

Glynn Connect Mobile Application User Guide



Glynn Connect

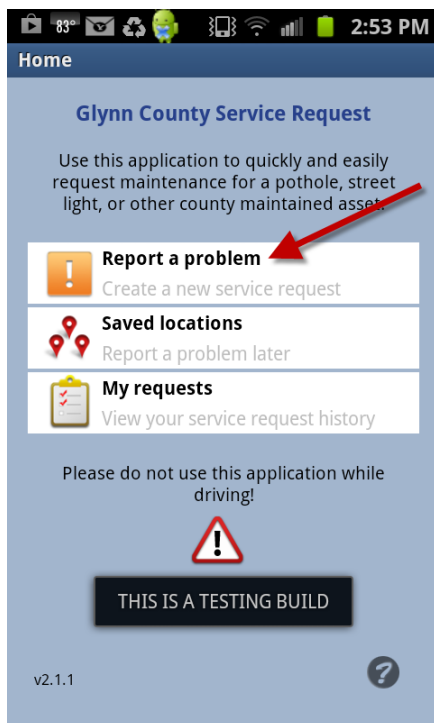
Overview of the App

Glynn County Mobile App allows you to submit county related service request to Glynn County.

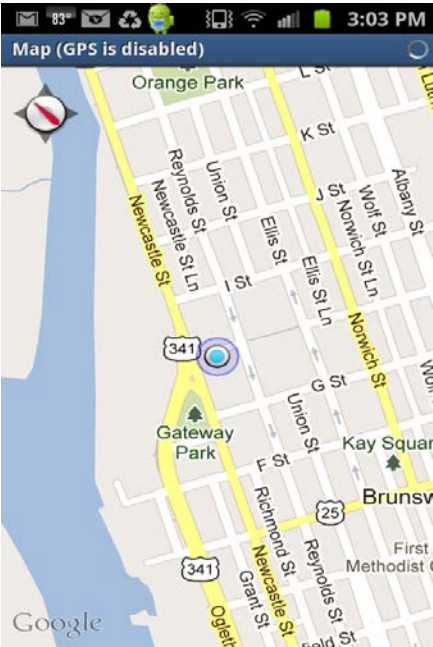
NOTE: The app requires your Android device to be connected to the internet. You can save a location and upload it when you are connected to the internet.

How to submit a problem

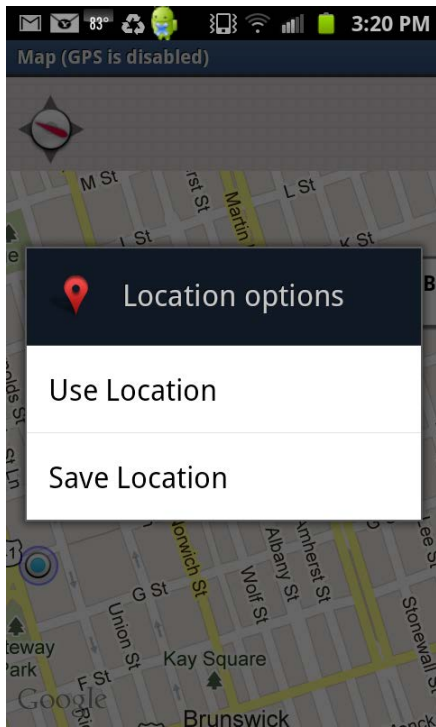
When at the home screen press “Report a problem”



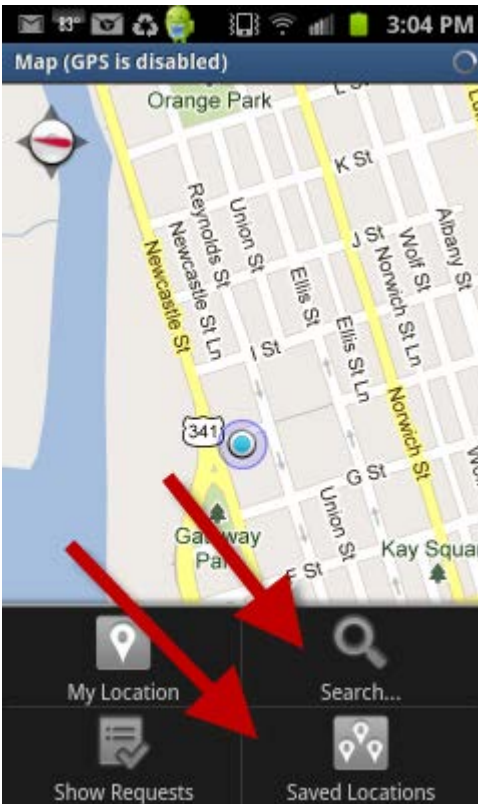
On the following screen fill in the required information the where, what and contact information. Adding a picture and comments are optional. When pressing the “Where?” a map will load that will try to use your device’s GPS to find where you’re located.



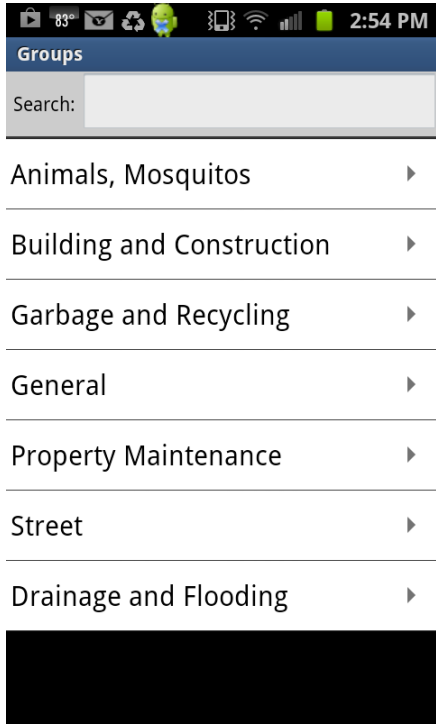
If this is the location of the problem just press the blue dot and select “Use Location”. You can also the “Save Location” option to use the location at a later time



If you're not at the location of the problem when you're entering the information you can use the map's pan feature. Just scroll on the map to the location of the problem and tap the map with your finger where the problem is located. The map will geocode the location with the nearest address and also sends back the Latitude and Longitude. Besides using the pan option you can type in an address or use a saved location from the map screen. While looking at the map screen press the Android "Menu" button. You can then pick either "Search" or "Saved Locations".



After picking the location you'll be able to choose the type of problem by pressing the "What?" button. On the "What?" screen you'll be able to go thru the different categories or you can use the "Search" field to enter the type of problem you're looking for.

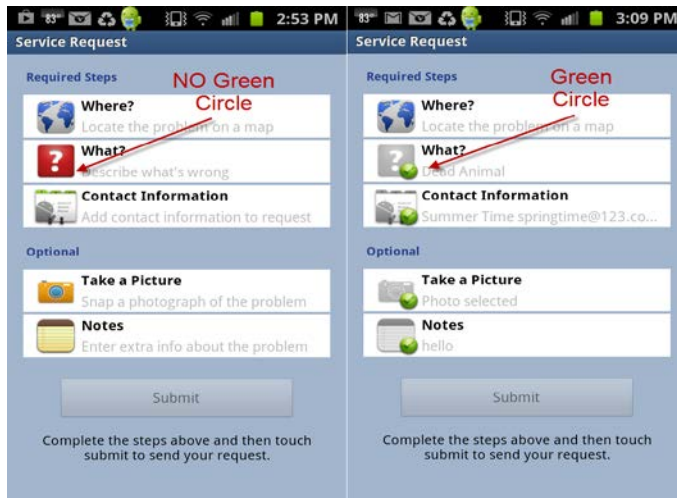


After picking the type of problem you'll go back to the screen where you can enter your contact information. Press the "Contact Information" button to add your information. If you have already save your contact information the fields will already be filled in for you, just press the back button to save it. You can change the already saved information or add your new contact information and then press the back button to save it.

After completing all the required items the request can be submitted by pressing the submit button at the bottom of the screen.



Also notice how when completing a step a green circle with a check mark appears confirming the step is complete



Please call the Glynn County's Customer Service department at **(912) 554-7111**, if you have any problems with submitting your request. The customer service department is open Monday – Friday, 8:00 am to 5:00 pm.