



Service Request Center

The City of Lucas has launched the online Service Request Center (powered by GovQA) where residents can easily create an online account to submit and track service requests such as reporting a problem or complaint. You can access the Service Request Center on a computer, tablet, or smartphone using a web browser. Below are instructions on how to create an account, submit service requests, and view your service requests.

How to Create an Online Account

Step 1

Go to the City of Lucas website at www.lucastexas.us and click on the link “Submit Service Requests” under the “How Do I” tab on the homepage.

The screenshot shows the City of Lucas website homepage. At the top, there are navigation tabs: GOVERNMENT, COMMUNITY, SERVICES, and RESOURCES. Below these is a large image of a pond with a fountain. Underneath the image is a navigation bar with four tabs: HOW DO I (with a magnifying glass icon), SERVICES (with a water drop icon), RESOURCES (with a book icon), and SPECIAL EVENTS (with a calendar icon). Below the navigation bar is a grid of service options:

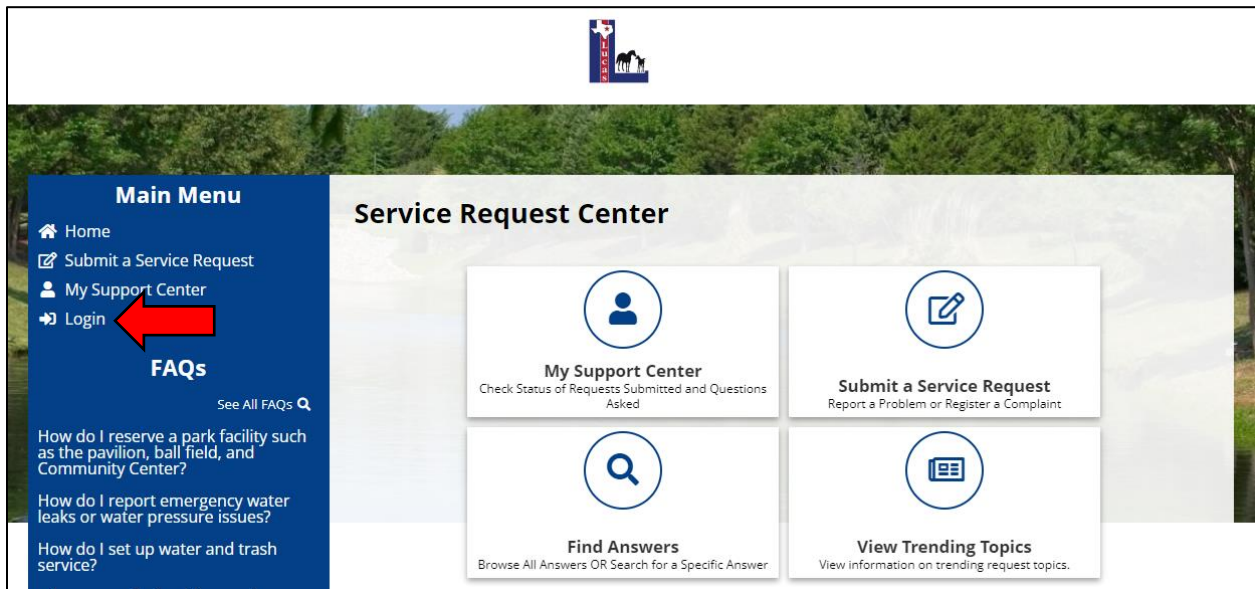
Contact My Elected/Appointed Officials	Find Meetings, Agendas & Minutes	Submit Public Information Requests	Get A Permit
Submit Service Requests	Pay My Utility Bill	Get Election Information	Schedule an Inspection

A red arrow points to the "Submit Service Requests" link in the bottom-left cell of the grid.



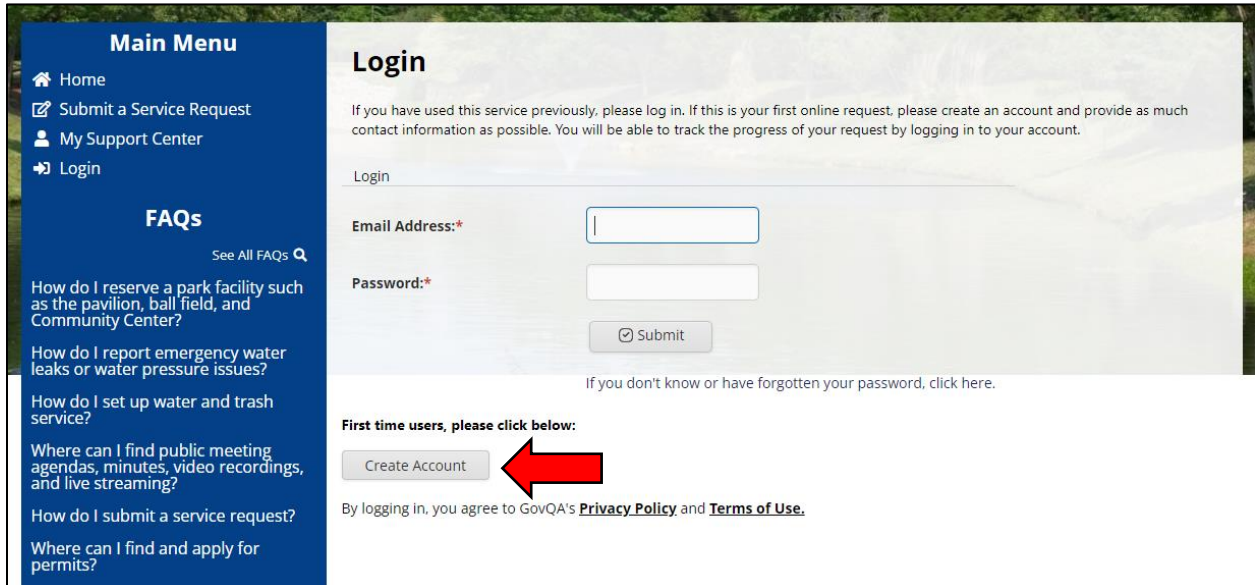
Step 2

The link will direct you to the Service Request Center homepage. Click “Login” on the left bar.



Step 3

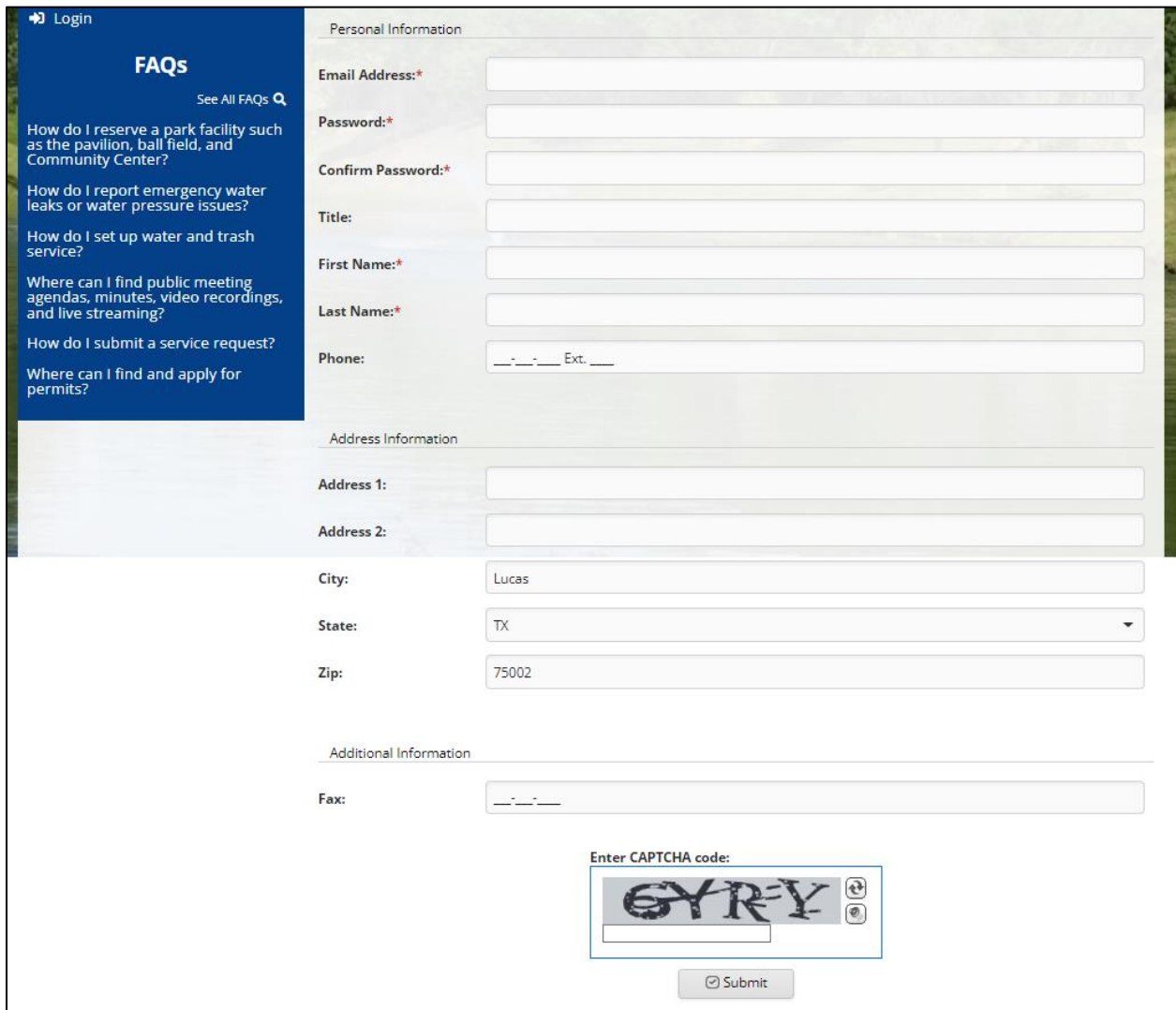
To create an account for the first time, click “Create Account” towards the bottom of the page.



Step 4

The link will take you to the “My Information” page. Fill out your personal and contact information and create a password. This will allow you to log in, submit and view your service requests. You will also have the ability to send messages related to your service request directly to the assigned city staff.

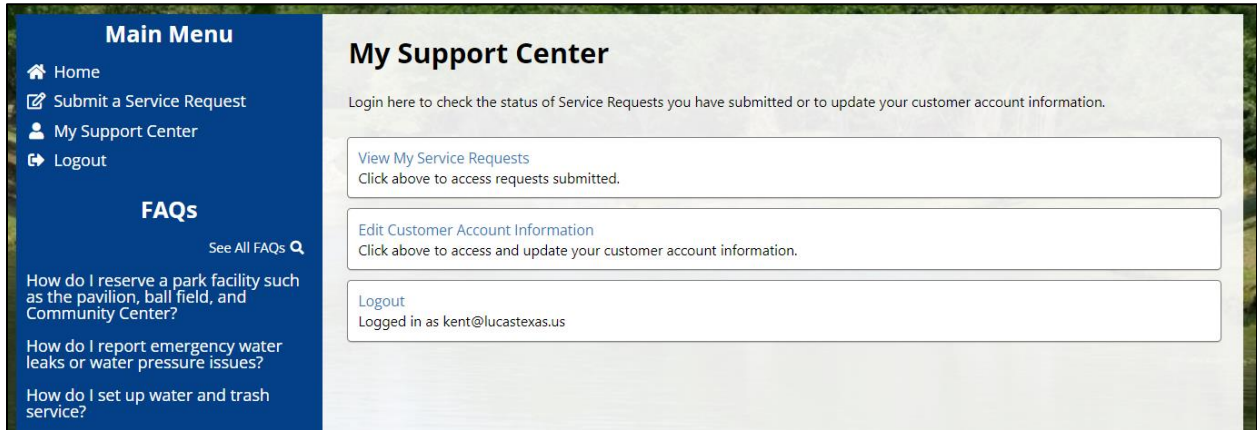
After filling out your information, enter the “CAPTCHA Code” at the bottom of the page and click “Submit.” Your account will be created. You will be able to use your email address and password to log into the Service Request Center at any time.



The screenshot shows a web form for account registration. On the left is a blue sidebar with a 'Login' link and an 'FAQs' section containing several questions about park facilities, water leaks, trash service, public meetings, and permits. The main form area is titled 'Personal Information' and includes fields for Email Address, Password, Confirm Password, Title, First Name, Last Name, and Phone. Below this is the 'Address Information' section with fields for Address 1, Address 2, City (pre-filled with 'Lucas'), State (pre-filled with 'TX'), and Zip (pre-filled with '75002'). The 'Additional Information' section has a field for Fax. At the bottom, there is a CAPTCHA section with the text 'Enter CAPTCHA code:' and a box containing the code '6YR-Y'. A 'Submit' button is located at the bottom right of the form.

Step 5

Your online account is called “My Support Center.” This is where you can submit service requests, view your service requests, and edit your account information.



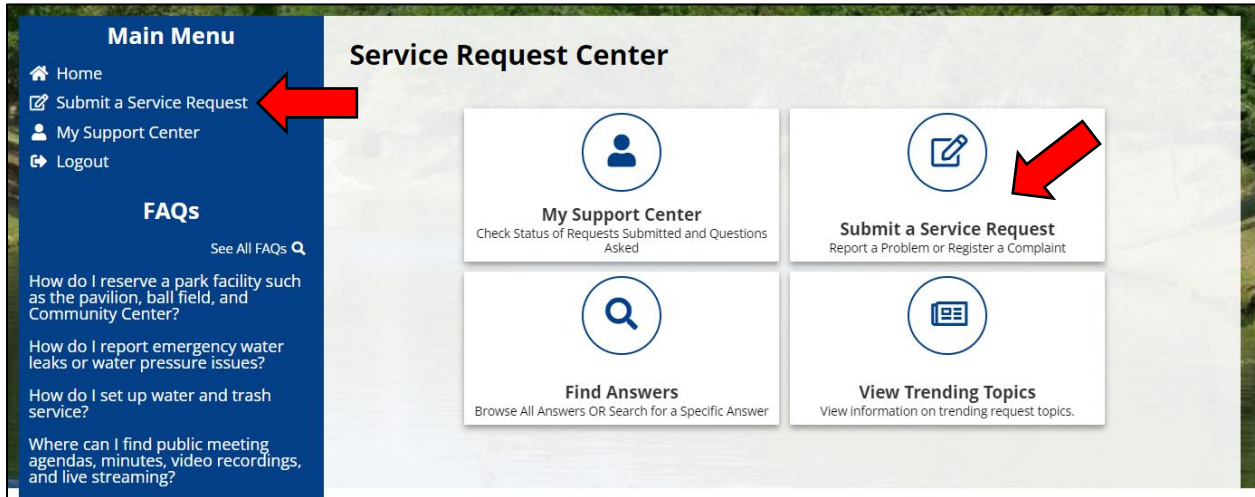
Please go to the next page of this document to learn how to submit a service request.



How to Submit a Service Request

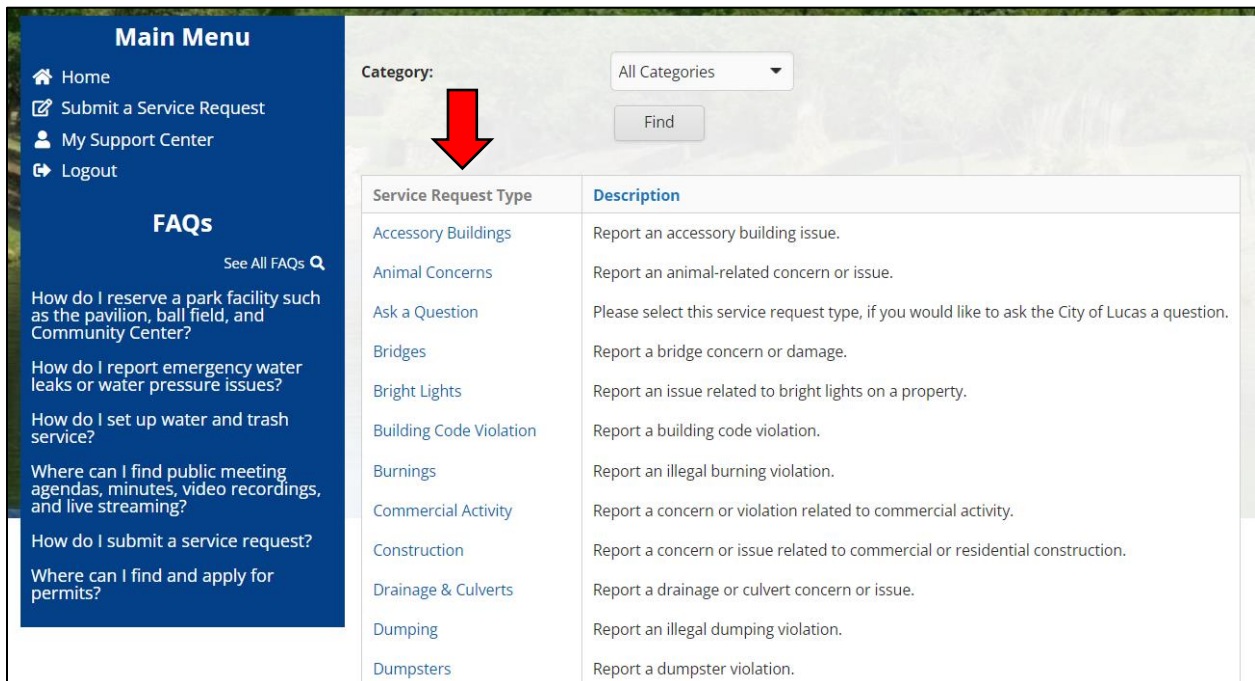
Step 1

There are two ways for you to submit a service request: 1) Click “Submit a Service Request” on the left bar or 2) Click “Home” on the left bar and then select “Submit a Service Request” on the Service Request Center homepage.



Step 2

Select a service request type from the comprehensive list in alphabetical order.



Step 3

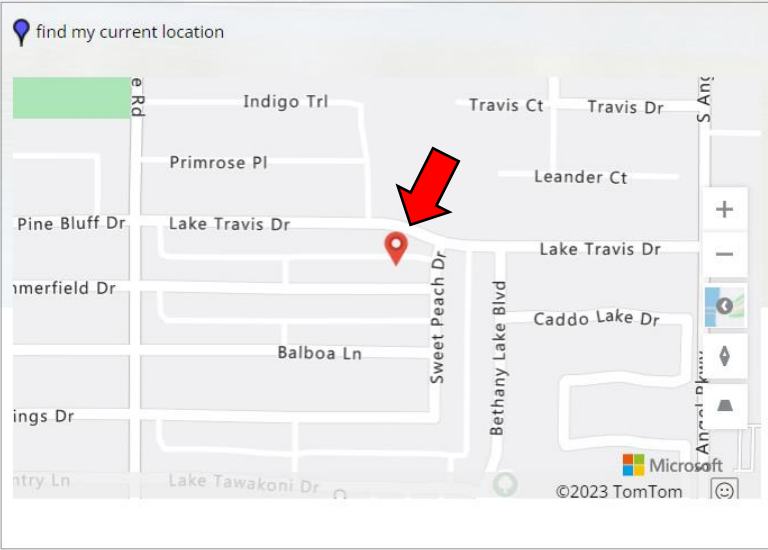
After selecting a service request type, you will be redirected to the webpage to submit a service request for the selected category. Enter in the address or drag the red pin on the map to the location of the reported problem or complaint.

Submit a Service Request

Description: Report an accessory building issue.

Contact E-Mail: kent@lucastexas.us

find my current location



Drag the pin to the location of your issue, find your current location or simply type in an address below.

Address 1:*

Address 2:

City:* Lucas

State/Province:* TX

Zip/Postal Code:* 75002

Step 4

Enter detailed information regarding your service request. Be as specific as possible.

Service Request Details

Details:*



Be as specific as possible. Please provide all information you have concerning your request.




Step 5

You have the option to upload any photos and/or documents related to your service request. You can select or drop file(s) directly into the field.

After you finish entering information for your service request, enter the “CAPTCHA Code” and click “Submit” at the bottom of the page. Your service request has been submitted and automatically directed to an assigned city staff to address the reported problem or complaint.


If you have any photos/documents that may assist in responding to your request, please attach here:

No Files Selected



or Drop file here

Enter CAPTCHA code:



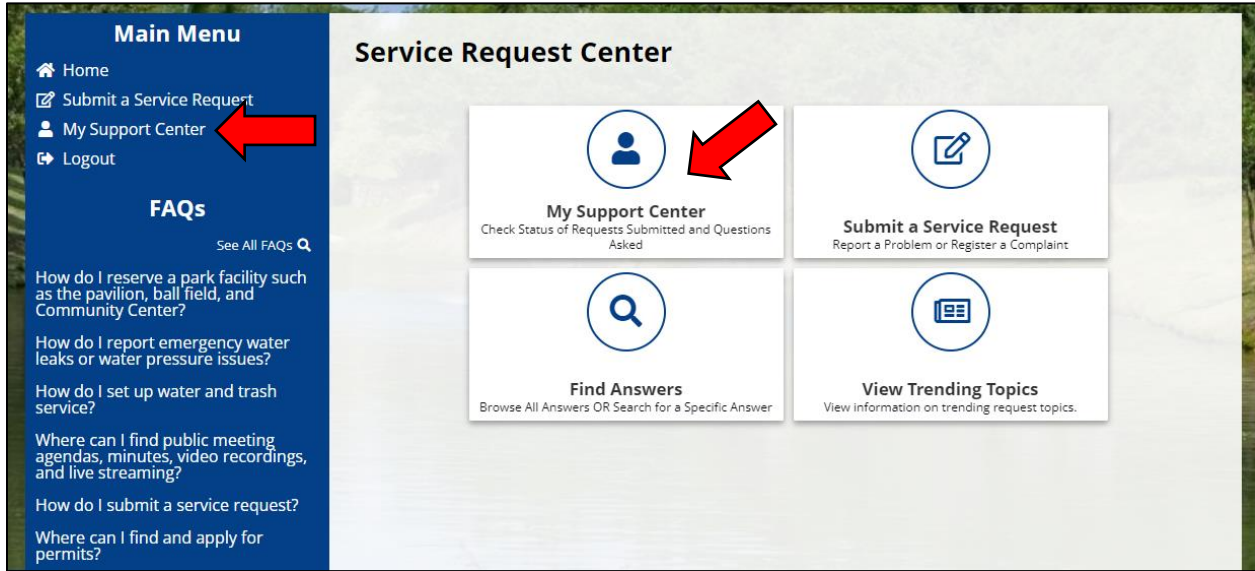
Please go to the next page of this document to learn how to view your service requests.



How to View Your Service Requests

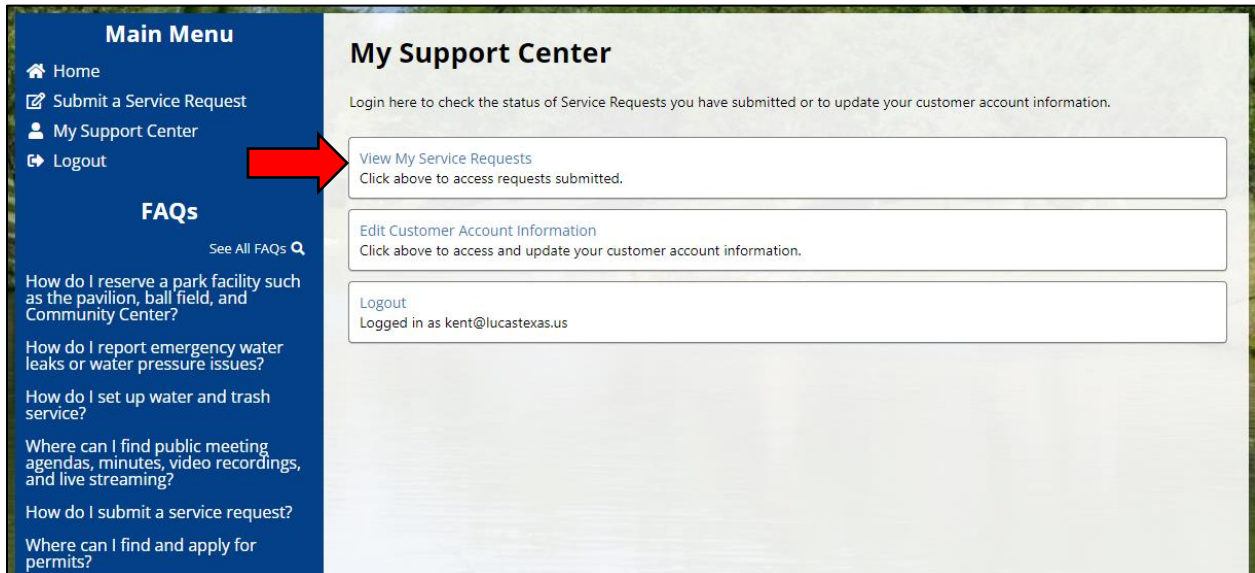
Step 1

Click on “My Support Center” on the left bar or click the icon on the Service Request Center homepage.



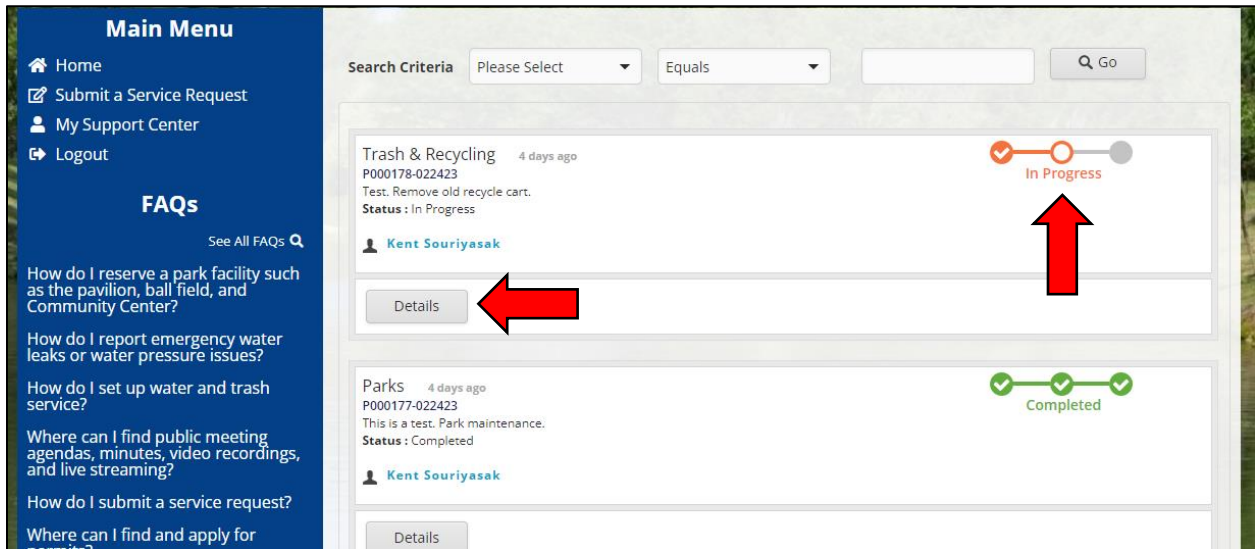
Step 2

Click “View My Service Requests” on your My Support Center page.



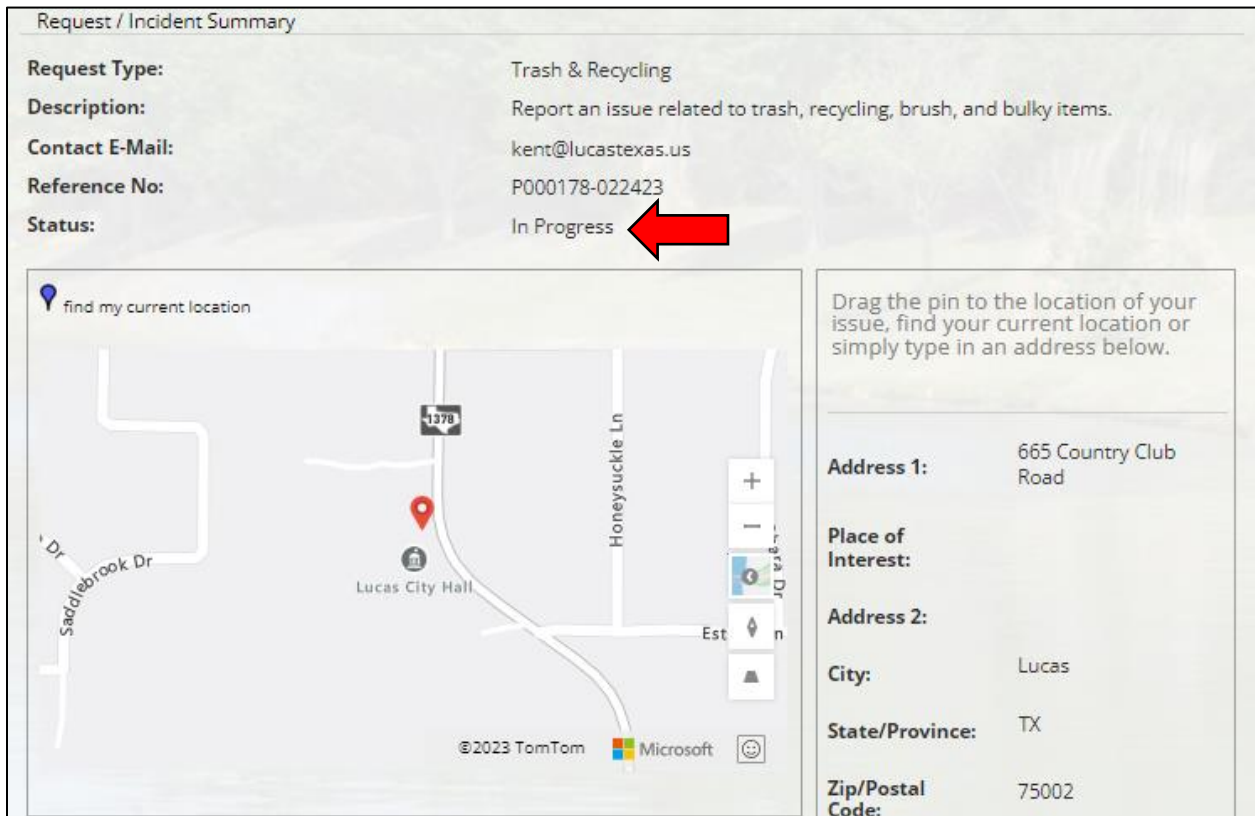
Step 3

Your service requests will be listed along with a progress bar for the request. Click on the “Details” link for a submitted service request to view details and all communication related to a request.



Step 4

You can review your original request/incident summary details and monitor the progress status. Scroll the down the summary page to view details and messages regarding the service request.





Step 5

You can view the history of messages related to your submitted service request. Click “New Message” to send a message to the city staff assigned to your service request.

Additional Information

Details: Test. Remove old recycle cart.
Be as specific as possible. Please provide all information you have concerning your request.



Messages 3  Print Messages (PDF)

✓ On 2/24/2023 4:52:26 PM, LUCASTX Service Request Center wrote:


Subject: [City of Lucas Service Request Center] Trash & Recycling :: P000178-022423
Body: Test. Recycle cart will be picked up.

> On 2/24/2023 4:50:45 PM, LUCASTX Service Request Center wrote:

Step 6

You will be able to type a message regarding the submitted service request and attach any updated photos or documents. Click “Send” to submit the message to the assigned city staff. You will receive automatic email notifications on updates related to your service request.

Request Type: Trash & Recycling
Reference No: P000178-022423
Contact E-Mail: kent@lucastexas.us

Message:* 

Attach a File:

or Drop file here

