

Village of Hoffman Estates Mobile App Instruction Manual

The Village of Hoffman Estates Mobile App is designed to connect residents and businesses with an easy way of reporting concerns found throughout the Village and staying connected with the latest news and information in the Village.

Downloading:

In order to download the Hoffman Estates Mobile App, you will need an iPhone or an Android compatible smart phone or tablet.

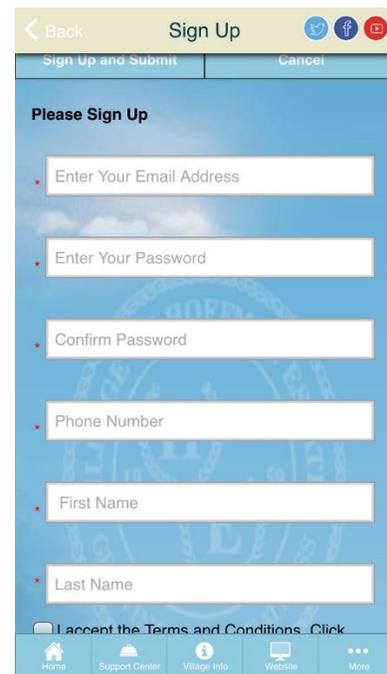
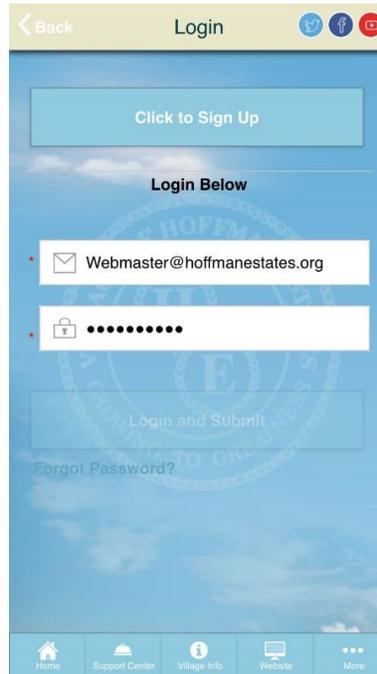
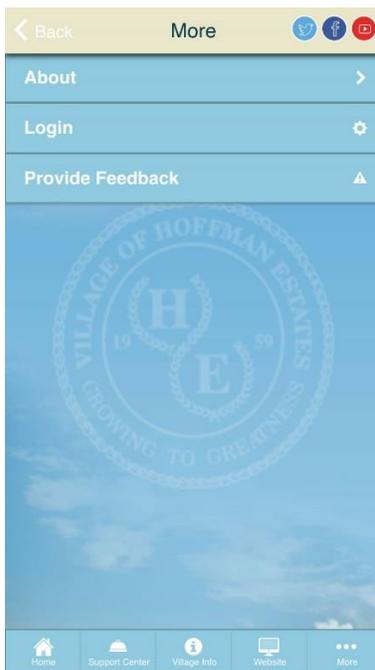
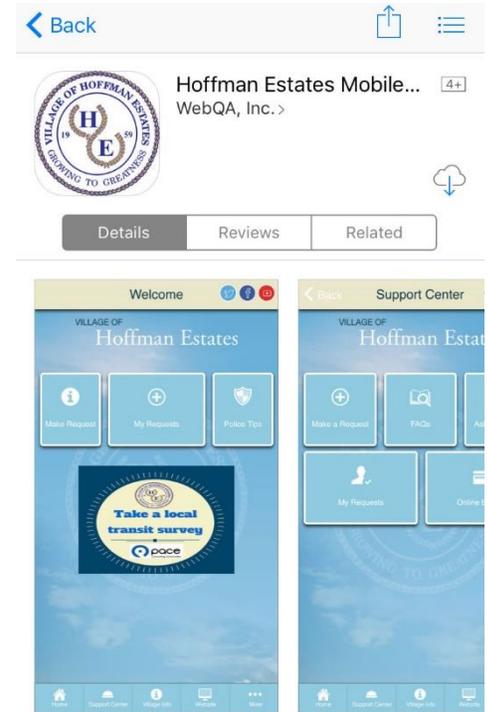


To locate the mobile application in either the Android or iPhone App stores, search for "Hoffman Estates". Once you locate the correct mobile application, click "Install".

There is no cost to install this application. After the application is installed, click "open" or find the application on your mobile device's "desktop".

Use:

To use the Mobile App to report concerns found in the Village, click on the "More" button. Then select "Login". Use your existing Citizen Support Center login (from desktop access on the Village's website) to access your account or create a new account (Click to Sign Up). Once this step is completed on a mobile device, your information is stored and you can skip the login step each time you use the app.



Note: For all "submit" options throughout the app, scroll to the top of the screen to find the submit and cancel buttons.

The Home Screen

Once you've created an account and logged in, click on the "Home" screen button.

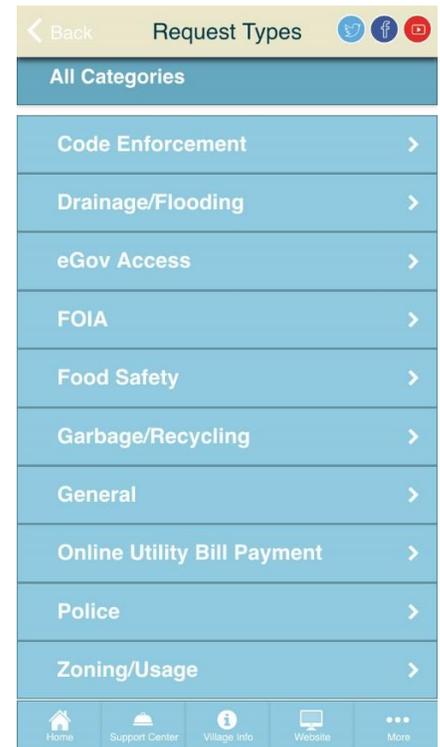
At the "Home" screen, clicking "Village Info" will bring you to a page with general interest information, "Make a Request" will begin a new request, and "Police Tips" will allow you to enter police tips. If entering a police tip, an alert will immediately show, reminding the user that this entry does not generate an emergency response and that the tip will be investigated as time and resources allow. If there is an urgent issue, Hoffman Estates is a 9-1-1 community and any emergency and non-emergency calls for an officer response should be routed to 9-1-1.

Also on the home screen, at the top right corner, links to three Village social media pages, Twitter, Facebook, and YouTube make visiting the pages easily accessible.



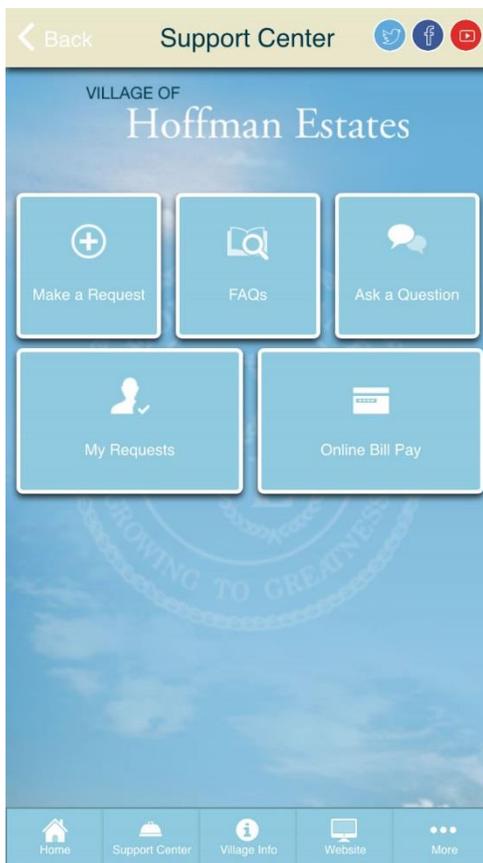
Requests

If you are interested in making a request, the "Make a Request" button will deliver you to a menu of request options. A list of popular options is at the top of the screen. Scrolling down will offer more category options.



Once you select a request type, you will complete a few request details that are available online and have the option to attach a photo from your phone (either by taking a new picture or selecting one from your smart phone's photo gallery) and use a location feature that will use your exact location to pinpoint the source of the concern.

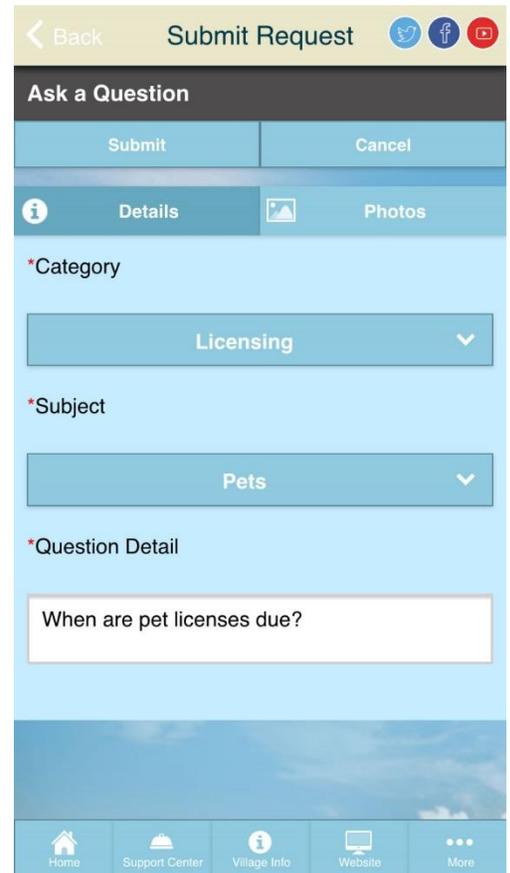
The Support Center Screen



The “Support Center” screen is a command center for submitting any question and concern and a simple link to the online bill pay system hosted on the Village website. Find your requests (“My Requests”) to check on response status or choose to make a new request. The portal to Frequently Asked Questions is found here, as well as the ability to ask a new question. Simply choose a category, subject and ask your question in the detail section.

The Village Info Screen

The “Village Info” screen provides links to the Village’s current news, regularly updated Village online calendar, popular website links for residents, a contacts listing, and event information.



The “Website” icon

Tapping the Website icon on the bottom menu bar will bring you directly to the mobile version of the Village’s website www.hoffmanestates.org. Scrolling to the bottom of the page will permit you to choose “view full site” if preferred.

If you require additional assistance, please do not hesitate to contact the Communications Division at 847-781-2609 or by email at webmaster@hoffmanestates.org.

