



## **COLLAB CITIZEN APP**

Search for the green Collab Citizen icon in Google Play Store, Apple App Store as well as Huawei App Gallery and download today!

The Collab Citizen app allows users to log and track service requests, report faults, and receive notifications

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## **CHANGE ADDRESS MANUALLY**

### *Location Selected*

Several users reported difficulties with finding the correct location where a service is required on the map, especially in instances where a property has been subdivided or where the person requesting the service is not the primary occupant.

In future, users will be able to change their address manually in cases where the address cannot be found on the map or where the map service does not recognise their address. By simply following the steps below, the closest available address will be displayed instead.

Follow the steps to log a service request.

When asked to pick your location, you can opt to change your address.

Click on **CHANGE ADDRESS**

Type in street # & street name

Click on **RESET ADDRESS**

Then scroll down to select a service type and continue as normal.

