

# Request Tracker-Citizen Training

To get to the Request Tracker simply click on the Citizen Requests button on the homepage of the Town website at [www.townoffarragut.org](http://www.townoffarragut.org)

- If the Citizen has an email address, they will need it to log their request into the Request Tracker System. Once the Citizen registers as a new user in Request Tracker, they should be able to check the status of their request, as long as they register using the same email address.

The screenshot shows the homepage of the Town of Farragut, Tennessee. The header features the town's name in a stylized font over a landscape image. Below the header is a navigation bar with icons for Government, Departments, Town Resources, and Business. A search bar is located in the top left. On the left side, there is a list of links for various town services and projects. The main content area is titled "Request Tracker Login" and contains a form with fields for "Email Address" and "Password", along with "Login", "New User", and "Forgot your password?" buttons. A link to "Return to the Request Tracker page" is also present.

**TOWN OF Farragut TENNESSEE**

Search

GOVERNMENT DEPARTMENTS TOWN RESOURCES BUSINESS

Active Town Projects •  
Employment •  
Farragut Strategic Plan •  
Municipal Code •  
Opinion Poll •  
Parks & Leisure Services •  
Park Survey •  
Recreation •  
Requests for Proposals •

**Existing User**  
If you have previously created an account on this site, you do not need to create a new login.

**New User**  
If you do not have an account on this site, please enter your Email Address and a desired Password in the appropriate boxes and click 'New User'.

**Password Requirements**  
The password is case sensitive and must be at least 5 characters long.

**Request Tracker Login**

Email Address:

Password:

[Forgot your password?](#)

[Return to the Request Tracker page](#)

I WANT TO...  
CITIZEN REQUESTS  
NOTIFY ME  
SHOP SHOP FARRAGUT  
GIS (MAPPING)

- The Citizen will log in and be able to **check on the status** of their request or file a new request.

Farragut Strategic Plan •  
Municipal Code •  
Opinion Poll •  
Parks & Leisure Services •  
Park Survey •  
Recreation •  
Requests for Proposals •

**I WANT TO...**  
**CITIZEN REQUESTS**  
**NOTIFY ME**  
**SHOP FARRAGUT**  
**GIS (MAPPING)**

Use Request Tracker to report your concerns.

Logged in as [redacted]om  
[View Existing Requests](#)  
[Account Settings](#) [Logout](#)

[Return to list](#)

Category	Sub-Category	Forms
Community Development and Codes	<a href="#">Abandoned Property</a>	9 Forms
	<a href="#">High Grass/Weeds</a>	
	<a href="#">Illegal Signs</a>	<a href="#">Right of Way Obstruction/Sign</a>
	<a href="#">Inoperable Vehicle</a>	<a href="#">Shrubs/Trees Blocking Street View</a>
	<a href="#">Other</a>	<a href="#">Trash/Debris on Private Property</a>
		<a href="#">Trash/Debris on Public Property</a>
Engineering	<a href="#">Curb Repair</a>	12 Forms
	<a href="#">Drainage Concern</a>	
	<a href="#">Drainage Culvert/Pipe Issues</a>	<a href="#">Other</a>
	<a href="#">Driveway Curb Request</a>	<a href="#">Resurfacing Issues/Requests</a>
	<a href="#">Erosion</a>	<a href="#">Stormwater Concern</a>
	<a href="#">Guardrail</a>	<a href="#">Street Lights</a>
		<a href="#">Traffic Calming Request</a>
		<a href="#">Traffic/Pedestrian Signals</a>
General Request/Question	<a href="#">General Question</a>	2 Forms
	<a href="#">General Request</a>	
Parks and Leisure Services	<a href="#">Other</a>	4 Forms
	<a href="#">Town Park Concern</a>	
	<a href="#">Town Park/Fields Issue</a>	
	<a href="#">Town Playground Equipment Concern</a>	
Public Works	<a href="#">Graffiti</a>	10 Forms
	<a href="#">Greenway Debris</a>	
	<a href="#">Loose or Broken Manhole Cover</a>	<a href="#">Sidewalk Concern</a>
	<a href="#">Other</a>	<a href="#">Snow/Ice on Public Street</a>
	<a href="#">Pothole</a>	<a href="#">Town Park Restroom Issues</a>
		<a href="#">Tree Down on Town Property</a>
	<a href="#">Unclean Town Premises</a>	

[View Existing Requests](#)

Internet | Protected Mode: On

- To check on the status of your request click on “View Existing Requests” and a page will come up like below.
- You can view all open and closed requests.
- If you need to add a comment to your request click on “Add Comment”

**RequestTracker**

Use Request Tracker to report your concerns.

Submit a new request

Logged in as [redacted]

[View Existing Requests](#) [Account Settings](#) [Logout](#)

**Open requests**

ID	Description	Actions	Last Modified
6	<a href="#">High Grass/Weeds</a>	<a href="#">Add Comment</a>	8/10/2011 1:07:39 PM

**Closed requests**

ID	Description	Actions	Last Modified
No closed requests			

Internet | Protected Mode: On

- After clicking on “Add Comment” the below will pull up. It will also show you all the details pertaining to this particular request. Type in your comment and select “Submit”

Home > RequestTracker

## RequestTracker

Use Request Tracker to report your concerns.

Logged in as [redacted]  
[View Existing Requests](#)  
[Account Settings](#) [Logout](#)

[Return to list](#)

Add a Comment: \*

File Upload:

Convert to PDF?   
 (GIF, JPG, JPEG, PNG, HTM, HTML, DOC, DOCX, XLS, XLSX, TXT)

Link Text:

[Return to list](#)  
[View submitted form](#)

Request Information		Location of Problem
Request ID:	6	3 [redacted] Farragut TN 37934
Description:	High Grass/Weeds	
IP Address:	69.131.254.114	
Date Submitted:	8/10/2011 8:26:08 AM	
Date Last Modified:	8/10/2011 1:07:39 PM	
Date Closed:		
Date/Time	Comments	
8/10/2011 1:07:39 PM	Request assigned to Gary Palmer. Reason: This test request has been assigned to Gary to see if he can follow Valerie's training instructions.	
8/10/2011 8:26:08 AM	Thank you for contacting the Town of Farragut. Your request has been received and will be sent to the Community Development and Codes Department for review. You can always come back to the Citizen Request tracker to check the process of your request.	
	Mickey Mouse (TEST)	

- To file a new request just click on the category that applies to you. (Example: High Grass)

The screenshot shows the 'Request Tracker' interface for Farragut. On the left is a sidebar with navigation buttons: 'I WANT TO...', 'CITIZEN REQUESTS', 'NOTIFY ME', 'SHOP SHOP FARRAGUT', and 'GIS (MAPPING)'. The main content area is titled 'Use Request Tracker to report your concerns.' and includes a 'Return to list' link. A user is logged in, with links for 'View Existing Requests', 'Account Settings', and 'Logout'. The categories and their sub-items are as follows:

Category	Number of Forms
<b>Community Development and Codes</b>	9 Forms
<ul style="list-style-type: none"> <li>Abandoned Property</li> <li>High Grass/Weeds</li> <li>Illegal Signs</li> <li>Inoperable Vehicle</li> <li>Other</li> <li>Right of Way Obstruction/Sign</li> <li>Shrubs/Trees Blocking Street View</li> <li>Trash/Debris on Private Property</li> <li>Trash/Debris on Public Property</li> </ul>	
<b>Engineering</b>	12 Forms
<ul style="list-style-type: none"> <li>Curb Repair</li> <li>Drainage Concern</li> <li>Drainage Culvert/Pipe Issues</li> <li>Driveway Curb Request</li> <li>Erosion</li> <li>Guardrail</li> <li>Other</li> <li>Resurfacing Issues/Requests</li> <li>Stormwater Concern</li> <li>Street Lights</li> <li>Traffic Calming Request</li> <li>Traffic/Pedestrian Signals</li> </ul>	
<b>General Request/Question</b>	2 Forms
<ul style="list-style-type: none"> <li>General Question</li> <li>General Request</li> </ul>	
<b>Parks and Leisure Services</b>	4 Forms
<ul style="list-style-type: none"> <li>Other</li> <li>Town Park Concern</li> <li>Town Park/Fields Issue</li> <li>Town Playground Equipment Concern</li> </ul>	
<b>Public Works</b>	10 Forms
<ul style="list-style-type: none"> <li>Graffiti</li> <li>Greenway Debris</li> <li>Loose or Broken Manhole Cover</li> <li>Other</li> <li>Pothole</li> <li>Sidewalk Concern</li> <li>Snow/Ice on Public Street</li> <li>Town Park Restroom Issues</li> <li>Tree Down on Town Property</li> <li>Unclean Town Premises</li> </ul>	

At the bottom of the main content area, there is a link for 'View Existing Requests'. The footer of the page shows 'Internet | Protected Mode: On' and a small icon.

- The Citizen will fill in their concern pertaining to the “high grass”. The Brief Description of the problem and the Problem Location. They have the availability to upload a photograph if needed.
- The Citizen’s information is automatically filled in.
- The Citizen will then submit his/her request.
- The Citizen can always come back to check the status at any time.
- The Citizen will get email updates as well.

- Employment ▾
- Farragut Strategic Plan ▾
- Municipal Code ▾
- Opinion Poll ▾
- Parks & Leisure Services ▾
- Park Survey ▾
- Recreation ▾
- Requests for Proposals ▾

I WANT TO...

CITIZEN REQUESTS

NOTIFY ME

SHOP FARRAGUT

GIS (MAPPING)

### High Grass/Weeds

Brief Description

Problem Location

Street Number and Name:*	*
Address Line 2:	
City:*	
State:*	
Zip Code:	
Photograph:	<input type="button" value="Browse..."/>
Convert to PDF? <input type="checkbox"/> <small>(GIF, JPG, JPEG, PNG, HTM, HTML, DOC, DOCX, XLS, XLSX, TXT)</small>	

Your Information

Name:*	Mickey Mouse (TEST)
Street Number and Name:*	30 [REDACTED]
Address Line 2:	
City:*	Farragut
State:*	TN
Zip Code:*	37934
Phone Number:*	865-966-7057
Fax Number:	
Email Address:*	vm [REDACTED]
Preferred Contact Method:*	Email ▾

\* indicates required fields.