

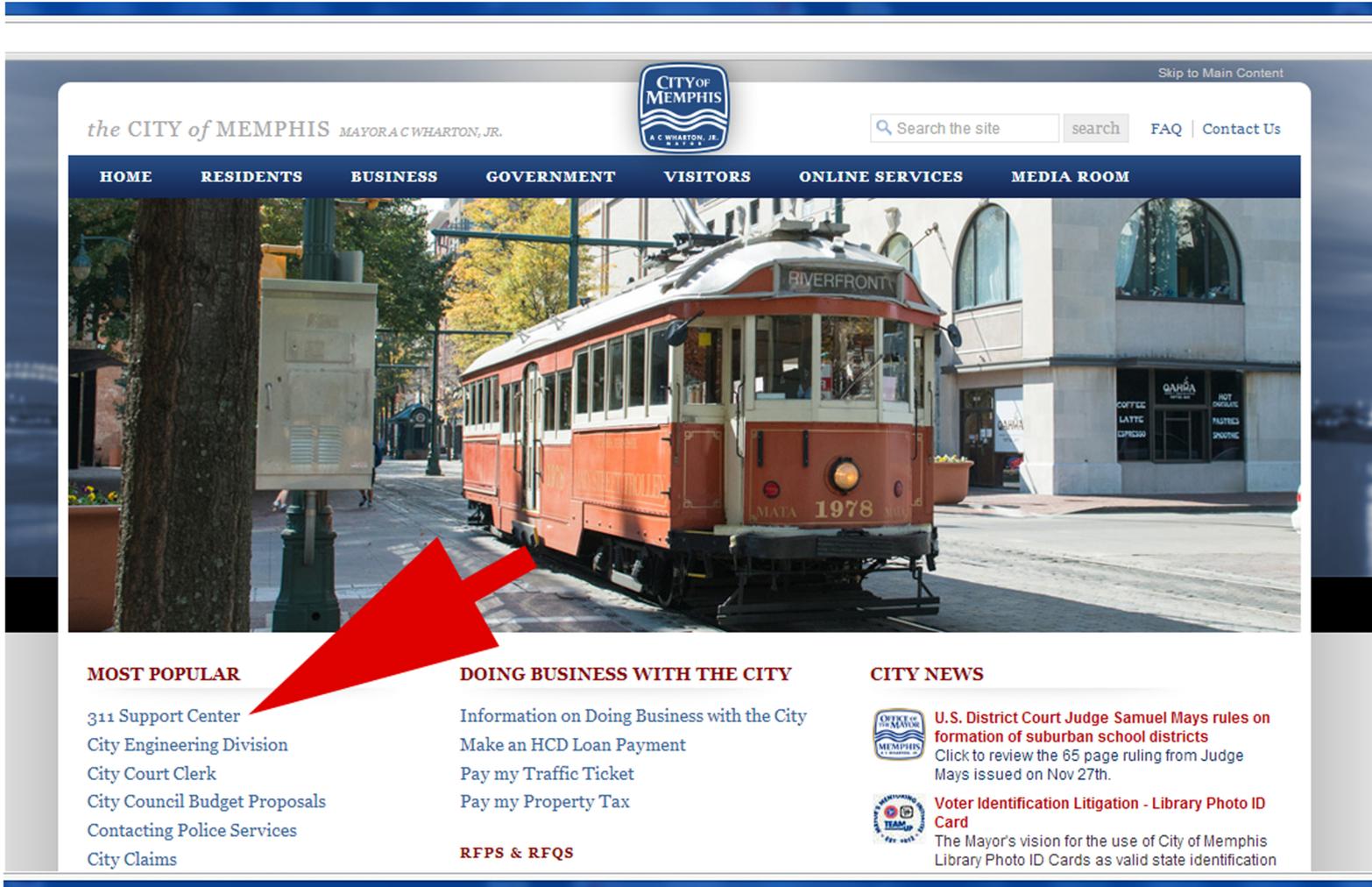
CITY OF MEMPHIS

311 SUPPORT CENTER

HOW TO USE

Go to www.memphistn.gov

Click on **“Online Support Center”** located directly below the picture of the Mayor.



Screenshot of the City of Memphis website homepage. The page features a navigation menu with links for HOME, RESIDENTS, BUSINESS, GOVERNMENT, VISITORS, ONLINE SERVICES, and MEDIA ROOM. A search bar and links for FAQ and Contact Us are also present. The main content area displays a photograph of a trolley on a street. Below the photo, there are three sections: MOST POPULAR, DOING BUSINESS WITH THE CITY, and CITY NEWS. A red arrow points to the '311 Support Center' link in the MOST POPULAR section.

the CITY of MEMPHIS MAYOR A C WHARTON, JR.

CITY OF MEMPHIS A C WHARTON, JR. MAYOR

Skip to Main Content

Search the site search

FAQ | Contact Us

HOME RESIDENTS BUSINESS GOVERNMENT VISITORS ONLINE SERVICES MEDIA ROOM

RIVERFRONT

MAIA 1978

COFFEE LATTIC ESPRESSO

GAHGA HOT CHOCOLATE PASTRIES SNOWING

MOST POPULAR

- 311 Support Center
- City Engineering Division
- City Court Clerk
- City Council Budget Proposals
- Contacting Police Services
- City Claims

DOING BUSINESS WITH THE CITY

- Information on Doing Business with the City
- Make an HCD Loan Payment
- Pay my Traffic Ticket
- Pay my Property Tax

RFPS & RFQS

CITY NEWS

 **U.S. District Court Judge Samuel Mays rules on formation of suburban school districts**
Click to review the 65 page ruling from Judge Mays issued on Nov 27th.

 **Voter Identification Litigation - Library Photo ID Card**
The Mayor's vision for the use of City of Memphis Library Photo ID Cards as valid state identification



Login

User ID

Password

[Register Here](#)

[TIP Did you forget your password?](#)

Welcome to Online Support Center

Online Support Center is a way for the City of Memphis to serve you better. From potholes, abandoned vehicles, high weeds on vacant lots, and curbside trash to faulty traffic signals and derelict and abandoned homes, the Online Support Center makes it easy to submit service requests and public sentiments online.

The City of Memphis' Online Support Center also allows you to track your service requests. Each time you complete a service request online, you will be assigned a tracking number that you can use at any time to see when a City of Memphis representative expects to investigate or take care of your request.

How to Submit a service request/complaint

1. a If you are not registered with the City of Memphis website, please click the "Register Here" link located in the left column of this page inside the "login" box.
1. b If you are registered, log in to create your service request. You will be able to track the status of your request online from the moment you submit it until your request is resolved.
2. You also can submit a request by calling the 311 support center. You will not be able to track the status online; but you can get periodic status emails if you provide your email id. For status information any service request, you can contact the 311 Call Center, Monday - Friday, between the hours of 8:30 am and 5 pm as well.

Office

125 N Main St
Memphis, TN 38103
[Get Directions](#)

Phone 311
Fax (901) 636-6200
TTY (901) 636-6501

- Links**
- [Top Ten Code Violations](#)
 - [Campo Común Diez Cifre Las Violaciones](#)
 - [Service Request History/Status](#)
 - [How to Use Online Support Center \(pdf\)](#)

If you have previously registered, enter your user ID and password here and click **Go**.

If you have not, click on **“Register Here”**.

Start Here: Choose your profile

Citizen of Memphis & Visitors

Next

Copyright (c) City of Memphis 2003-2010

Select "**Citizen of Memphis and Visitors**" and click "**Next**"

User Registration

Details: Enter Your Personal Information

✔ TIP Please enter your personal information. Confirmations will be sent to the e-mail address you have listed.

* First Name	<input type="text" value="Scott"/>
* Last Name	<input type="text" value="Tiger"/>
* User Name	<input type="text" value="scott.tiger"/>
* Password	<input type="password" value="••••••••"/> <small>(Password should be at least 6 characters long.)</small>
* Verify Password	<input type="password" value="••••••••"/>
Phone Number	<input type="text"/> <small>(Area Code, Number)</small>
* E-mail	<input type="text" value="scott.tiger@onecity.com"/> <small>(first.last@yourdomain.com)</small>
Privacy Preference	<input type="checkbox"/> Check here if you would like to receive special offers, promotions and updates by email

* Required field

Copyright (c) City of Memphis 2003-2010

Next

Enter your First Name, Last Name (This can also be the name of your community or neighborhood organization.)

Create a User Name and a Password (Make a note of both for future use) and enter the e-mail address that you want to use for communication.

Disregard the privacy preference item.

Upon completing this form, click “**Next**”.



Confirmation : User Registration Summary

Thank you for taking the time to register with us. You will receive an email notification with your registration information.

User Information

Confirmation Number: 154429

Date: 07-MAY-2012

Name: Scott Tiger

User Type: Citizen of Memphis & Visitors

User Name: scott.tiger

[Continue](#)

Copyright (c) City of Memphis 2003-2010

Upon successful completion of registration, you'll receive a confirmation.

Click [Continue](#) and then login using the user name and password you created.



Quick Find

Service Requests

You can define your personalized views (saved searches) of service requests.

View

Solve a Problem

Describe your problem to search for possible solutions.

*Search
Product

1 - 1 of 1

Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On
1061950	Weeds have not been cut in the last few months at this property.	CE-Weeds Occupied Property	Open	07-MAY-2012 11:08:00	07-MAY-2012 11:08:00

1 - 1 of 1

Once you log in, you'll be in the Online Support Center home page. The main section on the left side shows a list of all service requests you have created (using current user ID). Use [Previous](#) and [Next](#) links to see all the service requests.

Note 1: Click on any service request number in the main section to find the resolution and updates on that service request and to provide more information about those service requests.

Note 2: [Solve a Problem](#) section is to help you solve problems yourselves. Enter a brief description of the problem (such as "graffiti on wall") in [Search](#) field and click [Go](#). The system provides information relevant to your search.

To create a new service request, click on [Create Service Request](#) button.

Create Service Request

You can start creating a service request by selecting a request type below. In the subsequent steps you'll be asked to enter details of the problem and problem location.

Select Request Type

To continue click on a request type below. If you are not sure which one to select or the type you look for is not listed, select Miscellaneous, our support center agents will take care of forwarding it to the correct department.

[CE-Junky Yard](#)

Junky yard issues (Tags: Junky, Trashy Yard, Trash, Debris, Stuff, Garbage, Unclean, Appliances, Furniture, Tires, Yard, Car Parts, Carport, Porch, Patio)

[CE-Vehicle Violations](#)

Inoperable Vehicle(s) parked on property (Tags: Abandoned, Inoperable Vehicle, Car, Street, Vehicle, Automobile, Trailer, Bus, RV, Truck, Motorcycle, Boat)

[CE-Weeds Occupied Property](#)

Weeds Occupied Residential Property (Tags: Home, Property, Occupied, Weeds, Grass, Overgrown, Shrubbery, Trees)

[CW-Weeds Vacant Houses](#)

Weeds Vacant Houses (Tags: House, Vacant, Weeds, Grass, Trash, Garbage, Debris, Gate, Shelby County)

[CW-Weeds Vacant Lots](#)

Weeds Vacant Lots (Tags: Lot, Weeds, Shelby County, Trash, Debris, Garbage, Gate, Trees)

[MCSC-Miscellaneous](#)

Use this when the matching service request type is not available or you are not sure which is the correct one to choose. City support center will classify the request and forward to the right department.

[PW \(SM\)-Potholes](#)

Street Maintenance - Potholes (Tags: Potholes, Sink holes, Cave in)

[SWM-Cart Repair](#)

Cart Repair (Tags: Cart, Damaged, Garbage, Repair, Crushed, Smashed, Burned, Missing Parts, Hinges, Destroyed)

[SWM-Curbside Trash](#)

Curbside Trash (Tags: Furniture, Tree Limbs, Shrubs, Trash, Garbage, Lumber, Tires, Appliances, Building Material, Bags, Junk)

[SWM-New Start Garbage Request](#)

New Start Garbage Request (Tags: New, Cart, Garbage, Trash, Container, Pick-up, Move in)

[SWM-Recycle Bin Request](#)

Recycle Bin Request (Tags: Recycle bin, Cart, Garbage, Trash, Container, Pick-up, Move in, Go Green)

In the new system there are several service request types available to the citizens. Click on the service request type that best fits the nature of your request. If you are not sure based on the list of request types, choose **Miscellaneous**, and one of the support center agents will forward your request to the appropriate

(Based on the problem details provided by the citizen the online support center will do service request classification part)



Quick Find Service Requests



Identify Problem

Please provide the following information to enable us to resolve your problem.

Step 1 of 4

*Indicates required field

Problem Summary

Request Type **CE-Weeds Occupied Property**

Problem Type 



*Problem Summary



Attachments

If you have any photos of the location or other documents to substantiate your complaint, attach them here. Please do not attach files bigger than 1 MB. Consider resizing pictures and converting to standard formats such as JPEG before you attach.



Attachment	Category	Description	Remove
There are no attachments associated with the Service Request.			

Step 1 of 4

STEP 1: PROBLEM

In this page provide enough information to identify/classify the problem clearly.

* Indicates mandatory information that should be provided.

Problem Summary: Provide a brief summary of the problem.

Problem Type: Click on the flashlight to bring up a list of 53 different problem types and choose the one that best describes the issue.

Add Attachment: Click this to upload a picture of the violation/problem etc.

Click **Next** to continue.



Quick Find Service Requests



Create Service Request: Problem Details

Step 2 of 4

*Indicates required field

Request Type **CE-Weeds Occupied Property**

Problem Summary **Weeds have not been cut in the last few months at this property.**

Problem Type **Complaint**

Problem Details

Note Type

Note

Step 2 of 4

STEP TWO: PROBLEM DETAILS

In this section provide more detailed information about the nature of the issue. Choose the **Note Type** and enter your detailed description into the **Note** field.

(Click **Previous** to go back to step 1, if needed)
Click **Next** to Continue.



Quick Find



Location and Contact Information

Step 3 of 4

*Indicates required field

Request Type **CE-Weeds Occupied Property**
 Problem Summary **Weeds have not been cut in the last few months at this property.**
 Problem Type **Complaint** Customer **Scott Tiger**

Primary Contact

Customer **Scott Tiger** Contact **Scott Tiger**
 Contact By

Incident Address

*Address City
 Tip: (example 5125 Elmore Rd)
 State Postal Code

Step 3 of 4

STEP THREE: LOCATION

In this section provide information about the location of the problem. If the exact location doesn't have an address, use the nearest address.

(If the address needs more description to be located, go back to step 2 and add extra information in [Problem Details](#))

(Click [Previous](#) to go back to step 2, if needed)
Click [Next](#) to Continue.

Quick Find Service Requests **Create Service Request: Review**

Step 4 of 4

Request Type **CE-Weeds Occupied Property**
 Problem Summary **Weeds have not been cut in the last few months at this property.**
 Problem Type **Complaint** Customer **Scott Tiger**

Problem Details

Note Type **Problem Description**
 Note **Weeds have not been cut at my neighbor's house for the last few months. This is causing an increase of insects and other wildlife around my property.**

Incident Address

Address **5050 Covington Way** City
 State Postal Code

Contacts

Contact Name	Contact By
Scott Tiger	E-mail-scott.tiger@onecity.com

Attachments

Attachment	Category	Description
There are no attachments associated with the Service Request.		

Step 4 of 4

STEP 4: REVIEW AND SUBMIT

In this section, review all the information you have provided. If anything need to be changed click on [Previous](#) to go back to previous steps.

If everything looks good, click on [Submit](#).



Quick Find Service Requests

Confirmation: Service Request Created: 1061950-Weeds have not been cut in the last few months at this property.

Service Request [1061950](#) has been created. You can make updates to the service request and also review the updates by the service organization.



Upon successfully submitting a service request, the system displays a confirmation. Should you need to call the Online Support Center, the service request number displayed here will be your reference number.

Note: If you click on the service request number, you'll see the current status and updates on the service request and you'll have capability to provide more information.

If you want a summary of the service request emailed to you, click on "[Email to Me](#)".

Click on [Return](#) to go back to Support home page.

Advanced Options

1. Changing your password

The screenshot shows the 311 Support Center interface. At the top left is the Memphis logo and the text "311 Support Center". At the top right, the links "Profile", "Sign Out", and "Help" are circled in red. Below the header is a navigation bar with "Service Requests", "Top Solutions", and "Ask Me". A search bar contains "Quick Find Service Requests" and a "Go" button. The main content area is titled "Service Requests" and includes a "Create Service Request" button. Below this is a table of requests with columns for Request Number, Problem Summary, Request Type, Status, Reported On, and Last Updated On. A "Solve a Problem" sidebar is on the right. At the bottom, the navigation links "Support", "Profile", "Sign Out", and "Help" are shown, with "Profile" circled in red. A copyright notice is at the bottom left.

311 Support Center

Profile Sign Out Help

Support

Service Requests | Top Solutions | Ask Me

Quick Find Service Requests Go

Service Requests

You can define your personalized views (saved searches) of service requests. [Create Service Request](#)

View <Default Search> Go Personalize

Previous 1 - 1 of 1 Next

Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On
1061950	Weeds have not been cut in the last few months at this property.	CE-Weeds Occupied Property	Open	07-MAY-2012 11:08:00	07-MAY-2012 11:08:00

Previous 1 - 1 of 1 Next

[Create Service Request](#)

Solve a Problem

Describe your problem to search for possible solutions.

*Search

Product

Go

[Support](#) | [Profile](#) | [Sign Out](#) | [Help](#)

Copyright © City of Memphis 2003-2011. All rights reserved.

Upon logging into the 311 Support Center, click on [Profile](#).



Quick Find Service Requests

User Profile

- [Personal Profile](#)
- [Contact Points](#)
- [Addresses](#)
- [Display Preferences](#)

Personal Profile

User Information

User Name SCOTT.TIGER

* First Name

* Last Name

Start Date 07-MAY-2012 00:00:00

End Date

*Indicates Required Fields

Reset Password

[Click here to change your password](#)



Once you open your personal profile, click the link “Click here to change your password.”

Change Password

Change Password

* Indicates Required Field

-Current Password

-New Password

-Re-enter New Password

TIP Password must be at least 5 characters long.

Cancel

Apply

Enter your current password first, and then enter your new password twice and click [Apply](#).

2. Set your address



Quick Find Service Requests

Service Requests

You can define your personalized views (saved searches) of service requests.

View

◀ Previous 1 - 1 of 1 Next ▶

Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On
1061950	Weeds have not been cut in the last few months at this property.	CE-Weeds Occupied Property	Open	07-MAY-2012 11:08:00	07-MAY-2012 11:08:00

◀ Previous 1 - 1 of 1 Next ▶

Solve a Problem

Describe your problem to search for possible solutions.

*Search

Product

Click on [Profile](#) once you login to the 311 Support Center.



Quick Find

User Profile

- [Personal Profile](#)
- [Contact Points](#)
- [Addresses](#)
- [Display Preferences](#)

Addresses of User

User Name: SCOTT.TIGER

Name Scott Tiger

Primary	Address Type	Address Name	Address	Update	Delete
No Record Found					

On the left hand side of the screen, click on [Addresses](#) under [User Profile](#), and click on [Create](#).



Quick Find Service Requests

User Profile

- [Personal Profile](#)
- [Contact Points](#)
- [Addresses](#)
- [Display Preferences](#)

Create Address

User Name SCOTT.TIGER

Name Scott Tiger

Address

* Indicates Required Fields

Country

Address Name

* Address

Type

Suite or Apt #

Parcel Id

County

City

State

Postal Code



Address Types

Select	Address Type	Primary
<input type="checkbox"/>	Bill To	<input type="checkbox"/>
<input type="checkbox"/>	Ship To	<input type="checkbox"/>

Enter your address details and click [Save](#).

Knowledge Base

Top Solutions and Ask Me



Quick Find

Top Solutions

Frequently Used Solutions

View Solutions Used

Problem Description	Number of times used	Creation Date
TEN COMMON CODE VIOLATIONS	25	27-JUL-2006
How do I report a code violation?	8	19-DEC-2006
City Ordinance	8	27-JUL-2006
Street Maintenance - Potholes	7	27-JUL-2006
I ran into a pothole in the street and the pothole caused damage to my vehicle. Who should I call?	5	19-DEC-2006
Memphis Solid Waste Management	4	27-JUL-2006
New street lights are needed on my street. Who do I call?	4	14-DEC-2006
The Division of Housing and Community Development and The Memphis Housing Authority	4	27-JUL-2006
Health Services	3	27-JUL-2006
Where do I call to have a dead animal picked up?	3	14-DEC-2006
Why are my curbside trash and bagged leaves not picked up with my green cart?	2	14-DEC-2006
Animal Services	2	27-JUL-2006
How can I find out if I am eligible for repairs done on my home?	2	16-NOV-2006
How can I get information on the City of Memphis' Second Chance Ex-Felon Program?	2	14-DEC-2006
Where do I call to get my property baited for rodents?	2	19-DEC-2006

First | Previous 1 - 15 of 29 [Next](#) | [Last](#)

Recommended Solutions

Description
TEN COMMON CODE VIOLATIONS
Memphis Solid Waste Management

You can perform a search for a solution to your issue by clicking on the **Top Solutions** tab to browse frequently used solutions.



Quick Find Service Requests

Knowledge Base

Search

Search All
Using All of the words

[Solution Advanced Search](#)

Solution Categories

[Animal Services](#)

- [Animal Cruelty](#)
- [Animal Shelter](#)
- [Dirty Dog Yard and more ...](#)

[Community Service](#)

- [Citizen Police Academy](#)
- [Community Center](#)
- [Library and more ...](#)

[Health](#)

- [Dumpsters](#)
- [Rats / Mosquitos](#)
- [Stagnant Water / Swimming Pools](#)

[Police](#)

- [Abandoned Vehicles on Street](#)
- [Criminal Activity](#)
- [Quality of Life Issues and more ...](#)

[Code Enforcement](#)

- [Abandoned or Derelict Structures](#)
- [Commercial Vehicles parked on property](#)
- [Excessive Yard Sales and more ...](#)

[Fire](#)

- [Emergency Services](#)
- [Fire Hydrants](#)
- [Hazardous buildings](#)

[Housing](#)

- [Assistance \(for example Section 8 \)](#)
- [Repairs](#)

[Sidewalk](#)

- [Buckled and / or in disrepair](#)
- [High Grass](#)
- [Needing Wheel chair ramps](#)

You can also browse solutions by categories by clicking on the [Ask Me](#) tab.