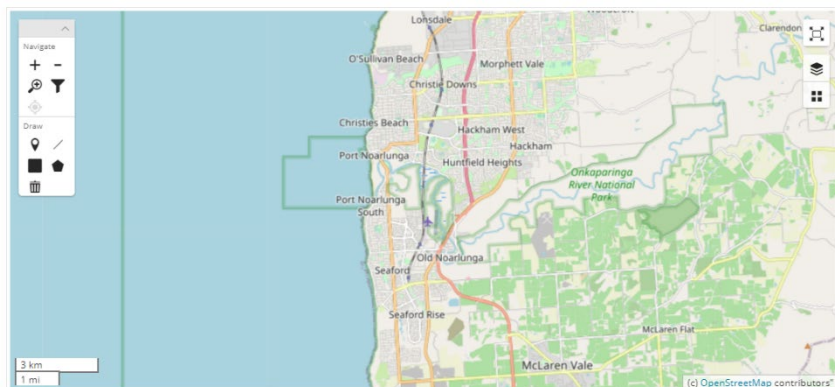








Tips on how to request a service or report an issue online

Tip 1 – using the map if you don't have an address:

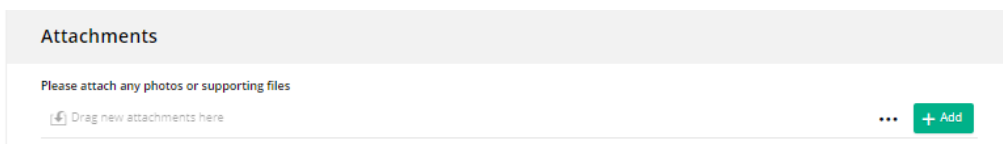
If you don't have an address for the request you are submitting, use the map functions on the left-hand side of the map view.




-  Click the '+' or '-' in the map menu to zoom the map in and out.
-  Use the magnifying glass to select an area on the map to focus on.
-  Pinpoint a location on the map using the pin marker. Click the icon to select it then drag onto the map.
-  Highlight an area on the map using the box tool to draw a box around an area.
-  To cancel or remove any of the map selections you have made, click on the pin or highlighted area on the map and select the 'trash' icon to remove.
-  Select a different map view by selecting the 'grid' icon on the right-hand side of the map. Select from the 'OpenStreetMap' view or the 'Metromap' view to make your location selection easier.

Tip 2 – attaching a photo or document:

If you are submitting a request from your computer, select 'Add' and you will be presented with the option to browse to a location on your computer, or drag and drop the desired attachment into the area provided in the request.



-  If you are submitting a request from your mobile phone or device, select 'Add' and you will be able to select the attachment from your gallery.

Tip 3 – receiving a notification when your request/ report has been received and closed:

If you would like to be notified when your request/ report has been submitted, select the option 'Do you wish to be notified?'

Notify me on

Do you wish to be notified?

Select either 'Email' or 'SMS' as your preferred communication method.

Method of Contact *

Email

SMS

A notification will be sent to you when you have submitted your request, referencing the topic and an identification number of your request.

Please keep this request identification number handy. If you need to follow up with council, please call 8384 0666 and quote this identification number.

A notification will also be sent when your request has been closed.

Tip 4 – selecting a request type to match your issue:

Select 'Request a service' from the City of Onkaparinga's homepage.

Start typing the topic of your request or issue into the field provided. Request topics will be matched to the keywords you've entered. Select the most relevant from the list of topics presented.

Request Information

What Is Your Request In Relation To? *

car|

Description

A Car is Illegally Parked

Roads & Car Park Maintenance

Advanced search

Select 'Advanced search' to select the relevant topic from the complete list of topics available.

Utilise the 'search' function also available in this section to reduce the list of request topics matching your search criteria. Enter a keyword and select 'Retrieve' to return to the topics matched to the words you've entered.

Tip 5 – using the ‘General Enquiry’ topic:

If you can't find a request topic to match the request or issue you are wanting to report, then select 'General Enquiry' as the request topic and provide as much information as you can.

A member of our Customer Service team will be in contact with you to obtain further information to ensure the right action can be taken.

If you experience any issues with requesting a service or reporting an issue online please call 8384 0666.
