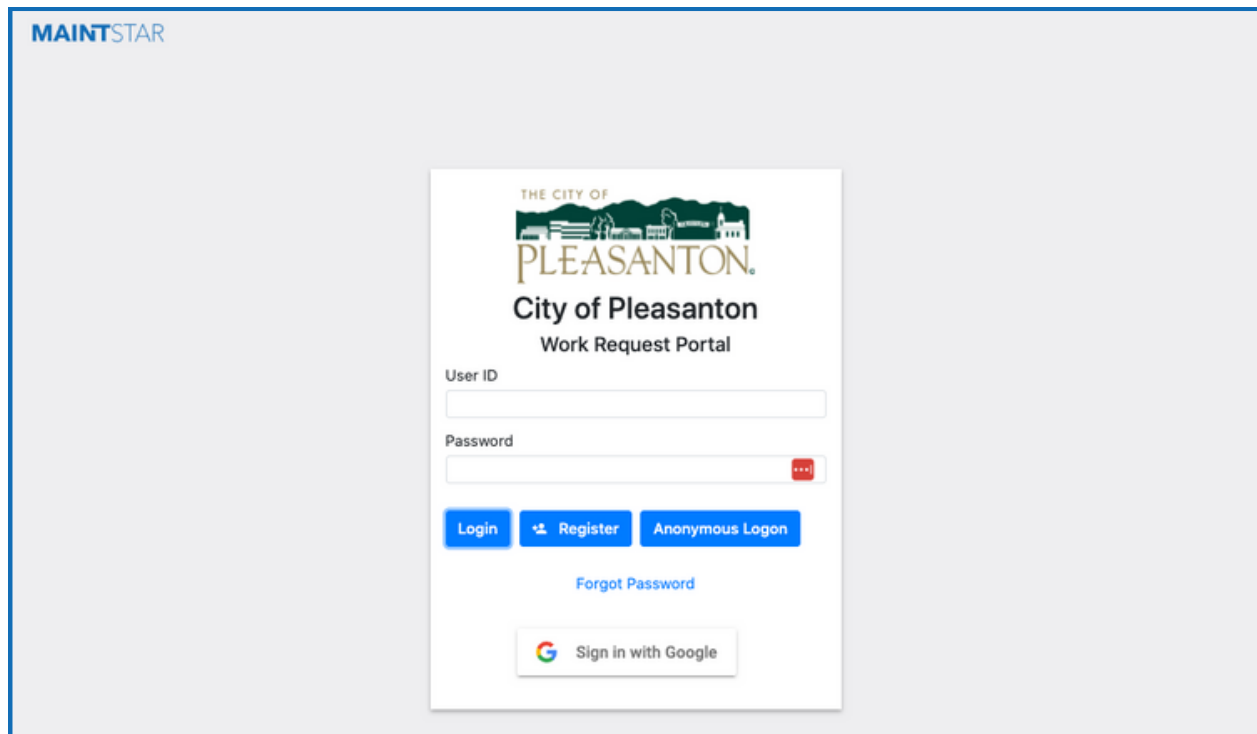# MAINTSTAR
## Service Request Portal

**Maintstar** portal is a specialized service request website available to customers who have a Smartphone or computer.

The portal allows users to report an issue within the City of Pleasanton, such as potholes, storm drain issues, illegal dumping, etc. The customer is able to attach photos, include comments, and select the exact address or GPS coordinates of the issue by utilizing the new map feature.

The customer is able to opt-in to receive automated email or text message notifications to track the progress of the submitted issue.

## Instructions For Use

The following screen appears after you reach the website for **Maintstar**.
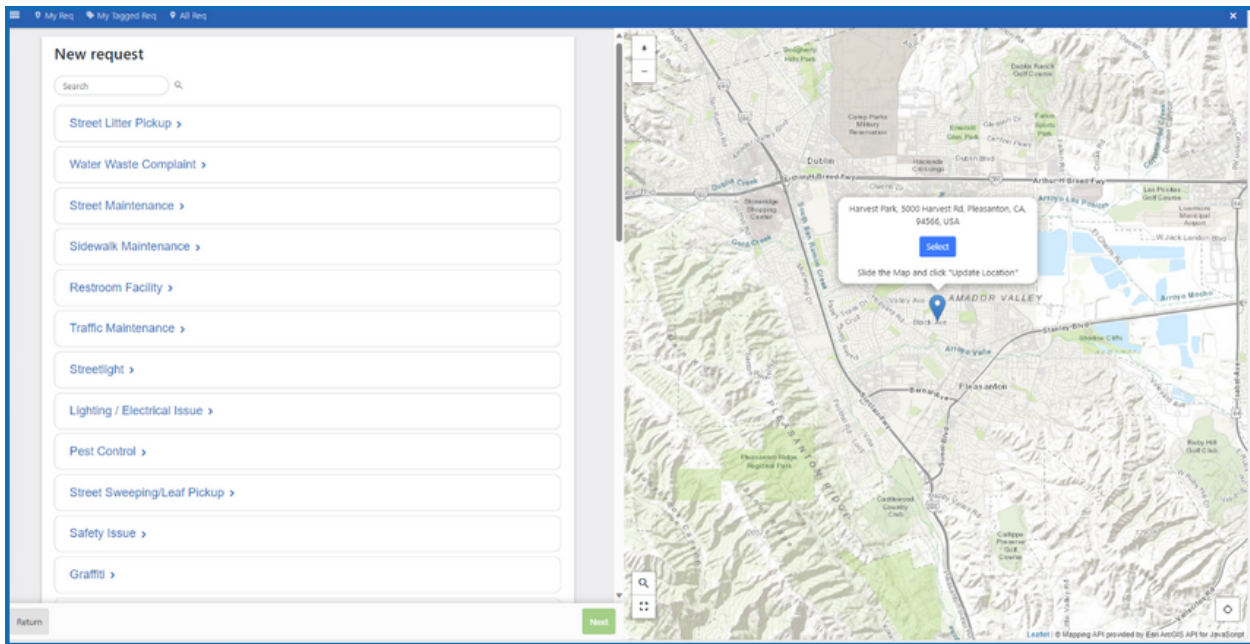


## Register For An Account

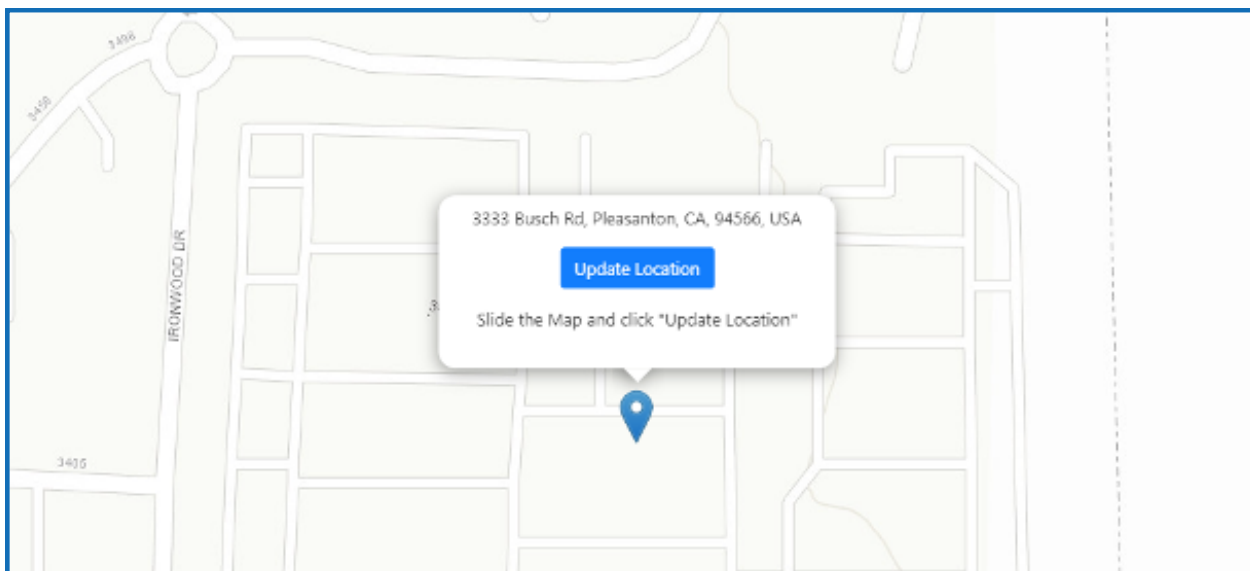Click Register. Then complete all the form fields. Click Register to complete.

## Login

Enter the User ID and password you created when you registered. Click Login.

## Add New Request

1. Once registered, or logged in, click on "Add New Request".
2. Scroll through the options in the left side navigation and select the option that is best suited to your situation.
3. If not auto-populated, provide your contact details. (*Email address is required. We request your phone number in case any further details are needed.*)



4. Please add as many details as possible for the issue in the 'Detailed Description of Issue' field.
5. Enter the address or use the map function. Enter as many details as possible for the location. Additional location information can be added to 'Location of Issue - Description'. In addition, a Cross Street can be added. You can use the mouse to slide the map around.

6. Select 'Add Attachment' to add images of the issue

Add Attachment

7. Once complete, please click NEXT at the bottom of the page

Next

8. Review all entered information, and click "Submit"

Submit

9. New message window will pop up.  You can select "Add another request" or close the website.

Thank you!

You submitted an issue #WR00002733.
   If this an emergency, call 911.

Add Another Request