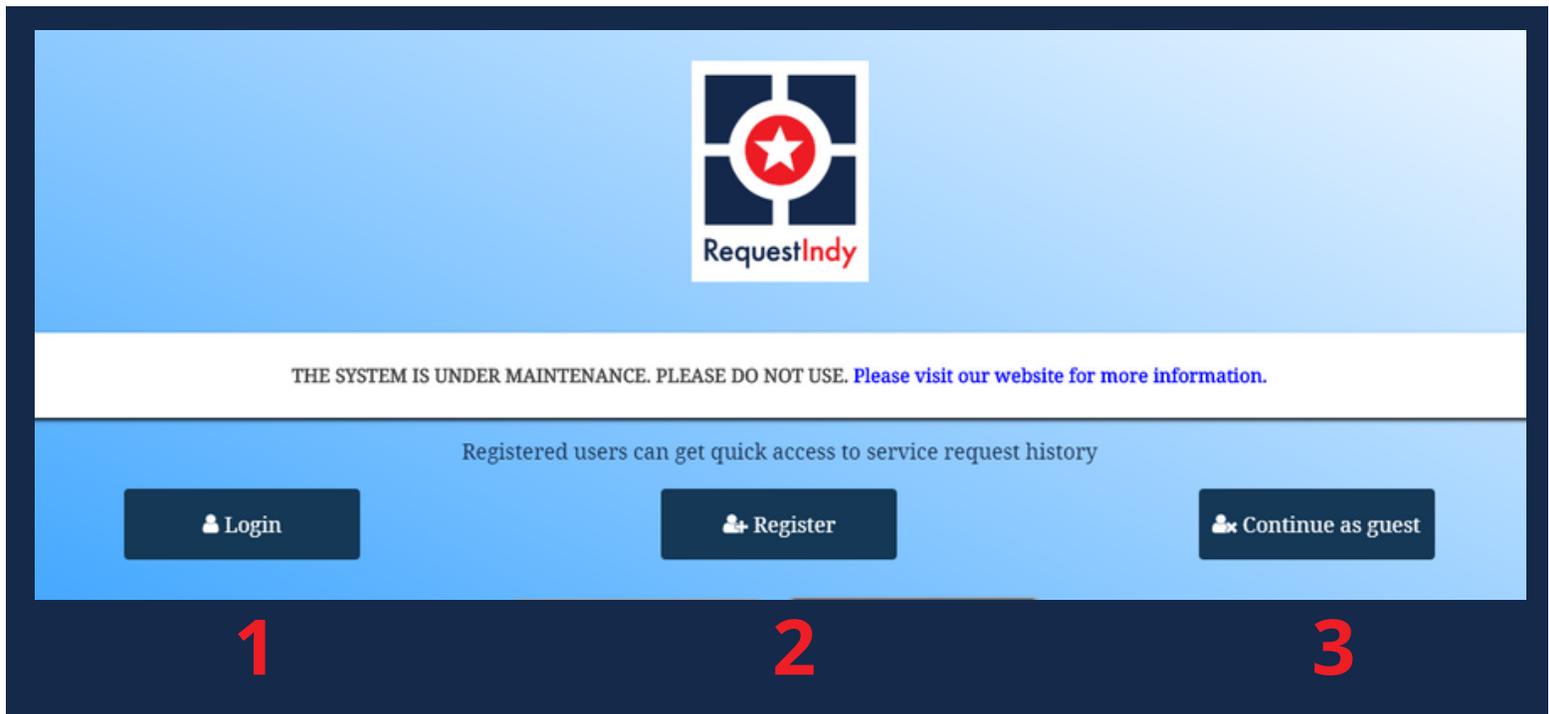


## Step 1

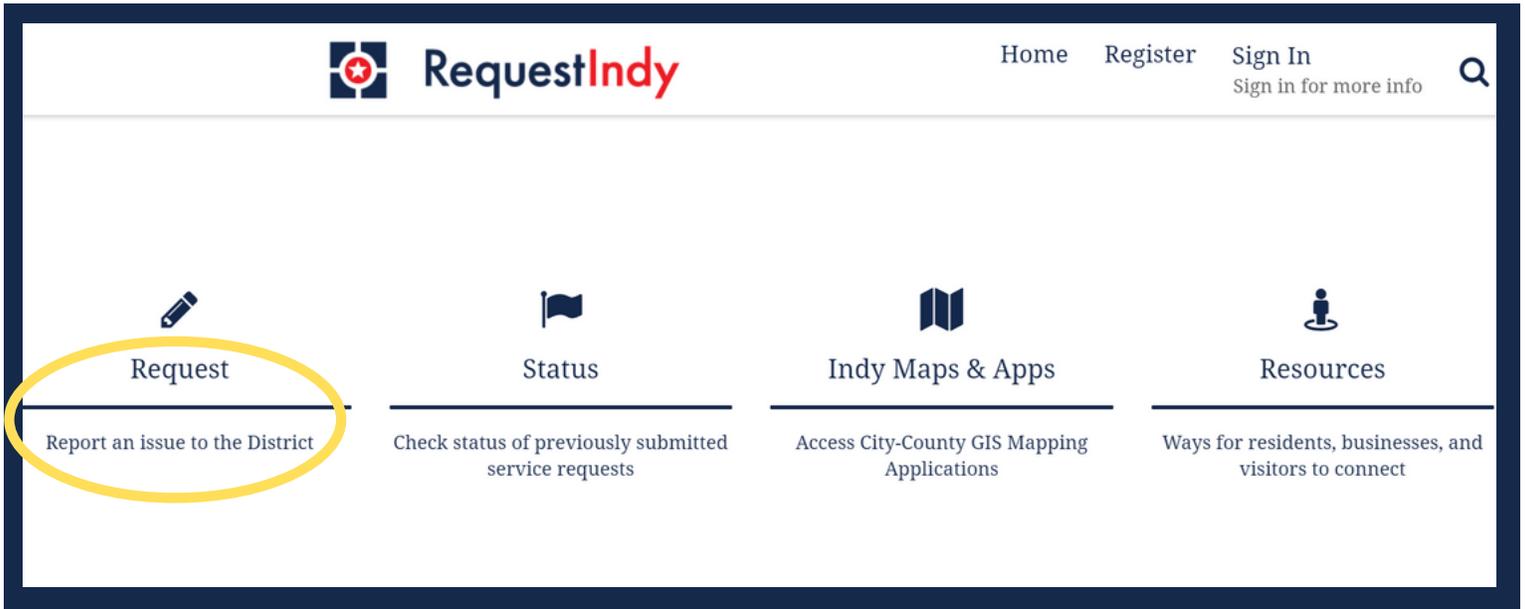
- Navigate to [www.request.indy.gov](http://www.request.indy.gov) or download the request Indy app
- Once you arrive you'll need to select one of three options provided.



- 1.** You can login to your profile if you've already created a login in the past.
- 2.** If you would like to create an account you can register. This allows tracking of your requests in one place.
- 3.** You can continue on the platform as a guest user.

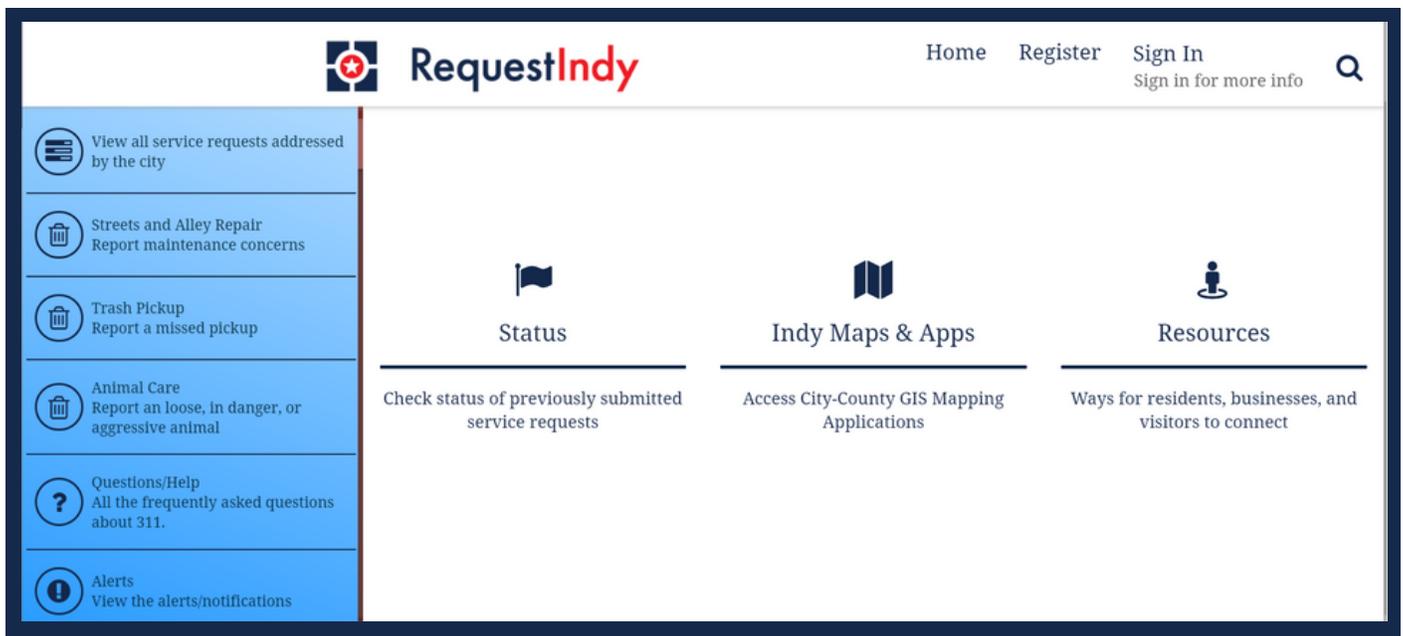
## Step 2

- Once you've decided how you would like to engage with request Indy, you will land on the Home page, shown below.
- Hover over the request option on the left of your screen to view options for submission.



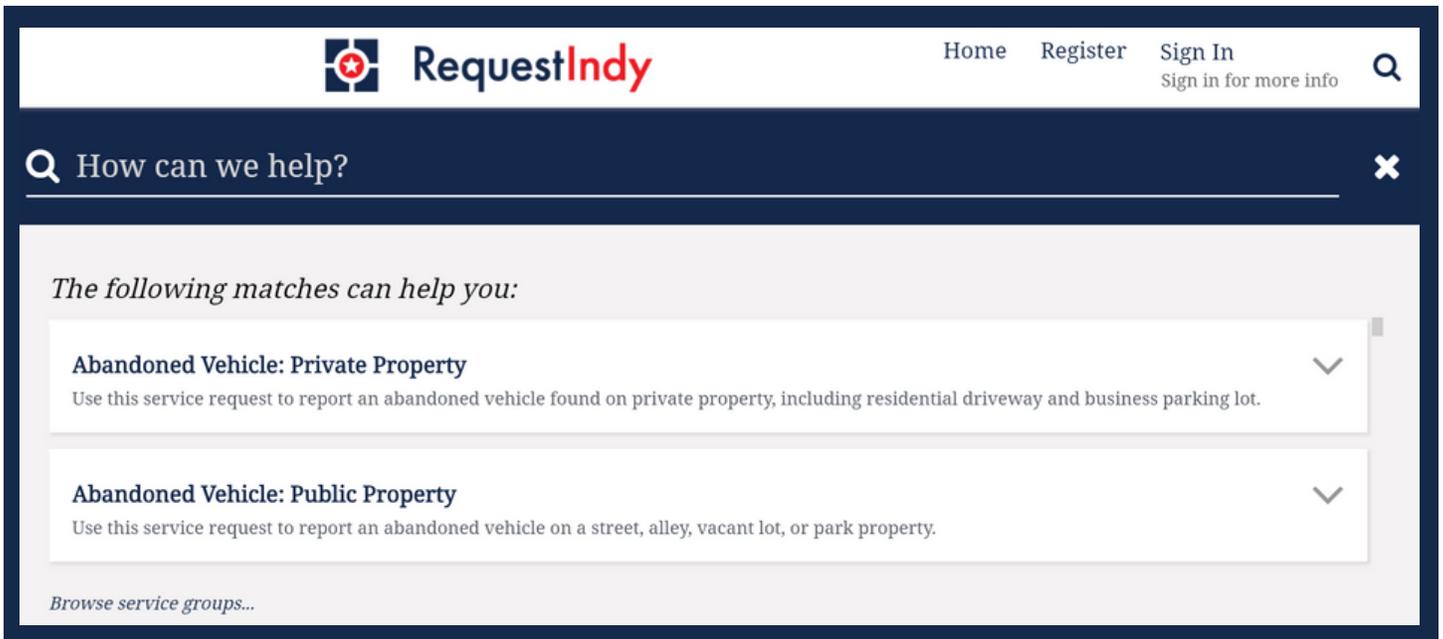
## Step 3

- You will see 3 of our most common request types and an option to view all service request types addressed by the city.



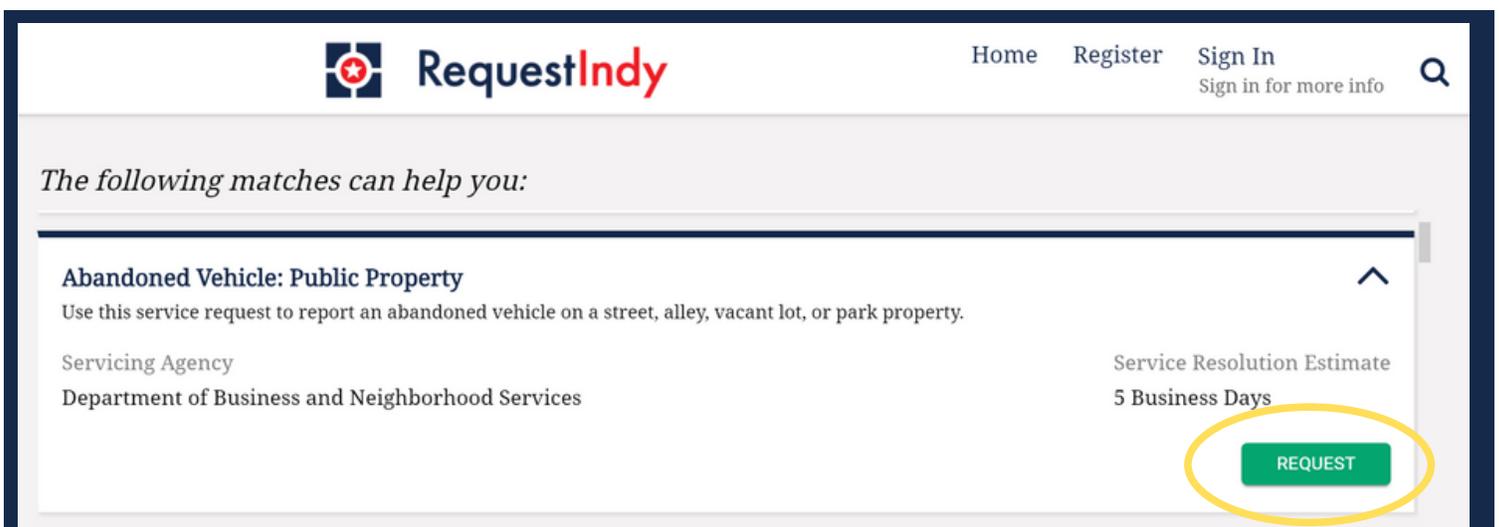
## Step 4: Service Request Options

- After Selecting view all service requests, you will land on the service request options page.
- There are two ways to navigate request options.
  1. You can scroll through all options
  2. You can search keywords in the "How can we help?" search bar.



The screenshot shows the RequestIndy website interface. At the top, there is a navigation bar with the RequestIndy logo, links for Home, Register, and Sign In (with a sub-link 'Sign in for more info'), and a search icon. Below the navigation bar is a search bar containing the text 'How can we help?'. The search results are displayed in a list under the heading 'The following matches can help you:'. Two results are shown: 'Abandoned Vehicle: Private Property' and 'Abandoned Vehicle: Public Property'. Each result includes a brief description and a downward-pointing chevron icon on the right. At the bottom of the search results area, there is a link that says 'Browse service groups...'.

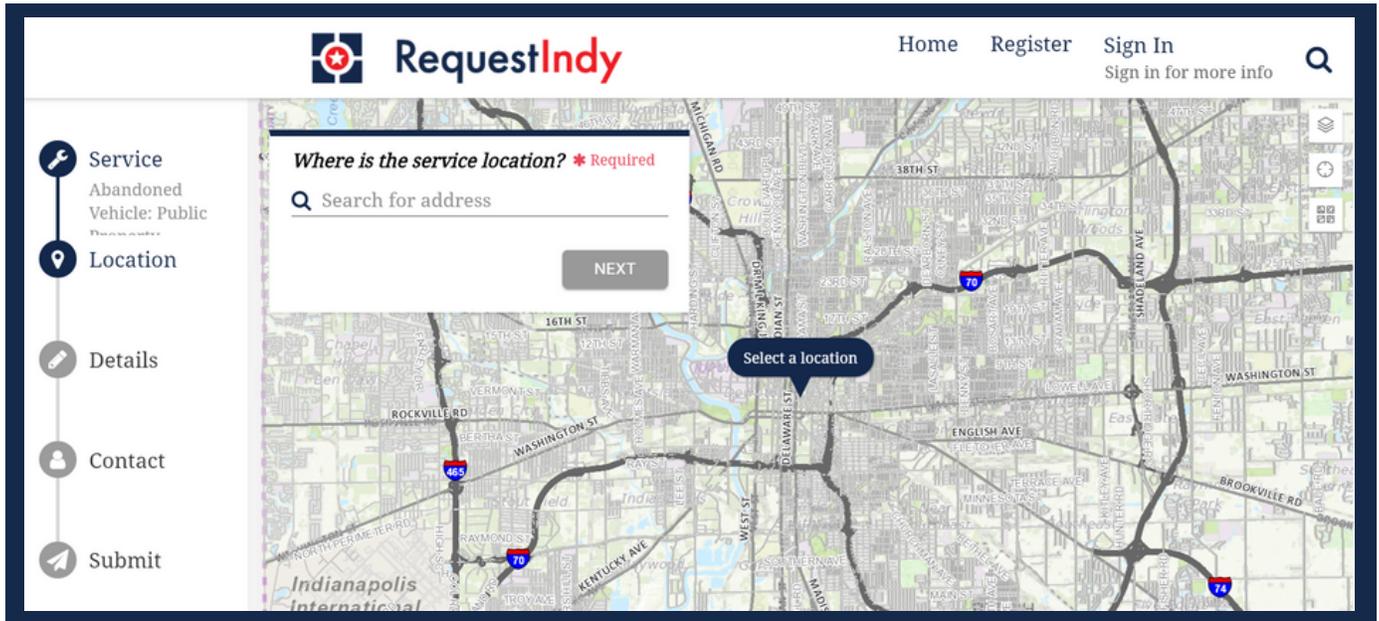
- Once you've selected the service request option you need, the request tile will expand to provide a brief description.
- You'll then need to click on the request icon on the bottom right of the service request.



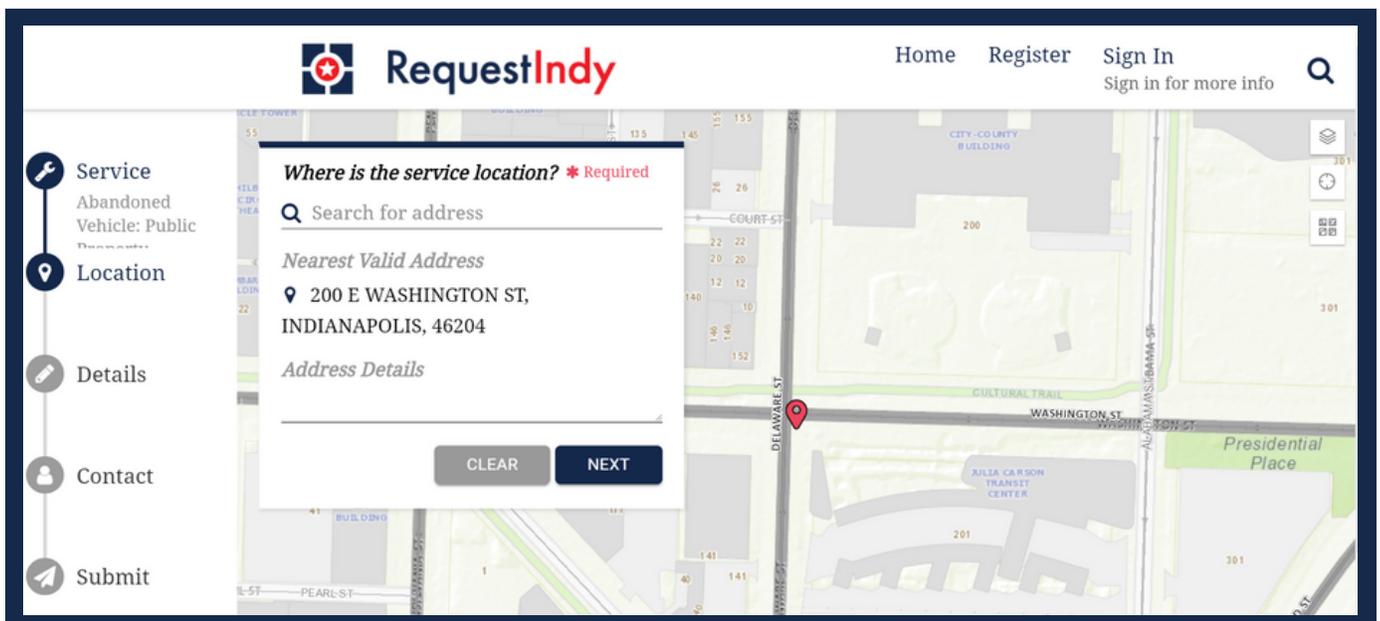
The screenshot shows the RequestIndy website interface with an expanded service request tile. The navigation bar is the same as in the previous screenshot. The search bar is empty. The search results are displayed under the heading 'The following matches can help you:'. One result is shown, expanded to show more details: 'Abandoned Vehicle: Public Property'. Below the title and description, there is a section for 'Servicing Agency' which is 'Department of Business and Neighborhood Services', and a 'Service Resolution Estimate' of '5 Business Days'. A green button labeled 'REQUEST' is located at the bottom right of the expanded tile, circled in yellow.

# Step 5: Service Details Page

- Next you'll fill out the service details. Please follow the steps on the left side of your screen.
- **Location:** Start by entering an address where the service is needed.



- You can type the address in the search box or you use the map to click on an approximate location of the issue.
- Once the address is recognized, click on the next icon.



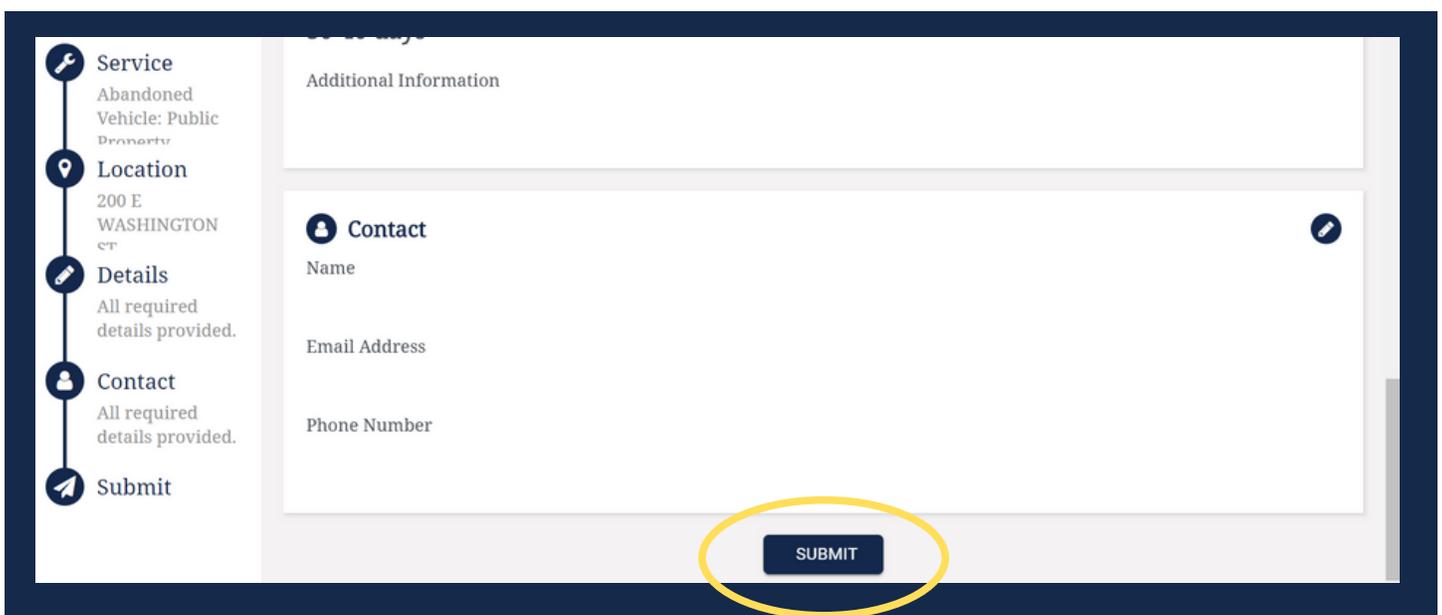
- **Details:** Next you will answer the questions related to this request type. These answers help city departments understand how best to address the service request.
- Please keep in mind that some questions are required to submit your request.
- Once all questions are answered to the best of your ability, please click the next icon.

The screenshot shows the 'Details' step of a service request form on the RequestIndy website. The navigation bar includes 'Home', 'Register', and 'Sign In' with a search icon. A sidebar on the left shows progress through 'Service', 'Location', 'Details', 'Contact', and 'Submit'. The 'Details' section contains three required questions: 'Is the license plate expired?' with radio button options for 'Yes', 'No', and 'Unknown'; 'What is the license plate state and number (if known)?' with a text input field; and 'Vehicle Color' with a dropdown menu. A file upload area is also present on the right.

- **Contact Info:** Next, you will be asked to provide contact information. Should you wish to remain anonymous, please leave this portion blank and click the submit icon.

The screenshot shows the 'Contact Info' step of the service request form. The navigation bar and sidebar are consistent with the previous step. The 'Contact' section in the sidebar indicates that all required details have been provided. The main form area asks 'How can we reach you with updates on this service request?' and includes three text input fields for 'First Name', 'Last Name', and 'Email Address'. A 'Submit' button is located at the bottom of the sidebar.

- Please keep in mind that some request types require contact information for the city department to complete your request.
- **Service Request Review and Submission:** Lastly, please review the details of your request prior to submission.
- Should you wish to change details of your request, simply click on the step listed on the left side of your screen and edit the responses.
- After you review and are ready to submit, please click on the submit icon located at the bottom of the page.



- **Submission Page:** Once you've submitted you will receive a case number. Please keep this case number for your records.
- You can check the status of your case in Request Indy applications or on the Request Indy web portal. You can also call the Mayor's Action Center to receive a status update.

**Service**  
Abandoned  
Vehicle: Public

**Location**  
200 E  
WASHINGTON

**Details**  
All required  
details provided.

**Contact**  
All required  
details provided.

**Submit**  
99-00697533

*Thank you.*

*Your service request has been submitted.*



Service request number is

**99-00697533**

You can view your request updates/status here.

**Submit**  
99-00697533



**Service Notice**  
Thank you for submitting your request. Please keep this case number for your records. If you provided an email address and do not receive a confirmation email, please check your spam folder.