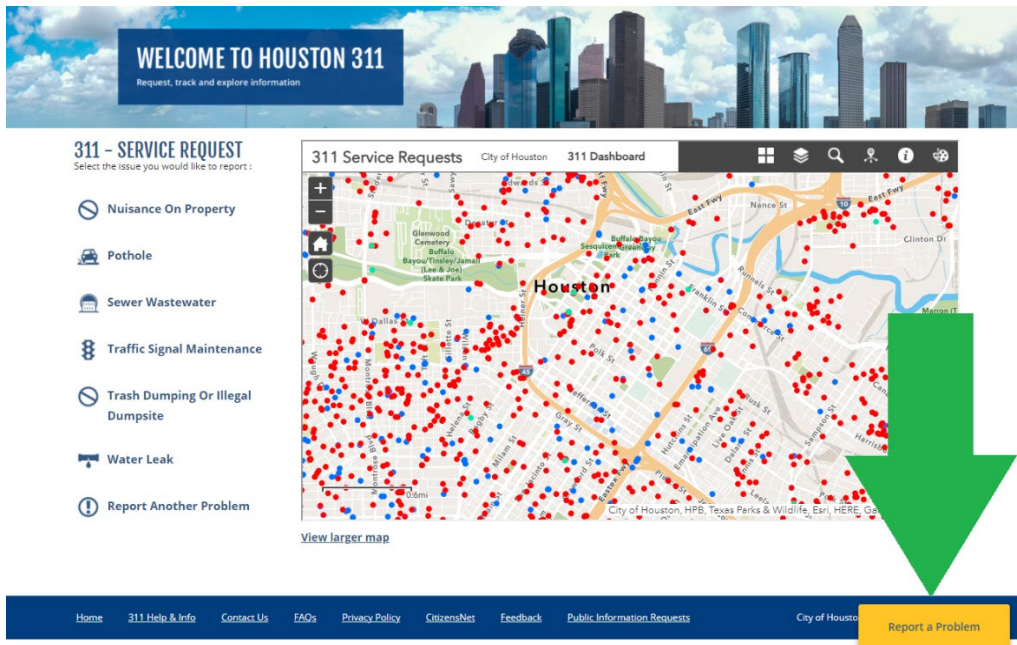


311 New Platform CRIS

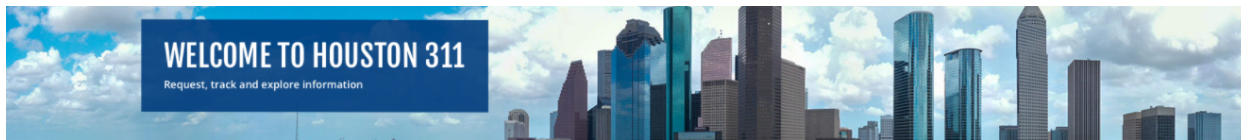
The City of Houston has launched a new 311 platform called CRIS (Customer Relations Information System) to make interaction for residents easier, quicker, and more convenient! There are three ways to use the new CRIS system to create a 311 report: 1) smart phone app ([Apple](#) and [Google](#)), 2) use the [website](#), and 3) the 311 call center.

As always, a new system means that there are kinks to iron out. City staff have been working around the clock to address issues with the new system and to communicate these changes with residents. Our District C office has been using the new 311 system for several weeks; we would like to share some tips that we hope will be helpful, and we ask for your help in spreading this message:

- 1) **Do NOT use the old SeeClickFix app** to file 311 requests (the “Houston 311” app). This service is no longer functional or supported by the City in any way.
- 2) Instead, **download the new app** by searching “Houston 311 Customer Portal” in your smartphone app store, or **use the website** at <https://houston311.powerappsportals.us/en-US/>. The app and website now provide the same experience. A chat box will pop up, and you can use this chat box to either check on a case status, or report a new problem/case.



- 3) **Don't miss the last step!** When creating a new 311 report, after you have submitted all the information into the chat box, you will see a message that says “Your request is not complete. You must click the link below to provide required details.” You **MUST** click on this link and then scroll down to “Complete Case entry” – otherwise, your 311 report will not be completed. On this page, you can also add additional details about your concern and add pictures.



311 – SERVICE REQUEST

Select the issue you would like to report:

- Nuisance On Property
- Pothole
- Sewer Wastewater
- Traffic Signal Maintenance
- Trash Dumping Or Illegal Dumpsite
- Water Leak
- Report Another Problem

311 Service Requests

City of Houston 311 Dashboard

[View larger map](#)

Report a Problem

39 minutes ago

Your request is not complete. You must click the link below to provide required details.

<https://houston311.powerappsportals.us/en-US/completecase/?id=d4d38de6-c7ef-eb11-bacb-001dd801cd36>

Check for case updates anytime using the Case Finder Map on the homepage or the Check Case Status page.

Do you need help with anything else?

39 minutes ago

No

18 minutes ago

Thank you for contacting the City of Houston 311 Help & Information.

[Check Case Status](#) [Report a Problem](#)

Type your message

The District C office is here to help assist residents through the 311 process and follow up with the departments on your behalf if needed. You can call the office at 832-393-3004 or email districtc@houston.tx.gov with the service request number, and we will follow up.

For more about the new 311 system, read: <https://www.houston.tx.gov/mayor/press/2021/311-new-platform.html>.