



How to Use Mat-Su Problem Reporter:

1. Access the Mat-Su Problem Reporter from any device using this link: <https://problemreporter.matsugov.us>

Note: the following instructions include screenshots taken on an iPhone using a Safari browser. There may be some slight variations of appearance and navigation based on your type of device, but they should be similar enough to the instructions for you to use the functions.

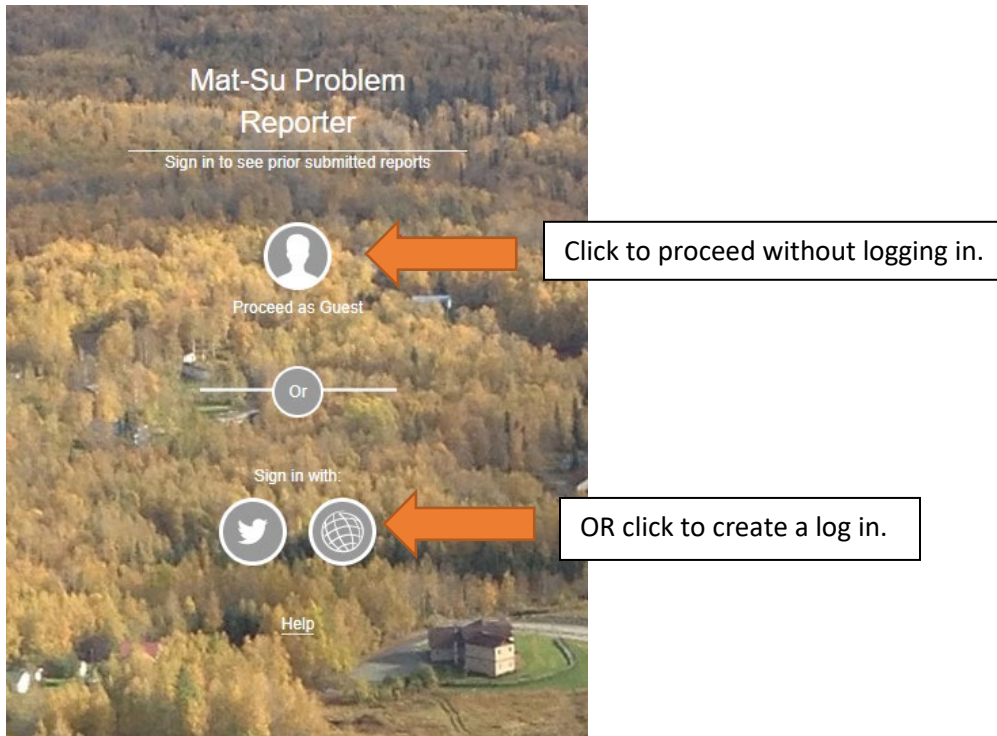


Click this button if you are ready to submit a report.

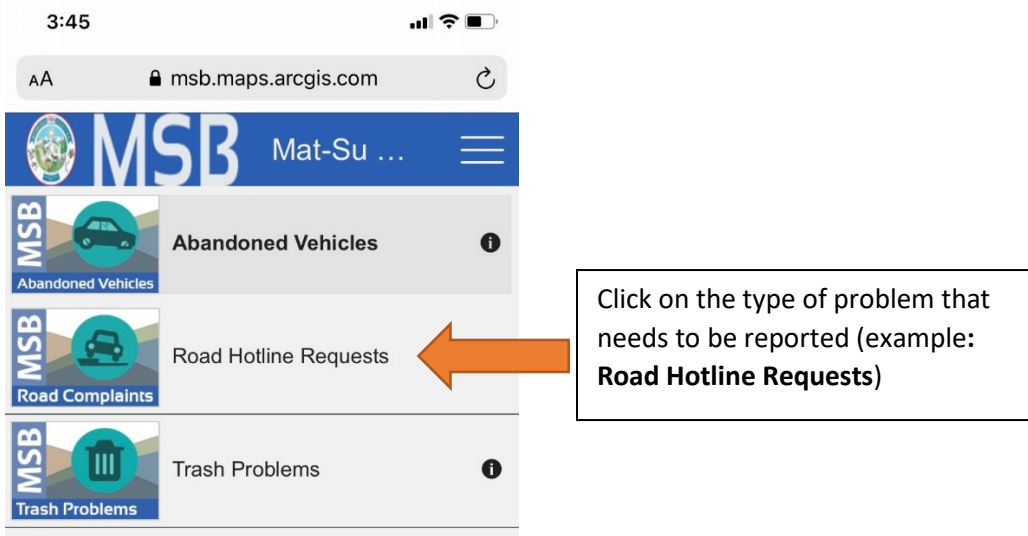


OR scroll down to access FAQ about each category of reportable issues.

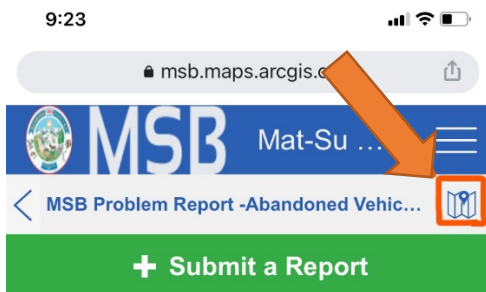
2. If you are ready to submit a report, click the button above and see a new page open (screenshot on next screen).
 - a. Once the page opens, you may proceed as a **Guest** (which will allow users to report anonymously),
 - b. or **sign in** using ArcGIS Online (which will allow you to reference a record of your submissions).



3. Once you have entered the site, you will see Report options listed:

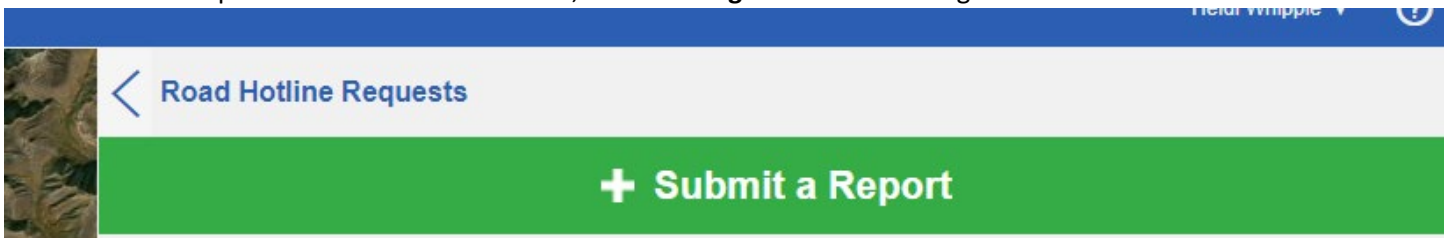


a. View all current issues displayed on the map (on mobile devices you will need to click on the map icon in the upper right corner).



b. Red points are **Open** and being worked on, and green points are **Closed** and resolved. Pan around and zoom into the map to see if the issue you are concerned about *has already been reported*.

- c. If the issue has already been reported, click on it and see the details appear. You may click the **heart** button to encourage this issue to be resolved. You may also review report statuses this way – resolutions to the issue will be added to the point details.
- d. If you do not see your issue and would like to submit a report, review these parameters:
 - See specific answers to **Frequently Asked Questions** about road maintenance, snow removal, trash, and abandoned vehicles by clicking on the FAQ buttons shown on the first page.
 - For **Road** issues, make sure the concern falls on a Borough-maintained road by zooming into the area until you see the roads turn color. Reports may be submitted for any **RED** road. Otherwise, find the contact info for the responsible party (DOT, City of Wasilla, etc) .
 - For **Abandoned Vehicles** or **Trash in the Right of Way**, the concern must fall on a **RED** road OR a MSB right-of-way. If the issue is on private land, contact the MSB Code Compliance Office at 907-861-7822.
- e. If the parameters above are correct, click on the **green button** to begin:



- f. Fill out the fields provided in the report – your name and contact information *will not be publicly visible*, only viewable by staff. Providing contact information allows responsible parties to follow up with you if needed, which may allow the issue to be resolved more quickly. You may, however, report anonymously if that is important to you.

Locate by address or find my location button

Tap the map to draw the location.

Enter an address to search

Attach Photo

Browse

Report It

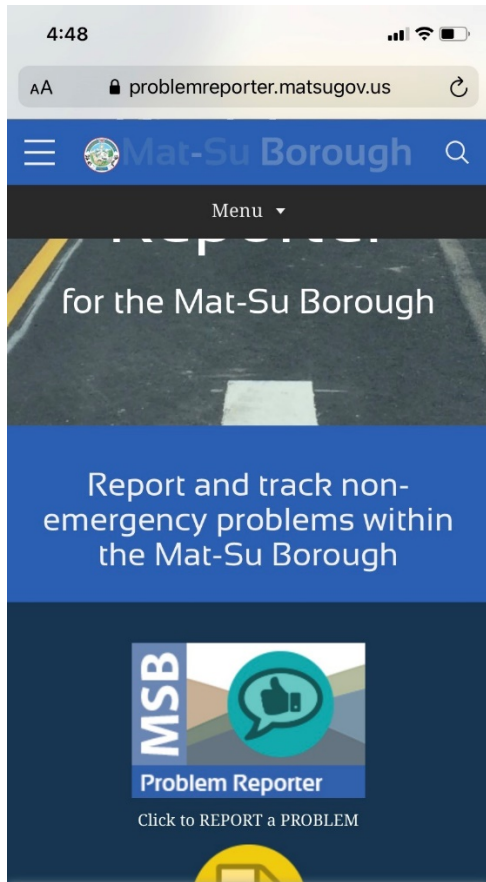
Cancel

Add a point to the map by searching for the address nearest the issue *or* clicking on the **Locater** button to find your current location (if using a mobile device).

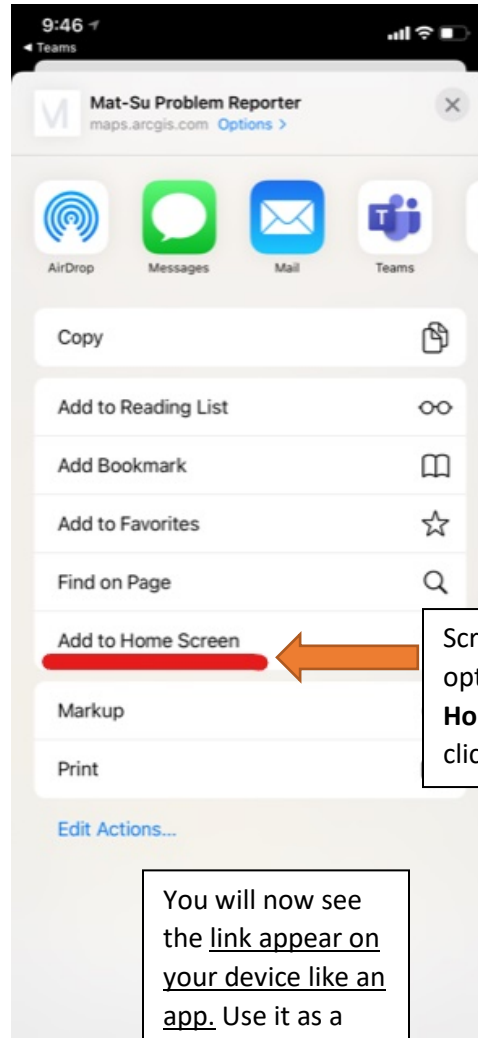
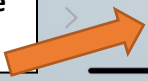
Click on **Browse** to attach photos of the issue.

- g. The point and pictures will be saved to the map *only* when you click **Report It**.

- 4. Users may add the Mat-Su Problem Reporter to their **mobile device as a shortcut** with the following method:
 - a. Open a browser on the device (if on an iPhone, use Safari) and navigate to the same link:
<https://problemreporter.matsugov.us>



Click on the **Share** button.



Scroll down to the option **Add to Home Screen** and click.

You will now see the link appear on your device like an app. Use it as a shortcut to access Problem Reporter next time.