

Mobile Solutions

From
**Anastasia Mosquito
Control District**
of St. Johns County



Now Available
A Free App from MGIS



Featuring:

Mobile Service Requests Entry
Fogging History
Texts Alerts for Important
Mosquito Control Information

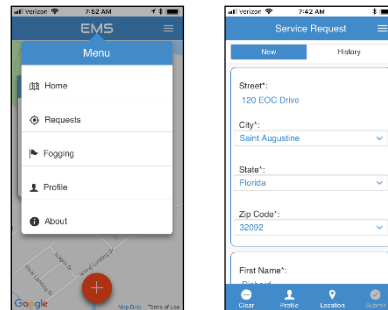
GET THE FREE SERVICE REQUEST APP

- Go to the App Store for iPhone users or the Google Play Store for Android users
- Type “MGIS” in the search bar
- Scroll down until you see the logo for “EMS Utilities”
- Download the app to your device



SET UP YOUR PROFILE

- Choose “Profile” in the dropdown menu
- Enter your First Name, Last Name, Cell Phone Number, Email Address (optional), Street Address, City, State and Zip Code
- Tap the “Save” icon on the bottom right corner of your screen



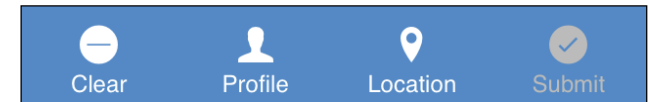
ENTER A SERVICE REQUEST

- Choose “Requests” in the dropdown menu
- The “New” tab will be the default option
- Profile information will automatically load
- If you are submitting a service request from your profile location scroll to the bottom of your screen and select “Type”

“Type” dropdown will offer the following options: “All” (a combination of all types of requests), “Adult Mosquitoes” (for problems with biting mosquitos), “Standing Water” (for problems with larval mosquitos), or “Other” (for tire pickup, containers, and any other mosquito related issues).

ENTER A SERVICE REQUEST (Continued)

- Enter a brief description of your issue in the “Description” box
- Tap “Submit” icon on the bottom right corner once all your fields have been filled out
- Once submitted an “Information Check” box will pop up
- You must select “YES” for “INSPECT,” “TREAT,” and “I Agree” to activate the “OK” icon
- If there is a dog on the property or a gate code please enter that information
- Tap “OK” to finalize your request
- A notification that your service request has been submitted will pop up. Tap “OK”



ENTER A SERVICE REQUEST FOR ANOTHER LOCATION

If you want to enter a service request for a location that is not your profile location you are given options at the bottom of the service request screen (shown above)

- **Clear:** This icon will clear all the fields on the service request entry page
- **Profile:** This icon will fill in all the address and contact information entered in your profile
- **Location:** This icon will fill in the address information of your current location and leave your contact information unless you hit “Clear”
- Enter the service request type, description, and submit request as stated in the “ENTER A SERVICE REQUEST” Section

An AMCD Mosquito Control Technician will respond to your service request within one (1) to three (3) business days

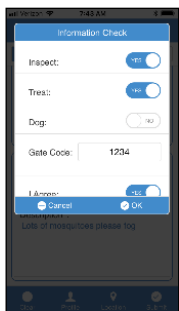
CHECK YOUR SERVICE REQUEST HISTORY

After you have submitted your service request you can check the status of your request through the app.

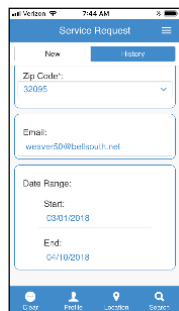
- Choose “Requests” in the dropdown menu
- “New” service request tab will be the default
- Select the “History” tab (upper right), your profile information will automatically load
- Enter a date range at the bottom of the page
- Tap the “Search” icon located on the bottom right of your screen, this will take you to “Request History”
- All the service requests within the date range will be listed and the status will be displayed
- You can also search by current location or clear all the information and enter a new location

To see the request location displayed on the map press the > symbol to the right of the status

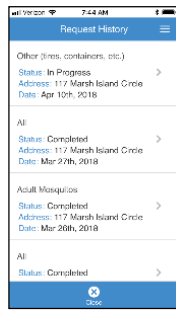
If you want a more detailed report on the status of your service request you can go to the AMCD web site www.amcdsjc.org click on the “Service Request” button the upper right side of the screen and on the service request site, click on the My Service Request History tab, type in your address information and date range and you can review the tasks completed, the treatment used and the technicians notes (not mobile friendly)



Service Request Submit Page



Service Request History Page



Service Request History List

CHECK FOGGING STATUS

- Choose “Fogging” in the drop down menu
- Profile information will automatically load, you can also search by current location or clear all information and enter a new location by address
- Scroll to the bottom of the page and enter a date range for your search
- Tap the “Search” icon located on the bottom right corner of your screen, this will take you to “Fogging History”
- All the fogging missions within the date range will be listed and the status will be displayed
- To see the fogging area displayed on the map with your address pinned, press the > symbol on the right

PUSH NOTIFICATIONS

The AMCD Service Request App allows you to get alerts via text message (Push Notifications). These notifications will be sent when there is something important happening in our district..

Important information might include notice of aerial fogging, a local outbreak of a mosquito borne disease, or important messages from our Board of Commissioners.

Please Note: You must have your profile filled out in the app with your current cell phone number and have submitted a service request to AMCD at least once to receive push notifications.

AMCD SERVICE REQUEST APP

- AMCD Service Request App is FREE
- Available in the Apple App Store
- Available in the Google Play Store
- Links to the App can be found on the AMCD website www.amcdsjc.org
- App is easy to use and saves time



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