You have Questions, We have Answers_**Q&A**

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

	Q	A
1.	**Is my information secure?**	All information captured on the Citizen app is transferred and accessible only by the authorized Overstand municipal officials.
2.	**Can I follow up on a Service Request I logged?**	You can use the 'Comments' field on your service request to send us a message - you can use this to follow up on your service request or provide us with additional information.
3.	**When is a Service Request closed?**	A service request is only closed when the work has been done, regardless of the process followed and on which service system it is registered, once receive via the Citizen App.
4.	**Do I get a reference number?**	When you log a service request on the Citizen App, you will receive a reference number once the request has been assigned to the relevant department.
5.	**Spam**	We make use of CAPTCHA to prevent automated software (Robots/bots) and spammers from performing actions on your behalf.
6.	**Accuracy of pin (location)**	GPS satellites broadcast their signals in space with a certain accuracy, depending on additional factors, being satellite geometry, signal blockage, atmospheric conditions, and receiver design features/quality. For example, GPS-enabled smartphones are typically accurate to within a 7 m radius under open sky. This has proven to be the case in test cases even when accuracy worsens near buildings, bridges, and trees.