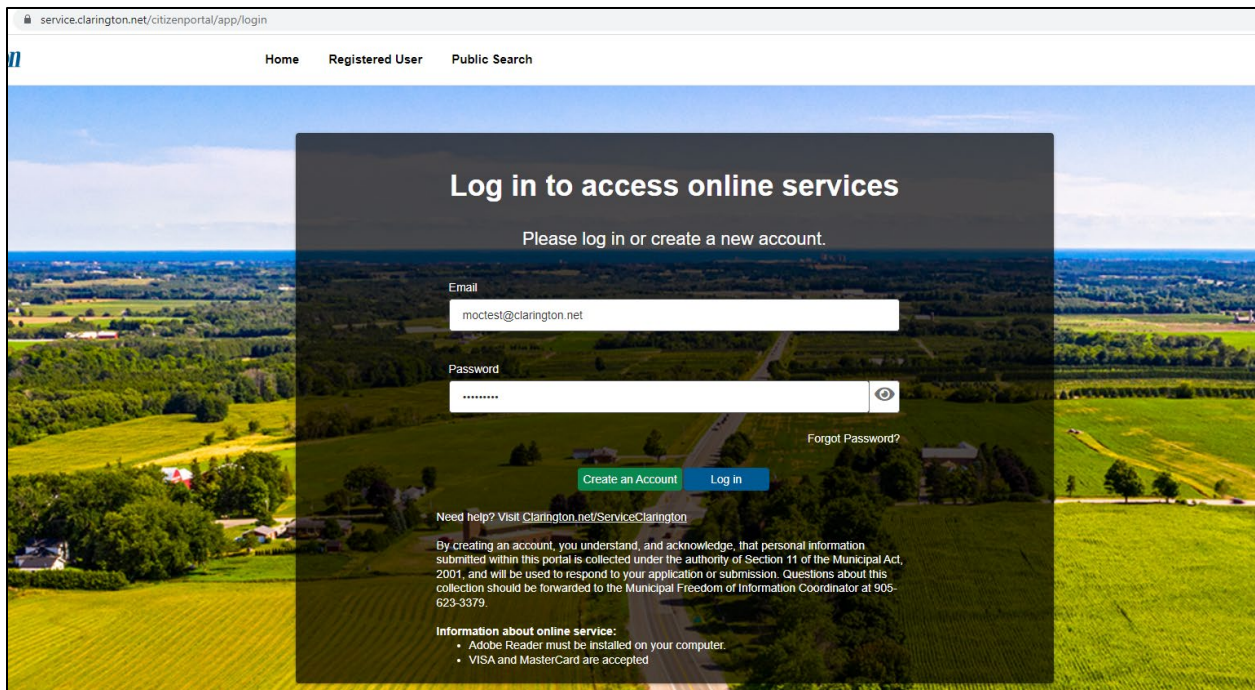


How to Report a Problem / Submit a Service Request

Step 1

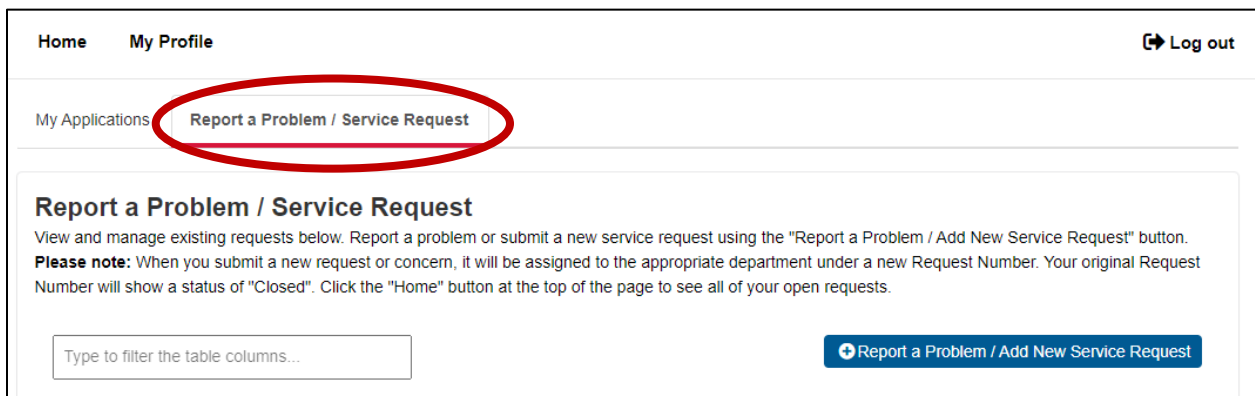
Open an internet browser and log in to the Service Clarington portal at <https://service.clarington.net>:



The screenshot shows the login page of the Clarington Service Portal. The URL in the browser is service.clarington.net/citizenportal/app/login. The page has a navigation bar with "Home", "Registered User", and "Public Search". The main content area features a large background image of a rural landscape. Overlaid on this is a dark grey login form with the heading "Log in to access online services" and the instruction "Please log in or create a new account." The form includes fields for "Email" (containing "moccest@clarington.net") and "Password" (masked with dots). There are "Create an Account" and "Log in" buttons, and a "Forgot Password?" link. Below the form, there is a "Need help? Visit [Clarington.net/ServiceClarington](https://service.clarington.net/ServiceClarington)" link and a disclaimer about data collection under the Municipal Act, 2001. At the bottom, there is "Information about online service:" with bullet points: "Adobe Reader must be installed on your computer." and "VISA and MasterCard are accepted."

Step 2

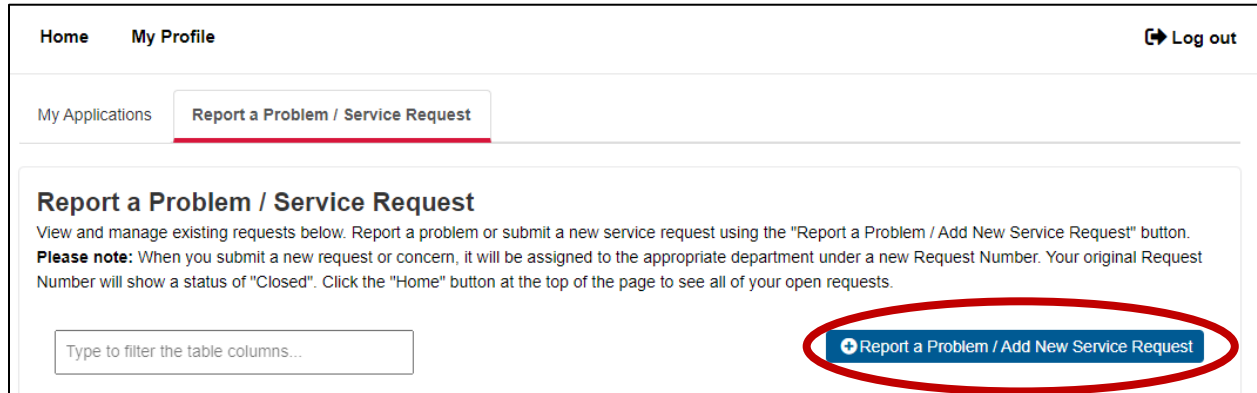
Click on the second tab at the top of the Home screen titled "Report a Problem / Service Request":



The screenshot shows the Home screen of the Clarington Service Portal. The navigation bar includes "Home", "My Profile", and a "Log out" button. Below the navigation bar, there is a "My Applications" section with a tab labeled "Report a Problem / Service Request", which is circled in red. The main content area is titled "Report a Problem / Service Request" and contains the following text: "View and manage existing requests below. Report a problem or submit a new service request using the 'Report a Problem / Add New Service Request' button. **Please note:** When you submit a new request or concern, it will be assigned to the appropriate department under a new Request Number. Your original Request Number will show a status of 'Closed'. Click the 'Home' button at the top of the page to see all of your open requests." Below this text is a search box with the placeholder "Type to filter the table columns..." and a blue button labeled "Report a Problem / Add New Service Request".

Step 3

Click on the blue button to “Report a Problem / Add New Service Request”:



Home My Profile [Log out](#)

My Applications **Report a Problem / Service Request**

Report a Problem / Service Request

View and manage existing requests below. Report a problem or submit a new service request using the "Report a Problem / Add New Service Request" button.

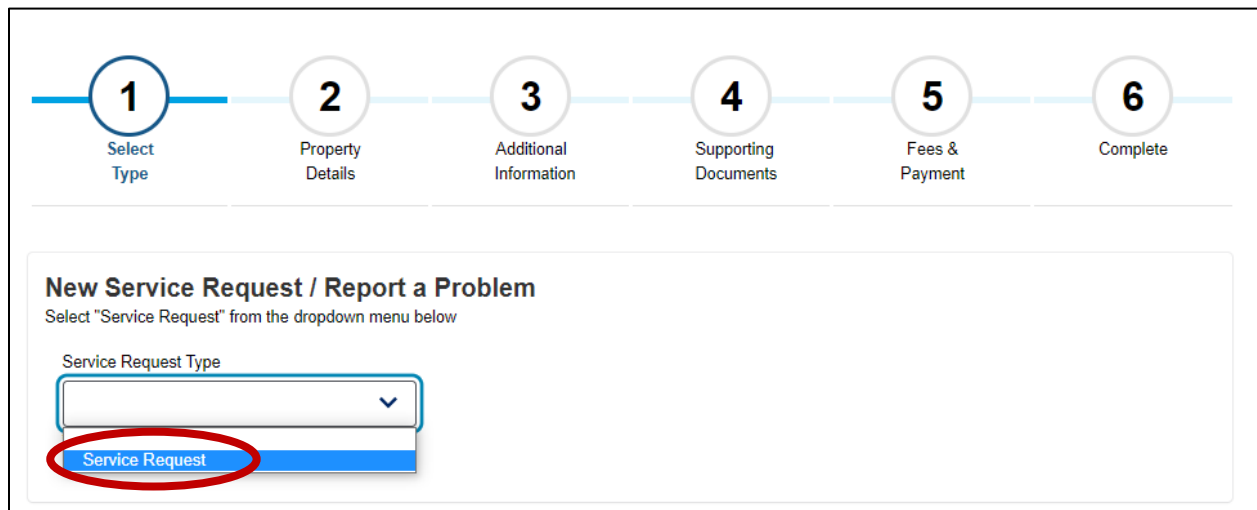
Please note: When you submit a new request or concern, it will be assigned to the appropriate department under a new Request Number. Your original Request Number will show a status of "Closed". Click the "Home" button at the top of the page to see all of your open requests.

Type to filter the table columns...

[+ Report a Problem / Add New Service Request](#)

Step 4

Select “Service Request” in the Service Request Type field:



1 Select Type 2 Property Details 3 Additional Information 4 Supporting Documents 5 Fees & Payment 6 Complete

New Service Request / Report a Problem

Select "Service Request" from the dropdown menu below

Service Request Type

Service Request

Step 5

Enter details of the request or concern in the “Description” field, then click “Continue”:

Request / Concern Details

Provide a detailed description of the request or concern.

Description

The property at 123 Main Street has very long grass and weeds that need to be cut. They are growing over the sidewalk and impeding foot traffic.

Cancel **Continue**

Step 6

Enter the address related to the request or concern in the "Search Address" field. Then click "Search":

- Select Type
- Property Details**
- Additional Information
- Supporting Documents
- Fees & Payment
- Complete

Property Detail

If your request or concern relates to a specific property address, please enter it below. If not, click "Continue" and enter the general location on the next page.

Enter the address of the property related to your request or concern and click "Search". Select the appropriate address by clicking "Select". Search for and select any additional addresses related to your request or concern.

Note: Clarington addresses only. Once you click "Continue", you cannot go back to edit the selected property.

Search Address

40 TEMPERANCE STREET

Search

Back
Continue

Property Map

Selected Property on the map

Step 7

When the search results appear, click “Select” beside the address you want to add to the request. The address will appear under “Selected Addresses”. Then click ‘Continue’:

Enter the address of the property related to your request or concern and click "Search". Select the appropriate address by clicking "Select". Search for and select any additional addresses related to your request or concern.

Note: Clarington addresses only. Once you click "Continue", you cannot go back to edit the selected property.

Search Address

Search


Select Addresses

40 TEMPERANCE STREET,
BOWMANVILLE , L1B 1A8 [PIN:
269350009] [Select](#)

Selected Addresses

40 TEMPERANCE STREET, BOWMANVILLE ,
L1B 1A8 [PIN: 269350009] [Remove](#)

[Back](#)
[Continue](#)



The map shows Bowmanville, Ontario, with a red pin marking the location of 40 Temperance Street. Other landmarks include Bowmanville Older Adult Association, Newcastle Antenna SVC, and Copperworks Brew.

Note: If the request or concern does not relate to a specific address, click the ‘Continue’ button and enter the Location Description on the next page:

Request / Concern Details
Please provide additional details for the request or concern.
Please note: Your session will timeout after 60 minutes of inactivity. Please click the 'Save For Later' button at the bottom of this screen to avoid losing any progress.

Location Details

Location Description
Corner of Church St. and Temperance St.

Step 8

Select the type of request or concern from the list of options in the dropdown menu, then click “Continue”:

Type of Issue

Type of Problem to Report

- Animal Related (barking, stray cat/dog, dog attack, stoop and scoop)
- Building services related (building construction)
- Boulevard (obstructions - basketball/hockey nets, garbage, recycling)
- Culvert Blockage
- Dead or dying tree on boulevard
- Fire Safety Complaint (backyard fire or open air burning)
- Fire Safety Complaint (for general safety concerns)
- Flooded roads or culverts
- Graffiti
- Long grass, weeds
- Municipal roads, bridges, sidewalks in need of repair
- Noise
- Park maintenance (grass cutting, garbage collection)
- Park safety (broken equipment, glass)
- Parking
- Property standards
- Sidewalk snow removal
- Signs (election, advertising)
- Streetlight bulb (burnt out, flickering)

Step 9

If there are any images or documents to go along with the request or concern, they can be uploaded on the Supporting Documents page (if not, click “Continue”).

To upload an image or document, first select the Document Type from the dropdown list. Then either drag-and-drop your file in the File box provided, or click “Browse” to search for the file on your computer.

1 Select Type

2 Property Details

3 Additional Information

4 Supporting Documents

5 Fees & Payment

6 Complete

Supporting Documents

Please upload any supporting documents or photos related to the request or concern. If you have no items to upload, click "Continue".

You do not have any documents uploaded at this moment.

Upload New Document

Please upload document files for the request or concern.

Document Type Description

* Required field.

Detail

File

* Required field.

If there are no documents to upload, just click "Continue"

Step 10

Once you have added your file, click “Upload Document”. Repeat Steps 9 and 10 to add any additional images or documents. Then click “Continue”.

1 Select Type **2** Property Details **3** Additional Information **4** Supporting Documents **5** Fees & Payment **6** Complete

Supporting Documents

Please upload any supporting documents or photos related to the request or concern. If you have no items to upload, click "Continue".

You do not have any documents uploaded at this moment.

Upload New Document

Please upload document files for the request or concern.

Document Type: Photographs Description:

Detail:

File:

Pinpoint_LT_1165.jpg - 0%

Step 11

You will then receive a confirmation screen. Click the "Go to Home" button to return to the main screen.

Thank You

Your request or concern has been submitted. Please see a summary of the request or concern below. **Please note:** When you submit a new request or concern, it will be assigned to the appropriate department under a new Request Number. Your original Request Number will show a status of "Closed". Click the "Go to Home" button at the bottom of the page to see all of your open requests.

Service Request / Problem Details

Request Number	COMP-2023-00069	Status	Closed
Request Name		Address	40 TEMPERANCE STREET, BOWMANVILLE
Type	Service Request	Requested Date	2023-07-13
Description	The property at 123 Main Street has very long grass and weeds that need to be cut. They are growing over the sidewalk and impeding foot traffic.	PIN	269350009
		Expiry Date	

Step 12

Please note: When you submit a new request or concern, it will be assigned to the appropriate department under a new Request Number. Your original Request Number will show a status of "Closed".

To view the details of your request or concern, click the "Details" button on the line item related to the request:

Home My Profile Log out

My Applications Report a Problem / Service Request

Report a Problem / Service Request

View and manage existing requests below. Report a problem or submit a new service request using the "Report a Problem / Add New Service Request" button.
Please note: When you submit a new request or concern, it will be assigned to the appropriate department under a new Request Number. Your original Request Number will show a status of "Closed". Click the "Home" button at the top of the page to see all of your open requests.

Type to filter the table columns... + Report a Problem / Add New Service Request

Request Number	Type	Status	Request Date	Address	Actions
MCMP-2023-00114	Municipal Law Enforcement Complaint	New	2023-07-13	40 TEMPERANCE STREET, BOWMANVILLE	Detail
COMP-2023-00069	Service Request	Closed	2023-07-13	40 TEMPERANCE STREET, BOWMANVILLE	Detail

The Details screen will appear as follows, with tabs along the top:

Home My Profile Log out

Request / Concern Details
Property Details
Additional Information
Supporting Documents
Processes

Request / Concern Details

Request Number	MCMP-2023-00114	Status	New	
Request Name		Address	40 TEMPERANCE STREET, BOWMANVILLE	
Type	Municipal Law Enforcement Complaint	Requested Date	2023-07-13	
Description	The property at 123 Main Street has very long grass and weeds that need to be cut. They are growing over the sidewalk and impeding foot traffic.		PIN	269350009

If you have any questions, please contact ServiceClarington@clarington.net.