

Citywide Portal (Quick Reference Guide)

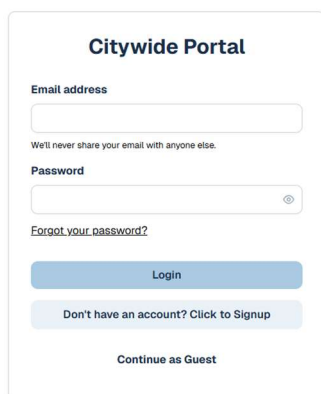
Introduction

Citywide Portal is a self-serve web application that allows the public to create, track and update service requests.

Portal URL and Login

To access the Citywide Portal, enter [Report an inquiry or concern](#)

Bruce County Citywide Portal



A registered user can enter the email address and password, and then click Login.

A new or currently unregistered user can opt to become a registered user.

Alternatively, a user can access the system as (an unregistered) Guest.

NOTE: A major advantage in registering for a Citywide Portal user account is that you will be able to save a partially completed service request and come back to it later. This option is not available to you if you do not register.

Sign up as a Registered User

Registered users can see status updates; upload required documents and exchange comments and receive documents with the county all from the online portal.

- Click **'Signup'**
- Enter an email address and password.
- Confirm the password.
- Click **Signup**

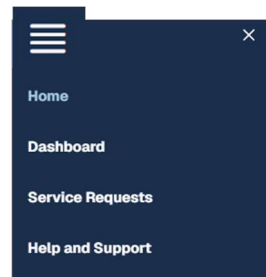
Check your email and click on the **Verify** button in the email message to validate the registration. Then, log in to the Portal with your credentials.

To complete your user account registration:

- In the top right corner drop down under your username, click **'My Profile.'** Complete the **My Profile** form to complete your registration.
- Click **Update User**

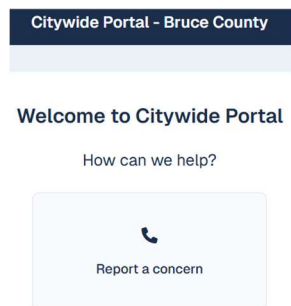
Menu

At the top left corner of the portal, you will find the menu icon:



As a registered user, you can use this menu to view your **Dashboard** of all applications submitted/drafts saved as well as other application options available depending on the county's Portal configuration.

Creating a Service Request



On the Home page, click **Report a concern**, then **Start Application**

1. If you are a registered user, the **Contact Details** that appear on the screen will be those contained in your Profile. If you are logged in as a **Guest**, click the pen icon to enter your contact information before you can proceed to the next step.
2. Click **Next**
3. **Location of Inquiry/Issue:** Enter the Location/Address. Either type the address or click **Free Select** to select coordinates **or** use the interactive map to select the location within the county's bounds.
4. Click **Next**
5. **Request Type:** From the drop-down menu, select the request type.

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6. **Request Description:** Please provide details of the inquiry/issue.
 7. **Request Type Attribute:** Some request types require further information. From the drop-down menu(s), select the information that applies and the Bruce Road number if applicable.
 8. Click on **Save** to save the current request; **Quit** to quit without saving; **Back** to go to a previous category.
 9. Click **Next**
 10. Upload any applicable attachments.
 - Click **Upload Files**
 - Select files from your computer and enter file name & description if applicable, then click ` **Upload attachments.**
 11. Click **Next**
 12. Review the **final summary.**

Please ensure your selections are correct before continuing.

Country Canada	Province Ontario
Request Type Brushing, Mowing & Tree Removal	
Request Description test	
Brushing/Mowing Tree Removal	

Ensure all information is correct. If not, click **Back** to go to a previous category, **Quit** to quit without saving or **Save** as a Draft to return to later.

13. Click **Submit.**
14. A confirmation email will be sent to you with the service request number and details you entered.

Help and Support

For additional information, please contact us at transportationinfo@brucecounty.on.ca, or visit our website [Bruce County Welcomes You | Bruce County](#).
