

COLUMBUS.GOV/311

How to create a user account and submit a service request from Columbus.gov/311.

How To Create An Account:

Please note if you created an account prior to April 9, 2022, a new account must be created. For information on service requests created prior to April 9, 2022 please call 614-645-3111 or e-mail 311@columbus.gov.

1. Go to [Columbus.gov/311](https://columbus.gov/311) and select “Submit Request.”



The screenshot shows the City of Columbus 311 Customer Service Center website. The header includes the City of Columbus logo, Mayor Andrew J. Ginther's name, and a search bar. The main navigation bar lists various city services. The left sidebar contains a list of city departments. The main content area features a large banner for 'Account Services' with a call to action to learn more about managing a 311 account. Below the banner, there is a 'HOW TO CONTACT 311' section with contact information and a 'Welcome to the 311 Customer Service Center's new online home!' message. At the bottom, there are four icons: '311 Submit Request' (circled in red), 'News and Updates', 'Knowledge Base', and 'Mobile Application'.

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

Search...

Residents Businesses Visitors Elected Officials Departments Quick Links 311

columbus > department of neighborhoods > 311

311 THE CITY OF COLUMBUS 311 CUSTOMER SERVICE CENTER
ANDREW J. GINTHER, MAYOR

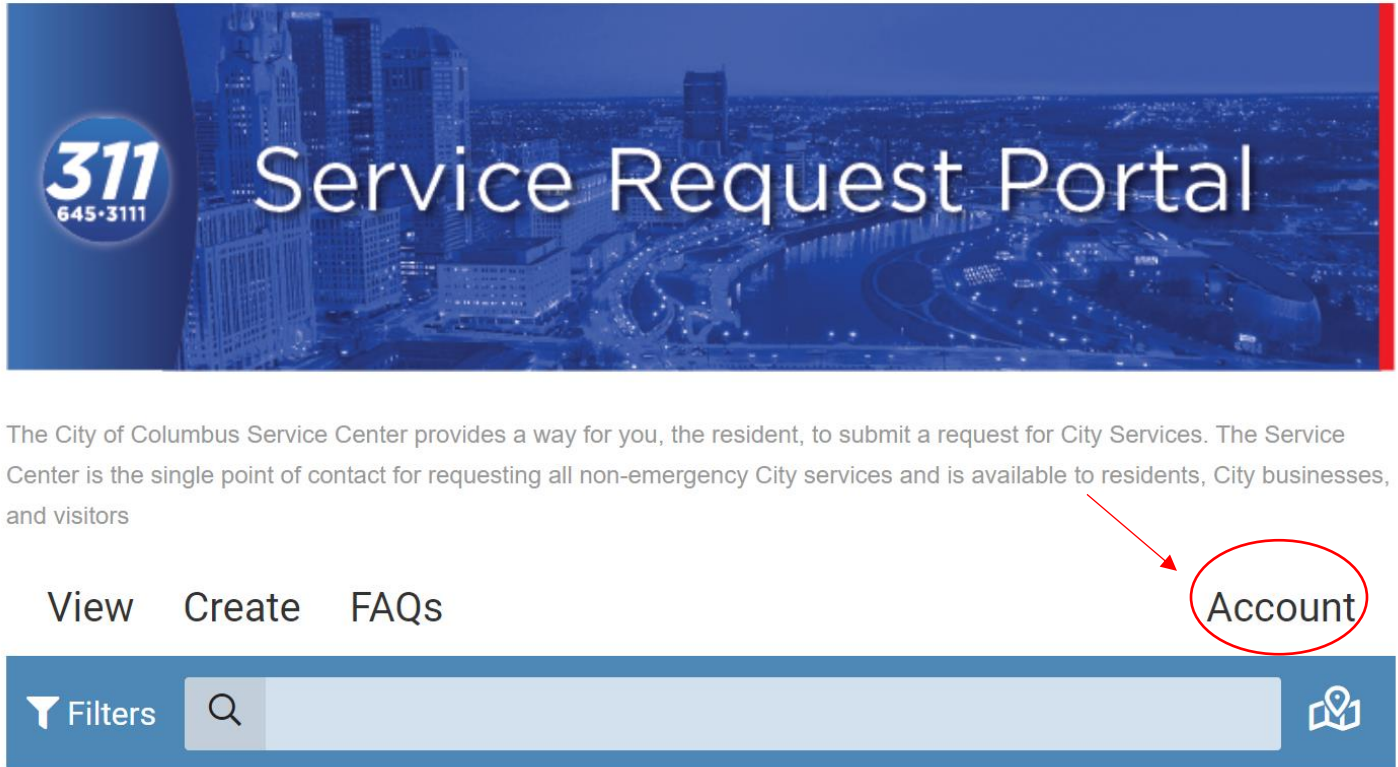
Account Services
Click here to learn more about managing your 311 account

HOW TO CONTACT 311
24 hours a day
Online: columbus.gov/311
Email: 311@columbus.gov
311 Mobile Option:
[Download for iPhone](#)
[Download for Android](#)
Mon-Fri: 8:00 AM - 5:00 PM
Phone: (614) 645-3111

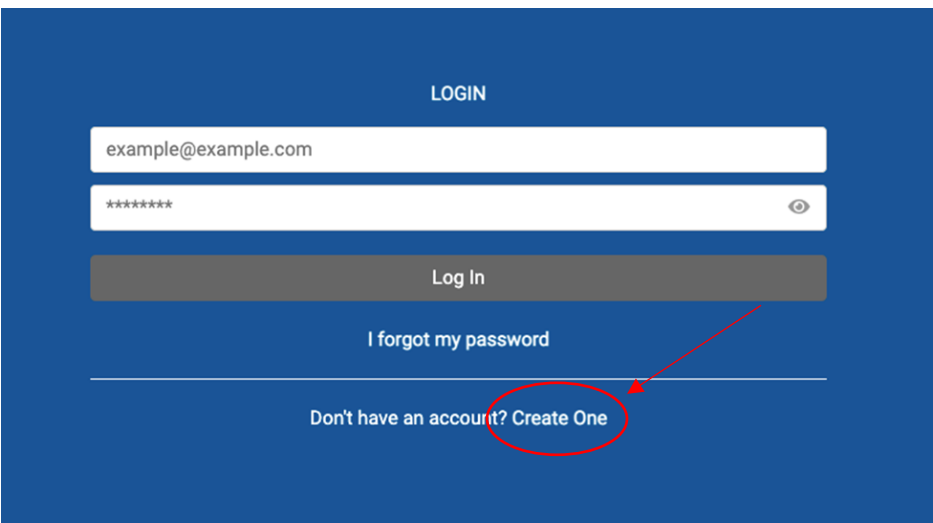
Welcome to the 311 Customer Service Center's new online home!

311 Submit Request News and Updates Knowledge Base Mobile Application

2. From the “Service Request Portal” screen select “Account.”




3. From the account login screen selection “Create One.”



4. Complete all the fields and then select the “Create Account” button.

CREATE AN ACCOUNT



Password must contain 8 - 30 characters; At least one uppercase letter, one lowercase letter, and one number.

Create Account

[Already have an account? Log In](#)

How To Create A Service Request:

1. Go to Columbus.gov/311 and select "Submit Request."

THE CITY OF COLUMBUS
ANDREW J. GINTHER, MAYOR

Search...

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311 THE CITY OF COLUMBUS 311 CUSTOMER SERVICE CENTER
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Welcome to the 311 Customer Service Center's new online home!

311 Submit Request
News and Updates
Knowledge Base
Mobile Application

2. Select “Account” to login. Submitting a request while logged in will make sure you receive updates on the status of your request. If you wish to submit a request without logging in go to step 4.



The City of Columbus Service Center provides a way for you, the resident, to submit a request for City Services. The Service Center is the single point of contact for requesting all non-emergency City services and is available to residents, City businesses, and visitors



3. Enter your email and password and select the “Log In” button. If you created an account prior to April 9, 2022, a new account must be created. For information on service requests created prior to April 9, 2022 please call 614-645-3111 or e-mail 311@columbus.gov.

LOGIN

example@example.com

Log In

I forgot my password

Don't have an account? Create One

4. To create a service request from the “Service Request Portal” page select “Create.”



The City of Columbus Service Center provides a way for you, the resident, to submit a request for City Services. The Service Center is the single point of contact for requesting all non-emergency City services and is available to residents, City businesses, and visitors



5. Click on “Select a Report Type.”

×

Service Requests

Submit a request

☒ Select a Report Type:

☐ Where is the request?



Set Location

☐ Tell us more details

☐ Add photos, videos, or audio



SUBMIT

➤

6. Select a Category that fits your Request or use the keyword search option.

< Request

Select a Report Type:

Q Search... (Enter a term like 'Pothole' or 'Graffiti')

Bikes and Scooter Issues

>

City Code Violations, Noise, Building and Private Property Zoning Issues

>

7. Select a specific Service Request to submit

< Request

Select a Report Type:

Q Search... (Enter a term like 'Pothole' or 'Graffiti')

Ad Bench in the Right of Way

ADA Accessibility in the Right-Of-Way Comments

Area Light Request

Audible Pedestrian Signal at A Traffic Signal

Basketball Hoop in Right-Of-Way

Brick Street Repair

8. If required, select a location in the “Where is this request?” section.

Service Requests

Submit a request

☒ Select a Report Type:

Homeless Issues

Information: Homeless Issues [Click here to learn more...](#)

☒ Where is the request?

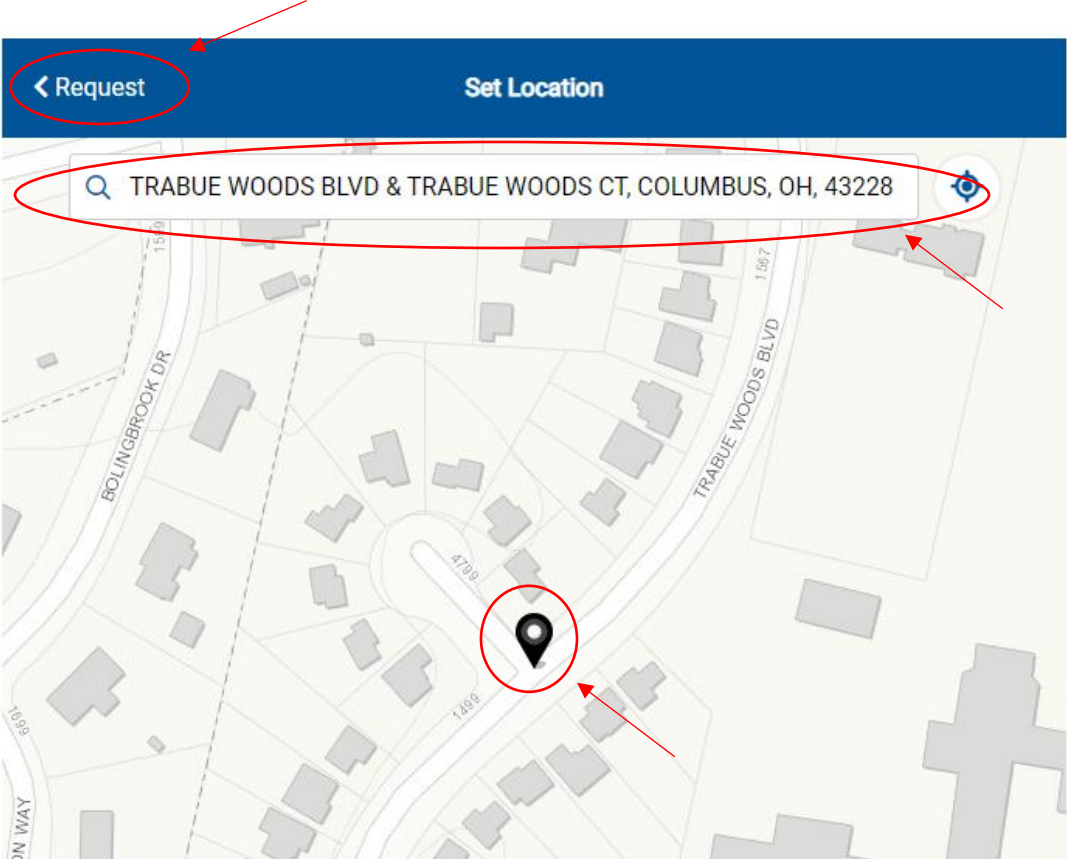
Set Location

☒ Tell us more details

☐ Add photos, videos, or audio


SUBMIT

9. To enter a location, enter the address of your request or place and move the pin with your mouse to the exact location. When you are done press the “Request” button.




10. Add the details of the request by clicking on “Tell us more” button and filling in the required fields in the “More Details” window.

More Details

 Description: *


0/2000

Note: Keeping a request private will not display your request on the Nearby Requests map. Information provided to 3-1-1 is subject to Ohio’s public records law and may be subject to release if requested.

 Sign is for which direction of travel? *

Select one...

▼

 Where is the sign located? *

Select one...

▼

DONE

11. Click on “Done” button.

12. Photos, videos or audio of an issue can be submitted by selecting “Add photos, videos, or audio.”

13. “Keep this request Private” will keep your service request from appearing on the “Nearby Requests” map. Information submitted is subject to release under Ohio’s public records law.

14. Select “Submit” button.

15. You will receive an acknowledgement notification.