Citizen Request Tracker

To request service or report issues to City staff

- 1- Visit www.burlingtoncolo.com
- 2- Click on Citizen Request Tracker



3- Select the nature of your request

You are here: Home > Citizen Request Tracker

Citizen Request Tracker

Use Request Tracker to report your concerns.

Login to check on existing requests.

5 Forms

Service Requests

<u>Miscellaneous Service Request</u>

>>> Repair Pot Hole

>>> Repair Street Crack

- >>> Replace Street Sign
- >>> Street Light Out

4- The site will prompt you to log in before allowing you to submit a request- this is to ensure that citizens can continue to access tickets created from their requests and read commentary posted by City staff regarding the issue(s) reported.

Existing User

If you have previously created an account on this site, you do not need to create a new login.

New User

If you do not have an account on this site, please enter your Email Address and a desired Password in the appropriate boxes and click 'New User'.

Password Requirements

The password is case sensitive and must be at least 5 characters long.



Return to the Request Tracker page

5- If this is your first time signing in to Request Tracker, you will arrive at the following screen-

You are here: Home > Citizen Request Tracker

Citizen Request Tracker

Update account information			
Site Login Information			
Email Address:*	support@burlingtoncolo.com		
Password:*		[5 characters or longer]	
Confirm Password:*	•••••		
Citizen Request Tracker Profile Information			
First Name:*			
Last Name:*			
Street Number and Name:			
Address 2:			
City:			
State:	Zip:		
Phone Number:	E	xtension:	
Fax Number:			
	* indicates required information.		

You **must** submit a first and last name to continue, as indicated by the red symbol pictured above.

Submit

Reset

6- Once your account information is submitted, you will arrive at the request form-

Miscellaneous Service Request

	Brief Description
	<i>/</i>
Street Number and Name:*	Problem Location
Address Line 2:	
City:*	
State:*	
Zip Code:	
Photograph:	Choose File No file chosen
	Convert to PDF?
	(GIF, JPG, JPEG, PNG, DOC, DOCX, XLS, XLSX, TXT) Your Information
Name:	Suzanne Velasco
Street Number and Name:	
Address Line 2:	
City:	
State:	
Zip Code:	
Phone Number:	
Fax Number:	
Email Address:	support@burlingtoncolo.com
Preferred Contact Method:*	Email ▼
* indicates required fields.	
	Submit Reset Cancel

Submit a brief description of the issue, and supply the address, if you have it. If there is no clear address, you may use cross streets, such as '14th' in the street number field and 'Lowell' in the street name field. City and state information must also be completed. If you have a photograph of the issue, you may upload it by selecting 'Choose File'.

If you do not wish to receive progress updates via email, please select 'Do Not Contact Me' under the 'Preferred Contact Method' menu.

When your request is complete, please click 'Submit'. Clicking 'Reset' will clear the information entered in the form. Clicking 'Cancel' will return you to the main Service Request screen.

7- When your request is submitted, you will arrive at a confirmation screen-

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Logged in as support@burlingtoncolo.com

View Existing Requests

Account Settings Logout

Thank you! The following information has been submitted:

Return to list

View submitted form

Request Information		Location of Problem
Request ID:	18	14th & Lowell Burlington CO
Description:	Support Request	
IP Address:		
Date Submitted:	6/10/2013	
Date Last Modified:	6/10/2013	
Date Closed:		

Add Comment

Add Comment	
Date/Time	Comments
6/10/2013 Suzanne Velasco	Your Request ID Number is 18.
	Brief Description This is a test. Please disregard. Problem Location
	Street Number and Name 14th
	& Lowell
	Address Line 2
	City Burlington
	State CO Zip Code
	Photograph No file was uploaded
	Your Information
	Name Suzanne Velasco
	Street Number and Name
	Address Line 2
	City
	State
	Zip Code
	Phone Number Fax Number
	Email Address support@burlingtoncolo.com
	Preferred Contact Method none

Please make note of your Request ID.

8- If you would like to check on the status of your request, you may do so by clicking on 'View Existing Requests'-



9- When viewing your submitted requests, you have the option to simply check the progress, or add further comments-



To add a comment, simply click 'Add Comment'.

10- Checking the progress appears as below-

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Logged in as support@burlingtoncolo.com
View Existing Requests
Account Settings Logout

Return to list

View submitted form

Request Information		Location of Problem	
Request ID: Description:	18 Support Request	14th & Lowell Burlington CO	
IP Address: Date Submitted:	6/10/2013		
Date Last Modified: Date Closed:	6/10/2013		

Date/Time	Comments	
6/10/2013	Your Request ID Number is 18.	
Suzanne Velasco	51	
	Brief Description This is a test. Please disregard.	
	Problem Location	
	Street Number and Name 14th	
	& Lowell	
	Address Line 2	
	City Burlington	
	State CO	
	Zip Code	
	Photograph No file was uploaded	
	Your Information	
	Name Suzanne Velasco	
	Street Number and Name	
	Address Line 2	
	City	
	State	
	Zip Code	
	Phone Number	
	Fax Number	
	Email Address support@burlingtoncolo.com	
	Preferred Contact Method none	

11- Adding a comment appears as below-

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View Existing Requests

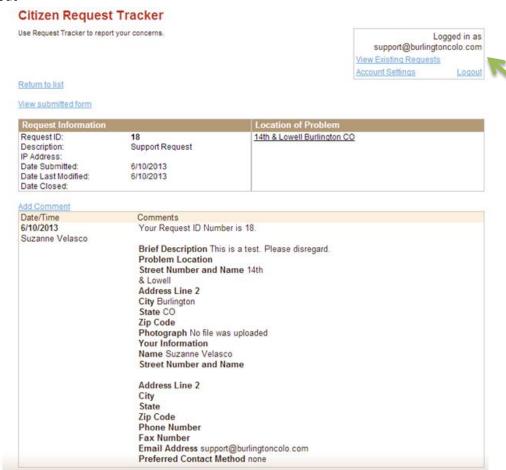
Account Settings Logout

Return to list

Add a Comment.*	
File Upload:	Choose File No file chosen Convert to PDF?
Link Text:	(GIF, JPG, JPEG, PNG, HTM, HTML, DOC, DOCX, XLS, XLSX, TXT)
	Submit Cancel

Return to list

12- -Once your request is submitted and all further comments have been added, you may simply log out-



- 13- If you would prefer not to report issues online, you may also contact City Hall staff directly via phone at 719-346-8652.
- 14- We hope that you find the Citizen Request Tracker a useful tool for our Community!