



Collab Citizen App

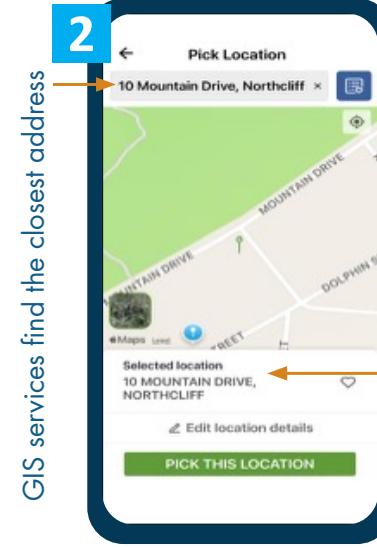
Sometimes an address is not recognised  
by our GIS location services - there is a way  
to provide us with an accurate address



## Manage Address on our App

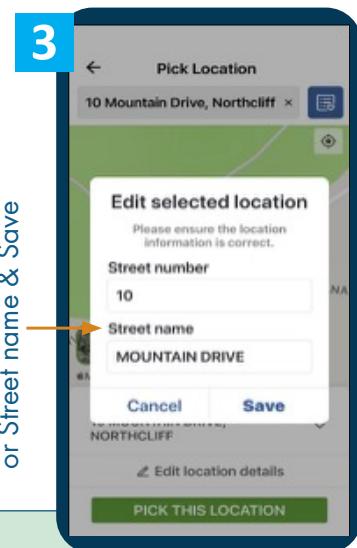


Click on Services

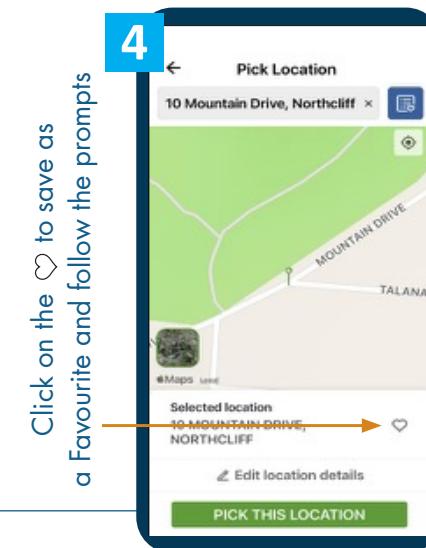


GIS services find the closest address

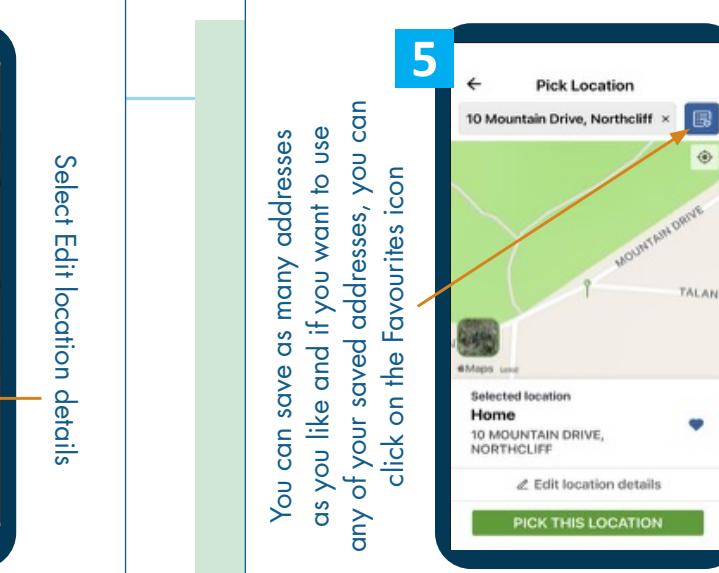
Select/Edit location details



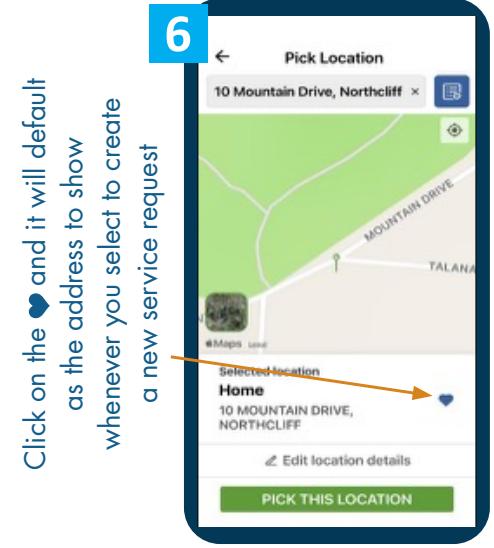
or Street name & Save



Click on the ❤ to save as  
a Favourite and follow the prompts



You can save as many addresses  
as you like and if you want to use  
any of your saved addresses, you can  
click on the Favourites icon



Click on the ❤ and it will default  
as the address to show  
whenever you select to create  
a new service request

WWW

PLEASE VISIT THE OVERSTRAND WEBSITE FOR MORE  
INFORMATION AND HELP ON HOW TO USE OUR CITIZEN APP  
<http://www.overstrand.gov.za/overstrand-collab-citizen-app>

WE INVITE RESIDENTS TO MAKE USE OF  
THE CITIZEN MOBILE APP TO REPORT AND TRACK  
OUR SERVICE REQUESTS

Log a service request on our Citizen App and we will get back  
to you

- Search for the green Collab Citizen icon in Google Play Store, Apple App Store, or Huawei App Gallery and download
- Simply log in,
- Tap the relevant icon,
- Follow the steps, and
- Submit your request

