

To Report an Issue or Request for Review by the Town:

- Go to www.townoffarragut.org
- Click the green “Citizen Requests” button on the left-hand side of the page

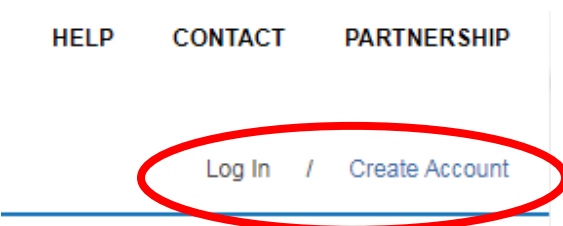


Citizen Requests

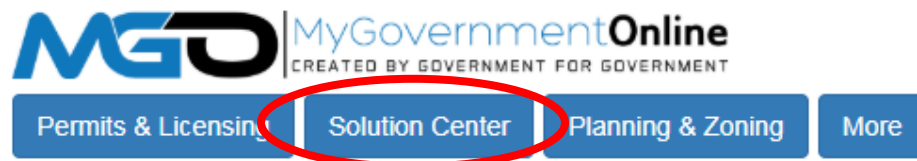
- This will direct you the Solution Center: Citizen Request page for more information on the citizen request program. On this page, click the Citizen Request Login button in the blue side pane



- Click “Log In” or “Create Account” in the top, right-hand corner of the page



- When you first create your account, you will receive an automated phone call at the number you provide on your account to confirm you account setup.
- After logging in, click the blue “Solution Center” button at the top of the page



- Click “Report an Issue”
- Select the appropriate options in the dropdown menus (State → Tennessee, Jurisdiction → Farragut, and Project Type → Solution Center); click “Next”
- Select the issue you are reporting; click “Next”
 - If you did not login or create an account at the start, you will be prompted to do so at this point before proceeding



- Enter the address of the issue you are reporting; click “Next”
- Fill in your information in the “Reporting Citizen’s Contact Information” section. You can choose to be notified on the progress of your reported concern by entering your email address, cell phone, home phone, and/or work phone and then clicking the “Notify” checkbox. Depending on your selection, you be notified via an email or a phone call. Click “Next”
- Enter the property owner’s information if it is known, then click “Next.” If you do not have this information leave this section blank and click “Next.”
- Enter any additional requested information in the “Questionnaire” section, then click “Next.” If no additional information is needed by the Town, you will not be directed to this section, instead you will be directed to the “Photos Upload” section.
- If you have any photos of the issue you are reporting, you can upload them to the request in the “Photo Upload” section:
 - Click “Upload Photos” then select the photos from your files that you want to upload; click “Next.”
 - If you do not have any photos, you can skip this section by clicking “Next” without uploading any photos
- The next section is the “Review” section where you can either save your request to finish at a later time or submit your request to the Town.
 - Please note that clicking “Save” does not send your request to the Town, it saves your progress so that you can return at a later time to finish your request.
 - When you are ready to submit your request to the Town, click “Submit.”
 - If you do not have a “Submit” button at this step, then there are required fields that you did not complete. Click “Save” then click “Review Issue” to see which fields are missing information. Required fields are identified by *. Once these fields are completed, click “Submit” at the top of the page.
 - Please note that when you submit your request to the Town, you can no longer edit the request.