CHANGE CONTACT INFO

COLLAB CITIZEN APP

Search for the green Collab Citizen icon in Google Play Store, Apple App Store as well as Huawei App Gallery and download today!

The Collab Citizen app allows users to log and track service requests, report faults, and receive notifications

CHANGE CONTACT INFO
Access to various options

The Collab Citizen app provides numerous convenient and intuitive tools for users:

Tap on the "Change contact information" icon to gain access to the following options:
- Change contact number
- Change postal address
- Change e-mail address
- Change street address

Log and track service requests without the need for follow-up telephone calls:
- Simply log in, tap on the relevant icon, follow a couple of simple steps and submit.
- We will furnish you with a reference number and keep you abreast of progress with your request, provided you activated real-time updates by enabling the app's "Notification" option on your phone.
- All you need to do is to navigate to the "Service Requests" section and select "My List" to see a list of all your requests. Simply tap on a request to view its status and your reference number.
- To view our feedback on your request, tap on "Comments". You can even add your own comments at any time by tapping on "Add Comments" at the bottom of the screen. We will be notified immediately that you have added a comment and will respond as soon as possible.

The app can be used from anywhere in the world. Thus, if you own a holiday home in the Overstrand, you can book a tanker service, for example, two to three days before your arrival without having to make a single telephone call.

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