



# MY CIVIC “311” APPLICATION

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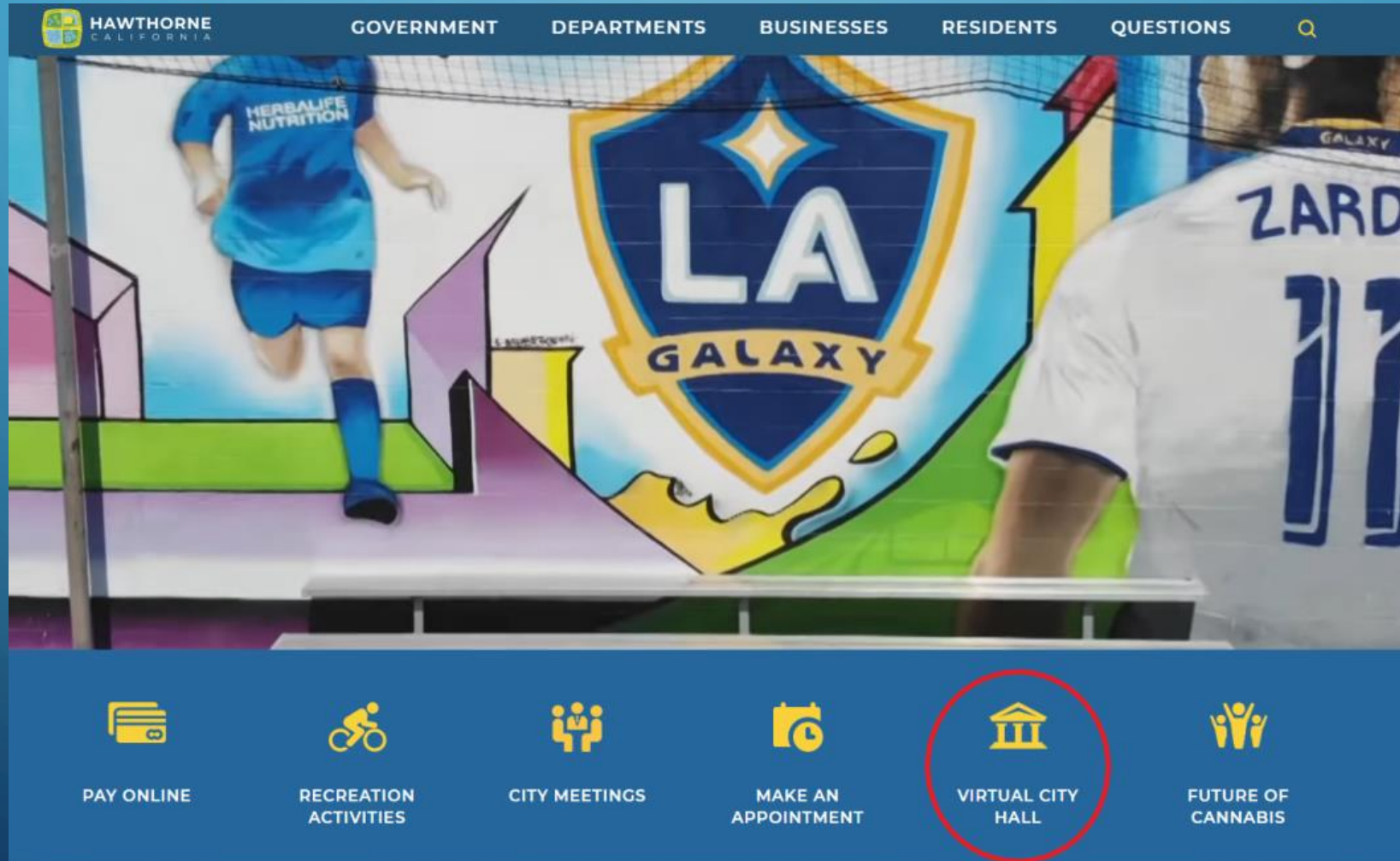
# WHAT IS MY CIVIC “311”?

- Non-emergency online service request system
  - For emergencies, call 911
- Request services such as graffiti removal, pothole repair and illegal dumping
  - Can be anonymous
- Requests get sent directly to City staff

# HOW CAN I ACCESS MY CIVIC “311”?

- Accessible by PC: [cityofhawthorne.org](http://cityofhawthorne.org)
- Download the My Civic 311 App on a smartphone
  - Iphone: Apple App Store
  - Android: Google Play Store

# PC ACCESS: CITYOFHAWTHORNE.ORG



# PC ACCESS: CITYOFHAWTHORNE.ORG

The screenshot displays the City of Hawthorne website's navigation menu and the 'Virtual City Hall' page. The navigation menu on the left includes: ONLINE PAYMENTS, CITY CALENDAR, ABOUT HAWTHORNE, EVENTS GALLERY, RESIDENT RESOURCES, CITY HALL REVITALIZATION, SENIOR CENTER REDESIGN, MILITARY BANNER RECOGNITION PROGRAM, VIRTUAL CITY HALL (highlighted), MyHawthorne311, Citizen Self Service, NON SPONSORED CITY EVENTS, and ART EVENTS. The main content area is titled 'Virtual City Hall' and features a sub-header 'Residents'. Below the title, there are utility links for Font Size, Share & Bookmark, Feedback, and Print. The main heading is 'City of Hawthorne - City of Good Neighbors Working For You'. The text states: 'Several options are now available to conduct business at the City of Hawthorne virtually. Using the Citizens Self Service (CSS)'. A bulleted list follows: 'With the Citizen Self Service app, community members can: Apply for permits and plan requests, Check on status of permits and plan requests, Make online payment for permits and plan requests, Make non-emergency online service requests thru My Civic 311 App'. The link 'Hawthorne Citizen Self Service' is circled in red. Below this, it says 'You can access it by PC or phone by visiting Hawthorne Citizen Self Service'. A link to 'CSS User Guide' is provided. The page also includes sections for 'Using the My Civic 311 App' and a note about future features.

GOVERNMENT DEPARTMENTS BUSINESSES RESIDENTS QUESTIONS

+ ONLINE PAYMENTS  
CITY CALENDAR  
ABOUT HAWTHORNE  
EVENTS GALLERY  
RESIDENT RESOURCES  
CITY HALL REVITALIZATION  
SENIOR CENTER REDESIGN  
MILITARY BANNER RECOGNITION PROGRAM  
- VIRTUAL CITY HALL  
MyHawthorne311  
Citizen Self Service  
NON SPONSORED CITY EVENTS  
ART EVENTS

Residents »

## Virtual City Hall

Font Size: + - + Share & Bookmark Feedback Print

### City of Hawthorne - City of Good Neighbors Working For You

Several options are now available to conduct business at the City of Hawthorne virtually.

Using the Citizens Self Service (CSS)

With the Citizen Self Service app, community members can:

- Apply for permits and plan requests
- Check on status of permits and plan requests
- Make online payment for permits and plan requests
- Make non-emergency online service requests thru My Civic 311 App

You can access it by PC or phone by visiting [Hawthorne Citizen Self Service](#)

For instructions on how to use Hawthorne Citizen Self Service (CSS) please refer to the following pdf: [CSS User Guide](#)

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Using the My Civic 311 App

With the My Civic 311 app, City information and services are just a few taps away. Use this FREE app to quickly and easily request the City's most popular services, such as graffiti removal, pothole repair, unkept property, illegal dumping and illegal construction etc. – the app sends the issue directly to City staff.

Additional features will be coming in the near future, please stay tuned.

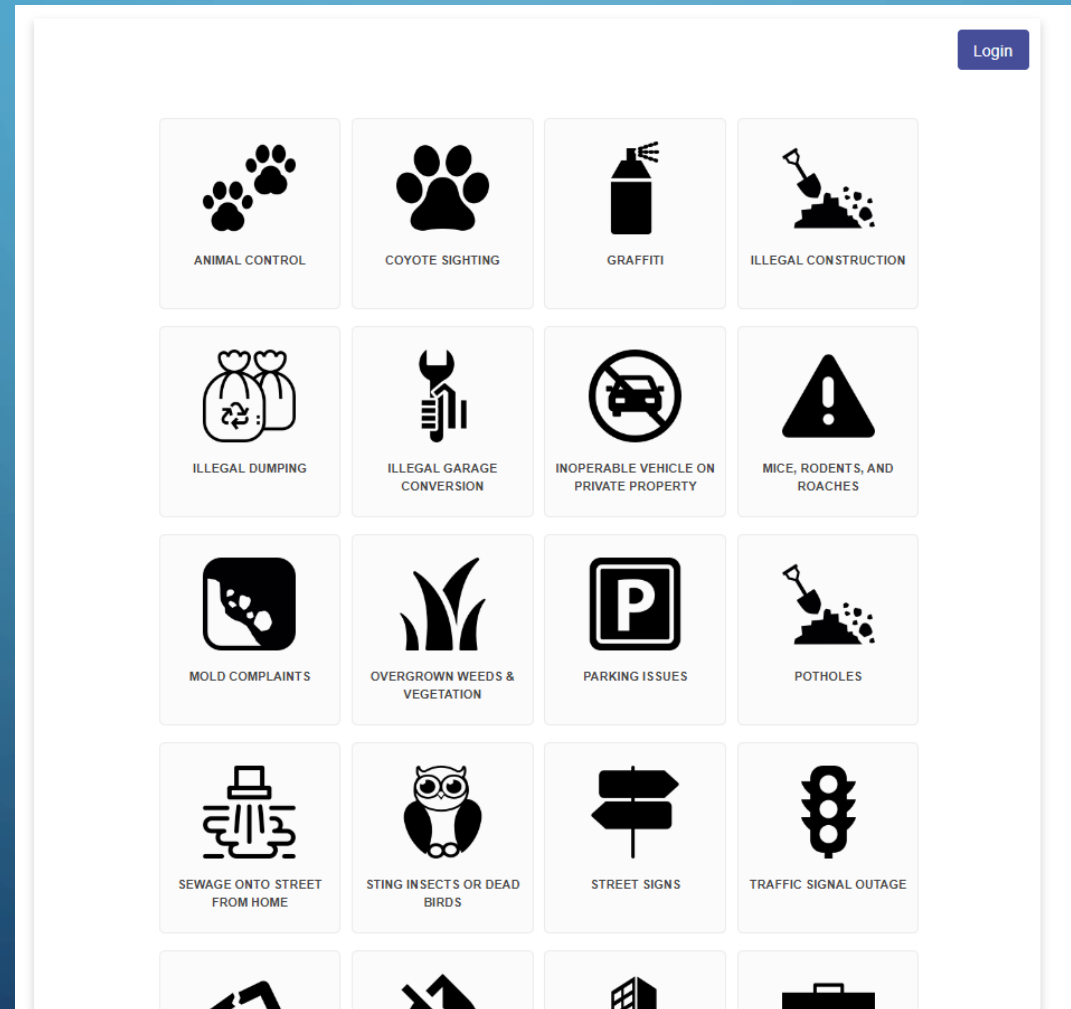
Download the My Civic 311 app onto your phone

# PC ACCESS: CITYOFHAWTHORNE.ORG

The screenshot displays the City of Hawthorne website's Citizen Self Service (CSS) portal. At the top left is the Hawthorne California logo. The navigation bar includes links for City Website, Home, Apply, Today's Inspections, CSS User Guide, Map, MyHawthorne311 (highlighted with a red circle), Pay Invoices, and Calendar. A blue banner below the navigation bar contains the text: "BUILDING & SAFETY INSPECTIONS: Please verify with the Building & Safety Department regarding your scheduled inspection day. Your inspection day will be 3 BUSINESS DAYS from your request". The main content area features a background image of palm trees and a large heading: "Welcome to Hawthorne Citizen Self Service (CSS)". Below the heading are four white cards with blue icons and text:

- Login or Register**: Create a new account or Login to an existing account. You can also find help if you forgot your login information.
- Apply**: This tool can be used to apply for a permit or plan.
- Pay Invoice**: Use this tool to pay for individual invoices.
- Request Inspection**: Click here to request an inspection on an existing record.

# PC ACCESS: CITYOFHAWTHORNE.ORG



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**REPORT AN ISSUE** STEP 2 - ENTER REPORT DETAILS

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**ISSUE SELECTED**

Potholes

**DYNAMIC FORM**

**CLOSEST INTERSECTION OR CROSS STREETS**

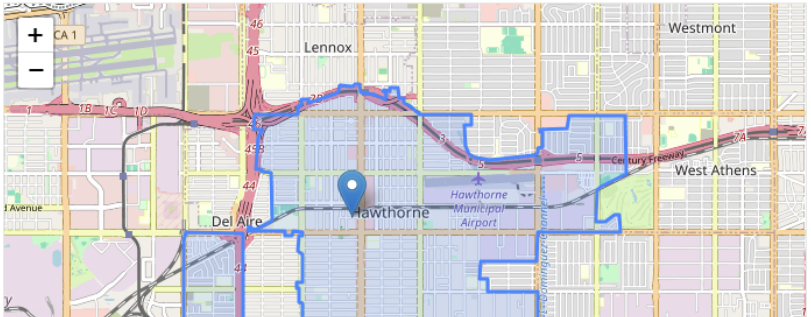
**DESCRIBE POTHOLE LOCATION ON STREET**

**DESCRIPTION OF ISSUE**

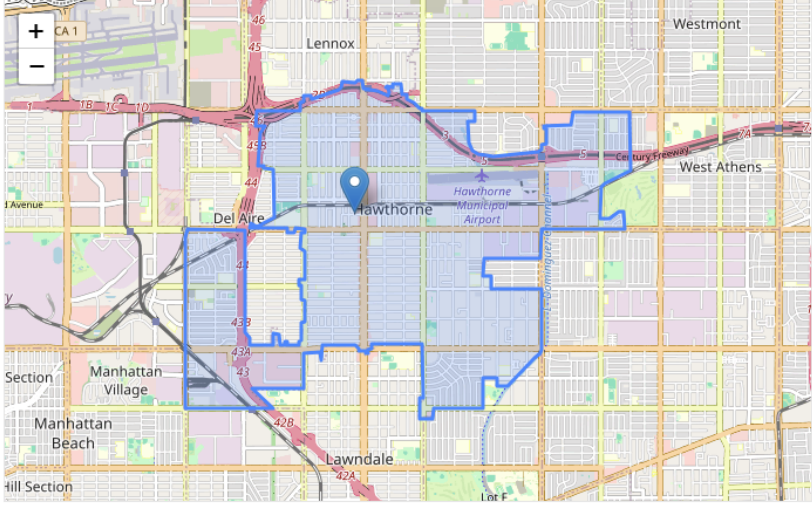
Enter Quick Issue Description

**ISSUE LOCATION - ENTER AN ADDRESS OR DRAG THE PIN TO THE DESIRED LOCATION.**

Street Address Hawthorne CA Zip Code



Street Address Hawthorne CA Zip Code



**ADD MEDIA**

No media added... [SELECT FILES](#)

**CITIZEN INFORMATION**

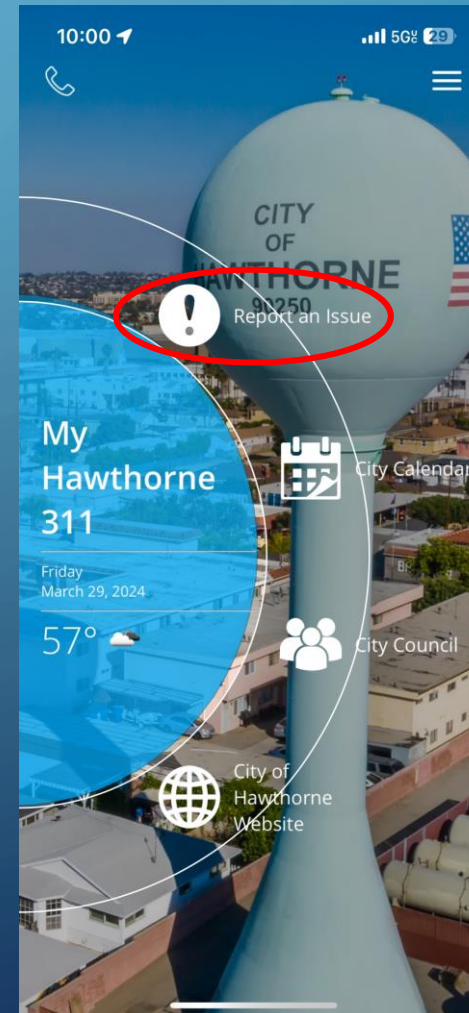
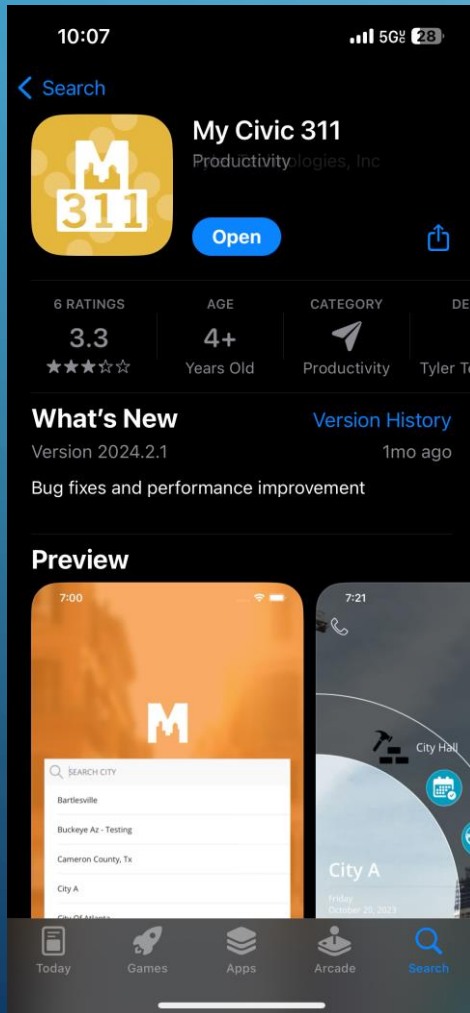
First Name Last Name

Email Phone Number

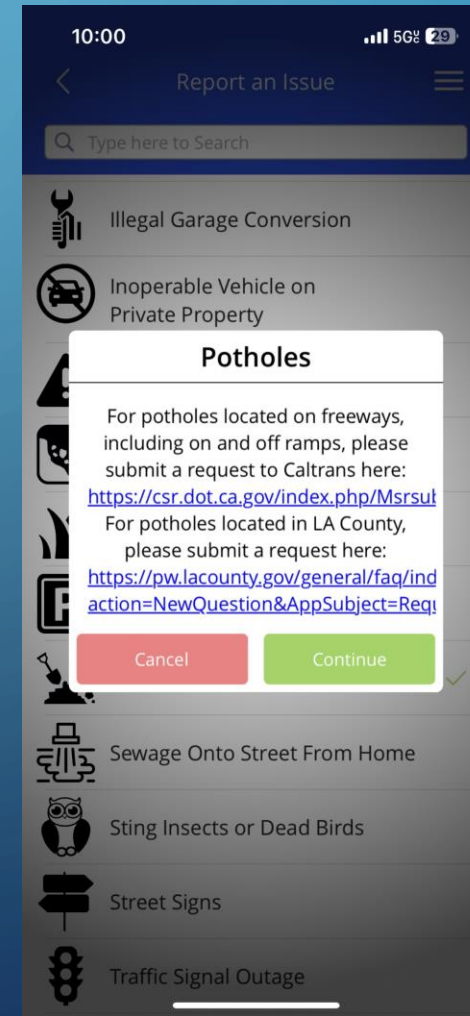
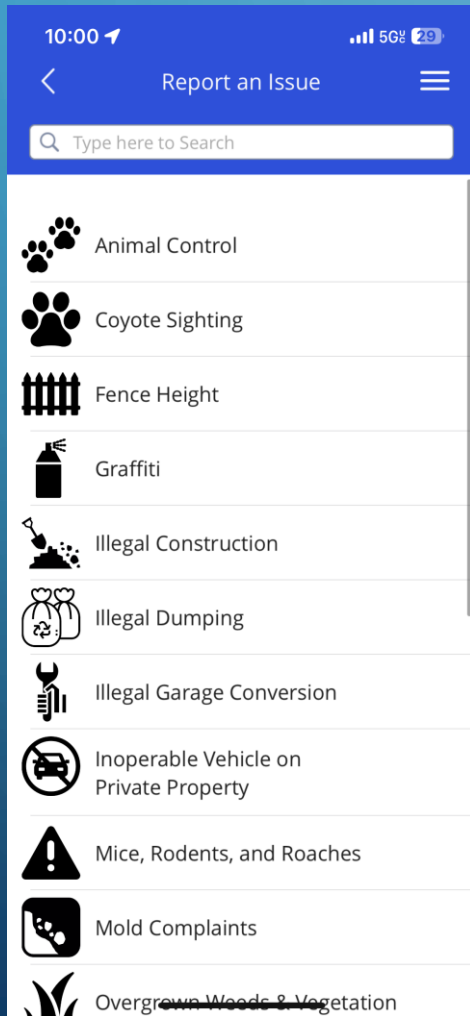
[CANCEL](#) [SUBMIT](#)



# MOBILE ACCESS – MY CIVIC 311



# MOBILE ACCESS – REPORT AN ISSUE



# MOBILE ACCESS – REPORT AN ISSUE

10:01 5G 29

Contact Info

First name  
DJ

Last name  
Torado

Email address  
dtorado@cityofhawthorne.org

Phone number  
(310)-349-2987

Save & Continue



10:02 5G 28

Report an Issue

Closest Intersection or Cross Streets  
El Segundo & Hawthorne

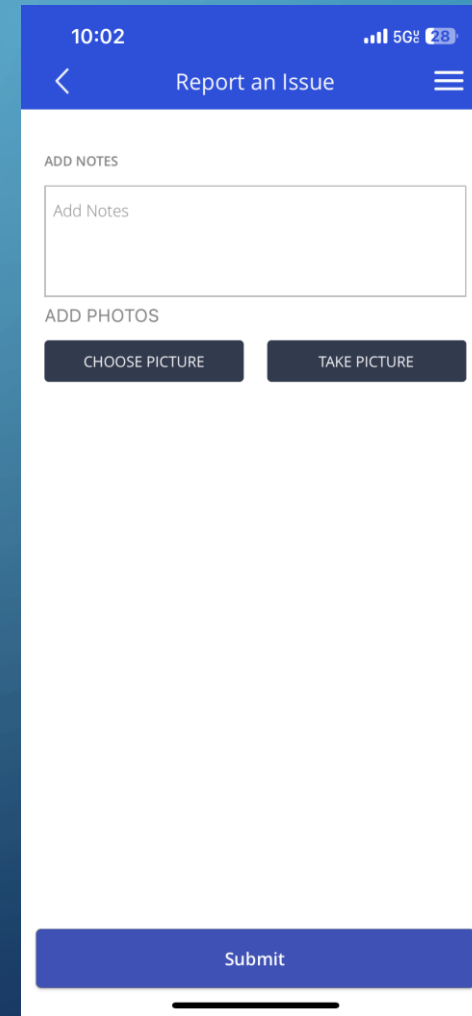
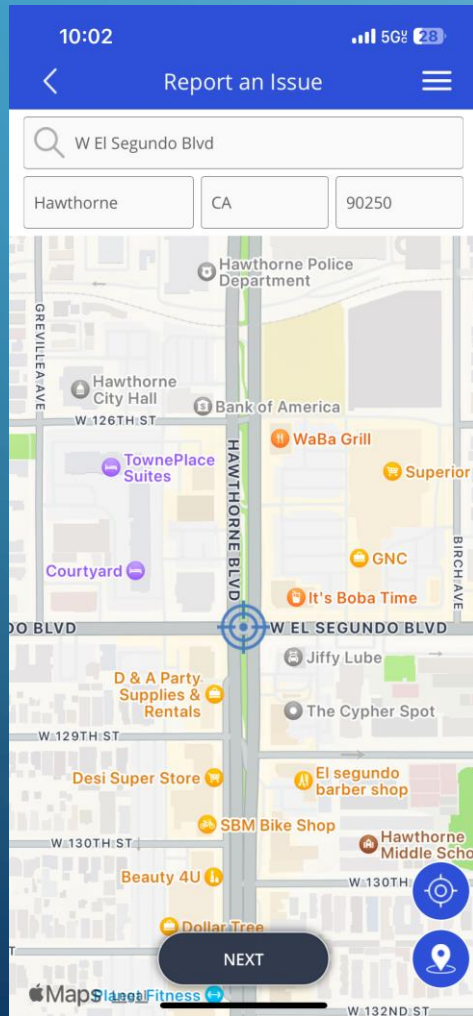
Describe Pothole Location on Street  
Large pothole in middle of intersection

Done

“intersection” | intersections | intersectional

q w e r t y u i o p  
a s d f g h j k l  
z x c v b n m  
123 space return

# MOBILE ACCESS – REPORT AN ISSUE



# QUESTIONS?



**City information and services are just a few taps away!**

**Download the "My Civic 311" app!**

***request services such as:  
graffiti removal, potholes,  
illegal dumping, illegal  
construction & much more!***



GET IT ON  
 **Google Play**

Download on the  
 **App Store**

