

Welcome to the City of Wilmington website for public requests.

This site allows for a request to be submitted through the [Start a New Request](#) process and viewed through the [Find Existing Request\(s\)](#) process.

Section 1. Submitting a Request

[Start a New Request](#)
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Section 2. Viewing a Request

[Identify the Request Type](#)
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[Describe the Request](#)
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Section 1. Submitting a Request : There are 6 steps to submit a request.

STEP 1 Click [Start a New Request](#)

STEP 2 Select the Request Type

There are four ways to find the type. If the request type you are looking for does not appear under Common Request, click on one of the three other tabs, Search, By Division or All Request Types (A-Z).

[Common Requests](#)
[Search](#)
[By Division](#)
[All Request Types \(A-Z\)](#)

To select a type click on the radio button to the left of the type.

 Low Water Pressure

 Pick Up of Oversize Items and Appliances

Once a request type is selected the Next Step button at the bottom of the screen will become active to allow you to proceed to step 3.

[Next Step](#)

Inactive

[Next Step](#)

Active

STEP 3 Map the Request Location

Type in the address.

Enter Incident Address:

Select the City from the dropdown box.

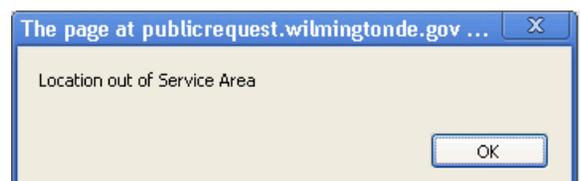
Click Find Address.

[Find Address](#)

When the address is located you will see the Request Type and Address above a marker at the location :



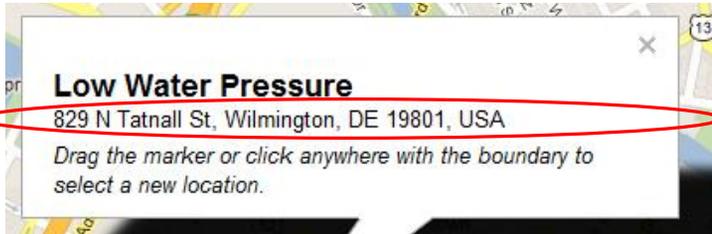
If the address could not be located you will see:



STEP 3 Continues on Page 2

STEP 3 Continued

The location of the request can be entered by zooming in on the map to the location and clicking on the screen. The site will automatically grab address information. You can drag the marker to the location until you see the correct address in the Information call out.



NOTE: If you cannot locate the address, place the marker at the closes point and add information on the address into the comment section in Step 4.

STEP 4 Describe the Request

Complete the questions and answers if asked and enter additional details as needed.

STEP 5 Enter Contact Information

Enter the required information.

<input type="text"/>	First Name: <i>(required)</i>
<input type="text"/>	Last Name: <i>(required)</i>
<input type="text"/>	Email: <i>(required)</i>
<input type="text"/>	Re-Type Email: <i>(required)</i>

STEP 6 Verify and Submit Request

An Incident Number and Request Number will be provided to you in a pop up box. Please keep this information for your records.



Additionally, an email will be sent with this information to the email address you provided.

Section 2. Finding an Existing Request : There are 2 steps to view an existing request.

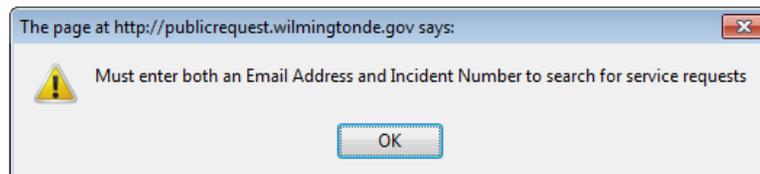
STEP 1 Click

STEP 2 Enter the email address and incident number. **Confirm that the email address you enter is the same as the one provided when the request was submitted.** Click the Find Requests button.

Enter Email Address:

Enter Incident Number:





The request and it's status then will appear on the page.

The Following Result(s) Were Found

1 matching requests for abc@abc.com:

ID	Date Submitted	SR Type	Status
94196	Thu May 03 2012 10:46:32 GMT-0400 (Eastern Daylight Time)	Low Water Pressure	OPEN