



## Radnor Connect Frequently Asked Questions

### **1. Should I submit emergencies using Radnor Connect?**

No. Although Radnor Connect is a great tool for most requests, it is NOT intended for reporting emergency issues that need to be addressed immediately. If the issue you are reporting is a public safety emergency, please call 9-1-1.

### **2. Can I create a new report using my tablet device, such as an iPad?**

Yes! However, many tablet devices don't have a true GPS and instead use Wi-Fi triangulation, which pulls locations based on the number of mapped Wi-Fi hotspots. This set-up can result in less accurate location information in certain areas. A user must confirm location before submitting a report. During this step, the user can correct inaccurate location information captured by the device hardware.

### **3. Can I enter a service request / report without adding a media file, such as a photo, video or audio file?**

Yes! Your service request can be submitted without adding a media file, such as a photo, video or audio file. Simply skip the "Add photos, videos, or audio" section and hit Submit.

### **4. Can I use an existing image to file a new report?**

Yes! You can enter a new service request using an existing photo, video or audio file. After clicking on the camera icon in the "Add photos, videos, or audio" section, simply select the "Browse Library" option.

### **5. Does this app work for requests outside of Radnor Township?**

No, the Radnor Connect app and online service request system is designed specifically for

Radnor Township issues and requests. However, the app is powered by a program called CitySourced, which provides tools and services for locations across the country. To learn more about their other mobile and online reporting tools, visit [CitySourced.com](http://CitySourced.com).

#### **6. How can I check the status of a report I created?**

When an issue is reported, your report goes right into the Township's work management system and is distributed to the appropriate department for resolution. When the issue is updated, you can see the update right away on the Service Requests > My Requests within the mobile app. To view the status of submitted reports online, visit the Track Request page. Please note that only recently reported issues will be displayed. Also, some requests, especially those filed under the "other" category, may not fit neatly into the existing work management system. As such, there may be some delay or gap in reports displaying resolution.

#### **7. How can I view all issues reported using Radnor Connect within Radnor Township?**

On the mobile app, click on the menu > Service Requests > Nearby Requests to show recent reports and nearby requests that have been submitted. To view the status of submitted reports online, visit the Radnor Connect Track Request page. Only recently reported issues will be displayed, and the map only shows those items that are reported using Radnor Connect. Requests that were submitted over the phone, in person, or by letter will not be displayed.

#### **8. Can users be removed from the system for abuse?**

Yes, users that are abusing the system by uploading inappropriate content can be banned from using it.

#### **9. What happens if I don't have cell service / coverage but want to report something?**

Cell service is required to submit a request using the mobile app. However, the mobile app allows users to store reports and send them once mobile access is restored.

#### **10. What if the GPS malfunctions?**

GPS units in phones can vary in their speed and accuracy. Generally, newer phones have no problem locking in to a GPS signal. However, GPS usually works best when you have line of sight to the sky. Therefore, you may have problems with GPS when inside

buildings with certain devices. However, the app supports offline reporting and manually entering your location. Therefore, a poor GPS signal will not prevent you from submitting a report.

#### **11. Does Radnor Connect use either SMS or MMS to transfer information?**

No, the app only uses the data service provided by mobile carrier. The data sent per report is, on average, much less than your average web page.

#### **12. How is my contact information stored?**

The mobile app prompts a user to provide First Name, Last Name, and Email Address. A user only has to provide this information once and it is then stored within the app. Users may still submit reports anonymously by logging out and reporting it anonymously. To log out of your account, click on the menu > Account > Log Out. Then to report anonymously, go to menu > Service Requests > REPORT and select “Create anonymously”. Any information, such as personal information or location, is only used for reporting purposes. CitySourced, the app that powers Radnor Connect, states that they will never sell your information for commercial purposes.

#### **13. Can I enter a service request / report anonymously?**

Yes, however, providing contact information is encouraged to allow for quicker followup and resolution to the submitted issue. To report anonymously, go to menu > Service Requests > REPORT and select “Create anonymously” instead of logging in. If you are logged into your account, you will have to log out first to see the “Create anonymously” option. To log out of your account, click on the menu > Account > Log Out.

#### **14. Does Radnor Connect track my location?**

Whenever you open and interact with the Radnor Connect app on your mobile device, the location information from your mobile device is used to tailor the experience to your current location. This information is NOT published or shared with others. The app saves that specific location information until the next time you do something in the app, at which time the old location information is deleted from your mobile device and replaced with your most recent location information. Your location data is only shared

when you decide to proactively report an issue.

#### **15. How can I let others know about Radnor Connect?**

Please help spread the word about the Radnor Connect via word-of-mouth and through your social media networks. Township staff are also available to provide presentations to groups.

#### **16. How do I report a problem encountered on the Radnor Connect mobile app?**

You can report your problem through the mobile app by going to Settings > Report a Bug. You can also report the problem to CitySourced online using the following link <https://citysourced.zendesk.com/hc/en-us/requests/new>