



Welcome to the City of Fruita Citizen Request Portal from Dude Solutions



GUIDE TO SUBMITTING A SERVICE REQUEST

This guide is intended to provide step-by-step instruction on submitting NON-EMERGENCY work requests through the online portal. If you have any issues using the system, please feel free to reach out to us at (970) 858-9558.

Step 1.

Click on the “Service Request” button at fruita.org/citizenrequestportal

The screenshot shows the City of Fruita website navigation menu. The 'Public Works' section is expanded, showing a list of services: Overview, FIX IT Form, Buildings & Facilities, Engineering, Fleet Services, Utilities, Streets & Sidewalks, and Resources. The 'Citizen Request Portal' link is highlighted with a red circle and a red arrow pointing to it. The main content area contains the following text:

Citizen Request Portal
Access the Citizen Request Portal [Here](#).
Please note, when clicking the above link, you will be redirected to an external page.
About the Citizen Request Portal
Welcome to the Citizen Request Portal! This system provides members of the community a way to directly submit and track concerns throughout the City of Fruita. Requests are reviewed during normal working hours. This portal is not intended for emergency uses, however if you need to submit an after hours or emergency issue, you can call the Public Works On Call line at **970-250-7835**. Users are encouraged to create an account to allow staff to send email notifications on the status of the request and/or issue. Users may also choose to remain anonymous, and can leave the contact information blank.
Thank you for using the Citizen Request Portal!
How to Use the Portal
Step by step instructions are provided here, but more detailed instructions can be found in the PDF or Video below.

- **Step 1:** Click the link above to access the Citizen Request Portal
- **Step 2:** When redirected to a different website, you will be prompted to accept a disclaimer. Accept this disclaimer to continue.
- **Step 3:** If you want to be able to track the status of your request, you can register to create an account (found on the top left corner of the web page). Requests can also be submitted anonymously. This step is optional.
- **Step 4:** Click on the **map** at the location of the concern/issue. This will create a pin that will then allow you to create a request. Then click **create work request**.

Step 2.

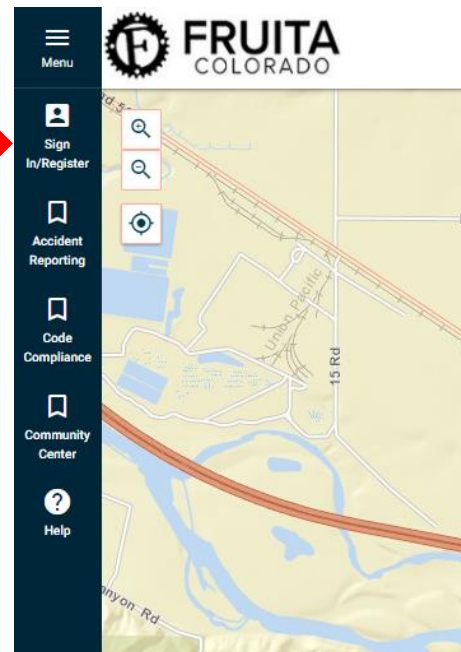
Citizens will be directed to a disclaimer to contact 911 if the request is an emergency. Click “ACCEPT DISCLAIMER” to continue.



Step 3.

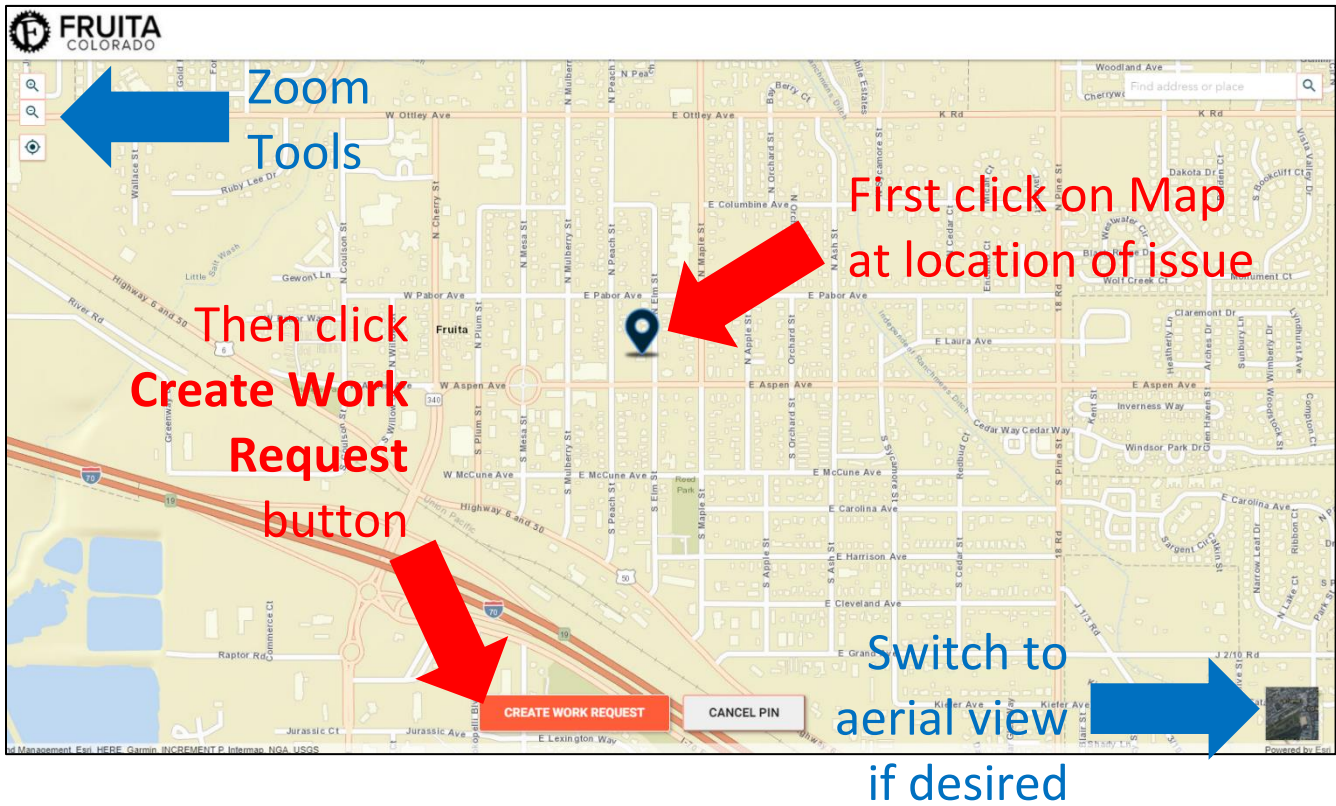
The portal allows for citizens to submit requests without having to register for a dude solutions account. However, citizens are asked to include their contact information in the WORK REQUESTED field to allow staff to follow up and respond to the request. Citizens that register or sign in will allow you to track submitted work orders and receive notifications when your work order has been updated.

Sign in or Register with your contact information IF you want to be able to track the request or get updates on status.



Step 4.

The system includes a simplified mapping service and allows users to zoom in on specific areas or switch to an aerial view if desired. **Click on the map** at the location of the concern/issue. This will create a pin that will then allow you to enter a request. Then click **CREATE WORK REQUEST**.



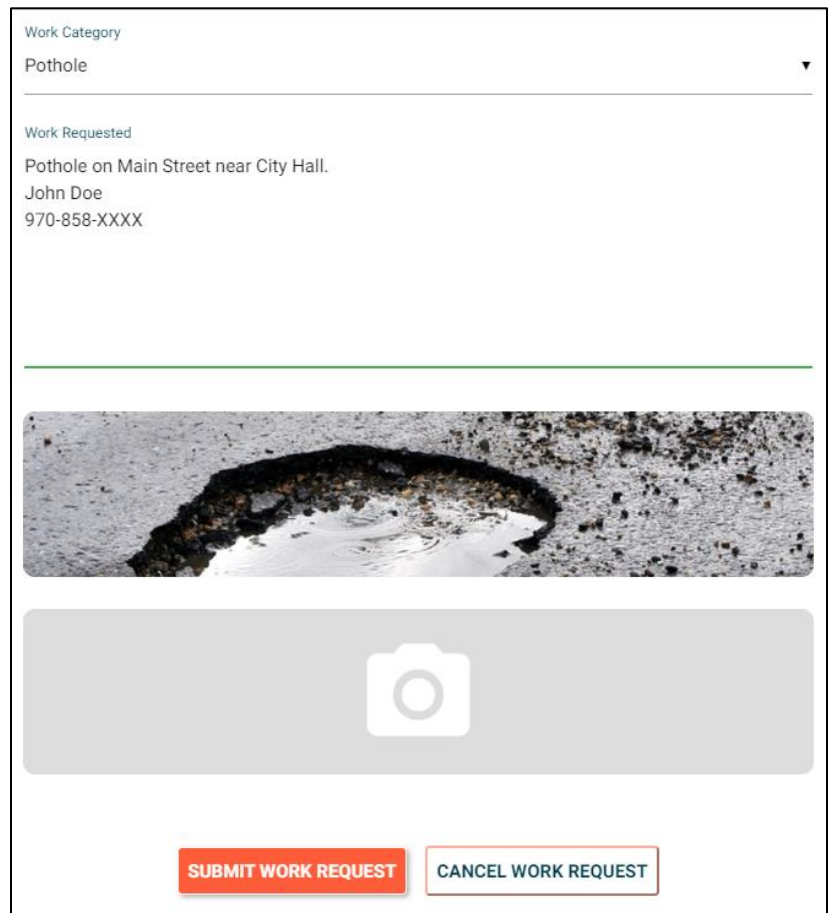
Step 5.

Select a **Work Category** from the drop-down list that best corresponds with your concern. If you do not know which category to select or if none of the general categories seem to fit, please select Other.

Enter the **Work Requested**. If you did not register and sign in (Step 3 option), then please include your contact information so we can respond to you.

You can click on the camera icon to **Upload a Photo** if needed.

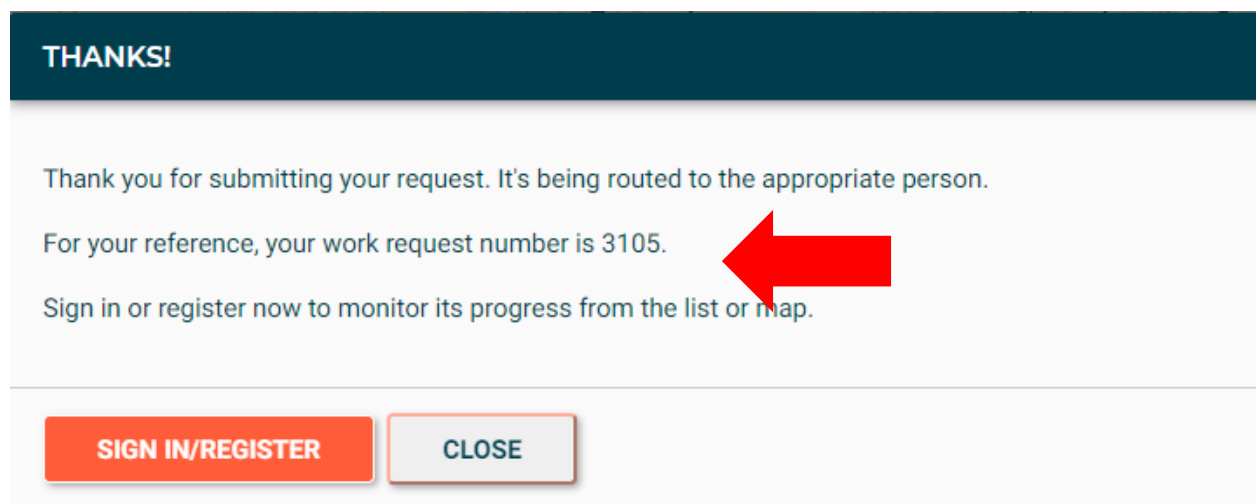
Click **SUBMIT WORK REQUEST**.



The screenshot shows a web form for submitting a work request. At the top, there is a dropdown menu for 'Work Category' with 'Pothole' selected. Below this is a text field for 'Work Requested' containing the text 'Pothole on Main Street near City Hall.', 'John Doe', and '970-858-XXXX'. A horizontal line separates this from a photo upload section. The photo section features a large camera icon on a light gray background. Below the photo section are two buttons: a red 'SUBMIT WORK REQUEST' button and a white 'CANCEL WORK REQUEST' button with a red border.

Step 6.

Once your request is submitted you will receive confirmation window with the work order number for your reference. If you are signed in as a registered user, you will also receive an email confirmation and will be able to log back in to track the request.



The screenshot shows a confirmation window with a dark teal header containing the word 'THANKS!' in white. Below the header, the text reads: 'Thank you for submitting your request. It's being routed to the appropriate person.' The next line says: 'For your reference, your work request number is 3105.' A large red arrow points to the number '3105'. The final line of text is: 'Sign in or register now to monitor its progress from the list or map.' At the bottom of the window are two buttons: a red 'SIGN IN/REGISTER' button and a white 'CLOSE' button with a red border.