



USE
THE
APP

1 ASK STOCKTON - MOBILE APP

- The Ask Stockton Mobile App for the City of Stockton community has been updated to improve location reporting.
- Download the "Ask Stockton" mobile app from the Apple or Google App Store.

2 MAIN SCREEN

- The main screen of the app contains links to the most frequently visited City of Stockton webpages.

3 START REQUEST

- There are three places to start and submit requests: 1) on the main screen, using the blue "Start Request" button; 2) from the menu in the upper-left corner; and 3) from one of the topics within the Questions & Answers.

4 ADD LOCATION

- The app works best with location settings turned on.
- Location will be added when reporting from the location of the problem.
- Attach a photo and the app will find the location from GIS data embedded in the photo.
- You may see a map of the location which will allow you to adjust the location address.

5 TRACK REQUEST

- Under the menu, use the "Track Requests" and "Notifications" tab to track and stay up-to-date with your request.

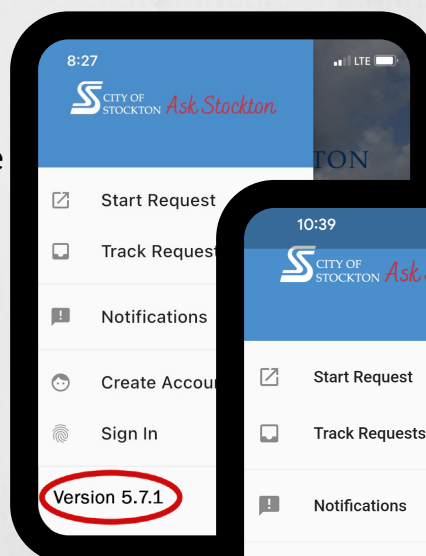
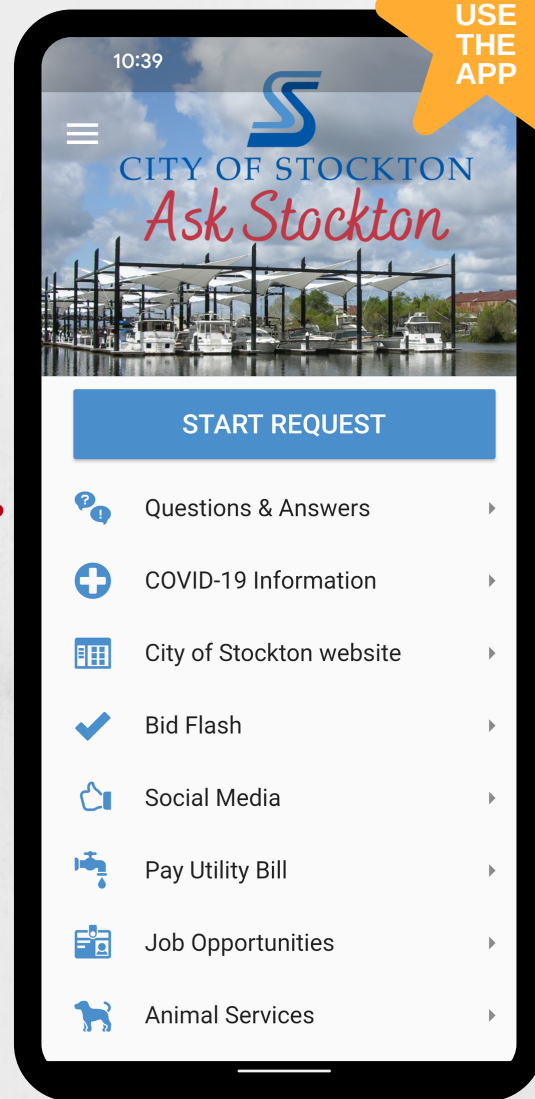
FOR INFORMATION:

209-937-8827

CONNIE.COCHRAN@STOCKTONCA.GOV
OR

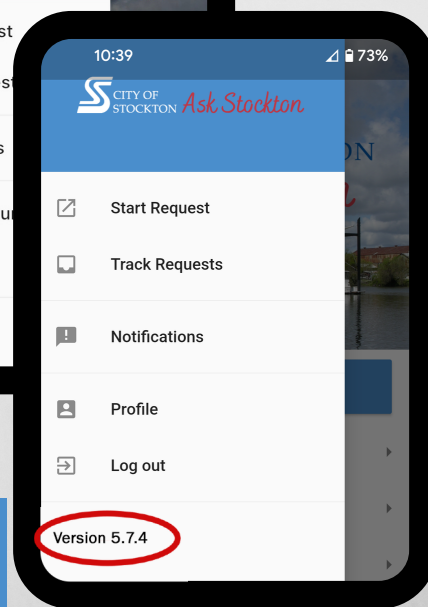
209-937-8073

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i-Phone

Be sure you
have the newest
version of the
app on your
phone.



Android

1 KEEP THE ASK STOCKTON APP UP-TO-DATE

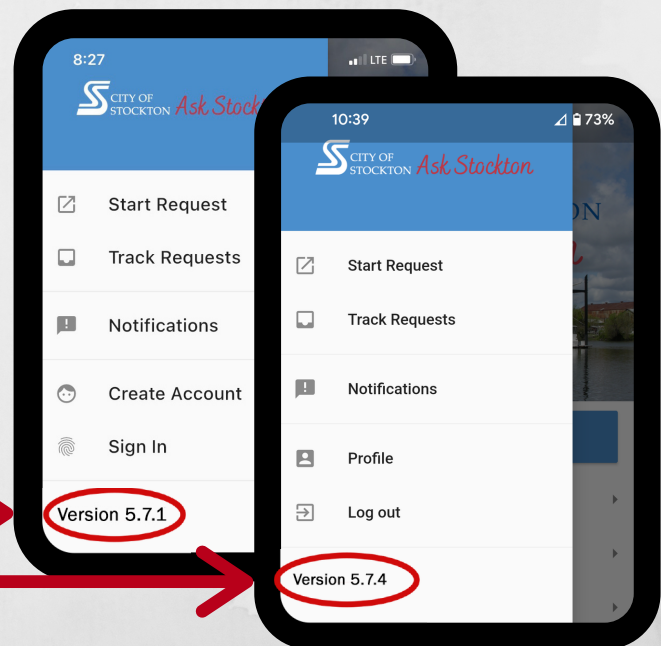
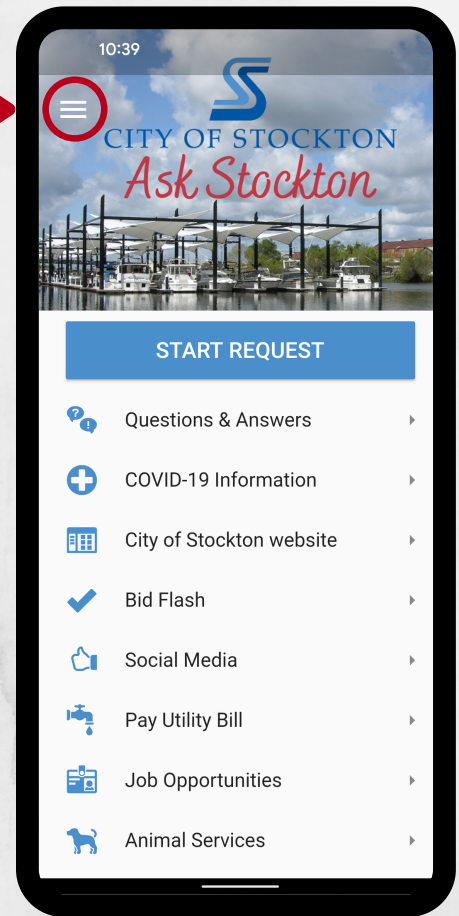
- To take advantage of the latest improvements to Ask Stockton, be sure to keep your Ask Stockton Mobile App up-to-date.

2 CHECK THE VERSION NUMBER

- On the main screen click the menu button in the upper-left corner.
- Check the version number on the bottom of the menu screen to make sure you have the most current version of the app: Version 5.6.1 for iPhone and Version 5.6.3 for Android.

3 UPDATE THE ASK STOCKTON APP

- If your phone is set to auto update, you should have the latest version of the Ask Stockton Mobile App.
- If you need to update the Ask Stockton App, search the Apple or Google App Store for updates to the "Ask Stockton" mobile app and click update.
- If you do not have the latest version, delete the old Ask Stockton Mobile App from your smart phone and re-install it from the app store.



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