



# City of Freeport, Illinois

City of Freeport  
314 W. Stephenson St. • Suite 010  
Freeport, Illinois 61032

April 2, 2018

## iWorQ Service Request Application Instructions

Citizens of Freeport,

Thank you for taking the time to learn about the City of Freeport's new iWorQ Service Request application. Modules within this application include Citizen Request, Code Complaint, and Permits. The purpose of this application is to create a more streamlined and effective channel of communication between the City of Freeport and its citizens.

The City of Freeport's new iWorQ Service Request application allows you, the citizen, to quickly and clearly communicate any number of concerns to City staff from any web enabled device. The iWorQ Service Request app is available via any web browser (links are on the [www.cityoffreeport.org](http://www.cityoffreeport.org) homepage), the **Google Play Store**, or the **Apple App Store**.

Below you will find intended uses and instructions for each module of the iWorQ application.

**Do not use the Citizen Engagement application in the event of an emergency.**

**Please call 911 for all public safety emergencies.**

## iWorQ Account Creation

The first time you launch the iWorQ Service Request Application from a mobile device or a web browser, you will be met with a screen that appears similar to what is shown below.

Please use a password that you will remember when creating your account. The City of Freeport will not be able to assist you in resetting a forgotten password.

A valid email address must be used in creating your account so the City of Freeport can provide feedback as your request is processed by the City.

The easiest way to create an account is to sign in with your Facebook or Google account.

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CREATE ACCOUNT

Sign up with Google

Sign up with Facebook

Continue as Guest

-OR-

### Create Account

First Name

Last Name

Email

Address

Password

Confirm Password

Create Account

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**iWorQ**

cityoffreeport.org

**CITY OF FREEPORT**  
citizen request

## Citizen Request

The Citizen Request app is used to notify City staff of issues concerning loose dogs, possible watermain breaks, uncollected leaf piles, tree trimming/downed public limbs, possible sewer blockages, potholes, or areas where street sweeping may be needed.

The Citizen Request module will appear as shown below.

Please select “Yes” in the “Is This Your Current Location” dropdown box if GPS is enabled on your device and you are at the location of the issue at the time you submit your request.

Please note that on a mobile device you will also see a button that allows you to import a picture directly from your device’s camera in real-time.

Once you submit a request, you can view the status of your request(s) on the “View Requests” tab near the upper right of your screen.

Q City of Freeport Citizen Request Login

Welcome:

ENTER REQUEST VIEW REQUESTS

Name  
Your Name Here (This will auto fill if you have already created an account).

Email/Phone  
Please enter a valid email or phone number here so we can keep you up-to-date with your request.

Home Address  
You may enter your home address here.

Work Description

Address of Issue  
314 W Stephenson Street (Including the nearest house address will aid us in locating your request).

Nearest Cross Street  
The name of the nearest cross street further assists us in finding the location of your request.

Is This Your Current Location?

Upload File

FOR BEST ACCURACY, PLEASE ALLOW LOCATION ACCESS WHEN SUBMITTING ISSUE ON SITE! If this is an emergency, please dial 911.

SUBMIT REQUEST

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CITY OF FREEPORT citizen request

## Code Complaint Request


The Code Complaints app is used to notify City staff of violations of the City of Freeport's Municipal Code. Code violations within the City of Freeport include, but are not limited to unmaintained yards (grass/weeds too long), improper disposal of trash, and failure to shovel sidewalks.

The Code Enforcement module will appear as shown below.

Please note that on a mobile device you will also see a button that allows you to import a picture of the violation directly from your device's camera in real-time.

Once you submit a request, you can view the status of your request(s) on the "View Requests" tab near the upper right of your screen.

City of Freeport Code Complaints Log Out



Welcome:

[ENTER REQUEST](#) [VIEW REQUESTS](#)


Name


Address

Phone Number

Description of Violation


Violation Address



I'm not a robot   
reCAPTCHA  
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If this is an emergency, please dial 911.

[SUBMIT REQUEST](#)


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 [www.cityoffreeport.org](http://www.cityoffreeport.org) **CITY OF FREEPORT**  
code complaints

## Permit Request

Please fill out the online permit application form as you would have a paper application form. Accurately filling out this form will help the Building Department process your application more efficiently.

The "Upload File" button can be used to upload plans for your project.

City of Freeport Building Permit Application Log Out



Welcome:

**ENTER REQUEST** **VIEW REQUESTS**

Project Address

Plan Type

Project Type

Applicant Name

Applicant Address

Applicant City, State, Zip

Applicant Phone

Applicant Email

Contractor Name

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building permit application

Continue on next page. →

Applicant Phone

Applicant Email

Contractor Name

Contractor Phone

Contractor Email

Project Cost

Square Feet

Project Description

 Upload File

I'm not a robot



reCAPTCHA  
Privacy - Terms

If this is an emergency, please dial 911.

SUBMIT REQUEST