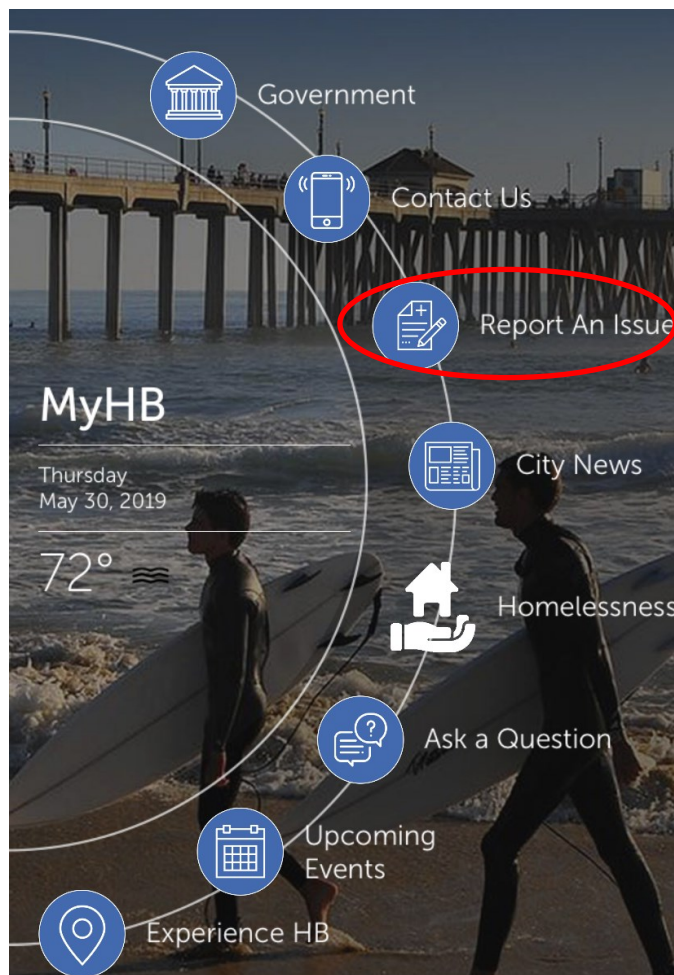


How to access MyHB via the App

1. Locate and download the MyHB App in the App Store on your phone (see image below)

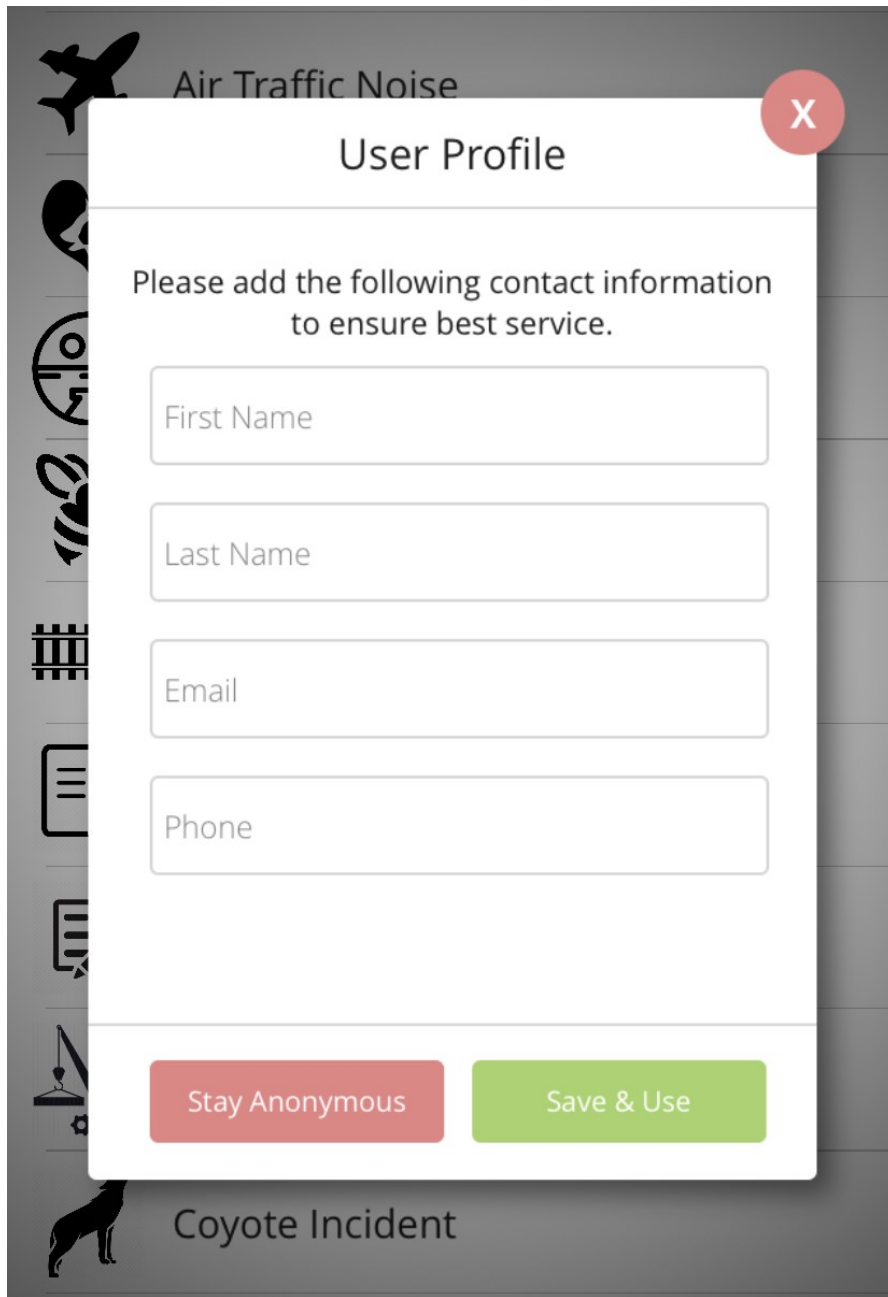


2. Click on “Report n Issue” in the middle of the screen (circled in red below)



How to access MyHB via the App

3. A box will pop up asking you if you would like to create a user profile (see image below)

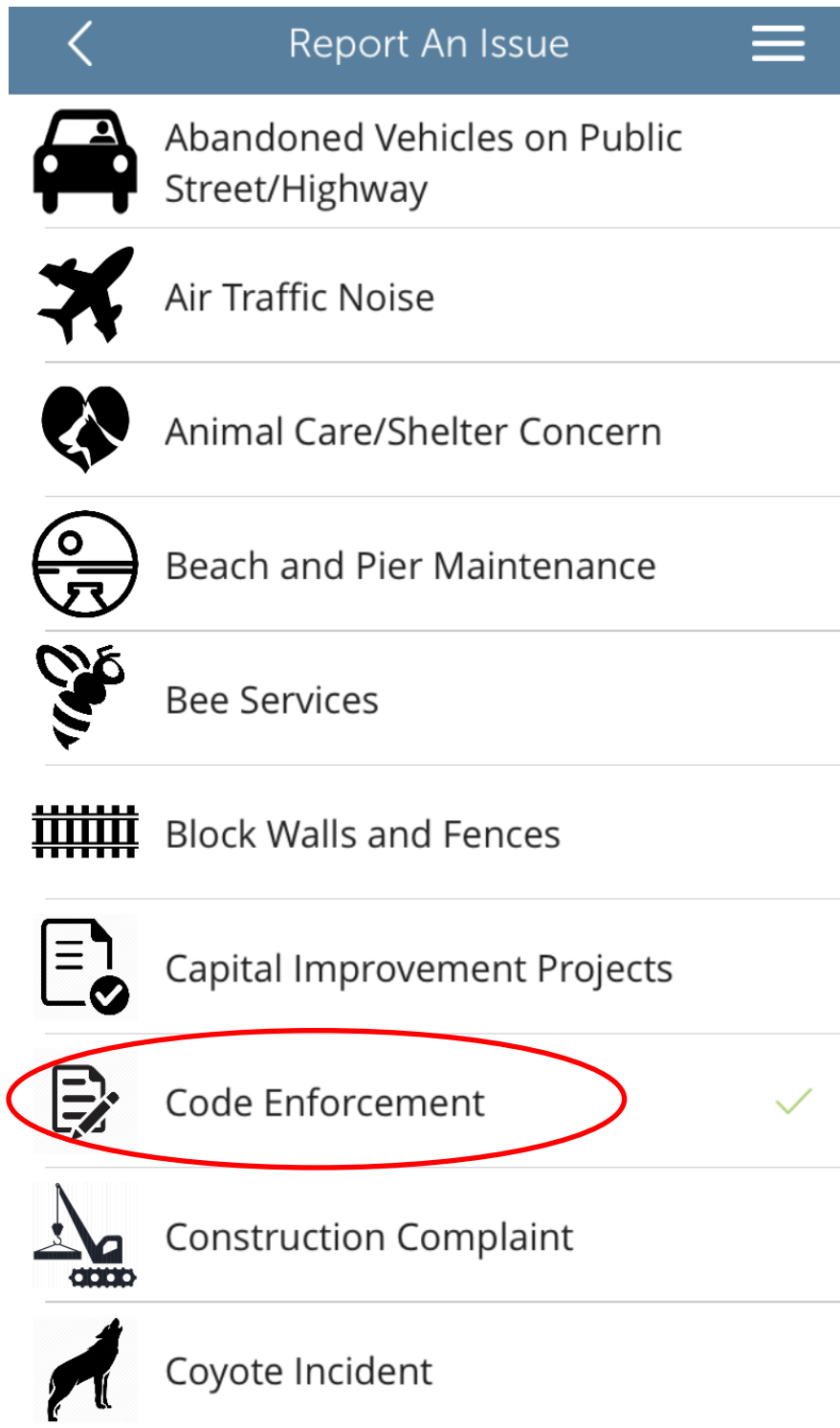


The image shows a screenshot of the MyHB app interface. A 'User Profile' pop-up dialog is displayed in the center. The dialog has a title bar with the text 'User Profile' and a red close button with a white 'X' in the top right corner. Below the title bar, the text 'Please add the following contact information to ensure best service.' is displayed. There are four input fields stacked vertically: 'First Name', 'Last Name', 'Email', and 'Phone'. At the bottom of the dialog, there are two buttons: 'Stay Anonymous' (red) and 'Save & Use' (green). The background of the app shows a dark grey sidebar with various icons and a main content area with the text 'Air Traffic Noise' and 'Coyote Incident'.

Tip: while it is not required that you create a profile, doing so will enable you to check on the status of your open actions with ease

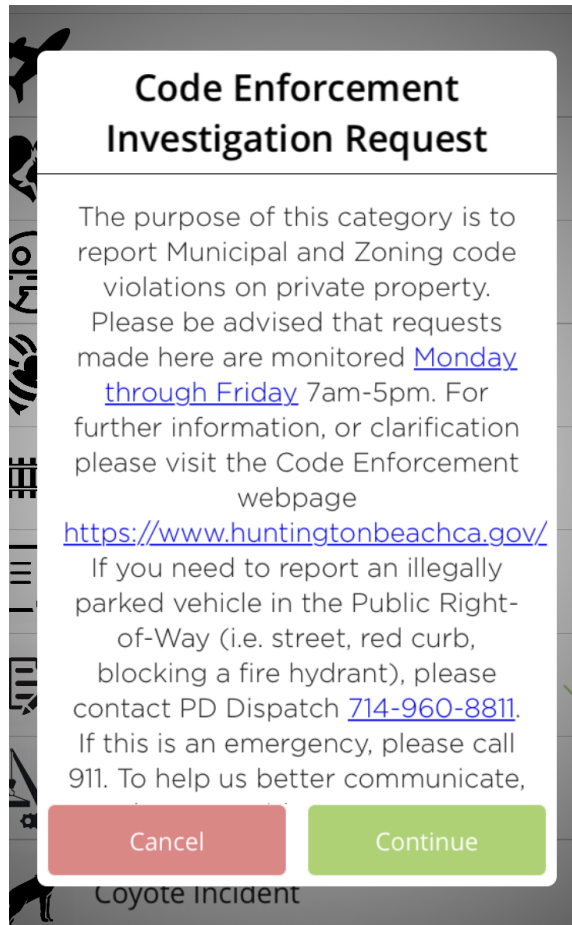
How to access MyHB via the App

4. Click on “Code Enforcement” (circled in red below) found on the “Report an Issue” page

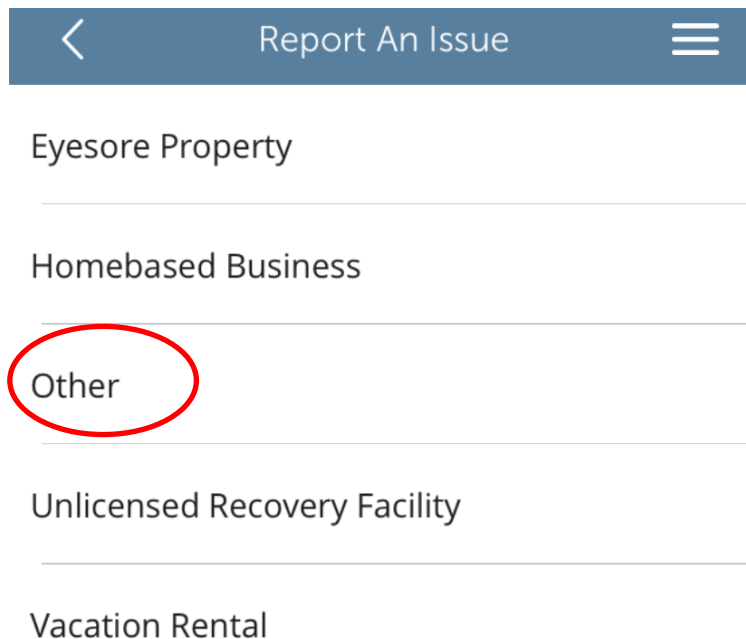


How to access MyHB via the App

5. A “Code Enforcement Investigation Request” box will pop up (shown below) click on “OK”



6. On the next screen you will need to select an issue type, if unsure select “other” as circled below



How to access MyHB via the App

7. The next screen you can either map your location , or enter the violation address (see image below) and click “Next” (circled in red)



How to access MyHB via the App

8. This will take you to the next screen (see image below) where you type in the description of your complaint then click “submit” (circled in red) at the bottom

You may also take and attach a photo to your complaint in this screen by selecting “Choose Picture” or “Take Picture” (circled in green)


< Report An Issue ≡

ADD NOTES

Enter description of complaint here

ADD PHOTOS

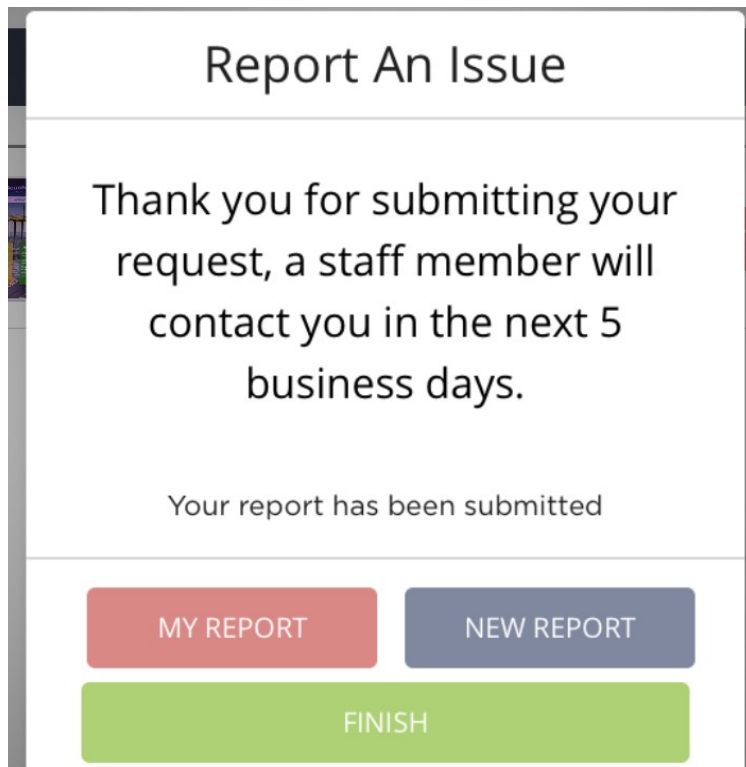
CHOOSE PICTURE TAKE PICTURE

 Camera_1.jpg DELETE

Submit

How to access MyHB via the App


9. The below note will pop up after you have submitted your report



10. From here you may either go back to “My Report”, enter a “New Report” or “Finish”

How to access MyHB via the App

11. You will receive a confirmation email with the assigned MyHB # (shown below), you may use this number to reference your complaint in the future, or to add additional information to it



Thu 5/30/2019 1:17 PM
MyHB <reply@mycivicapps.com>
✓ Confirm Receipt - MyHB-#162948 Code Enforcement [04976]-□

To Moore, Tania

Retention Policy Inbox (90 days)

Expires 8/28/2019

--- To post a comment reply above this line ---

MyHB
New Report Submitted - #162948

Status
new

Work Order
#162948

Issue Type
Code Enforcement

Subtype
Other

Notes
Type the description of your issue here

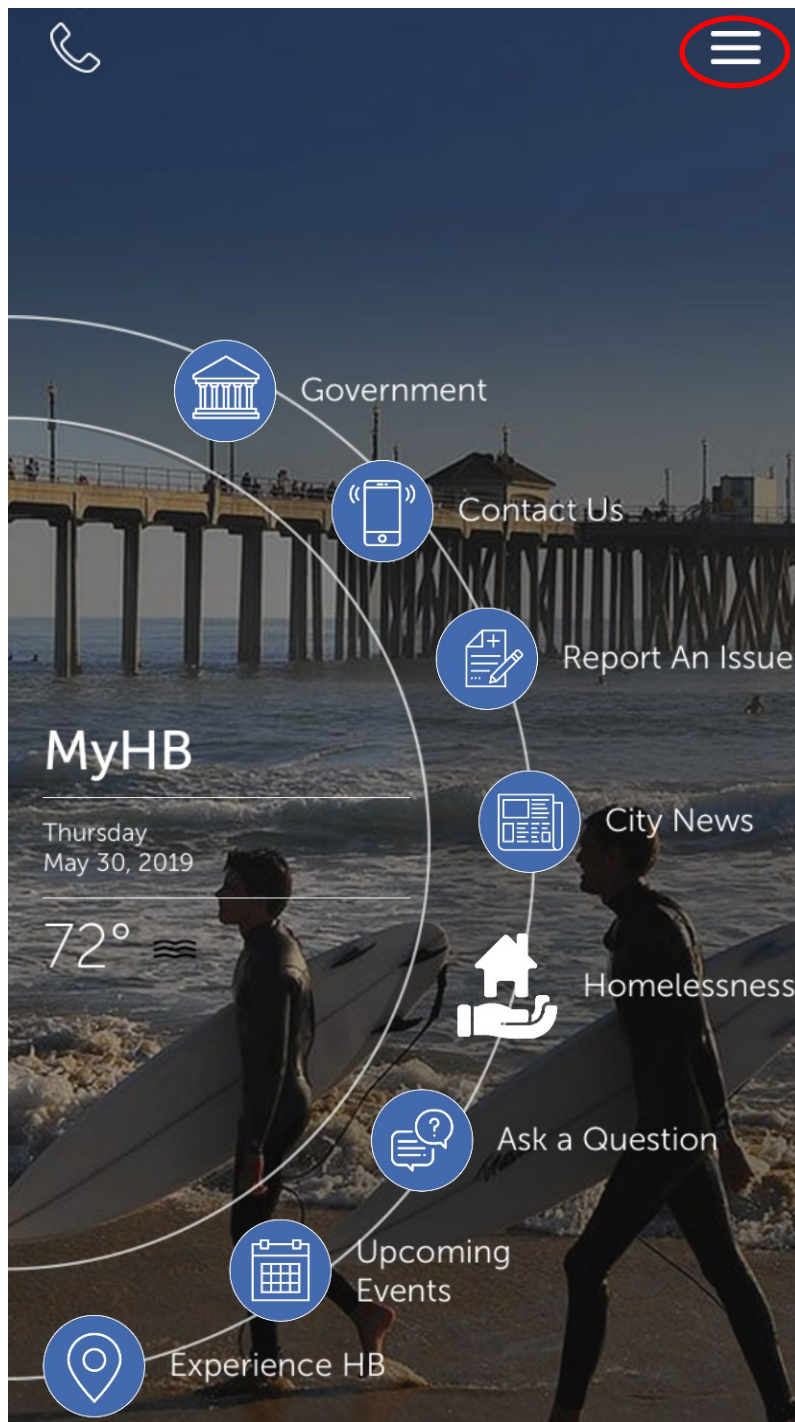
Address
2000 Main Street, Huntington Beach, CA, 92648

Reporter Name

12. Upon receipt by Code Enforcement, you will receive an update via email similar to the one shown above. You may respond above the line in the email (circled in red) to add additional information, comments or questions

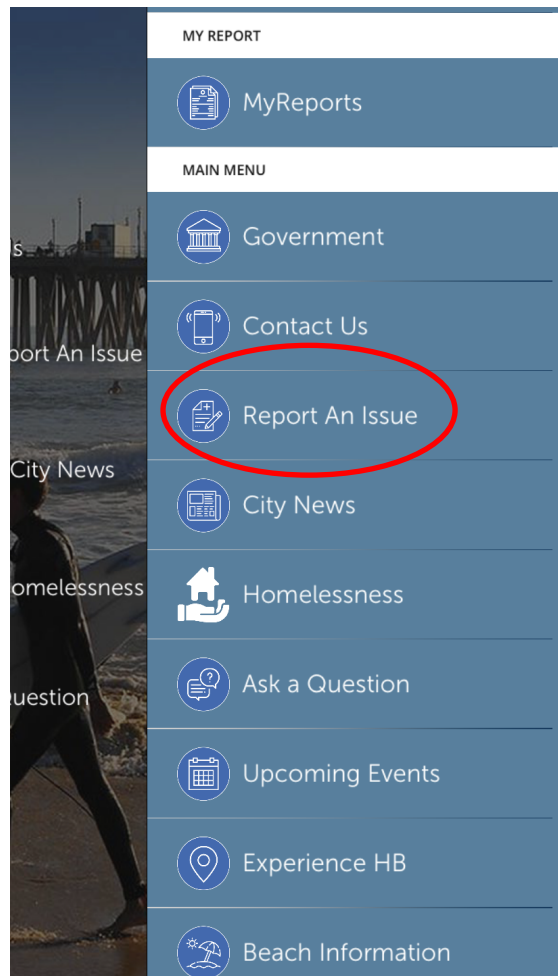
How to access MyHB via the App

13. If you would like to see your open reported issues, click on the 3 lines at the top right corner of the home screen of the app (circled in red)

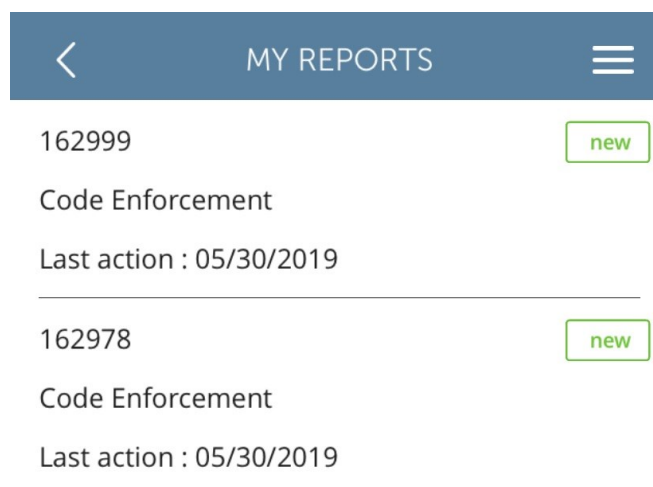


How to access MyHB via the App

14. It will take you to the screen shown below, click on MyReports (circled in red)



15. It will show your submitted reports (see image below) you may click on any of them to add notes for the Code Enforcement Officer



How to access MyHB via the App

16. Add your notes in the box labeled “Write Note Here...” and click “Add Notes” (circled in red)

<

#162978

DETAILS

ACTIVITY

Code Enforcement

Other

new

DATE SUBMITTED : 05/30/2019


DESCRIPTION OF THE REPORT

Enter description of complaint here

PHOTOS

Kingston Beach Civic Center
Kingston Beach CA 92648

Write note here...



ADD NOTES