How to Create a New Account and Enter a Request

**The request entry console is administered by a third-party vendor, CitySourced. It allows for direct data entry into the City's existing service request system, Cityworks. Please note that messaging and logos with CitySourced branding are standard in this application. Your request will still be submitted directly to the City of Kenmore.
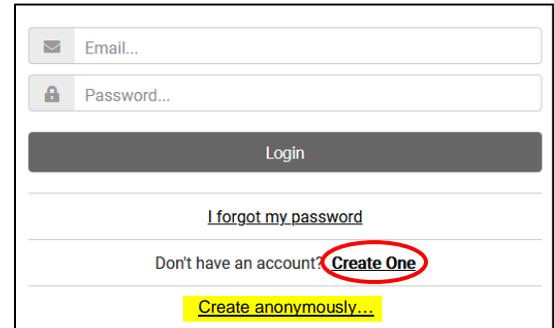
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1. Click on the "Create" tab.

- You may also click the "Account" tab (same results).

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2. Click on "Create One".

- You may also choose to ==create requests anonymously==, however you will not receive updates with this option.

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3. Fill in the fields and click "Create Account".

- Telephone and Address fields are optional.
- You will receive an email asking to verify your email address. Please click "Verify your Email" to confirm your account.
- You will receive a second email confirming your account has been created.
- **Please note: emails received from this system are automated and cannot accept responses. Do not reply.**
- Access your account anytime to check the status of your open requests and enter new requests.

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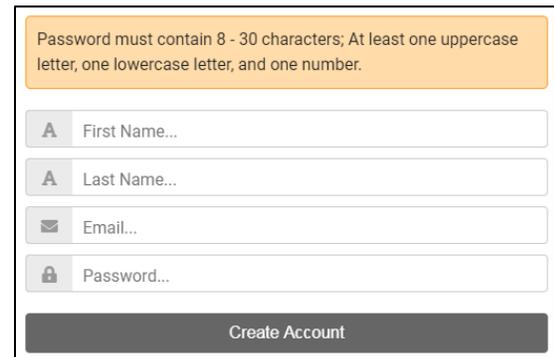
4. Enter a New Request.

- Choose a "Report Type" by clicking the arrow and selecting from the list of options. *(Scroll down if not within view).* Click "Done".
- Click on "Set Location" in the map and search by address or click the location on the map. Click "Done".
- Click on "Tell us more details".
- Choose an "Issue Type" by clicking the arrow and selecting from the list of options. *(Scroll down if not within view).*
- Type a short description of the specific issue. Click "Done".
- If desired, click the paper clip icon to attach up to 4 photos.
- If desired, click "Keep this request confidential" to hide your request from public view. **(Please note: checking this box does not ensure confidentiality of the information submitted. It simply hides the request from public view within the application. If you would like to keep your request confidential, please note this within the description or submit anonymously. Please also review the Public Record statement on the webpage).**
- Click "Submit".
- You will receive an initial email notification including your Request ID. You will also receive an email notification if city staff adds an update or changes the status of the request. **Please note: emails from this system are automated and cannot accept responses. Do not reply.**