

# Town of Groton, Connecticut Citizen Service Request Form Input User Guide

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**GROTON**  
**PUBLIC WORKS**



## Form Overview:

This form provides a user a way to submit citizen service requests to the Town of Groton Public Works department.

The screenshot shows the 'GROTON PUBLIC WORKS CITIZEN SERVICE REQUEST FORM'. The page has a blue header with the town logo and navigation links: Government, Departments, Meetings, Quick Links, Jobs, Business, Contact Us, and About Groton. A left sidebar lists various public works categories, with 'Citizen Service Request' highlighted. The form itself includes radio buttons for 'General Request' (selected) and 'Streetlight Maintenance Request'. It contains input fields for 'Search Address', 'Name', 'Phone Number' (with an example '555-1212'), and 'E:Mail Address' (with an example 'someone@mail.com'). There is a large text area for 'Comment' and a 'Submit Concern' button. A link for 'View Interactive Mapping Application' is located below the form. The footer contains copyright information for 2012, a site map link, and contact information: INFORMATION (860) 441-6600, along with a Facebook icon.

Upon initial load, the user has the option to submit a General Request or a Streetlight Maintenance Request. If the user is chooses a Streetlight Maintenance Request additional fields (Pole Number and Streetlight Problem) become available for the user to fill out. Note: all fields are required.

In order to submit a request, a valid address in the Town of Groton must be submitted. As the user begins typing an address, all valid addresses are displayed in the “Candidate” window. If the user does not know a specific address, simply type in a street and all valid addresses will be displayed.

Sample of all addresses beginning with “45”:

**GROTON PUBLIC WORKS CITIZEN SERVICE REQUEST FORM**

General Request  Streetlight Maintenance Request

Search Address:

Select Candidate: 

- 45 A ST
- 45 ALLEN ST
- 45 ALMER ST
- 45 ATLANTIC AVE
- 45 BAKER AVE
- 45 BAYBERRY LA
- 45 BAYVIEW AVE

Name:

Phone Number:  ex: 555-1212

F:Mail Address:  ex: someone@mail.com

Sample of all addresses on “Judson”:

**GROTON PUBLIC WORKS CITIZEN SERVICE REQUEST FORM**

General Request  Streetlight Maintenance Request

Search Address:

Select Candidate: 

- 103 JUDSON AVE
- 11 JUDSON AVE
- 112 JUDSON AVE
- 12 JUDSON AVE
- 125 JUDSON AVE
- 132 JUDSON AVE
- 135 JUDSON AVE

Name:

Phone Number:  ex: 555-1212

E:Mail Address:  ex: someone@mail.com

Once the user has found the validated address, be sure to select it from the candidate list. After selecting the address, continue on filling all fields, then click “submit”.