



MarkIt Help

The **MarkIt for Town of Manchester, CT** application allows citizens to submit reports for service in Manchester. It is a single application that can be used on a desktop browser, mobile phone, or tablet device, for either an Android device or iOS.

Using the Application

The MarkIt application allows citizens to submit reports, search for an address or click/tap directly on the map to create your report for service. It also allows you to provide details about the report such as address, comments, and contact information. Then click/tap the Submit button to initiate your report. You can also take a picture and attach a photo. After you click/tap Submit, you'll be provided a Report # that can be used to track its status. The report will be routed to staff responsible for its resolution.




Please note: if you are using an iOS device that is less than iOS6, you'll need a third-party software application called [Picup](#) to submit a photo, video or other document related to a service report.

Finding Location

There are two primary ways to find a location; 1). You can interact directly with the map by clicking or tapping on a report point or 2). You can also search for an address such as 41 CENTER ST.

Map Navigation On a Desktop PC



1. Use the basemap button  to select the basemap you'd like to interact with; either a standard street map or aerial imagery.
2. Hold down the Shift key and drag a box on the map to zoom in
3. Hold down Ctrl+Shift to zoom out
4. Roll your mouse roller to zoom in/out

Map Navigation On a Touch Screen Device

1. Pinch to zoom in/out
2. Tap the zoom in/out button
3. Use the device GPS location
 - Click on the red My Location
 - The button activates the device's GPS and turns green
 - The map will pan to a location based on the devices GPS

***Note:** Turn off the GPS by clicking on the button which will turn red to save battery power.

Searching for an Address



1. Click on the Search tool
2. Enter the address you're interested in
-Example: 41 CENTER ST
3. A list of possible selections will appear. Click on the selection in the list to locate the address on the map.
-You can enter a partial address and then identify the correct value in the list.

Adding or Selecting a Report

Search for an address or click directly on the map to locate your report. Then, provide details about the report and click Submit to initiate your report. You'll be provided a Report # that can be used to track the status of your report. Simply click on your existing report and review its "Status" field. If you find a request has already been submitted by another party, you can click on the existing request, provide additional comments and increase the importance of the request.

New Report

Report Details

Type: Pothole/Pavement

Address: 41 CENTER ST

Comment: Enter comment

Contact Info: Contact information

Attach: Select

Submit Cancel

Existing Report

Report ID: 11021

Request Type: Pothole/Pavement

Address: 1 BOW ST

Comment: One at beginning (very big) where it intersects with Chestnut and one at the end of the short street.

Submitted On: Jan 21, 2014

Status: Completed

Results: complete yesterday

Tips:

1. If using a mobile device, please turn on the GPS before using this website, therefore you will receive the most accurate location.
2. If you have previously denied Google permission to get your location or have declined gis.manchesterct.gov then please follow these directions:
 - While in the Browser go to your menu and settings.
 - Scroll down and click Clear location access.
 - Make sure Enable Location is checked off as well.