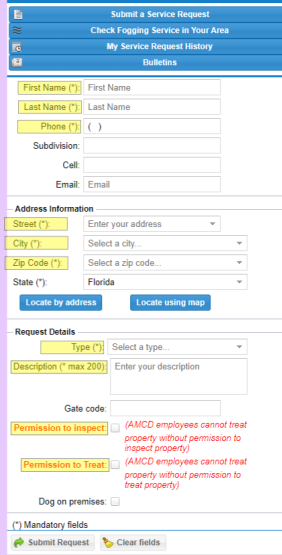## ENTER A SERVICE REQUEST THROUGH OUR WEBSITE VIA COMPUTER

1. Go to our website **www.amcdsjc.org**
2. On the right side of the page, select the "REQUEST FOR SERVICE" button. A new window will pop up.
3. In the new window, fill out the section titled "PERSONAL CONTACT INFORMATION."
   - please provide your first and last name, primary phone number (with area code), subdivision (if applicable), and email address (to receive a conformation email that your request was submitted and another email when it is completed).
4. Enter your address.
   - Street address, city, zip code, and state
5. Click "LOCATE BY ADDRESS." This will pinpoint your address on the map. Please verify that it is correct.
6. In the request details box please:
   a. Select the type of service requested (adult mosquitoes, standing water, larvae, waste tire pickup (10 tires max), or all of the above).
   b. Enter the description details (what problems are you experiencing and/or other things you would like us to know).
   c. Enter your gate code (if applicable).
7. Select both "PERMISSION TO INSPECT" and "PERMISSION TO TREAT." (Our technicians cannot inspect or treat if these are not selected)
8. Select "DOGS ON THE PREMISES" if you have dogs. (This alerts the technicians to be watchful)
9. Click "SUBMIT REQUEST."

CHECK YOUR SERVICE REQUEST HISTORY

You can look up your service request history through our website. You will be able to see all the tasks, inspections, and treatments that took place as well as any notes from the AMCD technician.

1. Go to our website www.amcdsjc.org
2. Click the "REQUEST FOR SERVICE" button.
3. Click on the blue tab "MY SERVICE REQUEST HISTORY"
4. Enter the address that the service request took place at.
5. Click "LOCATE BY ADDRESS"
6. Enter the date range that the request took place on.
7. Click the "REFRESH SERVICE HISTORY" button
8. Click the plus sign "+" on the left of the service request
   - any notes by the technician will be displayed in a blue box bellow the request.

HOW TO CHECK FOGGING STATUS IN YOUR AREA

1. Click on the blue tab on the top labeled "CHECK FOGGING SERVICE"
2. Repeat steps 5-8 above

AMCD BULLETINS

This tab displays current public information
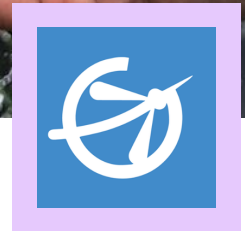
SERVICE REQUESTS

ENTER THEM ONLINE OR THROUGH OUR APP

ANASTASIA MOSQUITO CONTROL DISTRICT OF ST. JOHNS COUNTY

120 EOC Drive
St. Augustine, FL 32092
**(904)471-3107**
www.amcdsjc.org

ENTER A SERVICE REQUEST USING OUR FREE APP

The app is free and available for download at the Google Play Store or App Store. Search "MGIS" then scroll until you see the "EMS Utilities" logo.

SET UP YOUR PROFILE

1. Choose "PROFILE" in the drop-down menu
2. Enter your first and last name, cell phone number. email address (optional), street address, city, state, and zip code.
3. Tap the "SAVE" button.
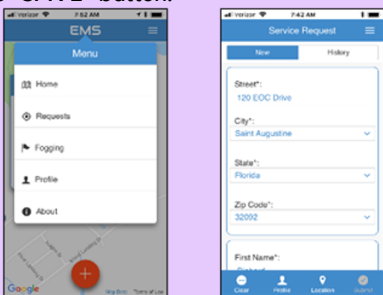
ENTER A SERVICE REQUEST

1. Choose "REQUESTS" in the drop-down menu.
2. The "NEW" tab will be the default option.
3. Your profile information will be automatically loaded.
4. If you are submitting a service request from your profile location, scroll to the bottom of your screen and select "TYPE." The "TYPE" drop-down will ask you what type of mosquito related problem you are having.
5. Enter a brief description of your issue in the "DESCRIPTION" box.
6. Tap "SUBMIT" in the bottom right hand corner

| Clear | Profile | Location | Submit |

7. You must select "YES" for "INSPECT" and "TREAT," and "I AGREE" to activate the "OK" icon.
8. If there is a dog on the property or a gate code please enter this information.
9. Tap "OK" to finalize your request.
10. A notification that your service request has been submitted will pop up. Tap "OK."

## ENTER A SERVICE REQUEST FROM ANOTHER LOCATION

If you what 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.

- 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.

CHECK YOUR SERVICE REQUEST HISTORY

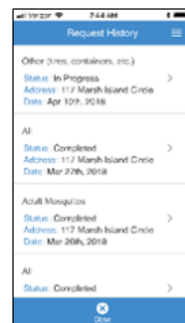After you have submitted your service request, you can also check the status of your request through the app

1. Choose "REQUESTS" in the drop-down menu
2. "NEW" service request tab will be the default
3. Select the "HISTORY" tab (upper right). You profile information will automatically load.
4. Enter a small date range at the bottom of the page
5. Tap the "SEARCH" icon located on the bottom right of your screen, this will take you to "REQUEST HISTORY."
6. All the service requests within the date range will be listed and the status will be displayed.
7. You can also search by current location or clear all the information and enter a new location.
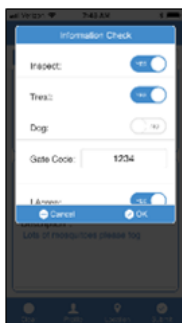
Service request submit page   Service request history page   Service request history list

CHECKING FOGGING STATUS

1. Choose "FOGGING" in the drop-down menu
2. Profile information will automatically load, you can also search by current location or clear all information and enter a new location by address.
3. Scroll to the bottom of the page and enter a date range for you search.
4. Tap the "SEARCH" icon located on the bottom right corner of your screen, this will take you to "FOGGING HISTORY."
5. All the fogging mission within the date range will be listed and the status will be displayed.
6. To see the fogging area displayed on the map with your address pinned, press the ">" symbol on the right.

For a more detailed report on the status of your service request, follow the instructions under the "Check your service request history" on the back of this pamphlet.

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 like a notice of an aerial fog mission, a local mosquito borne-disease outbreak, 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.

An AMCD technician will respond to a service request within 1-3 business days