TRACK your service request

Munisipaliteit • U-Masipala • Municipality
OVERSTRAND

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

Tracking progress simplified

Please first click on the map icons to check
whether the request has already been reported

We kindly request users to make sure that the same request has not been logged by someone else already.

All parties concerned will be able to follow the progress made with the request and receive the same updates and feedback as the original requestor.

Provided users enable the app's "Notifications" function, they will be able to track progress with their request from start to finish. In other words, they will receive regular real-time updates, eliminating the need to call the municipality to check up on progress.

Each service request logged via the app is assigned a reference number.
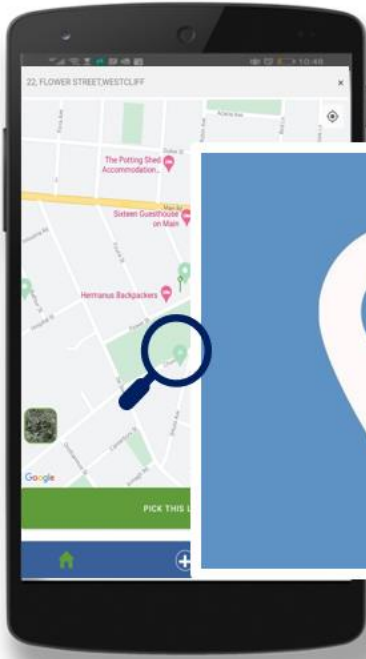
All you need to do to follow up on your request is to navigate to the "Service Requests" button and select "My List" to see a list of all your requests.

When you tap on a request, you will see that request's reference number and its status: For example, "assigned" means that your request has been received and is being attended to.

To view feedback on a request, tap on "Comments".

Should you wish to comment on the feedback you received, simply click on "Add Comments" at the bottom of the screen. The system will automatically notify us that a comment has been added, and the relevant team will respond as soon as possible.

TRACK SERVICE REQUEST
FROM YOUR PHONE

COLLAB CITIZEN APP

Please **first** click on the **map icons** to check whether the request has already been reported

If yes, select the 'follow' option as **double reporting** results in staff wasting valuable time.