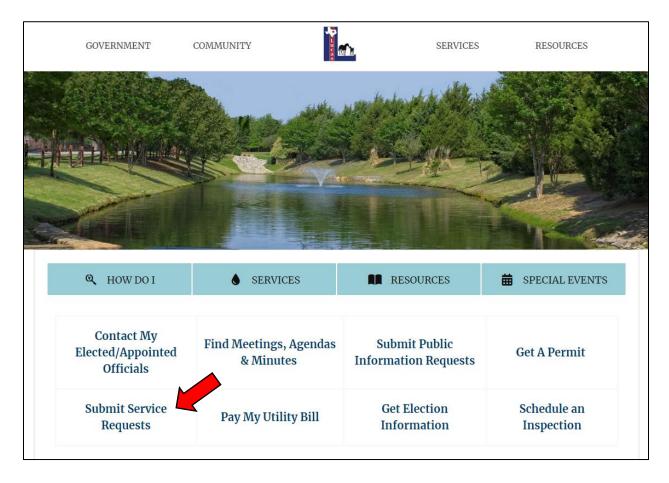


The City of Lucas has launched the online Service Request Center (powered by GovQA) where residents can easily create an online account to submit and track service requests such as reporting a problem or complaint. You can access the Service Request Center on a computer, tablet, or smartphone using a 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 <u>www.lucastexas.us</u> and click on the link "Submit Service Requests" under the "How Do I" tab on the homepage.





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

🔥 Home	n Menu	Service I	Request Center		
Submit a Ser My Support Login	All which a life of the All All All All All All All All All Al				
F	AQs See All FAQs Q		My Support Center Check Status of Requests Submitted and Questions Asked	Submit a Service Request Report a Problem or Register a Complaint	
How do I reserve as the pavilion, l Community Cen	e a park facility such ball field, and ter?				
How do I report leaks or water p How do I set up service?	emergency water ressure issues? water and trash		Find Answers Browse All Answers OR Search for a Specific Answer	View Trending Topics View information on trending request topics.	

Step 3

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

Main Menu	Login
Submit a Service Request My Support Center	If you have used this service previously, please log in. If this is your first online request, please create an account and provide as much contact information as possible. You will be able to track the progress of your request by logging in to your account.
→ Login	Login
FAQs See All FAQs Q	Email Address:*
How do I reserve a park facility such as the pavilion, ball field, and Community Center?	Password:*
How do I report emergency water leaks or water pressure issues?	
How do I set up water and trash service?	If you don't know or have forgotten your password, click here.
Where can I find public meeting agendas, minutes, video recordings, and live streaming?	Create Account
How do I submit a service request?	By logging in, you agree to GovQA's Privacy Policy and Terms of Use.
Where can I find and apply for permits?	



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.

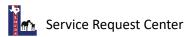
🔊 Login	Personal Information	
FAQs See All FAQs Q		
FAQS	Email Address:*	
See All FAQs Q		
How do I reserve a park facility such as the pavilion, ball field, and Community Center?	Password:*	
How do I report emergency water leaks or water pressure issues?	Confirm Password:*	
How do I set up water and trash	Title:	
service?	First Name:*	
Where can I find public meeting agendas, minutes, video recordings, and live streaming?	Last Name:*	
How do I submit a service request?		
Where can I find and apply for permits?	Phone:	Ext
	Address Information	
	Address 1:	
	Address 2:	
	City:	Lucas
	State:	TX 🔹
	Zip:	75002
	Additional Information	
	Fax:	
		Enter CAPTCHA code:



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.

Main Menu 🋠 Home	My Support Center
🕼 Submit a Service Request	Login here to check the status of Service Requests you have submitted or to update your customer account information.
🛓 💄 My Support Center	
🕞 Logout	View My Service Requests Click above to access requests submitted.
FAQs	
See All FAQs Q	Edit Customer Account Information Click above to access and update your customer account information.
How do I reserve a park facility such as the pavilion, ball field, and Community Center?	Logout Logged in as kent@lucastexas.us
How do I report emergency water leaks or water pressure issues?	
How do l set up water and trash service?	

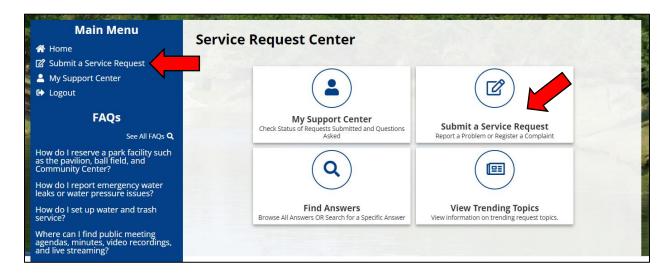
Please go to the next page of this document to learn how to submit a service request.



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.

Main Menu ☆ Home ☑ Submit a Service Request ▲ My Support Center ➡ Logout	Category:	All Categories
	Service Request Type	Description
FAQs	Accessory Buildings	Report an accessory building issue.
See All FAQs Q	Animal Concerns	Report an animal-related concern or issue.
How do l reserve a park facility such as the pavilion, ball field, and Community Center?	Ask a Question	Please select this service request type, if you would like to ask the City of Lucas a question.
How do I report emergency water	Bridges	Report a bridge concern or damage.
leaks or water pressure issues?	Bright Lights	Report an issue related to bright lights on a property.
How do l set up water and trash service?	Building Code Violation	Report a building code violation.
Where can I find public meeting agendas, minutes, video recordings,	Burnings	Report an illegal burning violation.
and live streaming?	Commercial Activity	Report a concern or violation related to commercial activity.
How do I submit a service request?	Construction	Report a concern or issue related to commercial or residential construction.
Where can I find and apply for permits?	Drainage & Culverts	Report a drainage or culvert concern or issue.
	Dumping	Report an illegal dumping violation.
	Dumpsters	Report a dumpster violation.

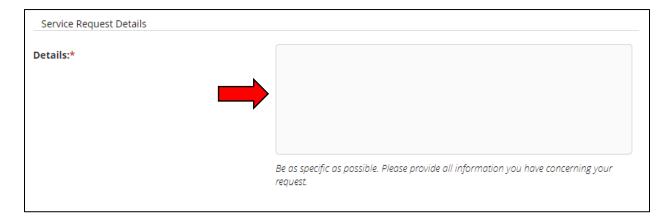


After selecting a service request type, you will be redirected to the webpage to submit a service request for the selected category. Enter in the address or drag the red pin on the map to the location of the reported problem or complaint.

escription:		Report an accessory building	ssue.	
Contact E-Mail:		kent@lucastexas.us		
9 find my current lo	ocation		Drag the pin to th issue, find your co simply type in an	e location of your
e Rd	Indigo Trl	Travis Ct Travis Dr S	simply type in an	address below.
	Primrose Pl	Leander Ct	Address 1:*	
Pine Bluff Dr	Lake Travis Dr	+ Lake Travis Dr		
nmerfield Dr		ā –	Address 2:	
	Balboa Ln	Sweet Peach Dr Bethany Lake Blvd	City:*	Lucas
ings Dr		ethar	State/Province:*	TX •
ntry Ln	Lake Tawakoni Dr	Microsoft	Zip/Postal Code:*	75002

Step 4

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





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.

		No Files Selected	
SELECT FILE	or Drop file here		
		Enter CAPTCHA code:	
		Submit X Cancel	

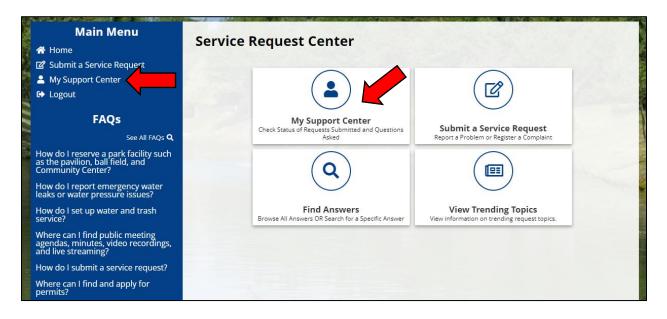
Please go to the next page of this document to learn how to view your service requests.



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.

Main Menu	My Support Center Login here to check the status of Service Requests you have submitted or to update your customer account information.
C Logout	View My Service Requests Click above to access requests submitted.
FAQs See All FAQs Q	Edit Customer Account Information Click above to access and update your customer account information.
How do I reserve a park facility such as the pavilion, ball field, and Community Center?	Logout Logged in as kent@lucastexas.us
How do I report emergency water leaks or water pressure issues?	
How do l set up water and trash service?	
Where can I find public meeting agendas, minutes, video recordings, and live streaming?	
How do I submit a service request?	
Where can I find and apply for permits?	

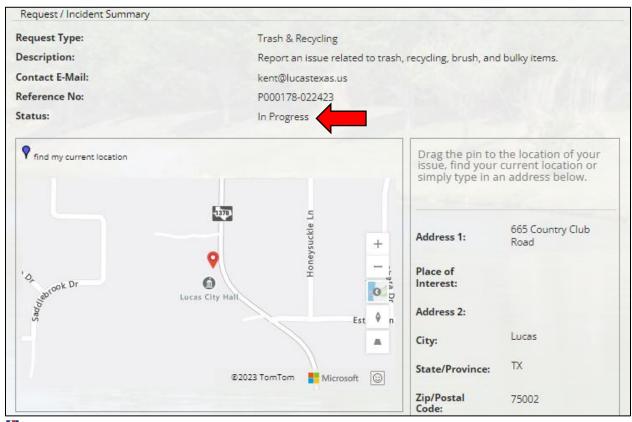


Your service requests will be listed along with a progress bar for the request. Click on the "Details" link for a submitted service request to view details and all communication related to a request.

Main Menu		
🗥 Home	Search Criteria Please Select	Q GO
🕜 Submit a Service Request		
💄 My Support Center		
🕞 Logout	Trash & Recycling 4 days ago P000178-022423	In Progress
FAQs	Test. Remove old recycle cart. Status : In Progress	
See All FAQs Q	L Kent Souriyasak	
How do I reserve a park facility such as the pavilion, ball field, and Community Center?	Details	
How do I report emergency water leaks or water pressure issues?		
How do I set up water and trash service?	Parks 4 days ago P000177-022423	Completed
Where can I find public meeting agendas, minutes, video recordings, and live streaming?	This is a test. Park maintenance. Status : Completed Kent Souriyasak	
How do I submit a service request?		
Where can I find and apply for	Details	

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.





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.
New Message X Cancel	
Messages 🔹	🖨 Print Messages (PDF)
└ I On 2/24/2023 4:52:26 PM, LUCASTX	Service Request Center wrote:
Subject: [City of Lucas Service Request Cen Body: Test. Recycle cart will be picked up.	iter] Trash & Recycling :: P000178-022423
▶ 🖸 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:	No Files Selected
	SELECT FILE or Drop file here
Send Cancel	

