

# COLUMBUS.GOV/311

How to submit a service request using Columbus.gov/311.

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



### HOW TO CONTACT 311

24 hours a day  
 Online: [columbus.gov/311](http://columbus.gov/311)  
 Email: [311@Columbus.gov](mailto:311@Columbus.gov)  
 311 Mobile Option:  
[Download for iPhone](#)  
[Download for Android](#)









Mon-Fri: 7:00 AM - 6:00 PM  
 Phone: (614) 645-3111

**SIGN UP FOR UPDATES!**  
 Get email updates from the Department of Neighborhoods and other City Departments by signing up [here](#).

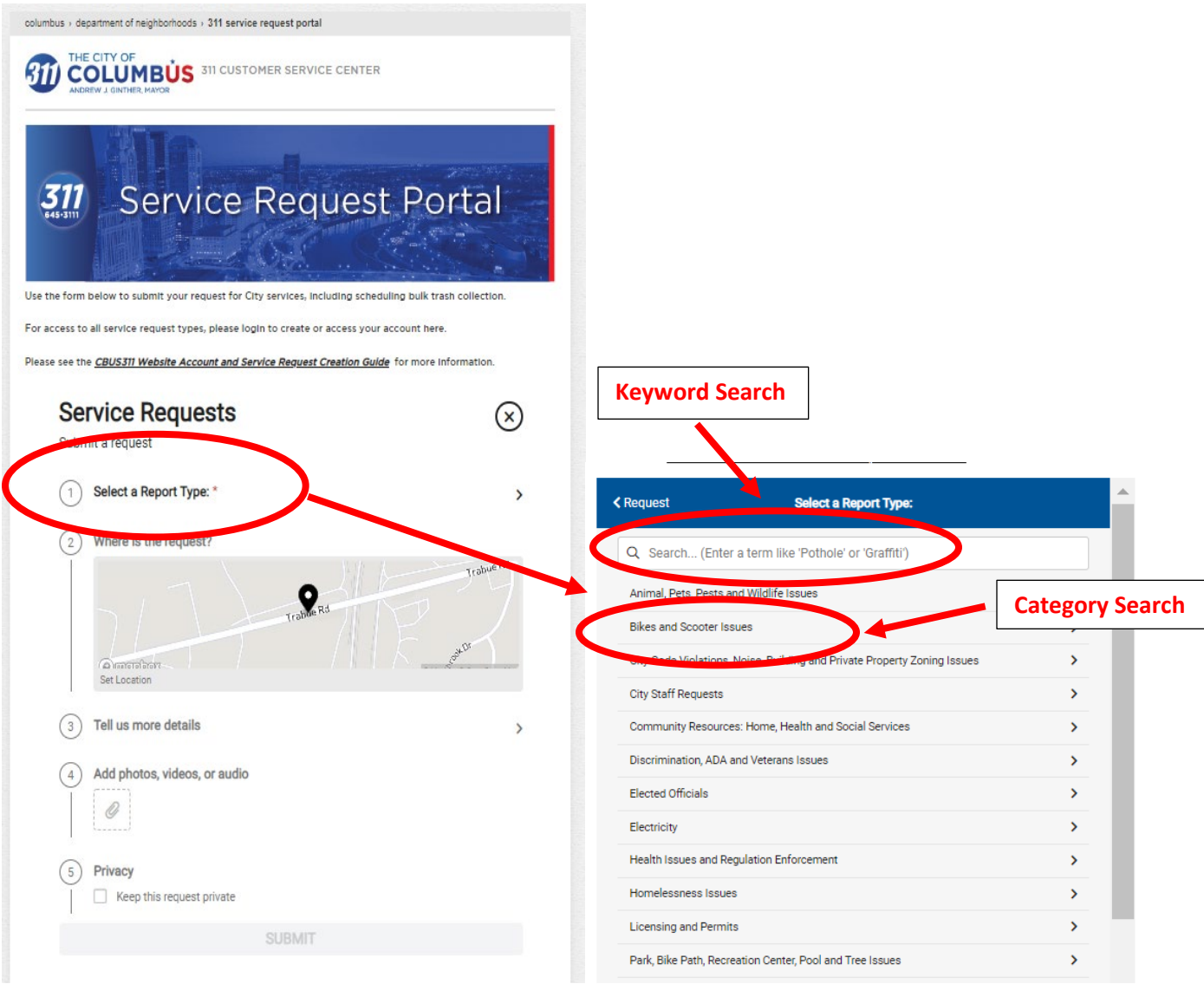
**LANGUAGE ACCESS INFORMATION**

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

Select "Submit Request" to begin a new 311 request  
 Use "Account Login" to create or login to your 311 account

 Submit Request	 Collection Day Lookup	 Knowledge Base	 Mobile Application
 News and Updates	 Account Login	 311 Request Heatmap	 Additional City Resources

2. Select the type of service needed. Click on “Select a Report Type” and either search by category or type a key word in the search box. Some service requests require that you login to your 311 account to continue. If necessary, you will be prompted to login. For information on how to create an account go to [www.columbus.gov/311/accountservices](http://www.columbus.gov/311/accountservices)



The screenshot displays the 311 Service Request Portal. The main heading is "Service Request Portal" with the 311 logo and "645-3111". Below the heading, there is a brief instruction: "Use the form below to submit your request for City services, including scheduling bulk trash collection. For access to all service request types, please login to create or access your account here. Please see the [CBUS311 Website Account and Service Request Creation Guide](#) for more information."

The "Service Requests" section contains a list of steps:


- 1. **Select a Report Type:** \* (This step is circled in red, with an arrow pointing to a detailed view on the right.)
- 2. Where is the request? (Includes a map with a location pin on Tralhue Rd.)
- 3. Tell us more details
- 4. Add photos, videos, or audio (Includes a photo upload icon)
- 5. Privacy (Includes a checkbox for "Keep this request private")


The detailed view of step 1, "Select a Report Type:", shows a search bar with the placeholder text "Search... (Enter a term like 'Pothole' or 'Graffiti')". Below the search bar is a list of categories, with "Bikes and Scooter Issues" circled in red. Annotations include:

- Keyword Search:** A red box with an arrow pointing to the search bar.
- Category Search:** A red box with an arrow pointing to the "Bikes and Scooter Issues" category.

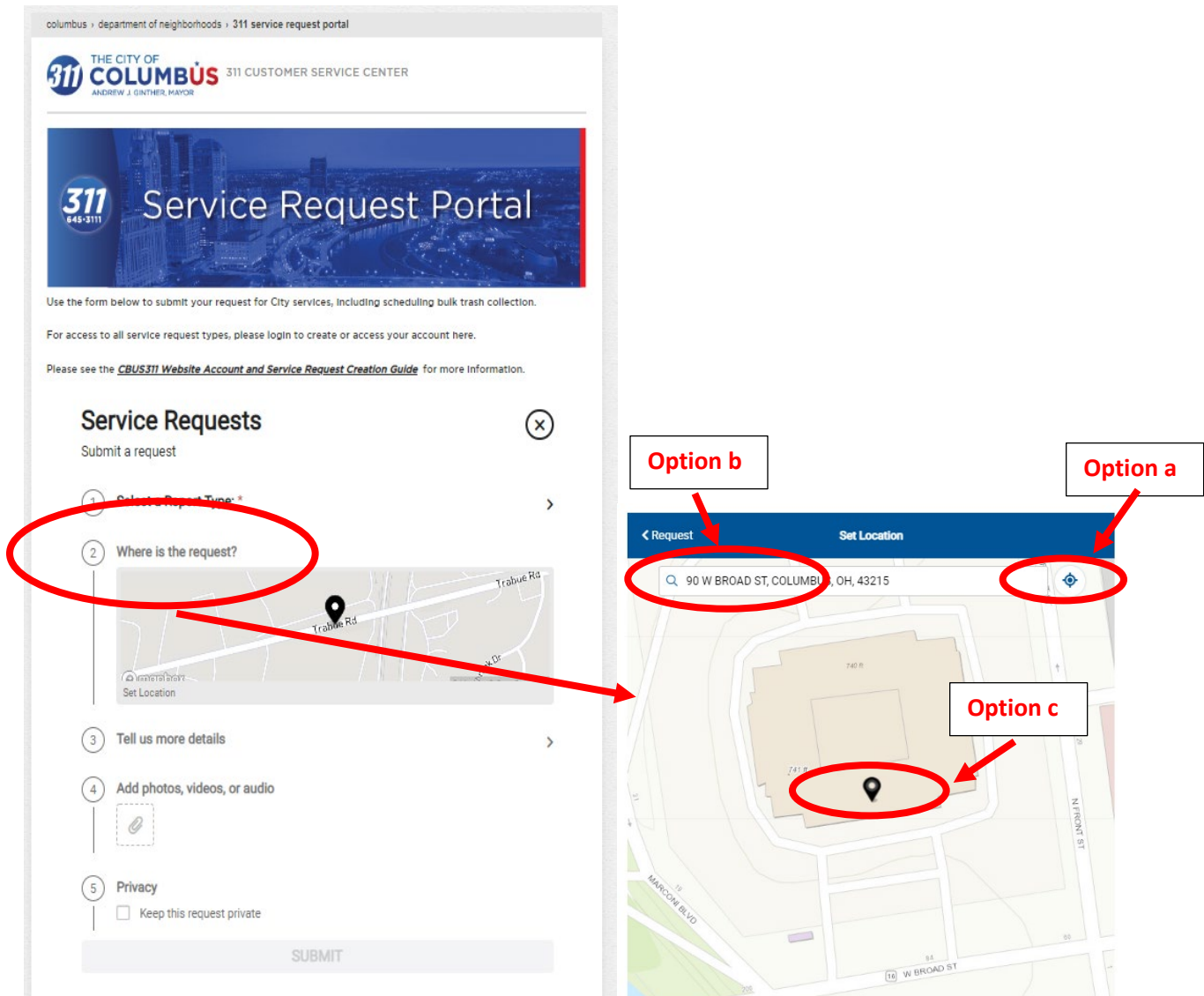
**3. Set the location where the service is needed. Select “Where is the request?” Set the location in one of three ways:**


a. If your device is at the location where service is needed and your computer will allow

Columbus.gov/311 to know your location, press the  button. If the address that appears in the search bar is correct, click “Request” to return to the main page.

b. Type the address in the search box. Use the  icon or “Enter” key on your keyboard to set the location. Click “Request” to return to the main page.

c. Use your mouse to move the cursor to the correct location. Click the location on the map to set the pin. Confirm the correct address appears in the search bar. Once you have the correct address click “Request” to return to the main page.



- Complete any required fields in the “Tell us more details” section. Required fields are noted with a  and \*. Click “Done” to return to the main page.



Use the form below to submit your request for City services, including scheduling bulk trash collection.

For access to all service request types, please login to create or access your account here.

Please see the [CBUS311 Website Account and Service Request Creation Guide](#) for more information.

### Service Requests ✕

Submit a request

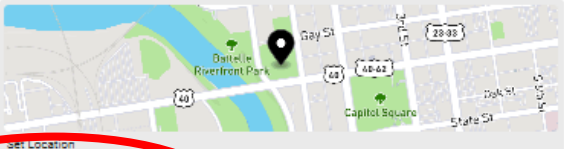
- 1

**Select a Report Type: \***

Report Issue with Bicycle Fix It Station

>
- 2

**Where is the request? \***




Set Location

>
- 3

**Tell us more details \***

>
- 4

**Add photos, videos, or audio**



>
- 5

**Privacy**

Keep this request private

>

**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.

< Request
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.

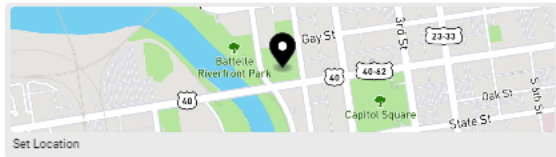
DONE


- Photos, videos or audio of an issue can be submitted by selecting “Add photos, videos, or audio.” These are not required.
- “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.

7. Select the “Submit” button to complete your request. If the button is not blue, review the form and complete any remaining required fields.

### Service Requests

Submit a request

- 1 Select a Report Type: \***  
Report Issue with Bicycle Fix It Station
- 2 Where is the request? \***  


Set Location
- 3 Tell us more details \***
- 4 Add photos, videos, or audio**  

- 5 Privacy**  
 Keep this request private

**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.

**SUBMIT**