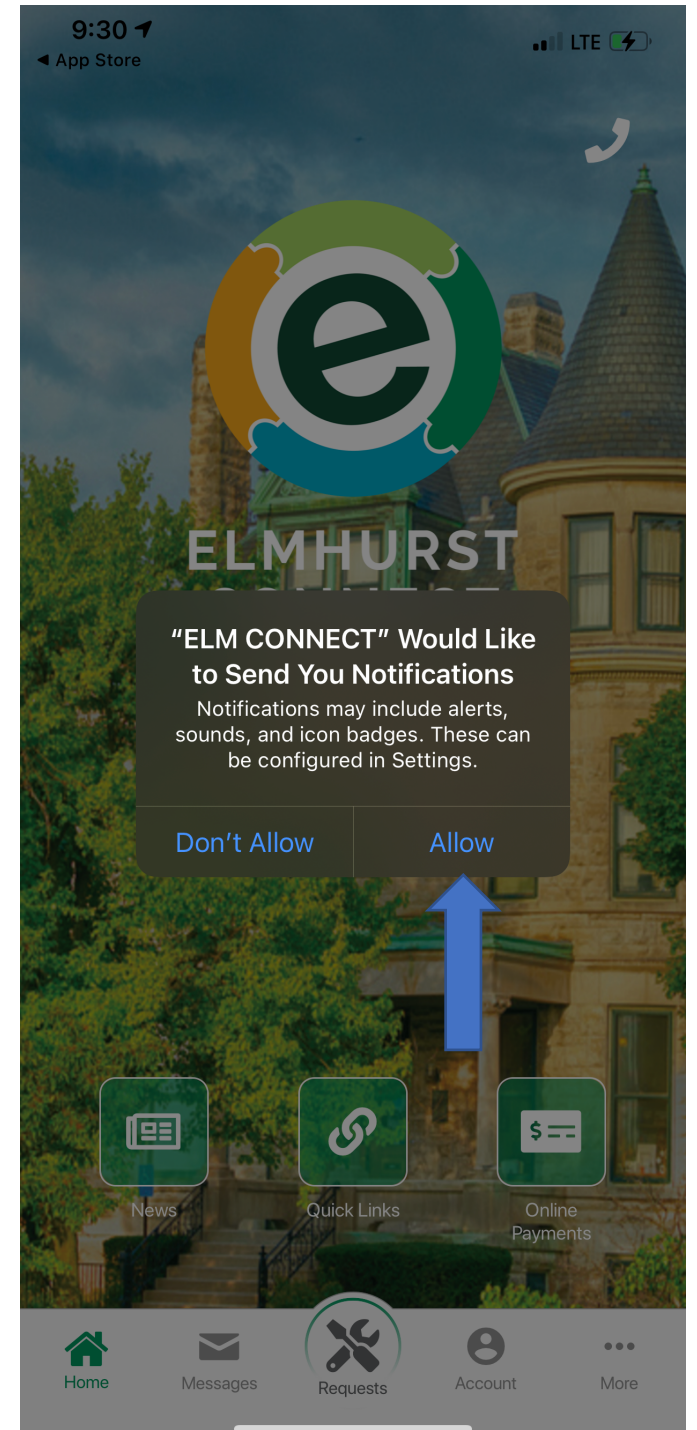
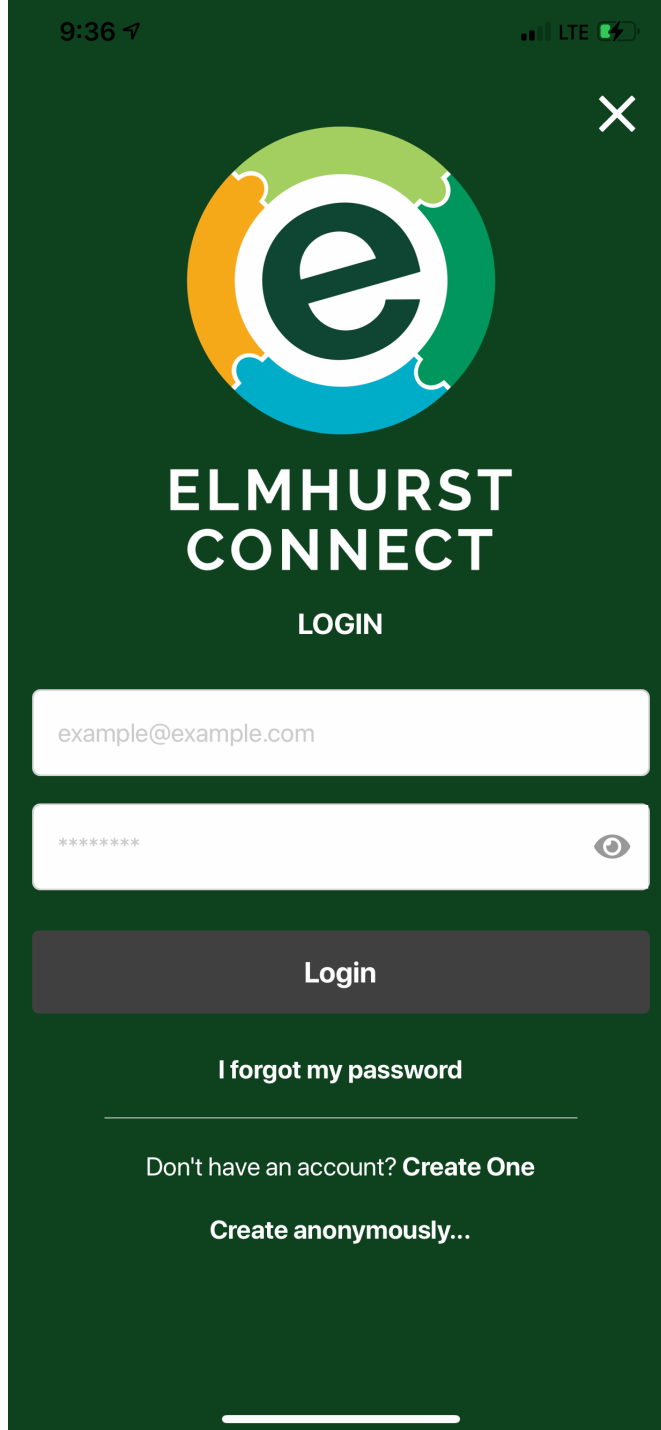
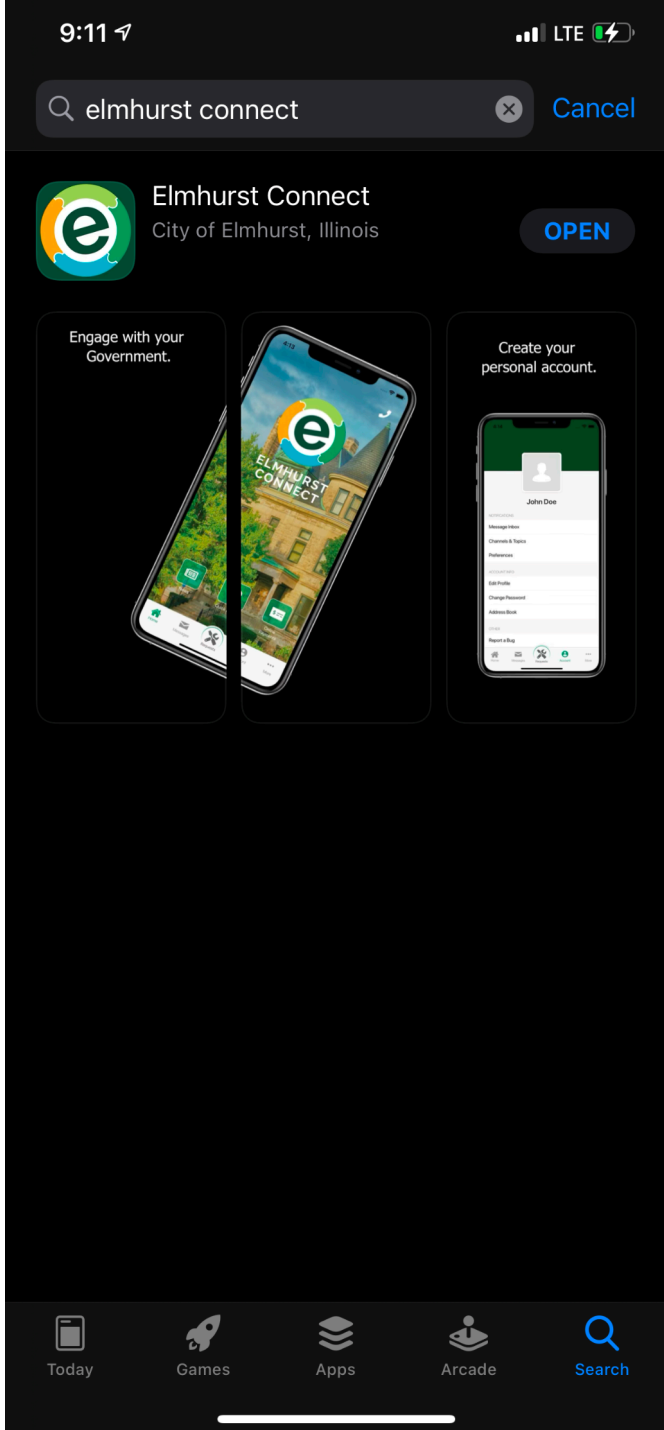
MOBILE APP - Android and IOS

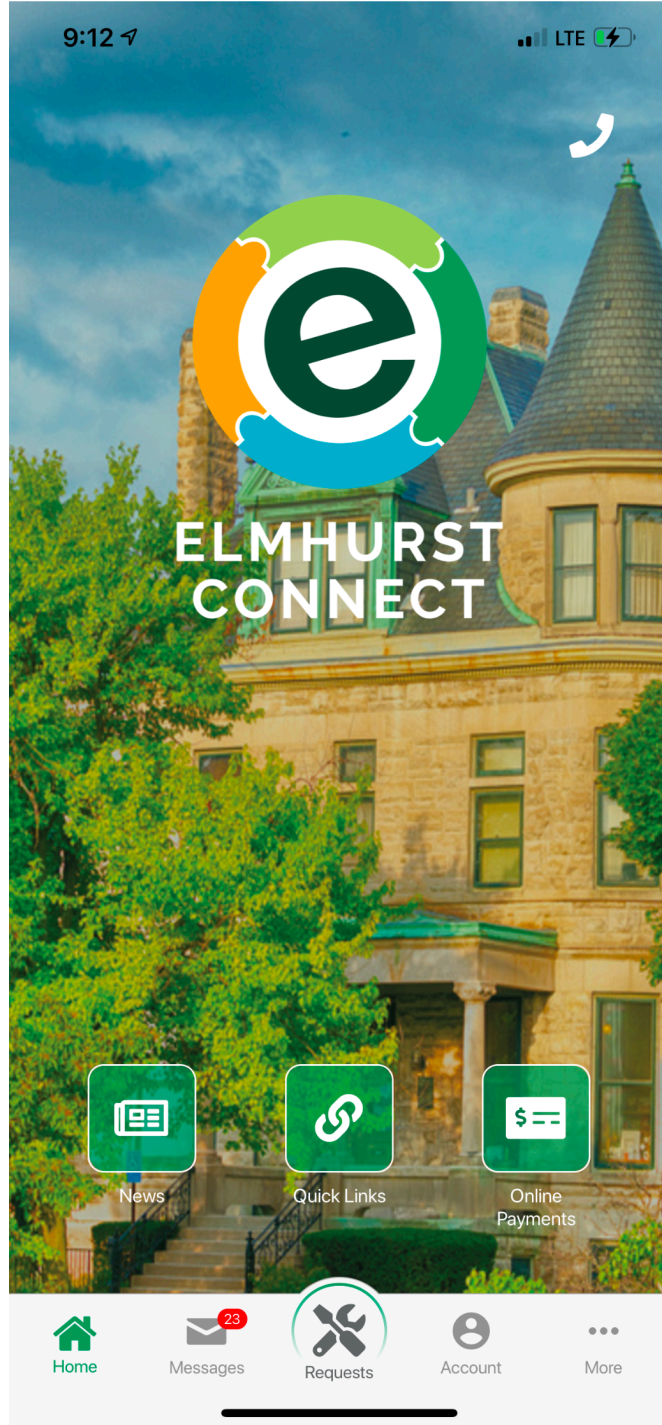
Search for “Elmhurst Connect” in apple or google play store to download app to mobile devise.

Key words like “City of Elmhurst” or “Elmhurst” will also work.

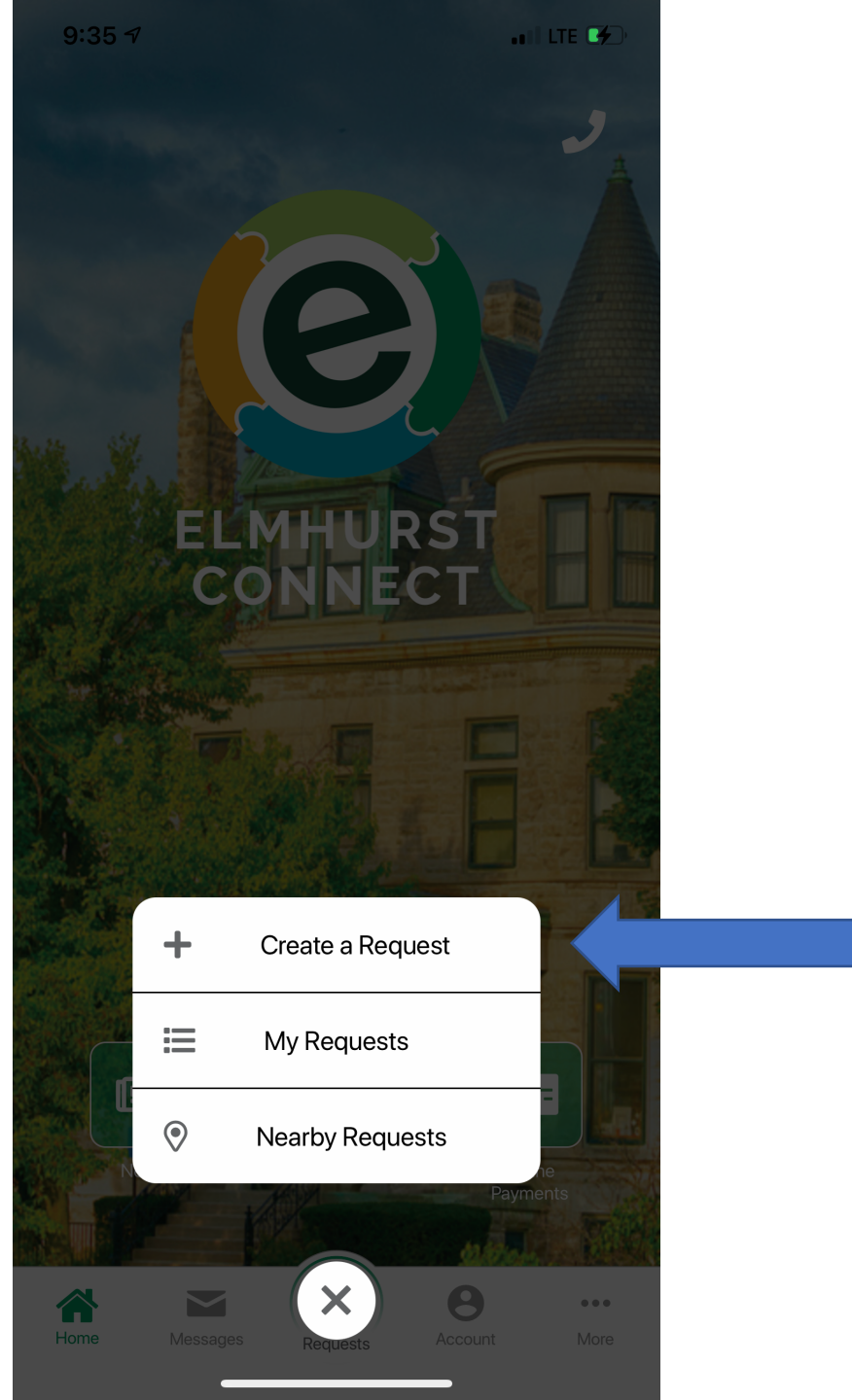


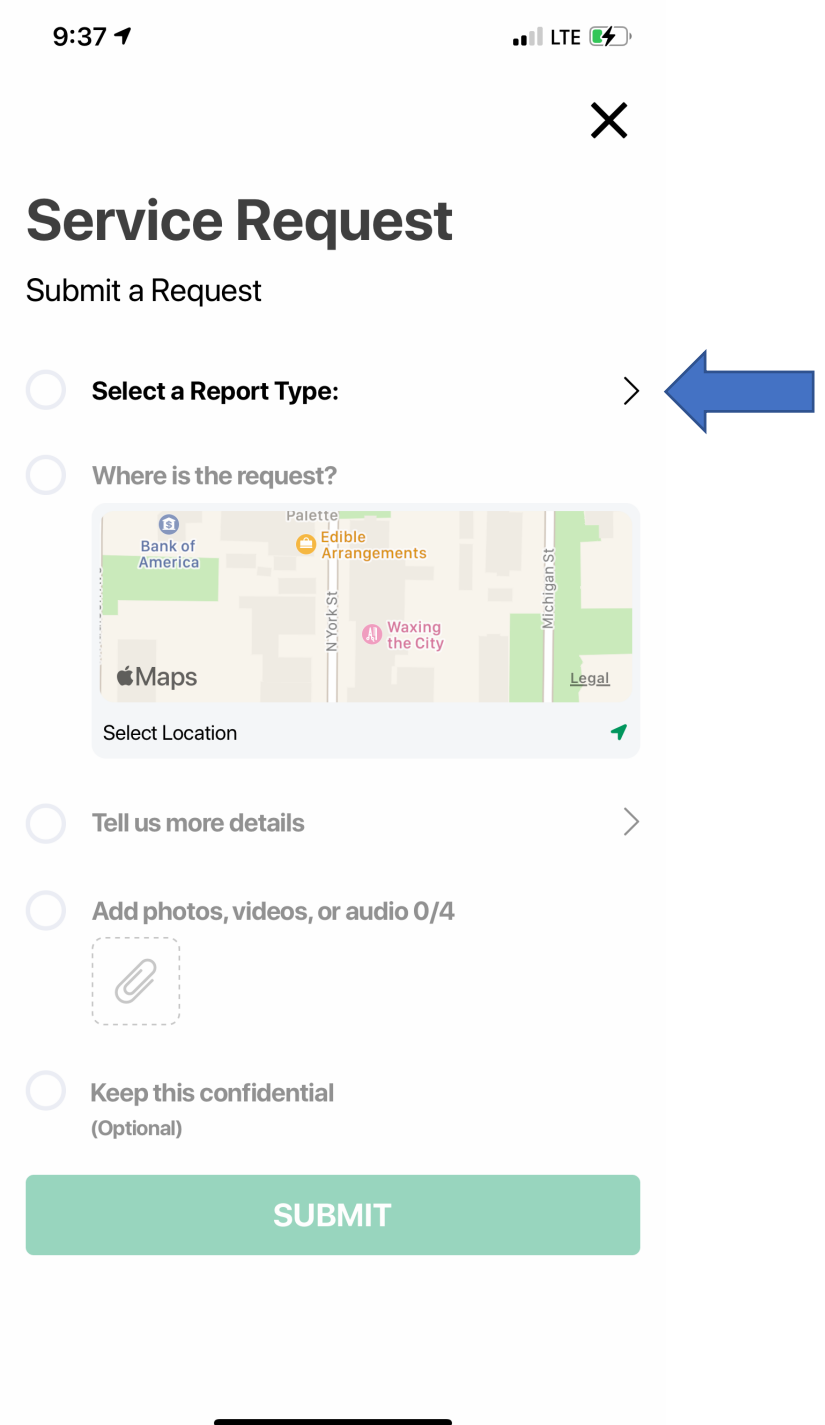
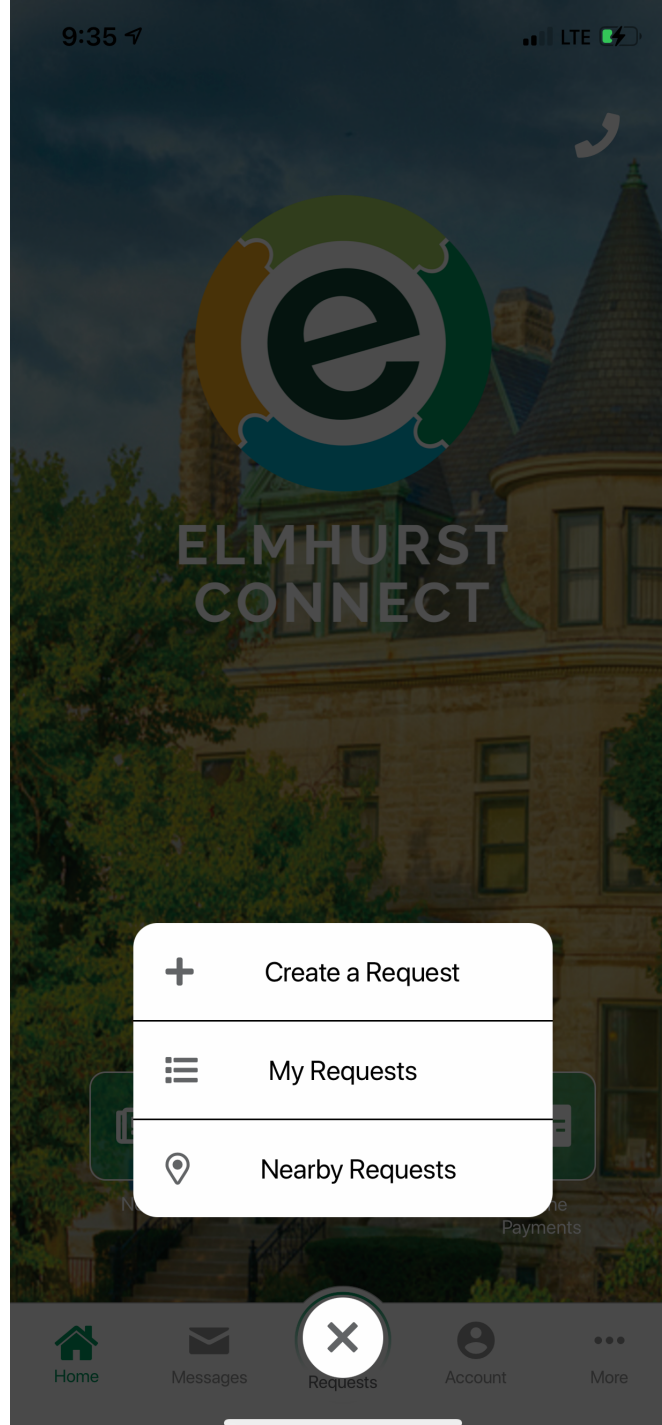
Creating an account is strongly recommended in order to receive feedback from City staff on your request. It is also required for certain service requests.





- Quickly call City Hall's main number
- News & Announcements
- Highlighted areas of the City's website under "Quick Links"
- Make online payments
- **Main focus = "Requests"**





9:40

LTE

What are you reporting

Done

Building Code Question

Building Maintenance Issue

>

Code Enforcement

>

Fire Non-Emergency Request

>

Forestry

>

Garbage Toter

Missed Garbage Pick-up

Parkway Restoration

>

Police Non-Emergency Request

>

Report an Act of Kindness

Streets

>

Dead Animal Complaint

Economic Development Question

Electric Issue

>

Engineering Issue

>

Website Question

Zoning Question



Be sure to click “Done” after you’ve made your selection.



Service Request

Submit a Request

☒

Select a Report Type:

Report a pothole/street patch

>

☐

Where is the request?



☐

Tell us more details

>

☐

Add photos, videos, or audio 0/4

☐

Keep this confidential

(Optional)

Note: If this needs immediate City Staff attention, please call (630) 530-3050.

SUBMIT

9:42

LTE



Service Request

Submit a Request

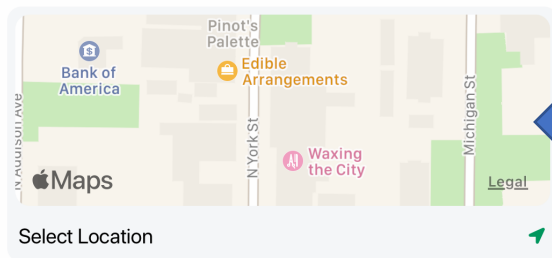


Select a Report Type:

Report a pothole/street patch



Where is the request?



Tell us more details



Add photos, videos, or audio 0/4



Keep this confidential
(Optional)

Note: If this needs immediate City Staff attention, please call (630) 530-3050.

SUBMIT

Click inside of the map area to mark the location of the request.

This field is required.

9:43

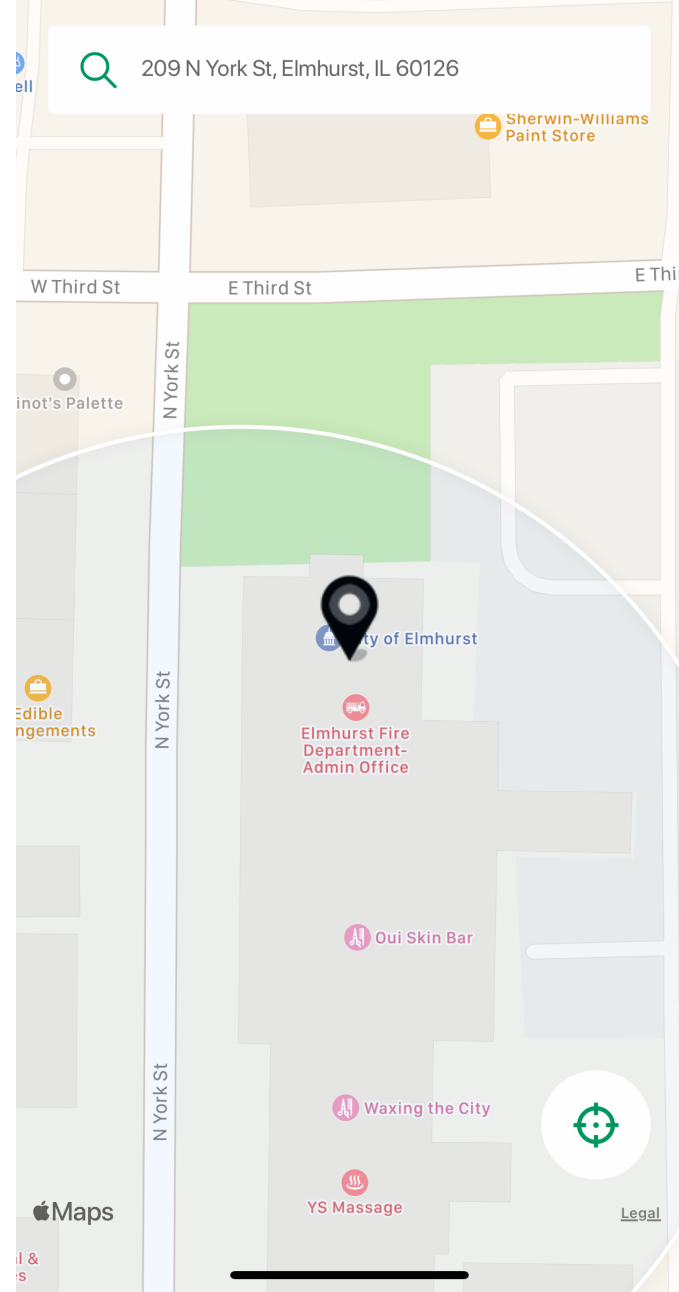
LTE



Request

Set Location

Done



If location services is turned on, the app will identify where you are located.

Will only accept addresses within Elmhurst.

1:01

LTE



Service Request

Submit a Request

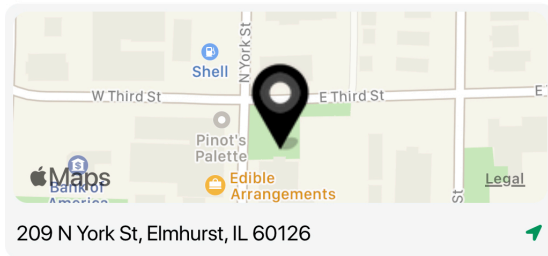


Select a Report Type:

Report a pothole/street patch



Where is the request?



Tell us more details



Add photos, videos, or audio 0/4



Keep this confidential

(Optional)

Note: If this needs immediate City Staff attention, please call (630) 530-3050.

SUBMIT

Details are also required.

9:44

LTE

< Request

More Details

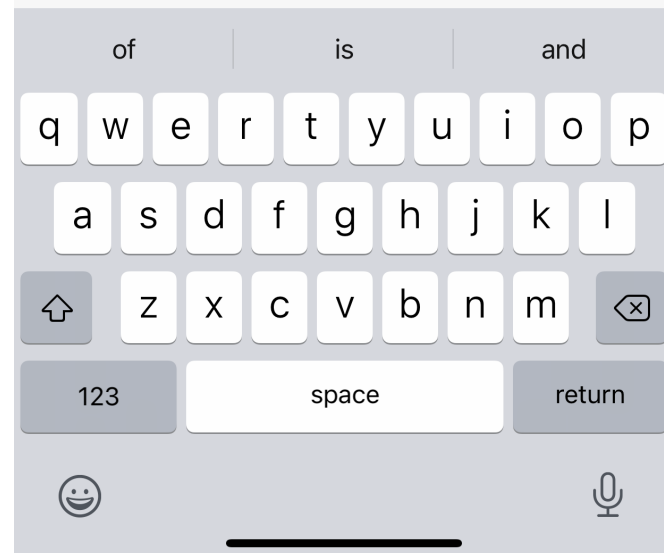
Done

Note: If this needs immediate City Staff attention, please call (630) 530-3050.



Description:

Pothole at York and 3rd intersection



1:11

LTE

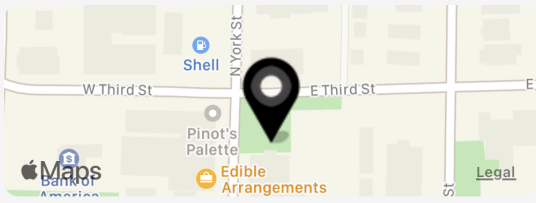


Service Request

Submit a Request

☒ **Select a Report Type:**
Report a pothole/street patch >


☒ **Where is the request?**



209 N York St, Elmhurst, IL 60126

☒ **Tell us more details** >

☐ **Add photos, videos, or audio 0/4**



☐ **Keep this confidential**
(Optional)

Note: If this needs immediate City Staff attention, please call (630) 530-3050.

SUBMIT

9:46

LTE

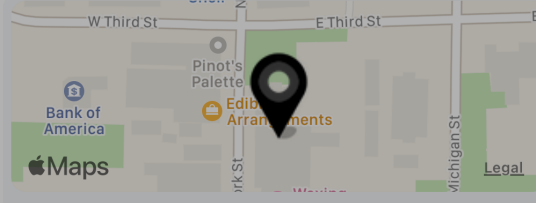


Service Request

Submit a Request

☒ **Select a report type.**
Report a pothole/street patch ✓

☒ **Where is the request?**



209 N York St, Elmhurst, IL 60126

☒ **Tell us more details** >

☐ **Add photos, videos, or audio 0/4**

 Camera

 Library

Note: If this needs immediate City Staff attention, please call (630) 530-3050.

 Record Audio

Cancel



9:47



Service Request

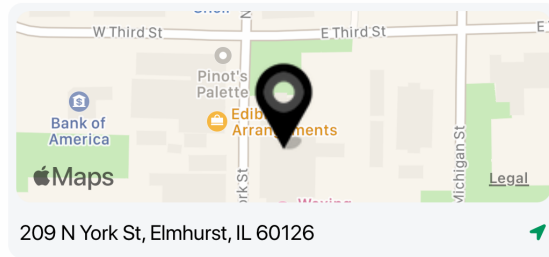
Submit a Request



Select a report type.
Report a pothole/street patch



Where is the request?



Tell us more details



Add photos, videos, or audio 1/4



Keep this confidential
(Optional)

Note: If this needs immediate City Staff attention, please call (630) 530-3050.

SUBMIT

9:48



Thank You!

Thank you for using Elm Connect! Your report has been submitted and a staff member will be reaching out to you soon. Thank you for making Elmhurst a better place!

My Requests

Close



News



Quick Links



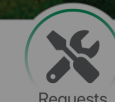
Online Payments



Home



Messages



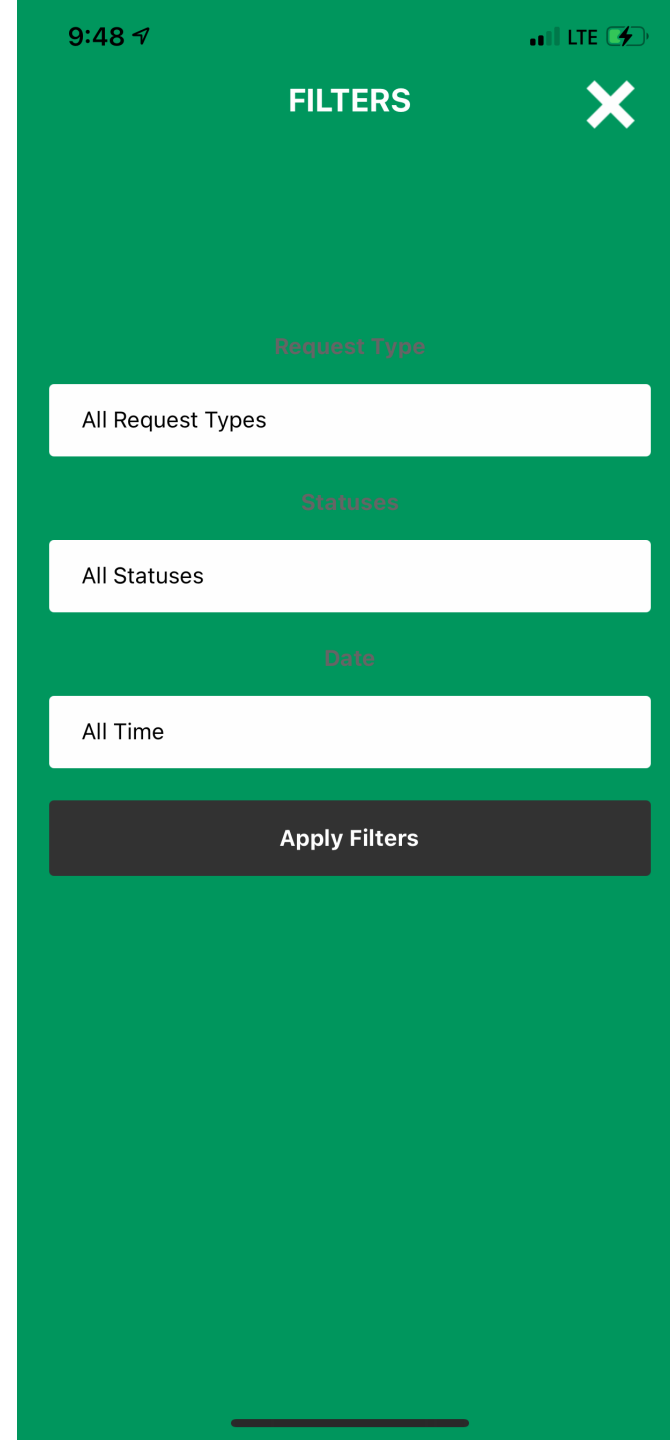
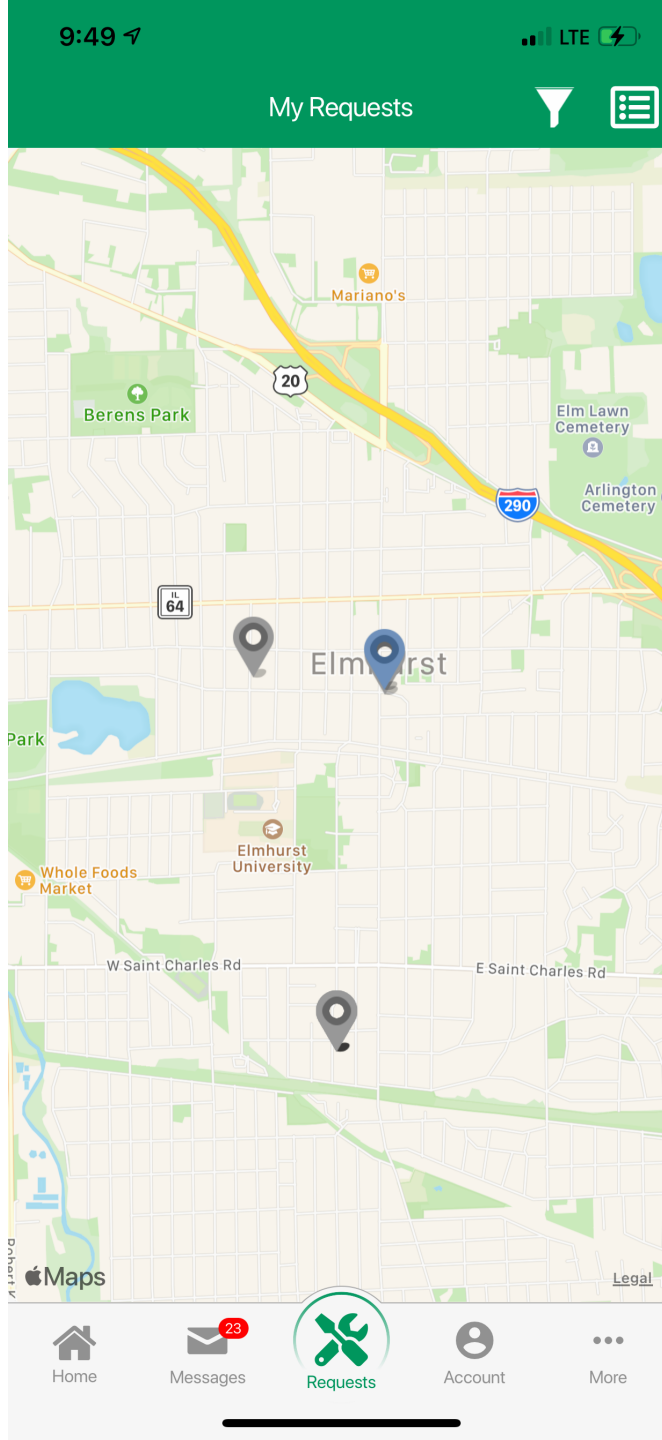
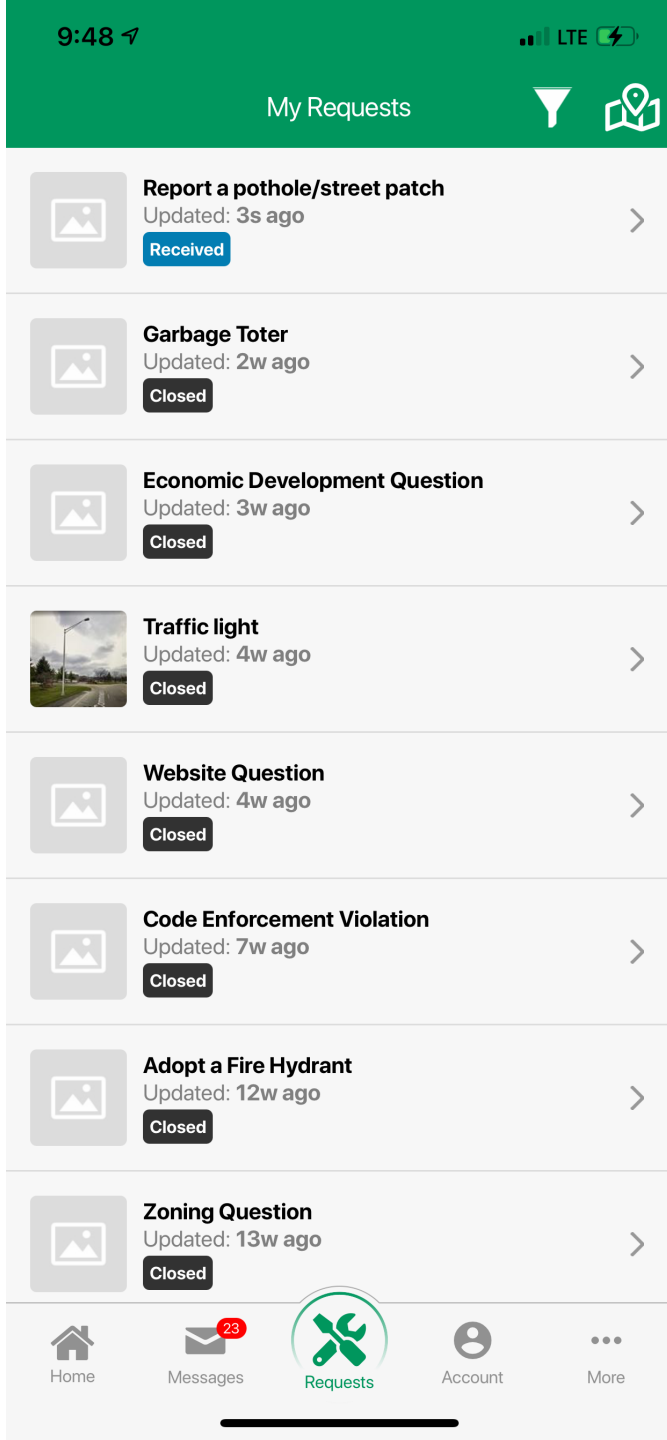
Requests



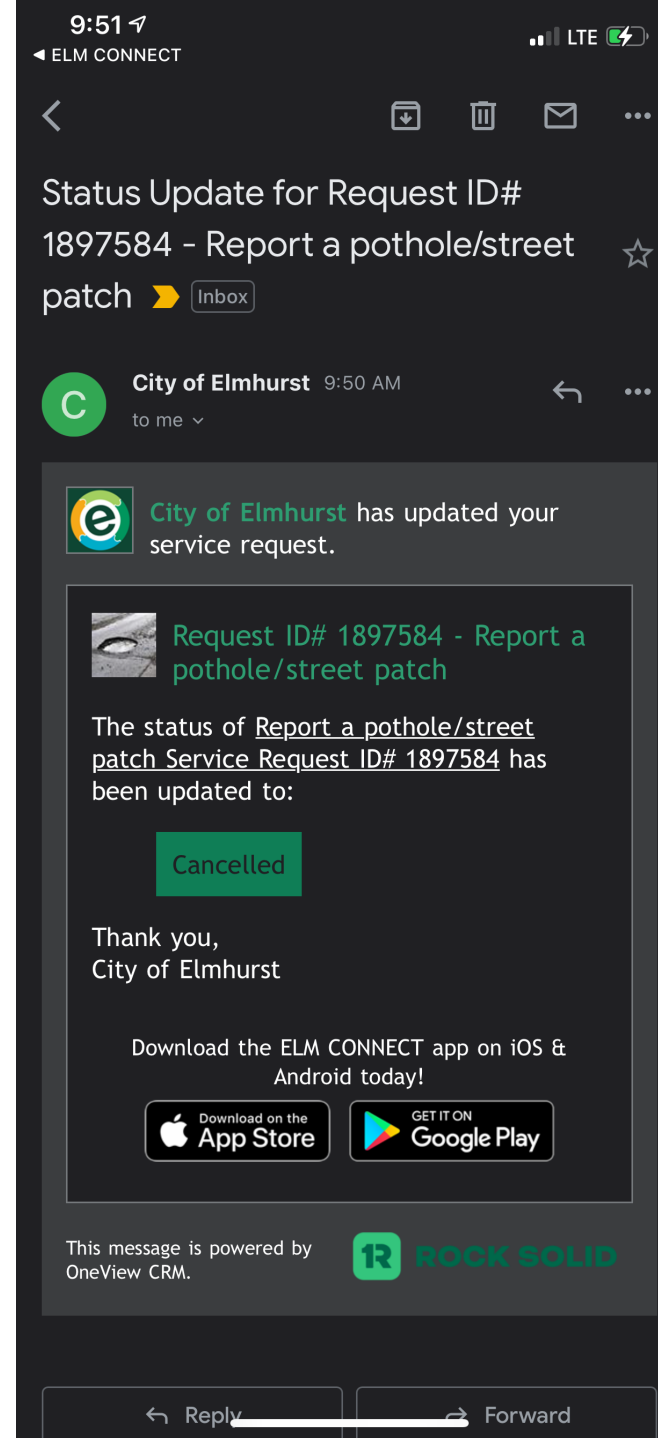
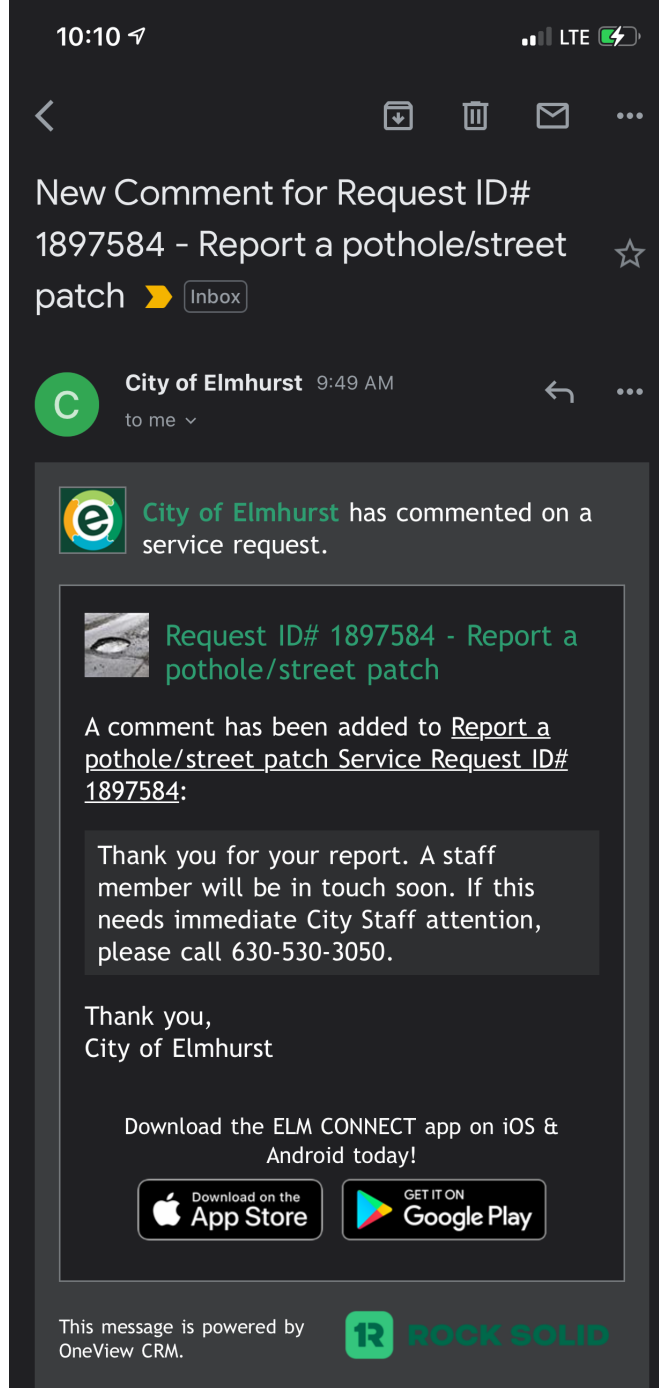
Account



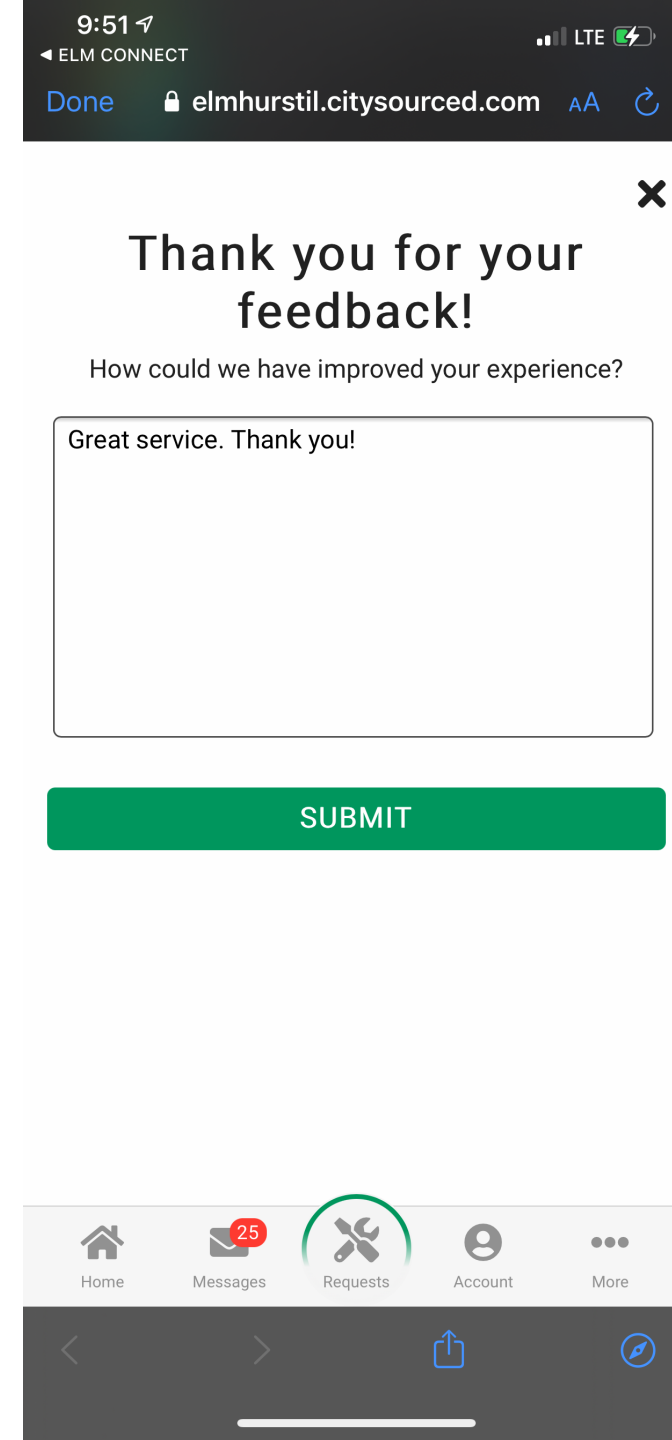
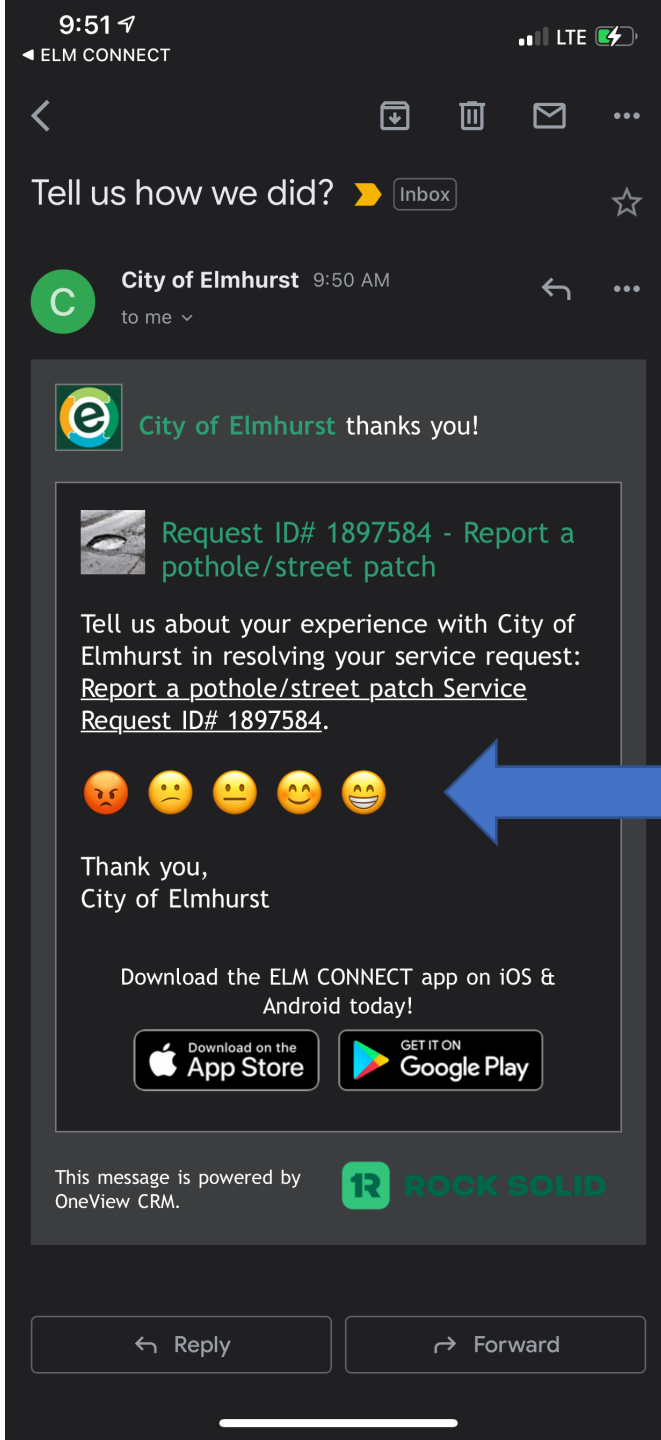
More



The City will notify you as your request goes through the process of completion.



Once staff has completed the work, you will receive an email where you can rate your service/ experience.



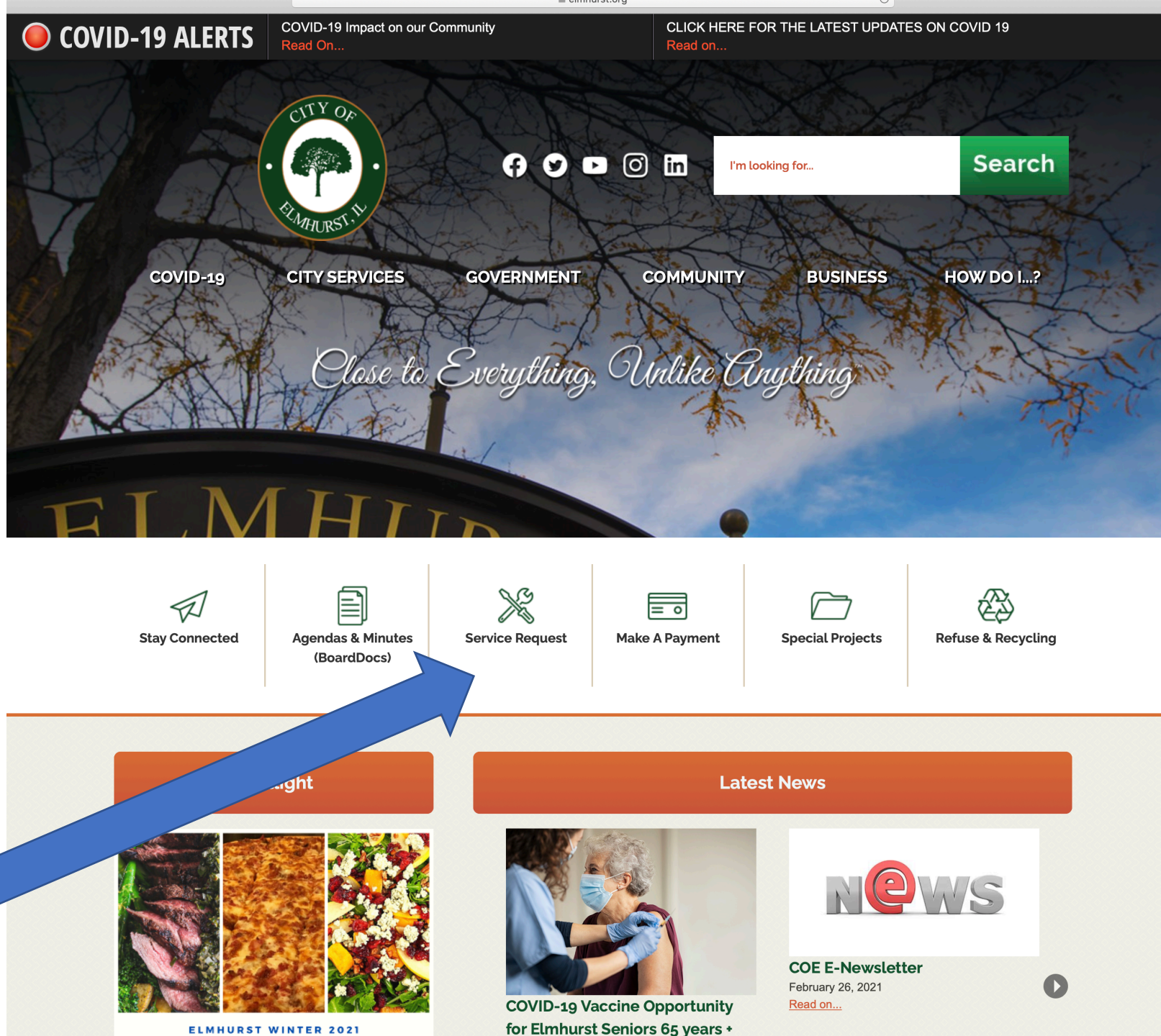
Desktop

Not into
mobile apps?

No problem

Click “Service
Request” on
home page of
elmhurst.org

Or visit
Elmhurst.org/
servicerequest



Service Request



Report an Issue or Request a Service Using the Map Tool Below!

Elmhurst Connect is an online and mobile issue reporting and service request system for the City of Elmhurst. Using the map service below, residents are able to identify issues and report those service requests directly to the City of Elmhurst.

If the issue you are reporting is a public safety emergency, please call 9-1-1.

To download the Elmhurst Connect mobile app, search for "Elmhurst Connect" in your app store. If you are using a mobile or tablet device and would like to report something without downloading the app select this link: <https://elmhurstil.citysourced.com>

To place a service request through the City's website, please click "CREATE" below and follow the prompted steps.

View

Create

FAQs

Messaging

Account

Filter

Search for requests by an address...

Street Light
Updated: 3m ago
Received

>

Street Light
Updated: 3d ago
On Hold

>

Parking Deck Maintenance
Updated: 1d ago
On Hold

>



LOGIN



Login

Create anonymously...

I forgot my password

Don't have an account? [Create One](#)

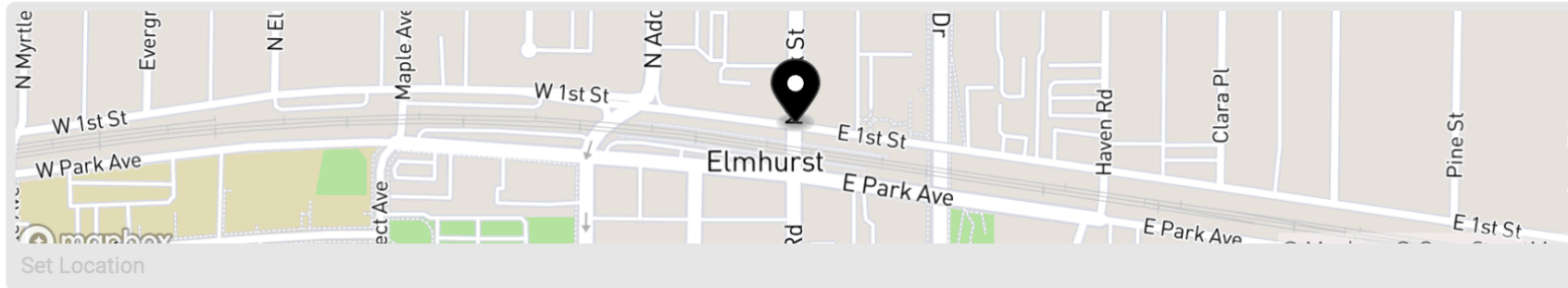
Service Requests

Submit a request

☐ Select a Report Type:



☐ Where is the request?



☐ Tell us more details



☐ Add photos, videos, or audio



☐ Keep this request confidential
(Optional)

SUBMIT

I don't want to download the app.
I don't want to use my desktop.

No problem!

If you are using a mobile or tablet device and would like to report something without downloading the app select this link: <https://elmhurstil.citysourced.com>



Elmhurst Connect

Download **Elmhurst Connect** today or visit
Elmhurst.org/servicerequest

Thank you!