

Online Citizen Request Tutorial

www.RichmondGov.com

Click - “Citizens Request”



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Click - “Sign In” Button

<http://www.richmondgov.com/applications/citizensrequest/frmNewEntryType.asp>

CITIZENS' REQUEST
<http://www.RichmondGov.com>

Richmond Virginia

Disclaimer | Why Sign-In | Cookies? | At Screen: 1 2 3

Sign Into MyRichmondGov

Your E-mail Address

Your Password

Next Time Automatically Log-in ▲

INSTRUCTIONS

Welcome to the City of Richmond Citizen's Request online service.

To begin, please enter your MyRichmondGov ID to the left.

If you do not yet have a MyRichmondGov account, click on the *sign-in* button on the left.

Please Note For Your Security

If your browser does not have the most current VeriSign Root Certificate Authority, you will see a pop up window prompting you to update your browser. If you would like to manually update your browser, please click [here](#).

Fill Out Account Info

▶ CREATE MY PROFILE CHANGE MY PROFILE GET MY PASSWORD CLOSE MY PROFILE ABOUT PROFILES

1 CREATE A USER NAME RETYPE YOUR USER NAME

2 CREATE A PASSWORD RETYPE THE PASSWORD

YOUR NAME AND BUSINESS

- REQUIRED: **FIRST** AND **LAST** NAME.
- YOUR FIRST NAME MAY BE UP TO **15** LETTERS LONG AND YOUR LAST NAME UP TO **20** LETTERS. NUMBERS ARE NOT PERMITTED.
- EVEN IF YOU ENTER A COMPANY NAME FIRST AND LAST NAME ARE REQUIRED.

→ YOUR INFORMATION REMAINS SECURE AND PRIVATE.

Your Name & Address

▶ Your Name
FIRST NAME INITIAL LAST NAME

COMPANY/BUSINESS (FIRST AND LAST NAME ABOVE STILL REQUIRED)

▶ Your Address
12345 1/2 ←W-E→ STREET NAME AVE RD ST

APT # CONDO APT SUITE...

▶ City & State
CITY NAME STATE ZIP CODE ZIP+4

▶ This Is My HOME ADDRESS WORK ADDRESS

Your Phone & Email Contacts

▶ Home Phone ▶ Work Phone
AREA PHONE# AREA PHONE# EXT#

▶ Your Email
ENTER YOUR EMAIL ADDRESS ABOVE (SUCH AS YOUREMAIL@ADDRESS.COM)

Click - “Sign Up”

A confirmation E-Mail will then be sent to the E-Mail address you filled out during the application process.

Click on the link in the E-Mail to activate the account.

Defect Filing After Account Activated and Log-in

CITIZENS' REQUEST
<http://www.RichmondGov.com>



| Your History | ✖ Clear Info | Next Step ▶ | At Screen: **1** 2 3

HELP AND ASSISTANCE

1. CLICK ON THE DROP DOWN LIST TO THE RIGHT THE ONE WITH THE TITLE "FROM THIS LIST PICK A SERVICE".

SELECT A SERVICE WHICH CLOSELY MATCHES YOUR OWN REQUEST.

DID YOU NOTICE THE 2ND LIST CHANGED? IN THAT 2ND LIST SELECT A SPECIFIC SERVICE.

THEN CLICK **NEXT STEP**.

SERVICE REQUEST

H KUPER
301 S MEADOW ST
HOME: (804) 646-1940 WORK: (804) 646-1940
WARD.KUPER@RICHMONDGOV.COM

UPDATE YOUR PROFILE?

H, select a service from the list below

1. FROM THIS LIST PICK A SERVICE
▲ FIRST SELECT A GENERAL REQUEST TYPE

2. NARROW DOWN YOUR SERVICE
▲ NOW SELECT A MORE SPECIFIC REQUEST TYPE

NEXT STEP

Select Defect With Dropdown Menu

Click “Next Step”

CITIZENS' REQUEST
<http://www.RichmondGov.com>



1 Your History | ✕ Clear Info | Next Step ▶ | At Screen: 1 2 3

HELP AND ASSISTANCE

1 CLICK ON THE DROP DOWN LIST TO THE RIGHT THE ONE WITH THE TITLE "FROM THIS LIST PICK A SERVICE".

SELECT A SERVICE WHICH CLOSELY MATCHES YOUR OWN REQUEST.

DID YOU NOTICE THE 2ND LIST CHANGED? IN THAT 2ND LIST SELECT A SPECIFIC SERVICE.

THEN CLICK **NEXT STEP**.

SERVICE REQUEST

H KUPER
301 S MEADOW ST
HOME: (804) 646-1940 WORK: (804) 646-1940
WARD.KUPER@RICHMONDGOV.COM

UPDATE YOUR PROFILE?

H, select a service from the list below

1 FROM THIS LIST PICK A SERVICE

Graffiti

▲ FIRST SELECT A GENERAL REQUEST TYPE ?

2 NARROW DOWN YOUR SERVICE

Graffiti (private Property)


Graffiti (private Property)

Graffiti (public Property)

NEXT STEP

Fill Out Location Click - "Next Step"

CITIZENS' REQUEST
<http://www.RichmondGov.com>



Go Back | Clear Info | Next Step | At Screen: 1 2 3

HELP AND ASSISTANCE

1 NEXT WE WILL SELECT THE LOCATION OF YOUR REQUEST. YOU HAVE FOUR OPTIONS TO TELL US THAT THE REQUEST LOCATION IS:

- AT YOUR ADDRESS.
- AT A REGULAR STREET ADDRESS.
- AT A BLOCK.
- IN AN INTERSECTION.

SERVICE REQUEST

H KUPER
301 S MEADOW ST
HOME: (804) 646-1940 WORK: (804) 646-1940
WARD.KUPER@RICHMONDGOV.COM
SERVICE: GRAFFITI (PRIVATE PROPERTY)

H, what is the location for this service?

1 THE LOCATION OF YOUR REQUEST CLICK HERE TO USE YOUR ADDRESS ABOVE
OR THIS LOCATION IS

1 At This Street Address Below

▲ SELECT THE ADDRESS TYPE: BLOCK OR INTERSECTION

2 301 S Meadow ST

▲ 1234... 1/2 ← W · E → STREET NAME ST.. RD.. APT#


AND INTERSECTS WITH..

▲ NEEDED ONLY FOR INTERSECTIONS

<GO BACK NEXT STEP

Fill In Exact Narrative - Enter Security Verification Word - Click “Next Step”

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Go Back | Clear Info | Next Step | At Screen: 1 2 3

HELP AND ASSISTANCE

1 THE SECURITY WORD.
TO THE RIGHT YOU MIGHT HAVE NOTICED THE LARGE WORD (BELOW THE ESTIMATED DUE DATE) BY TYPING THE WORD YOU SEE IN THE BOX, YOU HELP US PREVENT AUTOMATED REQUEST ENTRIES.
IF NO IMAGE APPEARS PLEASE MAKE SURE YOUR BROWSER IS SET TO DISPLAY IMAGES.

SERVICE REQUEST

H KUPER
301 S MEADOW ST
HOME: (804) 646-1940 WORK: (804) 646-1940
WARD.KUPER@RICHMONDGOV.COM

SERVICE: GRAFFITI (PUBLIC PROPERTY)
LOCATION: 301 S MEADOW ST
DUE: MONDAY, JULY 20, 2009

H, do you have any additional information for us?

1 PLEASE RETYPE THIS WORD YOUR HERE ▶ Type Security Word
▲ TYPE THE WORD IN THE BOX ABOVE IN THIS BOX ▲

2 ANY ADDITIONAL INFORMATION
Please fill in a detailed exact narrative to make finding and solving the defect quick and simple.
▲ TYPE ANY ADDITIONAL INFORMATION FOR US ?

You may enter 218 more characters

<GO BACK NEXT STEP

Submission

After submitting the defect, a summary screen will be displayed and a confirmation E-Mail will be sent to your account.

Click – “Your History” Status of All Filed Defects

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◀ Go Back | More Results: 1 2



REQUEST NUMBER	DATE RECEIVED	LOCATION ADDRESS	REQUEST TYPE	DUE DATE	STATUS
20020667387	6/5/2009	6000 : DR	GRASS(OVER 12IN PRIVATE PROPERTY)	7/10/2009	OPEN
20020667380	6/5/2009	2000 E DR	BUILDING(OPEN AND VACANT)	8/4/2009	OPEN
20020639730	12/10/2008	6100 ST	BUILDING(OPEN AND VACANT)	8/18/2009	OPEN
20020667665	6/8/2009	1816 NE ST	TRASH(ACCUMULATION ON PRIVATE PROPERTY)	9/1/2009	CLOSED
20020667390	6/5/2009	4000 : DR	BUILDING EXTERIOR VIOLATION	12/9/2009	CLOSED
20020666146	5/29/2009	2061 : AVE	TRASH (EVICTIOMLLEGAL DUMPING)CLEAN UP	7/13/2009	CLOSED
20020652211	3/12/2009	1837 : ID AVE	VEHICLES(INOPERABLE ON PRIVATE PROPERTY)	6/8/2009	CLOSED
20020651819	3/10/2009	1827 : ID AVE	TRASH(ACCUMULATION ON PRIVATE PROPERTY)	6/23/2009	CLOSED
20020651816	3/10/2009	1600 LIN ST	TRAFFIC REGULATORY SIGN REPAIR	4/3/2009	CLOSED
20020651189	3/5/2009	1810 V AVE	GRAFFITI (PRIVATE PROPERTY)	4/17/2009	CLOSED
20020650250	2/24/2009	5114 DI E ROAD	VEHICLES(INOPERABLE ON PRIVATE PROPERTY)	5/20/2009	CLOSED
20020650249	2/24/2009	5103 F LL AVE	VEHICLES(INOPERABLE ON PRIVATE PROPERTY)	5/20/2009	CLOSED
20020650070	2/23/2009	1800 : AVE	UNSAFE STRUCTURE/EQUIPMENT	8/27/2009	CLOSED
20020648341	2/11/2009	2000 N ST	GRAFFITI (PUBLIC PROPERTY)	2/26/2009	CLOSED
20020645999	1/30/2009	1600 : AVE	TRASH (EVICTIOMLLEGAL DUMPING)CLEAN UP	3/16/2009	CLOSED

OCR Details

After completing an OCR the defect request must be sent to the correct department to resolve the issue.

Some defects may not be resolved due to budgeting, scope of request, or scheduling of other maintenance.

Defects may be closed but not resolved, this may mean that action is currently being taken.

Any defects that require immediate attention should be handled through contact with the appropriate department. If a defect is not handled to your satisfaction, or further information is needed please contact the correct department using the [Contact Directory](#).

**Thank You For Taking Time to
Improve the City of Richmond**

[Ofc. H. Kuper](#)