

The Public Works Department utilizes Dude Solutions software to manage our internal work flow and streamline requests from residents. Our goal is to not only make it as easy as possible for residents to submit a request, but also to allow residents to check the status of their request(s) at any time using our mapping feature.

How Do I Report a Problem?

1. Click on the link to [Report a Problem](#). You will be directed to our "Dude Solutions-Citizen Portal."



Log in to your account.

Username

CONTINUE

Sign up as new user

2. Click "Signup as a New User".



New user signup

Email

New Password

Confirm New Password

First Name

Last Name

SUBMIT

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

3. Complete New User Signup.

4. Verify your Email Address.

5. Sign in to Dude Solutions using the password you created.

6. **Accept Disclaimer.**
  
7. **You may choose to allow Dude Solutions to "Use your Location" or you may navigate on your own to the place on the map where you would like to "Report A Problem."**
  
8. **Click on the map to "Drop a Pin."**
  
9. **Click "Create Work Request."**
  
10. **" Select Issue" from dropdown bar.**
  
11. **Add the "Work Requested."**
  
12. **Click the Camera Icon to upload a picture, if desired.**
  
14. **Click "Submit Work Request."**
  
15. **Your Work Request will be routed to the appropriate person and you will be emailed as the status of your request changes until completion.**