

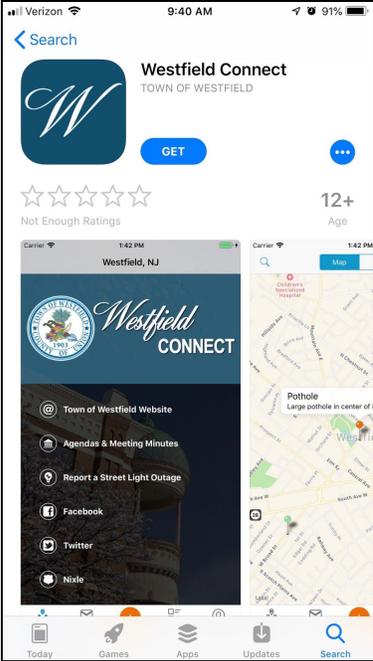


Westfield Connect - Quick Reference Guide

The Westfield Connect app is a custom app powered by SeeClickFix. Please be sure to find and install our Westfield-specific version. ***You will find it in the Apple App Store and Google Play Store by simply searching “Westfield Connect.”***

TO INSTALL WESTFIELD CONNECT

Install on an iPhone:

<p>1. Open the App Store app on your iPhone</p>	
<p>2. Search for “Westfield Connect,” find the app and tap on “GET” to install</p>	
<p>3. Westfield Connect will install onto your iPhone</p>	

- Optionally, you may register / create an app account. Westfield Connect does NOT currently require account creation in order to use the app and report issues, but we do recommend you to register in order to get the most out of your use of Westfield Connect. If you have an account, you can still report issues anonymously, when needed. We believe that non-anonymous input is generally the best way to engage civically, but we also acknowledge there are situations where anonymous input can be best.

To register, open the Westfield Connect app, tap on “Profile” in the lower-right corner, tap on “REGISTER” in the lower-right corner and follow the prompts.

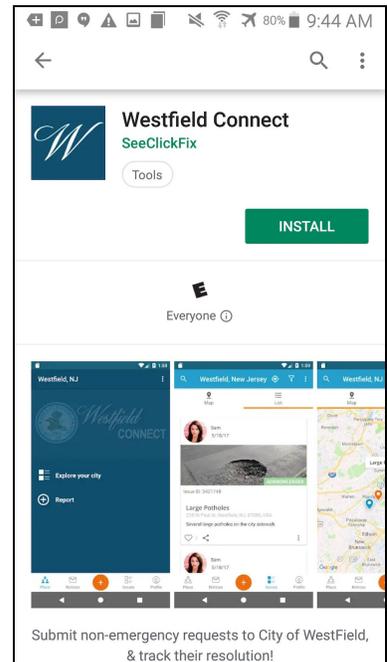


Install on an Android smartphone:

- Open the Play Store app on your Android phone



- Search for “Westfield Connect,” find the app and tap on “INSTALL” to install



3. Westfield Connect will install onto your iPhone

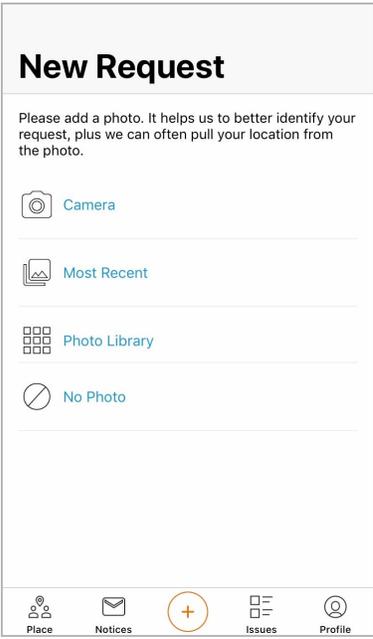


4. Optionally, you may register / create an app account. Westfield Connect does NOT currently require account creation in order to use the app and report issues, but we do recommend you to register in order to get the most out of your use of Westfield Connect. If you have an account, you can still report issues anonymously, when needed. We believe that non-anonymous input is generally the best way to engage civically, but we also acknowledge there are situations where anonymous input can be best.

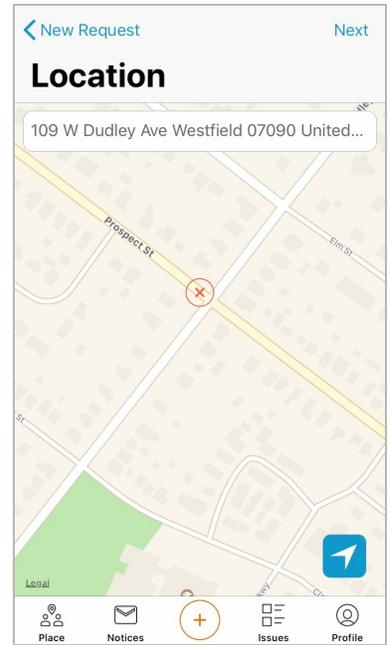
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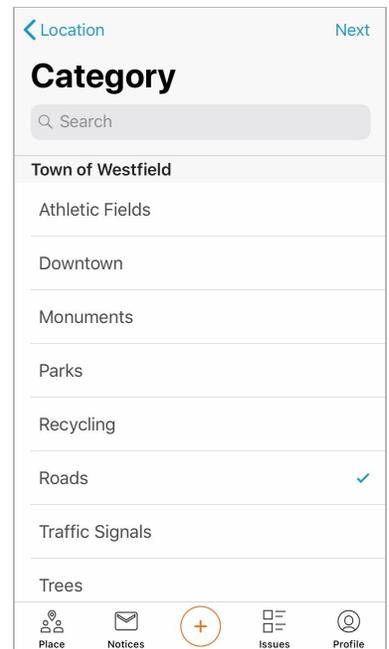
TO REPORT AN ISSUE USING WESTFIELD CONNECT

<p>1. Open the Westfield Connect app</p>	
<p>2. Tap on the red “+” in the bottom center </p>	
<p>3. Take a photo of the issue you wish to report (or select a photo from your camera roll / gallery). You may also choose to submit the issue without a photo.</p>	

4. Select location on map view or enter an address where the issue is located.



5. Select "Category" for the issue you wish to report.



6. Enter "Description," select "Type" (for certain categories) and choose Yes/No for anonymous report. Then tap on SUBMIT in the upper-right corner of the app.

< Category Report Submit

Roads
109 W Dudley Ave, Westfield
07090, United States

Description [Edit](#)
Belgian block on island at
Prospect and Dudley has been
damaged by snow plow.

Note
Road issues will be routed to the DPW during
business hours, M-F, 8:30-4:30. For immediate
safety concerns, please contact the Westfield
Police.

What type of issue? [Edit](#)
 Snow Plow Damage

Hide your identity from public view?

Cancel Report

Place Notices Issues Profile

Once you have submitted your issue, it is entered into the Town of Westfield Department of Public Works' workflow. If you have created an app account, you will be kept apprised of the status of the issue as it moves through DPW steps for resolution.

See below for examples of issue resolution tracking.

You can track the workflow and resolution status and in the “Profile” section of the Westfield Connect app. Tap on “Profile in the lower-right corner and you will see the issues you have reported. Tap on a given issue to see the workflow and status.

