

CBUS 311 MOBILE APP

How to create a user account and submit a service request using the CBUS 311 mobile app.

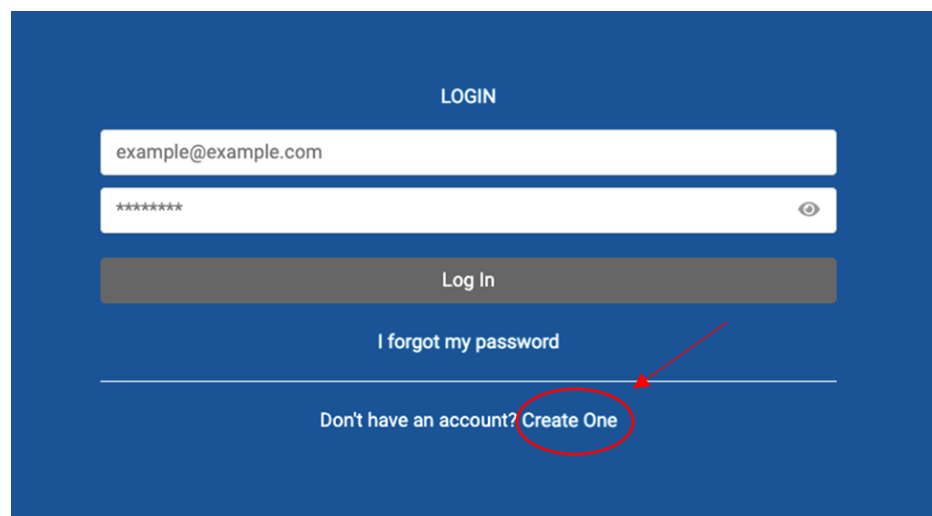
How To Create An Account:

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. Open the CBUS 311 app on your smartphone and select “Account.”



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



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

CREATE AN ACCOUNT

First Name

Last Name

example@example.com

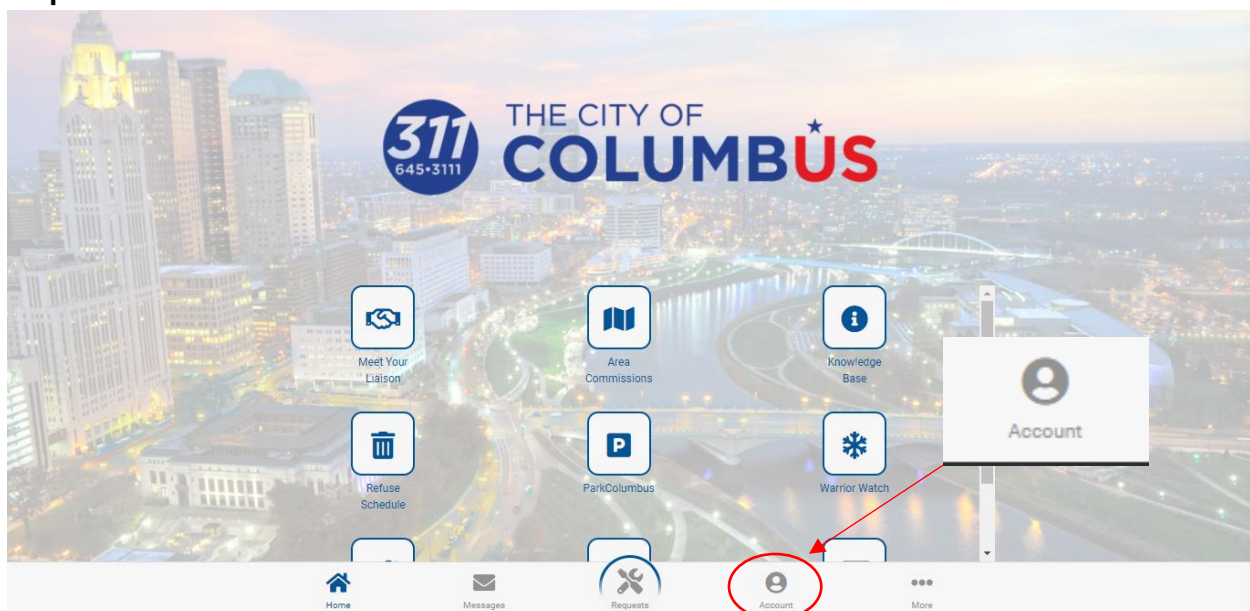
Password must contain 8 - 30 characters; At least one uppercase letter, one lowercase letter, and one number.

Create Account

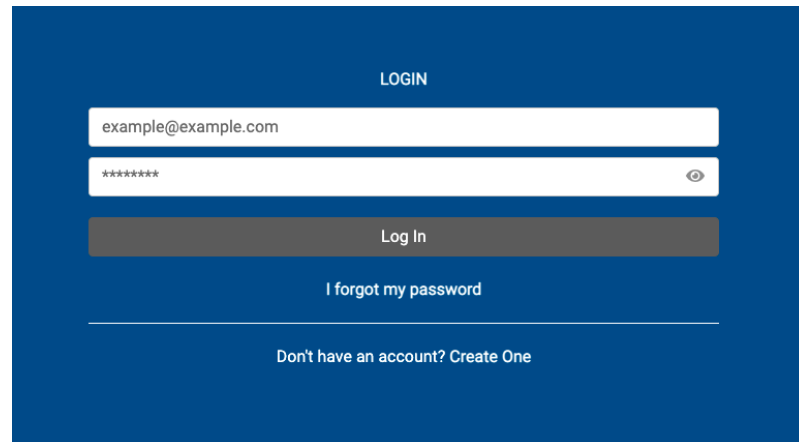
Already have an account? Log In

How To Create A Service Request:

1. Open the CBUS 311 mobile application on your smartphone.
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.



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

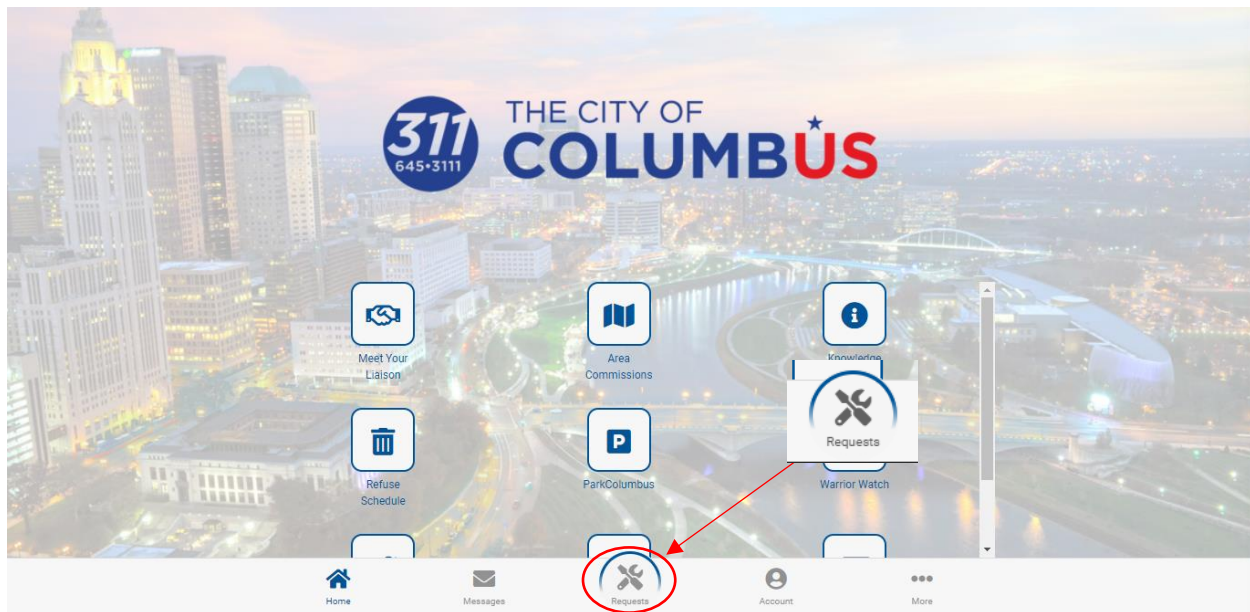
example@example.com

Log In

[I forgot my password](#)

[Don't have an account? Create One](#)

4. Return to the home screen and select the “Requests” icon.



5. Select “Create a Request.”



6. Click on “Select a Report Type.”

×

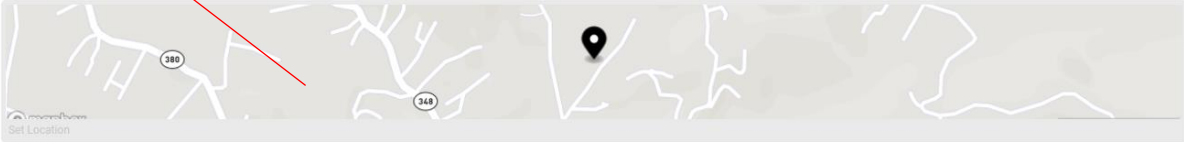
Service Requests

Submit a request

☒ Select a Report Type:

>

☐ Where is the request?




Set Location

☐ Tell us more details

>

☐ Add photos, videos, or audio



SUBMIT

7. Select a Category that fits your Request.

Select a Report Type:

Done

Bikes and Scooter Issues

>

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

>

City Staff Requests

>

Community Resources: Home, Health and Social Services

>

Elected Officials

>

Electricity

>

Health Issues and Regulation Enforcement

>

Homelessness Issues

>

Licensing and Permits

>

Park, Bike Path, Recreation Center, Pool and Tree Issues

>

Parking

>

Pets, Pests and Wildlife Issues

>

Public Comment and Records Request

>

Public Safety and Traffic Enforcement Issues

>

Streets, Sidewalks, Street Lighting, Sign and Signal Issues

>

8. Select a specific Service Request to submit.

< Request

Select a Report Type:

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

Bridge Inspection/Repair

Certified address

Code/Sidewalk Damage/Private Property

Code/Snow Removal from Sidewalk

Condition of Alley

Condition of Street

Construction Zone Traffic Issue

Crosswalk New or Modify

Damage within Right-Of-Way

Freeway Operation Issue

Freeway Sign Maintenance Issue

Graffiti in Public Right-Of-Way

9. 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

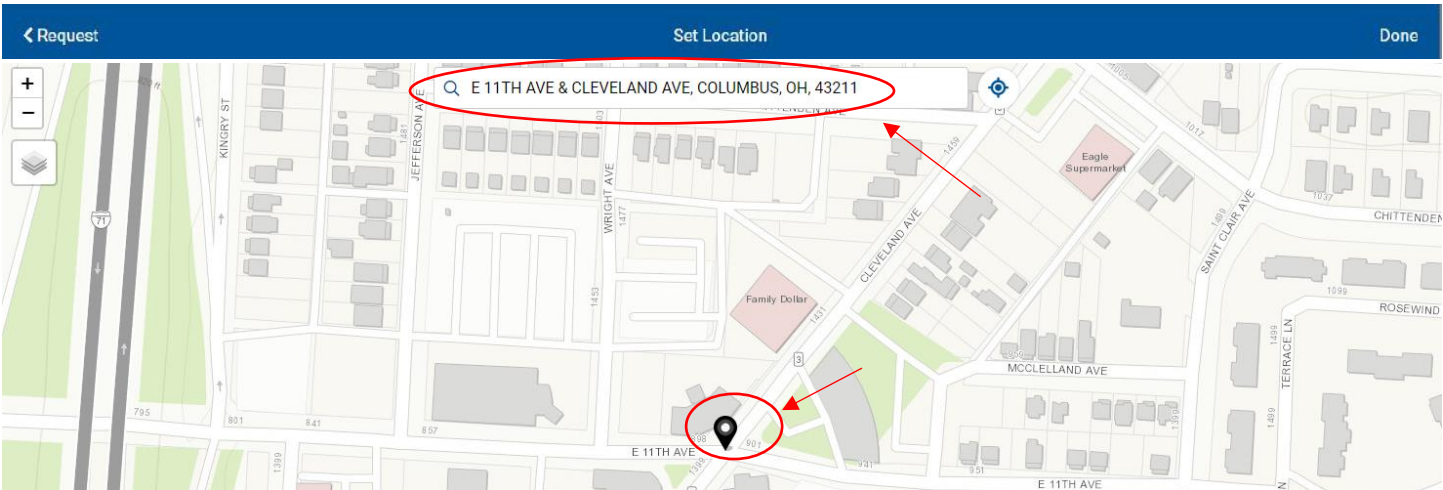
✕ Tell us more details

☐ Add photos, videos, or audio


SUBMIT


➤

10. To enter a location, enter the address of your request or move the pin with your finger to the exact location. When you are done press the “Done” button.




11. 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

12. Click on “Done” button.
13. Photos, videos or audio of an issue can be submitted by selecting “Add photos, videos, or audio.”
14. “Keep this request Private” will keep a service request from appearing on the “Nearby Requests” map. Information submitted to 311 is subject to release under Ohio’s public records law.
15. Select “Submit” button.
16. You will receive an acknowledgement notification.