



# USER GUIDE

Access North Beach is a citizen engagement application that allows users to contact town staff directly with questions, comments, compliments, suggestions or concerns.

This online application functions similarly to its predecessor that was available for download on various app stores. The only difference is that users no longer need to download an app to their devices.

Access North Beach is accessible on a computer, tablet, or smartphone. For ease of use, a shortcut may be created on your home screen or desktop.



This system is not for emergencies. Please call 911 if you are need of emergency assistance. Suspicious activities may be reported to the Calvert County Sheriff's Office at 410.535.2800.

1

Go to [www.northbeachmd.org](http://www.northbeachmd.org).

Click the ACCESS NORTH BEACH LINK on the home page.

OR

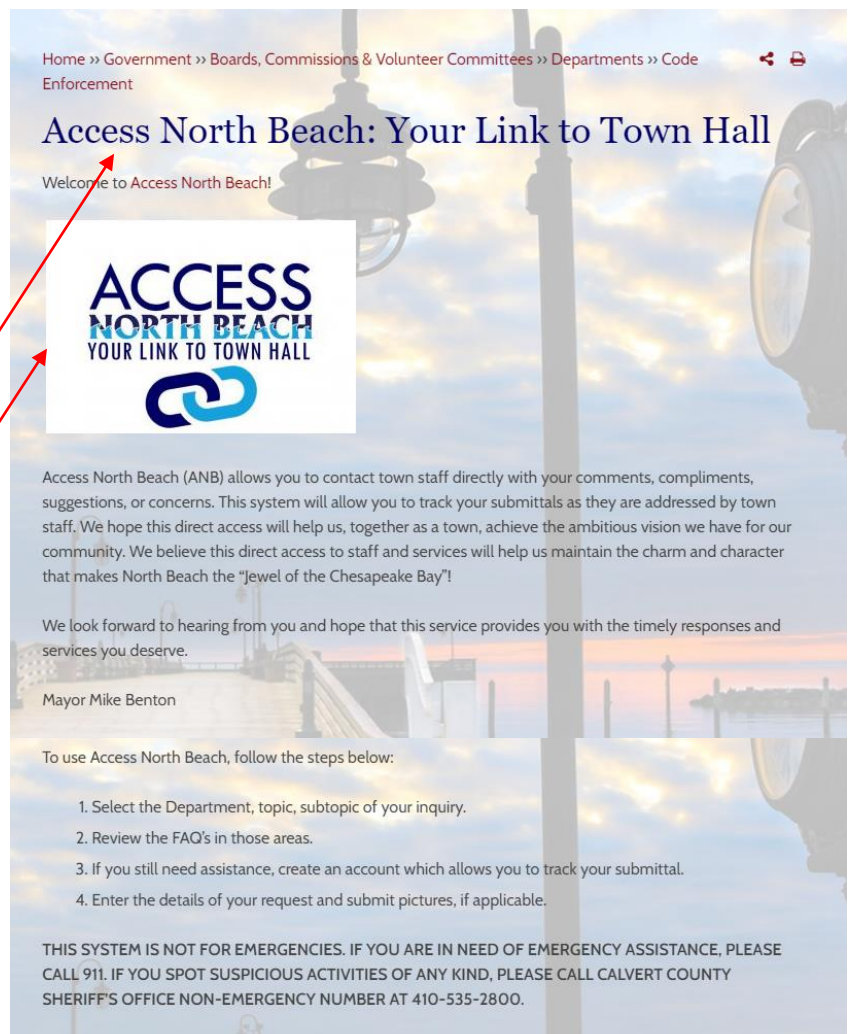
Scan the QR code below.



2

You are now on the page that welcomes your use of ACCESS NORTH BEACH. Here you will also find steps on how to use the web application.

After you have read through the information, open the application by choosing either the link in red text or clicking on the icon.



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Once in the web application, click on the tab labeled, "1. Select a topic".

Even if the page opens in a new tab, make sure to follow the sequence, going step by step: 1-2-3.

Now, choose a topic that closely aligns with your request or the subject you wish to communicate to the town.



Home | FAQs | Login

Submit a Request ADA/508 friendly site

1. Select a topic      2. Provide contact information      3. Enter your request

Select a topic

Beach	Public Works	Access North Beach, is as easy as 1, 2, 3 Step 1) Select your topic and subtopic and review FAQ's Step 2) To continue, login or create an account to track your request status Step 3) Enter the details of your request *You must complete steps 1 & 2 before submitting a request. By using Access North Beach, you are able to communicate directly with the Town and your comments, compliments, and suggestions will receive timely responses. You can now download the Access North Beach Citizen Web App by clicking on the link on the Town's Website. The app will allow you to communicate directly from your phone or desktop. We look forward to hearing from you and continuing to work together to keep the Town of North Beach a great place to live. Sincerely, The Town of North Beach
Engineering	Rental & Business Licensing	
Illegal Construction	Snow Plowing	
Noise	Special Events	
Other	Town Clerk	
Parks & Conservation	Trailer/Camper/Boat in Street	
Pier	Treasurer	
Planning & Zoning	Trees	
Property Maintenance (home)	Vehicles	
Public Relations & Marketing		

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After choosing the topic and subtopic, you may notice a link or links to the right of the page.

These links will take you to helpful information related to the topic you have chosen. And may answer any questions you have.



Home | FAQs | Login

Submit a Request ADA/508 friendly site

1. Select a topic      2. Provide contact information      3. Enter your request

Select a topic Next >

<ul style="list-style-type: none"> <li>▼ Beach</li> <li>Cost</li> <li>Open/Close</li> <li>Rentals</li> <li>▶ Engineering</li> <li>▶ Illegal Construction</li> <li>▶ Illegal Dumping</li> <li>▶ Noise</li> <li>▶ Other</li> <li>▶ Parks &amp; Conservation</li> <li>▶ Pier</li> <li>▶ Planning &amp; Zoning</li> <li>▶ Property Maintenance (home)</li> <li>▶ Public Relations &amp; Marketing</li> </ul>	<ul style="list-style-type: none"> <li>▶ Public Works</li> <li>▶ Rental &amp; Business Licensing</li> <li>▶ Snow Plowing</li> <li>▶ Special Events</li> <li>▶ Town Clerk</li> <li>▶ Trailer/Camper/Boat in Street</li> <li>▶ Treasurer</li> <li>▶ Trees</li> <li>▶ Vehicles</li> </ul>	<p><b>Topic selected: Beach</b>  <b>Subtopic selected: Cost</b></p> <p>Here are answers to common questions.</p> <p>If your issue is not answered below, <b>Click Next</b> to continue submitting a request.</p> <p><b>Please learn more about North Beach Beach Activities by visiting the link(s) below.</b>          Beach Cost:  <a href="https://www.northbeachmd.org/welcome-enter/pages/beach#anchor_beachfees">https://www.northbeachmd.org/welcome-enter/pages/beach#anchor_beachfees</a></p> <p>(FAQ11533) <a href="#">less</a></p> <p>Was this answer helpful? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
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Next >

5

If the link did not provide the information needed, click the "next button at the bottom right of the page."

6

After clicking the next button, you will then be taken to, "2. Provide contact information".

If you are a new user, provide your contact information then choose **next** to continue.

If you are an existing user, enter your username or email address and password, then choose **login**.

You may remain anonymous, however, doing so eliminates the ability to track the status of your inquiry and you will not be able to see responses related to your inquiry.

If you chose to remain anonymous, click the "No, I do not need any response" bubble and then choose **next**.



Home | FAQs | Login

Submit a Request ADA/508 friendly site

1. Select a topic 2. Provide contact information 3. Enter your request

How would you like to be contacted about your request?

New User Existing User Remain Anonymous

Provide your contact information so that we can respond to your request  
Required fields marked in **bold**

Connect with Facebook

- or register below -

First Name Last Name Email Address

Preferred contact method Phone Number Business Name

Address Apt No.

City State Zip

North Beach MD 20714

Next >

Home | FAQs | Login

Submit a Request ADA/508 friendly site

1. Select a topic 2. Provide contact information 3. Enter your request

How would you like to be contacted about your request?

New User Existing User Remain Anonymous

Login to your account

Connect with Facebook

- or login below -

Username or Email: Password: Remember me Forgot your username or password?

login

Home | FAQs | Login

Submit a Request ADA/508 friendly site

1. Select a topic 2. Provide contact information 3. Enter your request

How would you like to be contacted about your request?

New User Existing User Remain Anonymous

You can submit a question or feedback without providing any personal information.  
Would you like to see responses on an online status screen?

Yes, I would like to see responses online

No, I do not need any response

Next >

7

At the next screen you will see, “**3. Enter your request**”. You may choose from the four types of requests:

- Complaint
- Compliment
- Question
- Suggestion

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In the blank box labeled, “**Your Request**”, type the details of your request.



Town of North Beach  
8916 Chesapeake Avenue  
North Beach, MD 20714  
301.855.6681  
www.northbeachmd.org

[Home](#) | [FAQs](#) | [Login](#)

[Submit a Request](#) ADA/508 friendly site

**1. Select a topic**      **2. Provide contact information**      **3. Enter your request**

Enter details of your request and click Submit Request

**Beach: Cost**

Request Type **(required)**

Complaint  
 Compliment  
 Question  
 Suggestion

Your Request

**Location of request**

Map - Select a point on a map  
 Address - Enter an address

Street Address:  Apt.

City  State  Zip

If you do not have the exact address, provide details about the location:

[Attach a file >](#)

By becoming a member of our request tracking application, you can submit additional information and review the status of your request, 24 hours a day, 7 days a week, whenever it is convenient for you. The personal information you enter when becoming a member, like your address and phone number, will not be shared with anyone else. However, the letter you compose through this application is a public record. As with all public records, such as letters to the City, the City is required to make it available if requested to do so.

Thank you for communicating with us and using our Request Tracking application!

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You will now select the location of your request. Choose between selecting a point on a map, entering an address, or using your contact address.

10

You may choose the “Attach a file” option if you would like to upload photos or other documents to accompany your request.

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When done click the “**Submit Request**” button.

Submit a Request [ADA/508 friendly site](#)

1. Select a topic      2. Provide contact information      3. Enter your request

Enter details of your request and click Submit Request

**Beach: Cost**

Request Type **(required)**

- Complaint
- Compliment
- Question
- Suggestion

Your Request

Location of request

- Map - Select a point on a map
- Address - Enter an address

Street Address:  Apt.

City  State  Zip

North Beach  MD

If you do not have the exact address, provide details about the location:

[Attach a file >](#)

By becoming a member of our request tracking application, you can submit additional information and review the status of your request, 24 hours a day, 7 days a week, whenever it is convenient for you. The personal information you enter when becoming a member, like your address and phone number, will not be shared with anyone else. However, the letter you compose through this application is a public record. As with all public records, such as letters to the City, the City is required to make it available if requested to do so.

Thank you for communicating with us and using our Request Tracking application!

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Finally, you are brought to the “**Thank You**” page. Here you will find the case number assigned to your request, and a link to view the status of your request (unless you chose to remain anonymous).



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[Home](#) | [Submit Request](#) | [FAQs](#) | [Check Status of Request](#) | [Rick Crump](#) | [My Profile](#) | [Logout](#)

ADA/508 friendly site

## Thank You

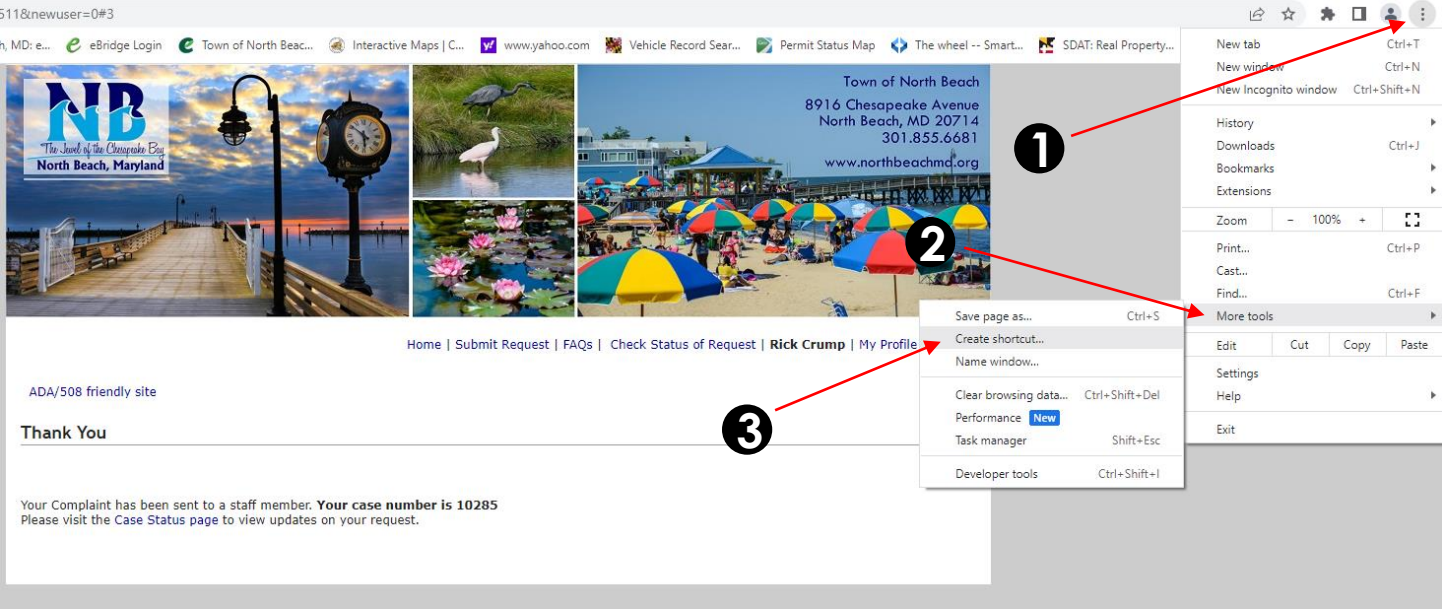
Your Complaint has been sent to a staff member. **Your case number is 10285**  
Please visit the Case Status page to view updates on your request.



# CREATE SHORTCUTS ON COMPUTER

To create a shortcut to the Access North Beach web application on your computer desktop, follow the steps below.

- 1** Click the 3 dots in upper right-hand corner of webpage.
- 2** Scroll down to “More tools” and click.
- 3** Click on “Create shortcut”.



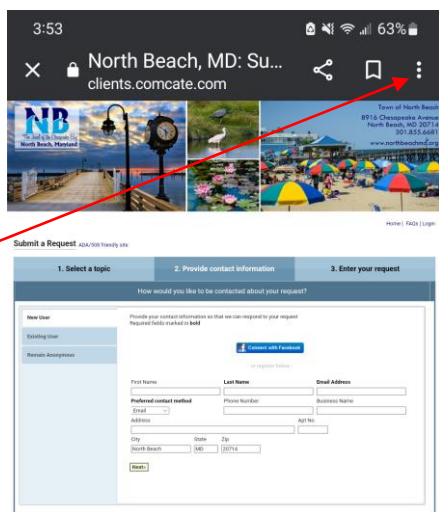




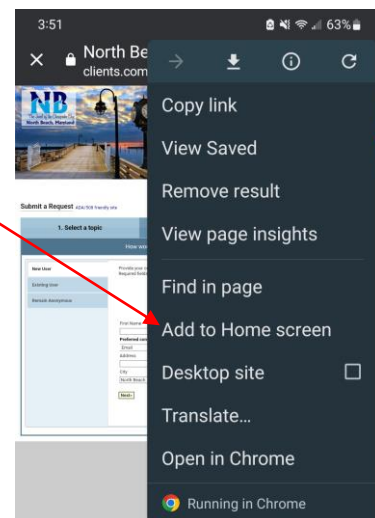
# ADD SHORTCUT TO SMARTPHONE

To add a shortcut to the Access North Beach web application to your Android cell phone, follow the steps below.

**1** Once the Access North Beach web application is open in your smartphone's browser, click the 3 dots in upper right-hand corner of your phone.

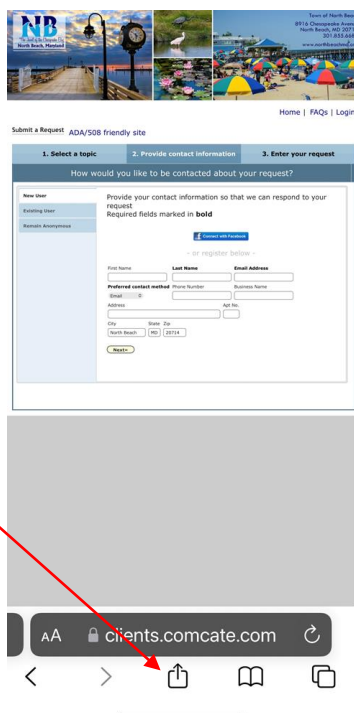


**2** Click on "Add to Home Screen".



To add a shortcut to the Access North Beach web application to your iPhone, follow the steps below.

**1** Once the Access North Beach web application is open in your smartphone's browser, click the share button at the bottom of your phone



**2** Click on "Add to Home Screen".

