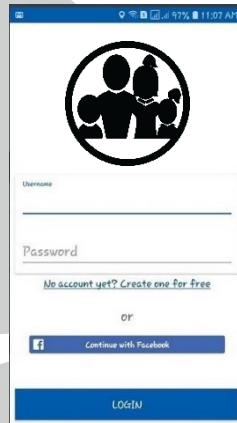


# The CITY 311 Resident App User Manual

[www.city311.online](http://www.city311.online)

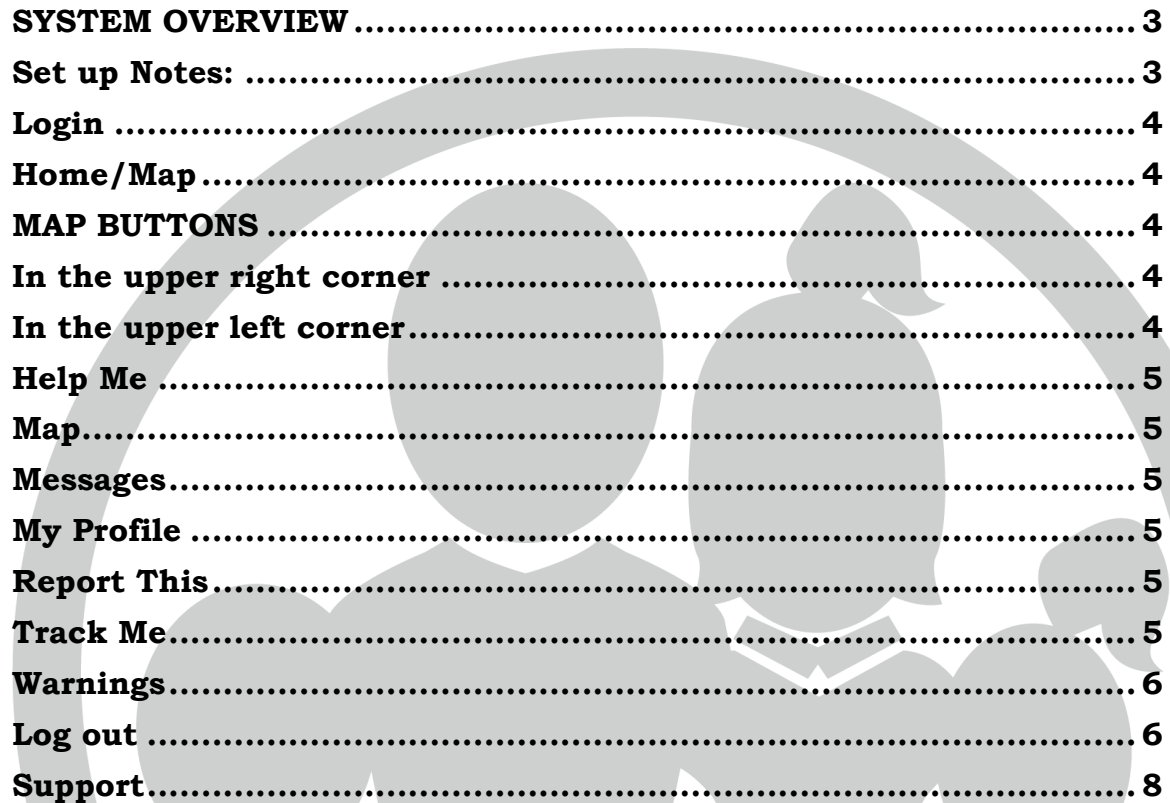


**Protecting people with advanced communication processes.**



# USER MANUAL

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## SYSTEM OVERVIEW

Welcome to the CITY 311 Resident App. The CITY 311 Resident App is a wonderful tool that instantly connects City Hall with its Residents. It enables an intelligent two-way communication when needed to help make your Town/City or District even more livable.



The Resident App is a free download for your residents.

Here are instructions on how to use the Resident App effectively.

### Set up Notes:

#### To download the App, please go to:

For Android users:

<https://play.google.com/store/apps/details?id=ca.a911world.city311user>

For iOS users:

<https://itunes.apple.com/app/id1403457702>

#### QR Codes:

**Android**



**iOS**



**Notifications.** In order for the CITY 311 Resident App to work properly please ensure your “Notifications” are on.

**Location.** Please turn on your location services for this app for a more precise and accurate result.

**Battery and Data Usage.** To conserve battery life and data usage while using the app, please make sure your apps are up-to-date and you can set your location services off when not in use. For more tips, see App

Usage Tips below.

### **Now that you have downloaded the App.**

The app has many powerful components. We shall explain and review the app and how it works below.

**Login.** Resident App users will log in by entering their:

*Assigned Username:*

*Assigned Password:*

If users don't have their account, they can click the "Create one for free" link or they can register using their Facebook accounts.

Once these fields are completed press "Login", then you will be logged into the Home/App Map.


**Home/Map.** Once you log in, the App opens to the Map. The App is focused around the Map it is here that you will see all that you need.

You can change the map view to *Normal*, *Satellite* or *Terrain* to the choice that works best for you! The Map is a Google Map and it is searchable just like Google Maps is.


Your map will feature **Buildings & Features / Map Notes / Warnings & Responders**. Each of these has critical data attached to it that can be updated constantly. Simply tap on the icon to reveal the needed data.

### **MAP BUTTONS**

From the top to bottom of the App!

**In the upper right corner**, there are 3 dots,  click on them then access:

- "About" read about your App.
- "Instructions" That is where this document is found.
- "Cancel" to return to the main screen

**In the upper left corner**, click on the 3 horizontal lines  to open the App Menu.

The features here are in alphabetical order:

**Help Me.** Click on this button every time you want to send an Emergency Request to the Response Center. Then, the Response Center will be notified. You have the option to cancel or continue with your request.

**Map.** Click this button when you want to go back to the home screen where you can view your map.

**Mark My Ride.** Click on this button to mark where you parked your car or left the bus. After marking, you can easily locate your car by clicking the “Locate My Ride” button. You’ll never have to go through the whole parking lot looking for your car.

**Messages.** Click here to see all messages that were sent to you from the Resort Response System. Delete those that you no longer need.

**My Profile.** Click on this button to view your profile. You have the option to edit your profile.

**Report This.** Click this button when you want to report an event or a situation that is currently happening at your location.

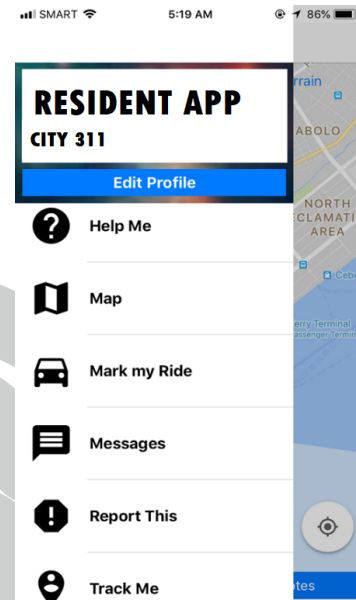
Pressing this button opens your camera and then you can select: *Flash/ Camera/ Video or Picture.*

Next take a pic or pics or videos. To create your video (NOTE: you can narrate this video for added value) or take 1, 2 or more pics then push the *arrow* in the lower right corner.

Now complete the report with further details and then you can add other attachments then push *Submit* and your report is now sent to the Resort Response Center.

- Push your back button to cancel the Report.
- You can submit hundreds of Reports a day.

**Track Me.** When you begin to ski or bike or hike or walk please turn on your Track Me. The Track Me will record your travels during the day and will integrate your pics and videos into your days map. When you stop you can close this feature and email yourself your Track and pics and videos to relive your day.



**Warnings.** The Resort Response System can issue to you Warnings if you need to be notified about a risk. You in turn can add data to these warnings if you are able to by tapping on the Warning and clicking on the *GO TO CHAT* and adding a picture or video and your comments. This new data will be received by the Resort Response System.

**Log out.** Click this button when you want to sign out of the app.

## APP USAGE TIPS

911 World Ltd. is constantly improving its systems and applications.

For optimum performance, please always be sure that you are using the latest version. To make sure that you are automatically getting all updates, please adjust your phone as follows.

### **How to turn on Automatic Version Updates:**

**Android:** The default setting for an Android device is to auto update when your device is connected to Wi-Fi. It will not update when you are using data unless you change the setting in the “Google Play Settings”.

To do this, open the Google Play Store app. Tap the three horizontal lines on the upper left corner. Tap Auto-update apps. Then select the “Auto-update apps over Wi-Fi only” to update apps only when your device is connected to a Wi-Fi network. For more information regarding this matter, please visit this link: <https://support.google.com/googleplay/answer/113412?hl=en>

Please note that our apps work better with Android products due to how Apple monitors activity.

**iOS:** You can set your iOS device to “auto update” which automatically updates all apps without your permission or interaction.

To do this, access your **Home** screen. Tap the **Settings** icon. Now, scroll down to the Settings menu and select “**iTunes & App Store**”. Scroll down this page until you see the **Automatic Downloads** heading. Here, you’ll see 4 options:

1. **Music** – When turned on, any purchased iTunes music will download automatically.
2. **Apps** – When turned on, any purchased Apps will download automatically.

3. **Books** – When turned on, any purchased Books will download automatically.
4. **Updates** – When turned on, updates for any apps on your device will download as soon as they become available.

You can keep automatic downloads enabled but make sure that your device never uses your mobile data for automatic downloads. This means that automatic downloads would only run when your device is connected to a Wi-Fi network. It's a good way to make sure your mobile data isn't used up unexpectedly by automatic downloads.

To do this, just turn off the **Use Cellular Data** option using the slider which is found just below the **updates** option.

### **iOS Tips:**

- To check the battery health of your iPhone, go to Settings -> Battery then you can see your battery health (beta) -> maximum capacity (%). For more information regarding the battery health please visit: <https://support.apple.com/en-ca/ht208387>
- To check data consumption, go to your iPhone Settings -> Cellular-> scroll down to bottom and look for "The Responder".

**Note:** You can save battery and data consumption up to 100% if you turn off your data. The App can still track your work as long as project tracker is running. You can still send your detailed report at the end of the day.

### **Resident App tips on saving data and battery life**

Please keep your app updated all the time. We are constantly updating the app to improve the user experience.

All apps use data and battery when using the GPS functionality. The GPS provider uses Bluetooth or Wi-Fi for higher accuracy, but you can turn this off when you have low battery remaining, the GPS will still work but with reduced accuracy.

To turn this off on the iPhone do this: Settings -> Privacy -> Location Services -> The Responder -> Select "Never" or "While Using the App". When you select "Never", this turns off completely the location services but when you select

“While Using the App”, this turns off only when you are not using the app then turns on again if you’re using the app.

To turn this off on the Android do this: Settings -> Apps -> App Settings -> App Permissions -> Your Location -> The Responder. Tap to turn off location usage.

**Support:**

Please enjoy your CITY 311 Resident App and if you have more good ideas please contact the [Resident App Team](#) so we can keep you safer and more informed.

If you need support please contact: 4403-270-2278 and support will be arranged or email [mfw@911world.ca](mailto:mfw@911world.ca).

