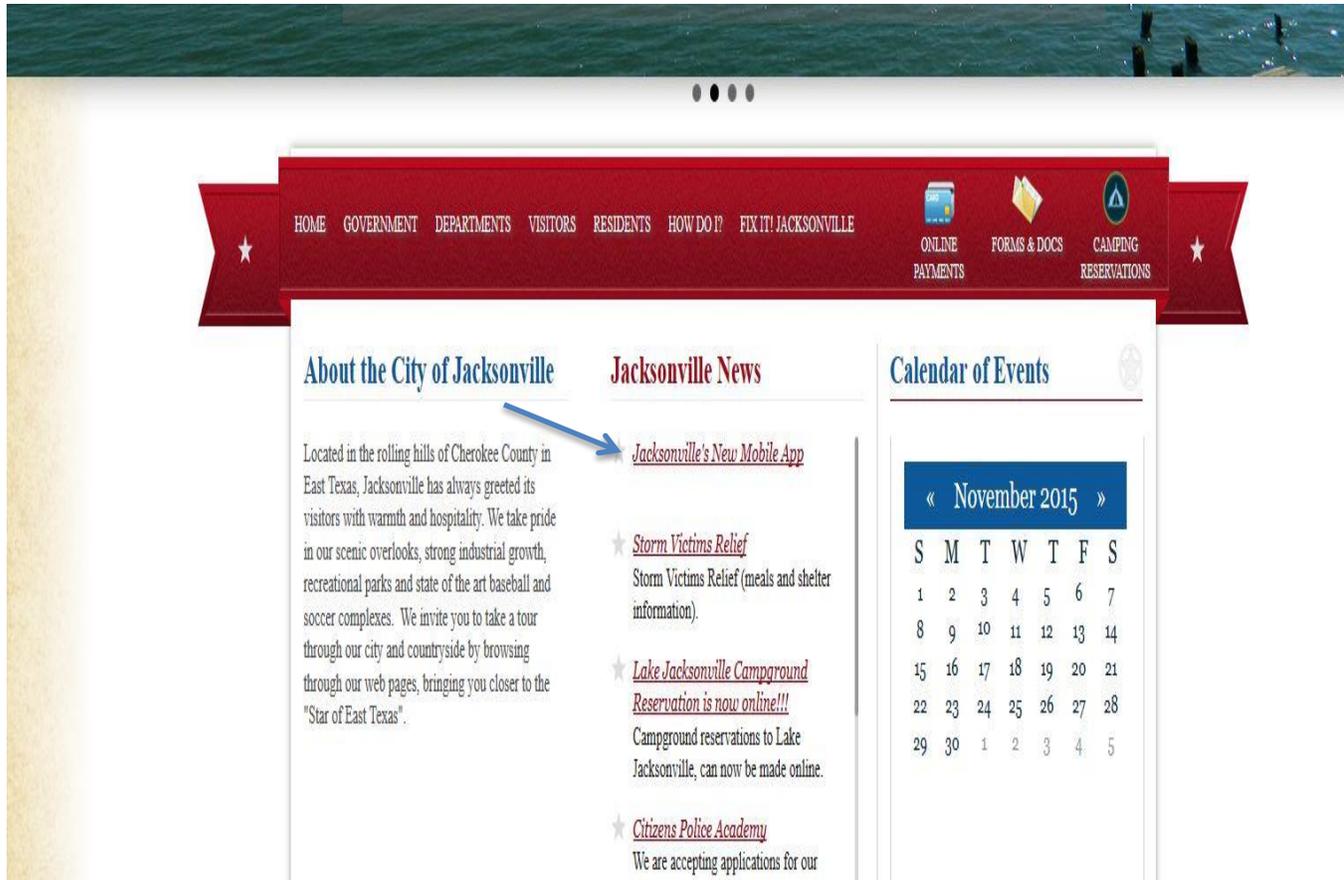


Jacksonville/SeeClickFix App

- 1) Go to the city website jacksonvilletx.org
- 2) Choose the news article **Jacksonville's New Mobile App**.



The screenshot shows the Jacksonville city website interface. At the top, there is a navigation bar with links for HOME, GOVERNMENT, DEPARTMENTS, VISITORS, RESIDENTS, HOW DO I?, and FIX IT! JACKSONVILLE. Below this, there are icons for ONLINE PAYMENTS, FORMS & DOCS, and CAMPING RESERVATIONS. The main content area is divided into three columns: 'About the City of Jacksonville', 'Jacksonville News', and 'Calendar of Events'. A blue arrow points from the 'About the City of Jacksonville' section to the 'Jacksonville's New Mobile App' article in the 'Jacksonville News' section.

About the City of Jacksonville

Located in the rolling hills of Cherokee County in East Texas, Jacksonville has always greeted its visitors with warmth and hospitality. We take pride in our scenic overlooks, strong industrial growth, recreational parks and state of the art baseball and soccer complexes. We invite you to take a tour through our city and countryside by browsing through our web pages, bringing you closer to the "Star of East Texas".

Jacksonville News

- ★ [Jacksonville's New Mobile App](#)
- ★ [Storm Victims Relief](#)
Storm Victims Relief (meals and shelter information).
- ★ [Lake Jacksonville Campground Reservation is now online!!!](#)
Campground reservations to Lake Jacksonville, can now be made online.
- ★ [Citizens Police Academy](#)
We are accepting applications for our

Calendar of Events

« November 2015 »

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

- 3) Pick the appropriate app for your smartphone.

The screenshot shows a web browser displaying a news article. At the top is a dark red navigation bar with white text and icons. The navigation items include: HOME, GOVERNMENT, DEPARTMENTS, VISITORS, RESIDENTS, HOW DO I?, FIX IT! JACKSONVILLE, ONLINE PAYMENTS, FORMS & DOCS, and CAMPING RESERVATIONS. Below the navigation bar is a breadcrumb trail: Home > More News > Jacksonville's New Mobile App. To the right of the breadcrumb are links for E-mail and Print. The main heading of the article is "Jacksonville's New Mobile App" in a large, bold, dark red font. Below the heading is the section "News Detail:" followed by a paragraph: "The City of Jacksonville has partnered with SeeClickFix, to bring a new mobile app that will allow the community to report issues and requests of various types to the city. You can download the app by clicking the following links:". This is followed by a numbered list: "1) [iTune\(App\) store](#) for Apple devices." and "2) [Google Play](#) for Droid devices." Two red arrows point to these two list items. At the bottom of the article text is a double-asterisked note: "** If you would rather report an issue or request using our website, click the **Fix It! Jacksonville** option at the top of the menu bar. **".

4) Once you have installed the app view your app screen.



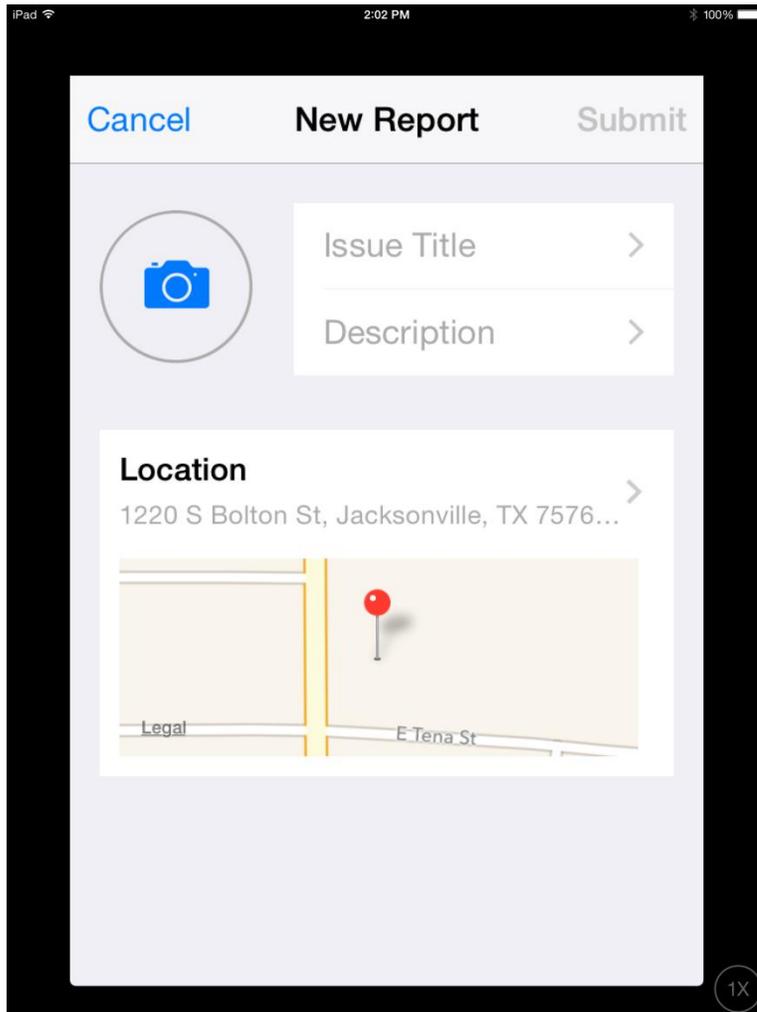
Choose **Report** to report an issue to the city.

Choose **Issue** to view all issues that have been turned in to the city.

There will be other buttons on the app such as **Campgrounds**. Use this button to make campground reservations from your smartphone.

To get the latest updates to buttons on the app screen, you might have to re-enter the service area. Just click at the bottom of the screen where it says Jacksonville, Texas, and manually re-enter your location (Jacksonville, Texas) or if you have location services on, it will do it automatically. This will keep you up to date to any new buttons added to the app.

5) Report an issue:



Issue Title is a drop down category box of issues you can report.

Description is a text box, where you can describe the problem in more detail.

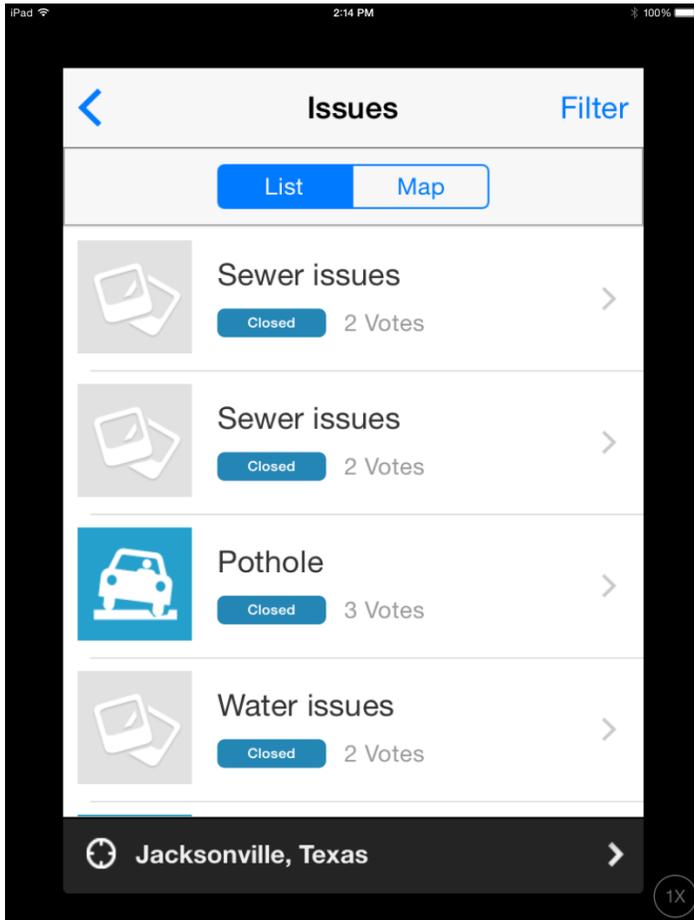
Camera icon allows you to take a picture to upload with the reported issue.

Location is the area where you can pick the address of where the problem is located.

You can drag the pin to the address on the map or manually type the address in the box.

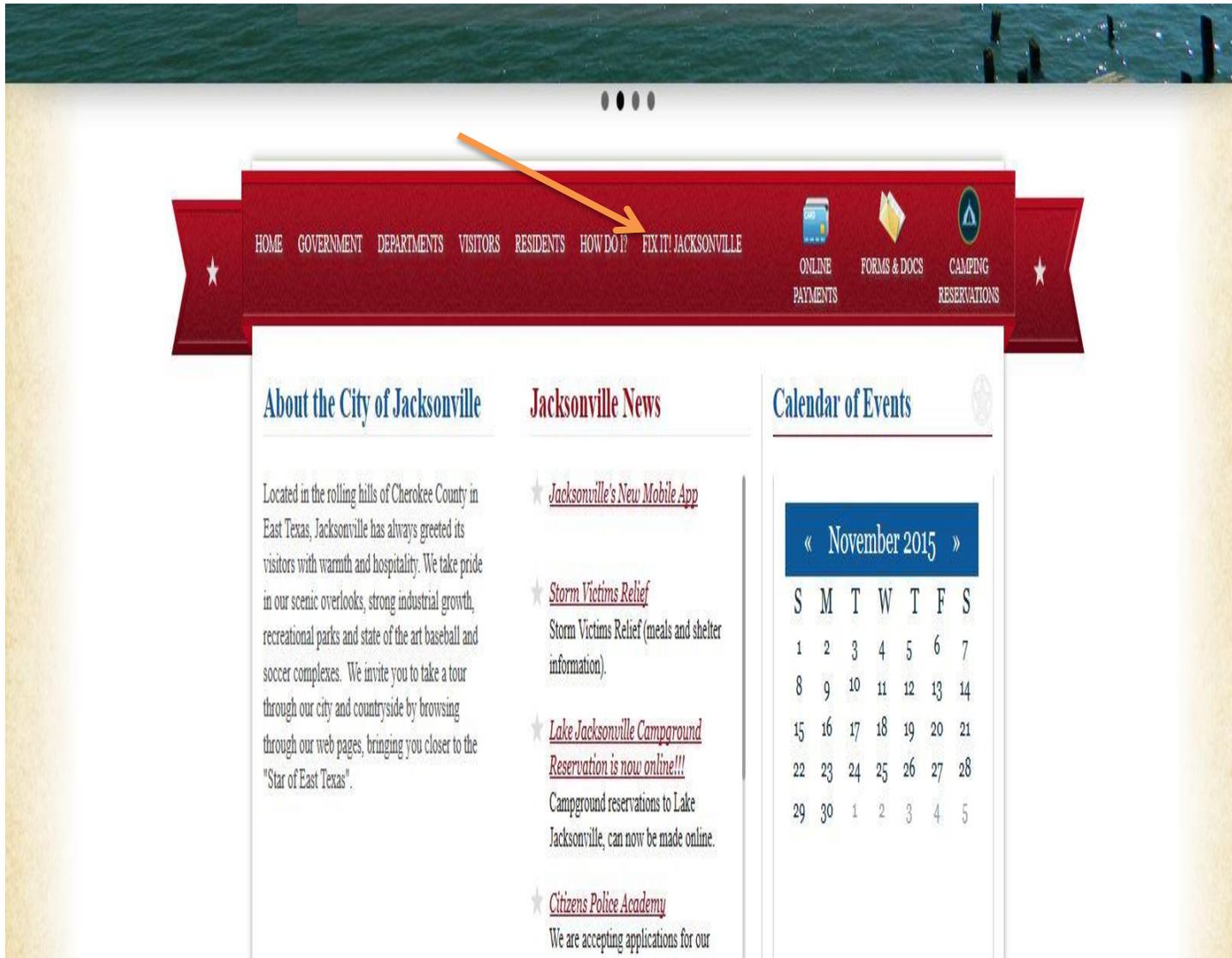
- You will be asked to sign-in when you submit an issue. At this point you will be asked to enter your sign-in id or create one.

6) View Issues:



Here you can view all issues that have been reported to the city. Click the issue title to see information about the issue and comments made on the issue (ex: Sewer issues).

** If you rather report an issue via our website, click the Fix It Jacksonville button on top of the menu. **



The screenshot shows the top navigation bar of the City of Jacksonville website. The navigation menu includes: HOME, GOVERNMENT, DEPARTMENTS, VISITORS, RESIDENTS, HOW DO I?, and FIX IT! JACKSONVILLE. An orange arrow points to the 'FIX IT! JACKSONVILLE' link. To the right of the menu are three icons: 'ONLINE PAYMENTS', 'FORMS & DOCS', and 'CAMPING RESERVATIONS'. Below the navigation bar, the page is divided into three columns: 'About the City of Jacksonville', 'Jacksonville News', and 'Calendar of Events'.

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