SAV311 HOW-TO-GUIDE

CITY OF SAVANNAH - Call Us at 311 or (912) 651-6565 for Help!

SAV311

HOW-TO-GUIDE

CONTENTS

Questions or Concerns? Call us at 311 or (912) 651-6565 for help.
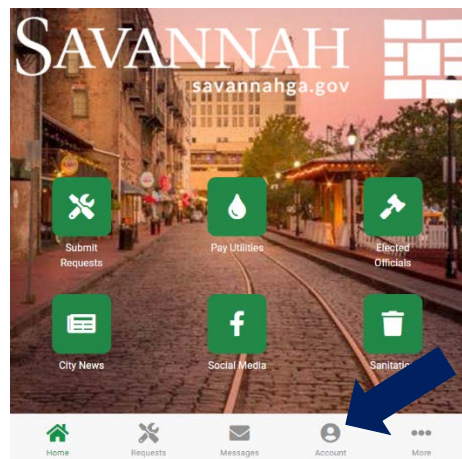City of Savannah, Georgia

Accessing SAV311 App
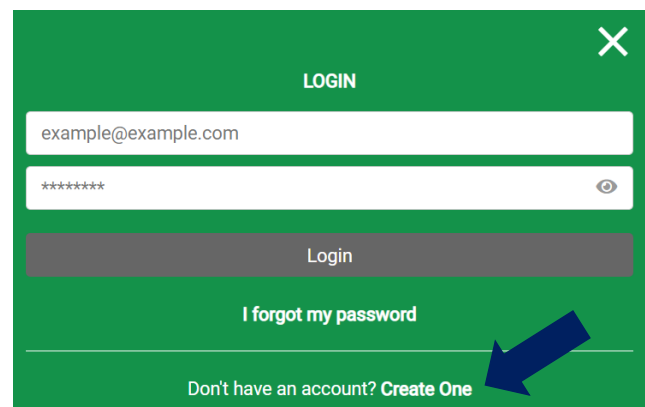
1. **Download** SAV311 (with no spaces) on an Android or Apple device.

2. **Open** App

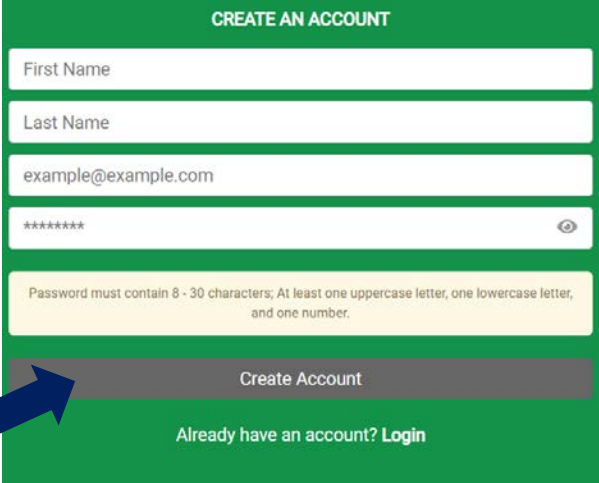# Creating an Account

1. Click the **Account** icon

2. Click **Don't have an account? Create One**

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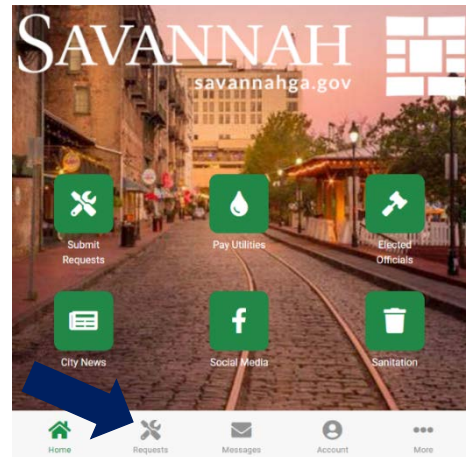City of Savannah, Georgia

3. Enter your preferred **login credentials** (First Name, Last Name, email address, and password)
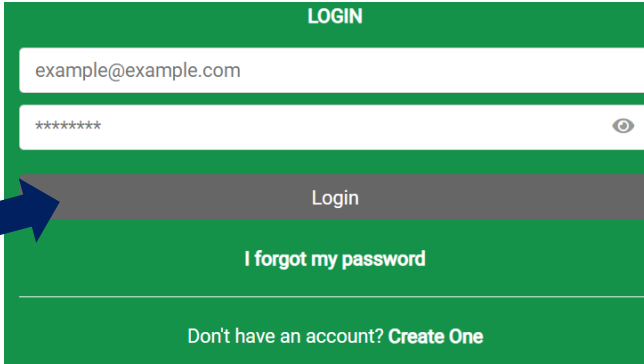

4. Click **Create Account**

Submit Requests

1. Click the **Requests** icon

2. Login with your SAV311 **credentials** or create an account (see instructions above)

3. Click **Login**

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City of Savannah, Georgia

4. Select a **Report Type** – Click on a category that describes the general nature of your request. Then select a more detailed description of your request.
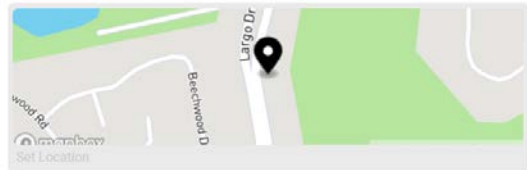
   For example: If you would like to request a new garbage container, select Garbage Issue, then select Garbage Container – New Request

Service Requests

Submit a request

○ Select a Report Type: ›

○ Where is the request?

○ Tell us more details   ›

○ Add photos, videos, or audio

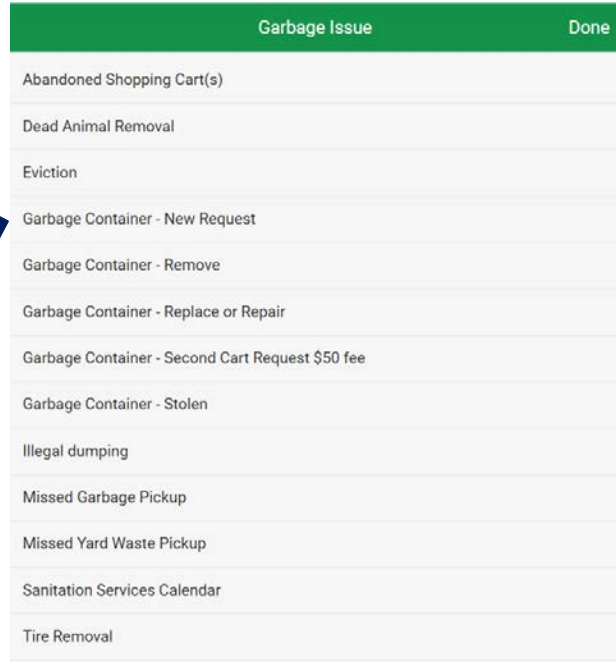○ Keep this request confidential (Optional)

SUBMIT

Select General Category

(In this example, we will select Garbage Issue)

Select a Report Type:	Done
Cemetery Issue	›
Commercial Dumpster Issue	›
Garbage Issue	›
Park, Tree or Greenscape Issue	›
Property, Vehicle or Zoning Issue	›
Recreation Facility Issue	›
Recycling or Litter Issue	›
Stormwater Issue	›
Street Cleaning Issue	›
Street or Sidewalk Issue	›
Traffic or Lighting Issue	›

Garbage Issue	Done
Abandoned Shopping Cart(s)	
Dead Animal Removal	
Eviction	
Garbage Container - New Request	
Garbage Container - Remove	
Garbage Container - Replace or Repair	
Garbage Container - Second Cart Request $50 fee	
Garbage Container - Stolen	
Illegal dumping	
Missed Garbage Pickup	
Missed Yard Waste Pickup	
Sanitation Services Calendar	
Tire Removal	

Select Specific Category

(In this example, we will select Garbage Container – New Request)

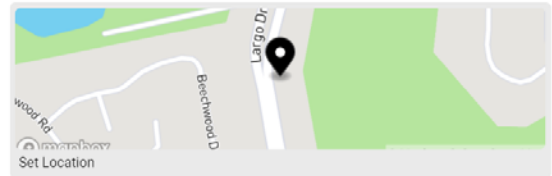5. Tap on the map to enter a location

Service Requests

Submit a request

✓ Select a Report Type: >

Garbage Container - New Request

✗ Where is the request?

Set Location

✗ Tell us more details >

○ Add photos, videos, or audio

○ Keep this request confidential
(Optional)

SUBMIT

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6. Enter the **location** of the issue by entering the exact address or tapping on an area on the map.

Address Format
Specific Address or Closest Address
Coming Soon: Intersections, Points of Interests, Blocks

*Note: To use the **LOCATOR ICON** to automatically enter your current location, you must allow the app permission to access your location. Follow instructions on your device to enable location services.*
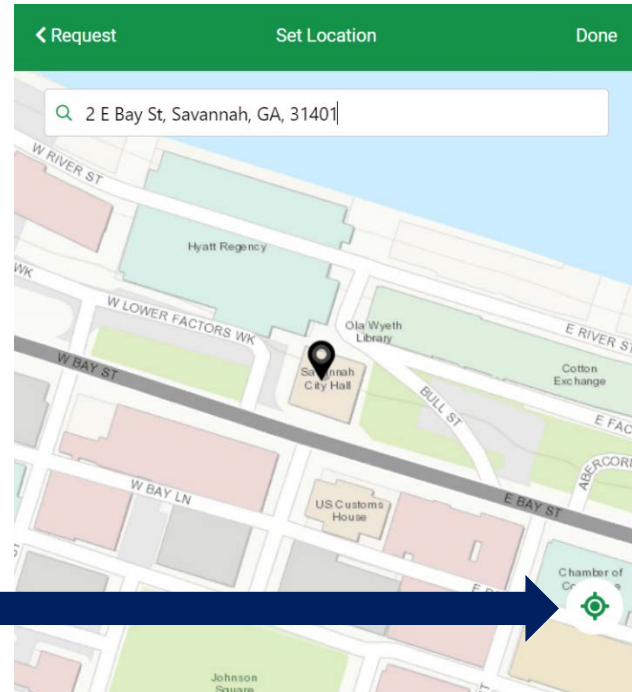
7. Click **Done**

8. Click **Tell us more details**. Enter specific details regarding the issue to ensure a timely response to your request.
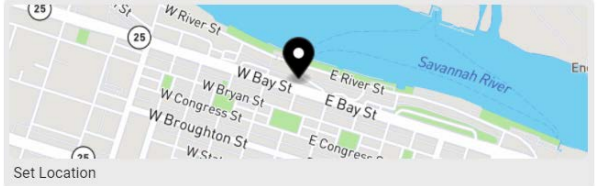
9. Optional: Add **photos, videos, or audio** files.

Service Requests

Submit a request

⊘ Select a Report Type: ＞

Garbage Container - New Request

⊘ Where is the request?

Set Location

⊘ Tell us more details ＞

◯ Add photos, videos, or audio

◯ Keep this request confidential
(Optional)

SUBMIT

10. Optional: Select **keep this confidential** (if you do not want to make your request public)

11. Click **Submit**

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Access Messages

1. Click **Messages**
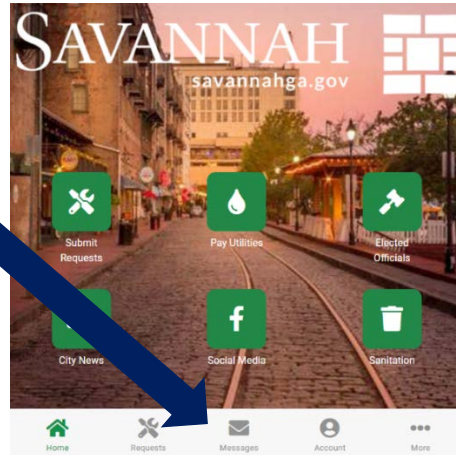
2. Click **Service Requests**
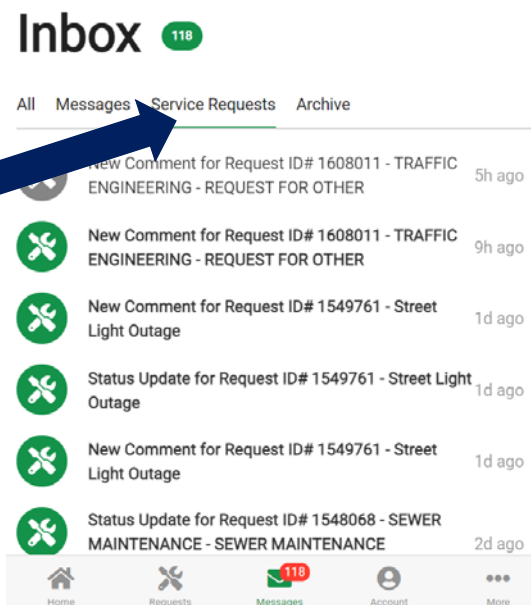
3. Select a **message** to view request details and/or status updates

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Search Nearby Requests

1. Click More

2. Click the + by Service Requests

3. Click Nearby Requests

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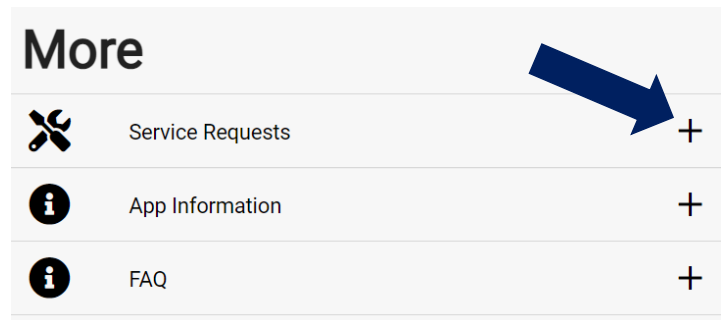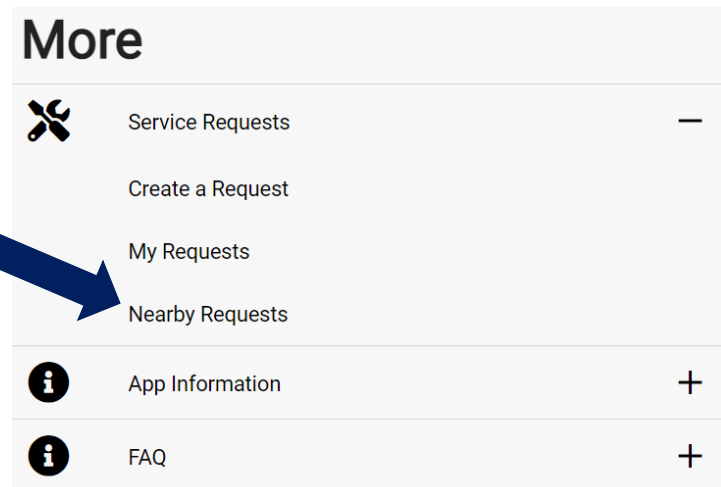
4. Enter a location to search
   nearby requests

🔍	2 E Bay St, Savannah, GA, 31401

WATER DISTRIBUTION - WATER METER LEAKS
Updated: **6h ago**
Received ＞

Illegal dumping
Updated: **8h ago**
Received ＞

STREET MAINTENANCE - PAVEMENT DEFECT-POTHOLE
Updated: **8h ago**
Received ＞

Garbage Container - Replace or Repair
Updated: **8h ago**
Received ＞

RESIDENTIAL REFUSE - SPECIAL PICK UP REQUEST
Updated: **8h ago**
Received ＞

RESIDENTIAL REFUSE - REPLACE OR REPAIR CART
Updated: **9h ago**
＞

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