MyCivic App Homepage
Available for both Apple & Android devices

Available June 15

1. **City Hall**
Use this menu for accessing department information, City Council information, Council meeting calendar, and Council agendas and minutes.

2. **Report an Issue**
Use this menu for reporting non-emergency issues related to Public Works, Parks & Recreation, and Code Enforcement.

3. **Parks and Recreation**
Use this menu to find information about local parks and trails, register for recreation programs, and more.

4. **Pay My Utility Bill**
Use this menu to make utility bill payments, and, in some cases, access utility account information.

5. **News**
Use this menu to see the latest City news, straight from the Communications Office.

6. **Events -** Coming Soon!
This menu will have a calendar of upcoming community events that have filed for special events permits with the City Clerk's Office.

7. **Police**
Use this menu to access information about the Shelton PD, pulled from the City's website.
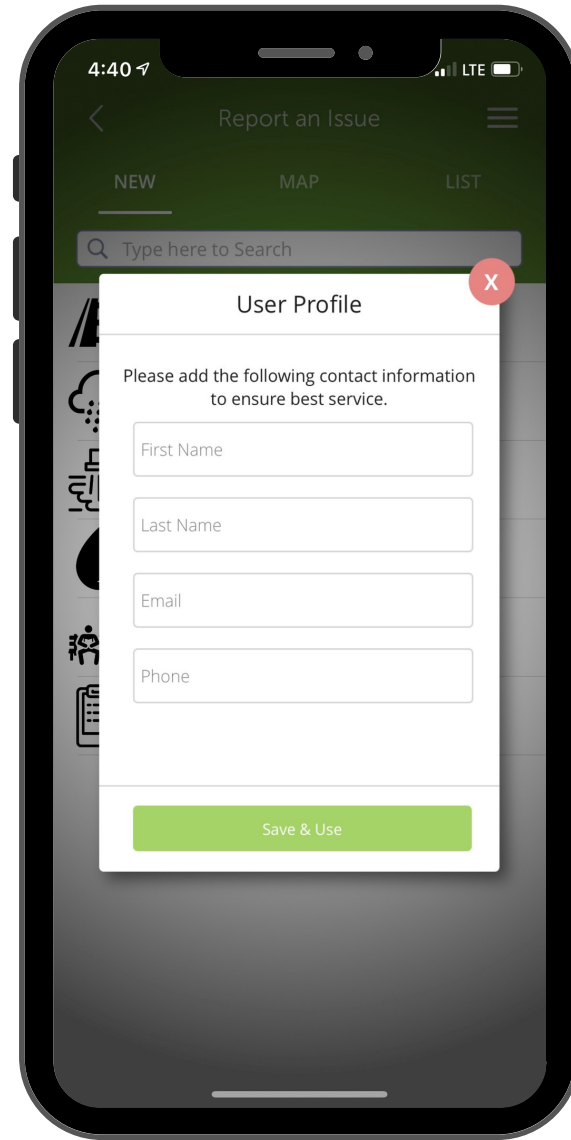
8. **Fire and EMS**
Use this menu to access information about Central Mason Fire & EMS, pulled from the City's website.
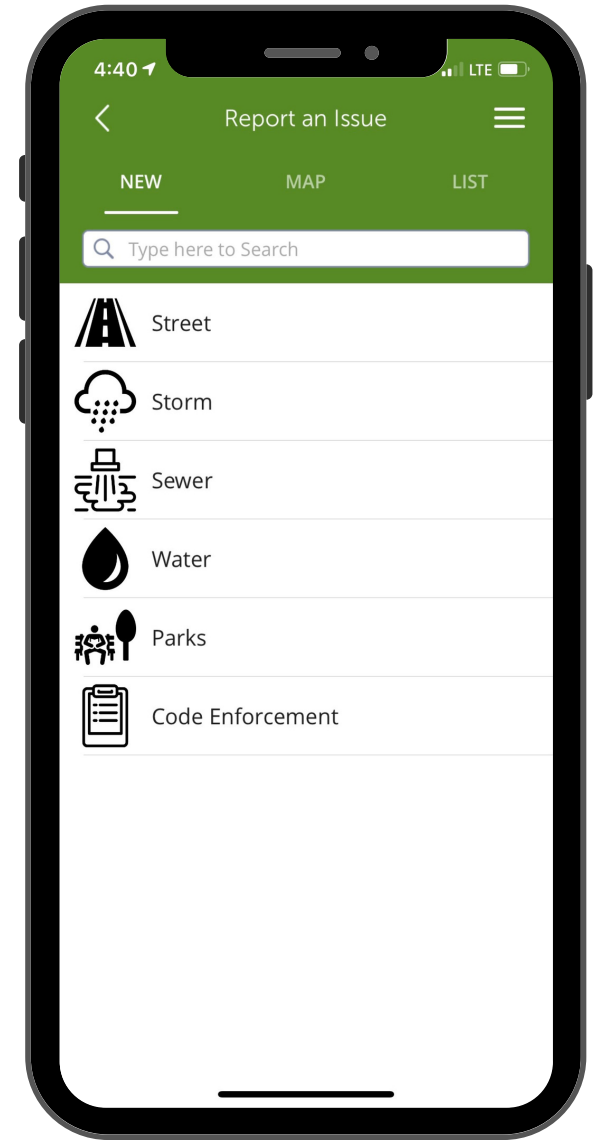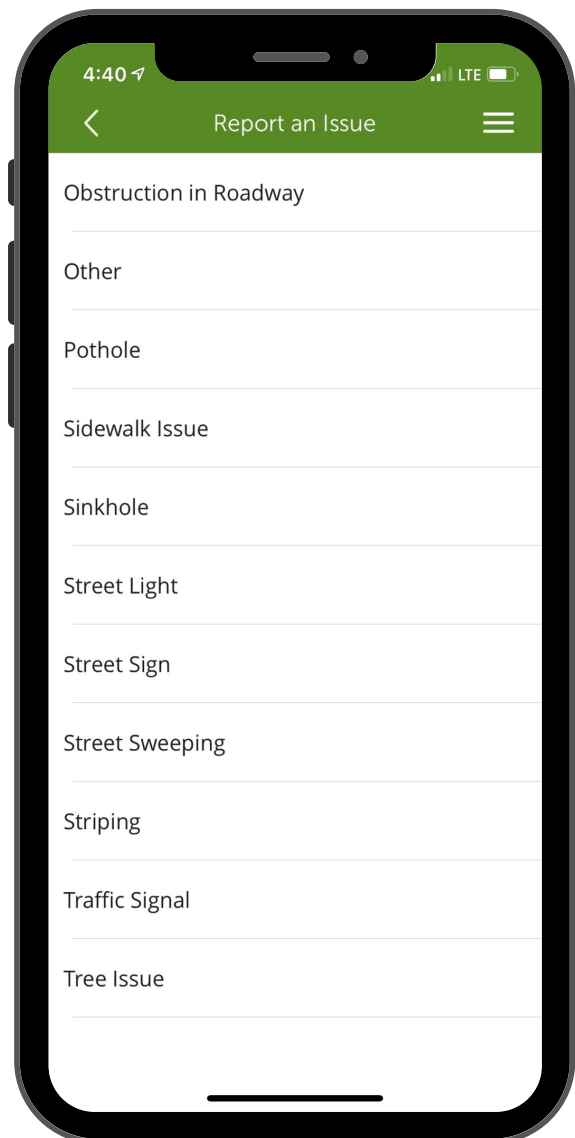
Report an Issue

Select the **"Report an Issue"** menu option from the app homepage.

Optional: Create a user profile with your first and last name, email address, and phone number. Or, click the red "X".
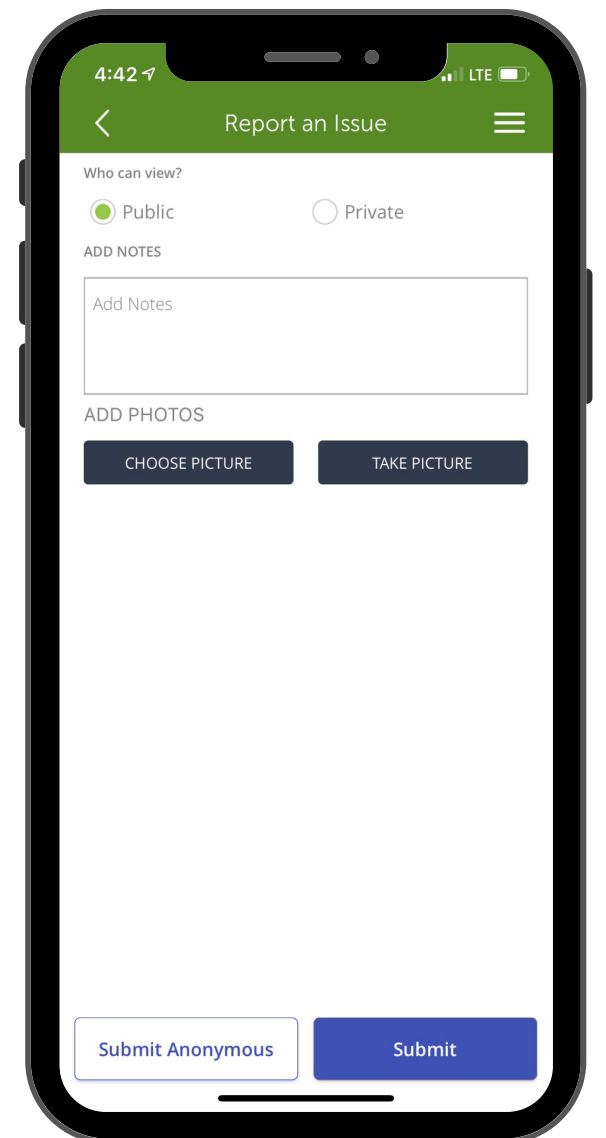
Select a category from the list of options displayed. Can also switch to a map or list view, to see whether an issue has been reported already.

Select the subcategory from the list that best matches your issue type. Some subcategories do have an "Other"option available.
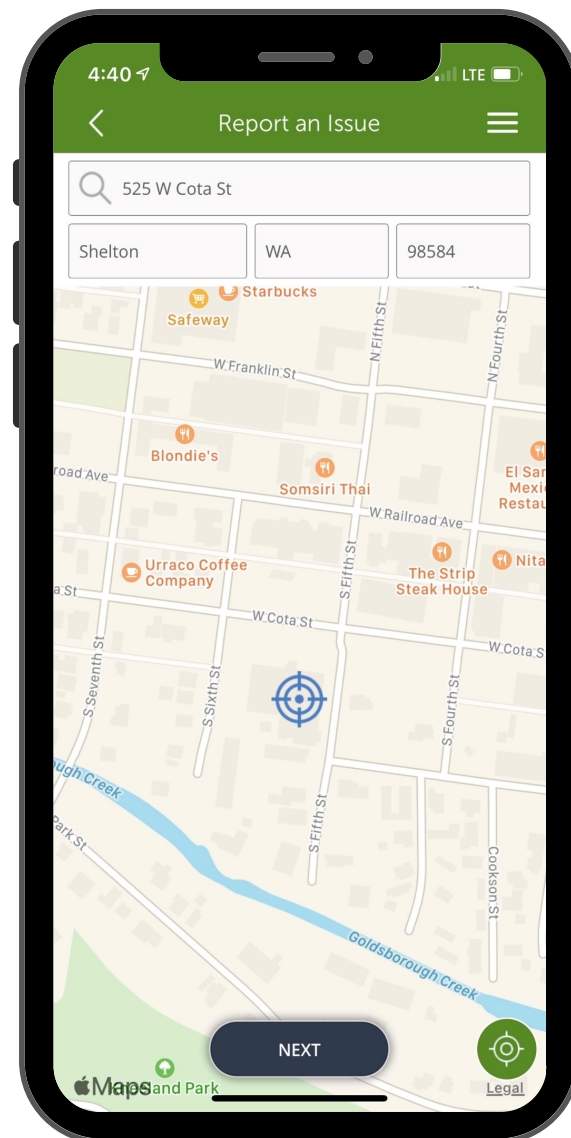
Either type in an address or use the map underneath to identify an approximate area. Click "Next".

Select whether you'd like your report to be public (available for others to view, no contact info displayed) or private.

If you'd like, give notes about your issue.
When in doubt, give as many details as possible.

You can also add photos. If you select "Take Picture", you'll be prompted to give the app access to your camera.

Click "Submit Anonymous" or "Submit".

What Happens Next?

- If you gave an email address with your issue request, you will receive an email confirmation from us. You can always view submitted issues within the app itself.

- Your issue will be reviewed and assigned to the appropriate city department.

- If needed, city staff will communicate with you for further information or updates on your issue.

- Staff will update your issue request once the issue has been resolved or closed. We aren't able to predict how long it will take to respond to reported issues, but updates will be provided throughout the process.