# USER GUIDE

ACCESS NORTH BEACH
YOUR LINK TO TOWN HALL

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.

NB
*The Jewel of the Chesapeake Bay*
**North Beach, Maryland**

**1**

Go to
www.northbeachmd.org.

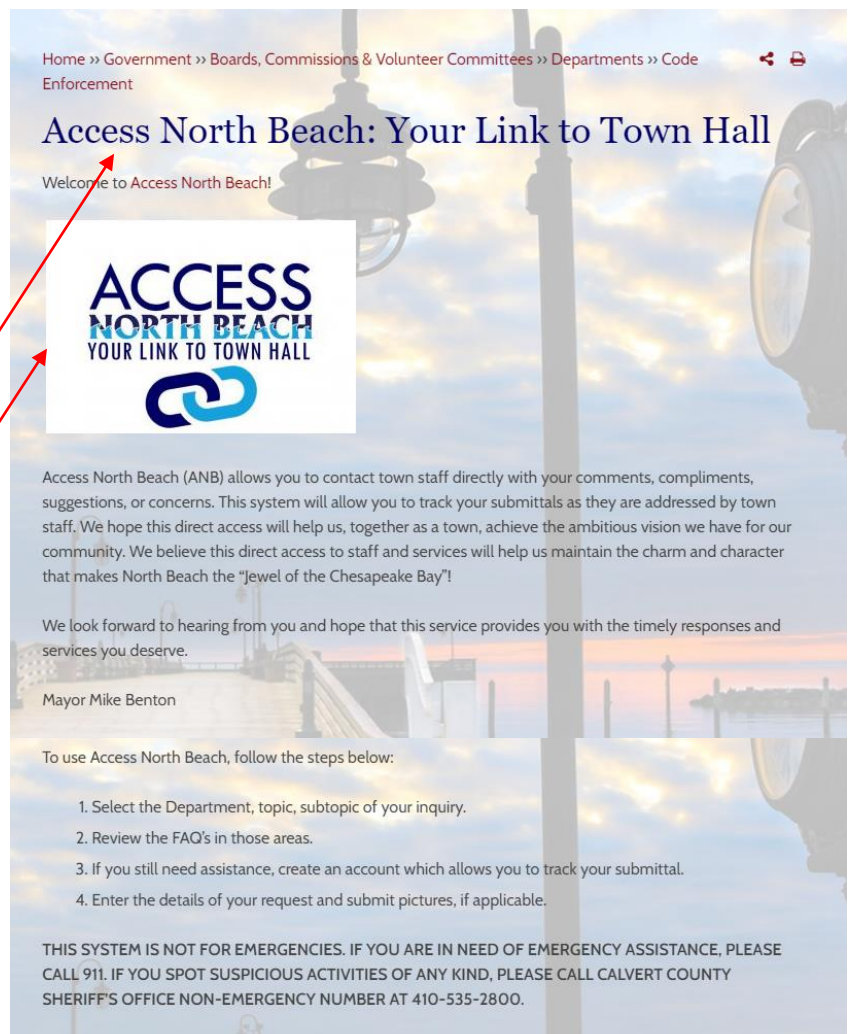Click the ACCESS NORTH BEACH LINK on the home page.

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.

**3**

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.



**4**

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.



**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**.

**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

**8**

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
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!

Submit Request

# 9

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.

# 11

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
North Beach

State
MD

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!

Submit Request

**12**

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

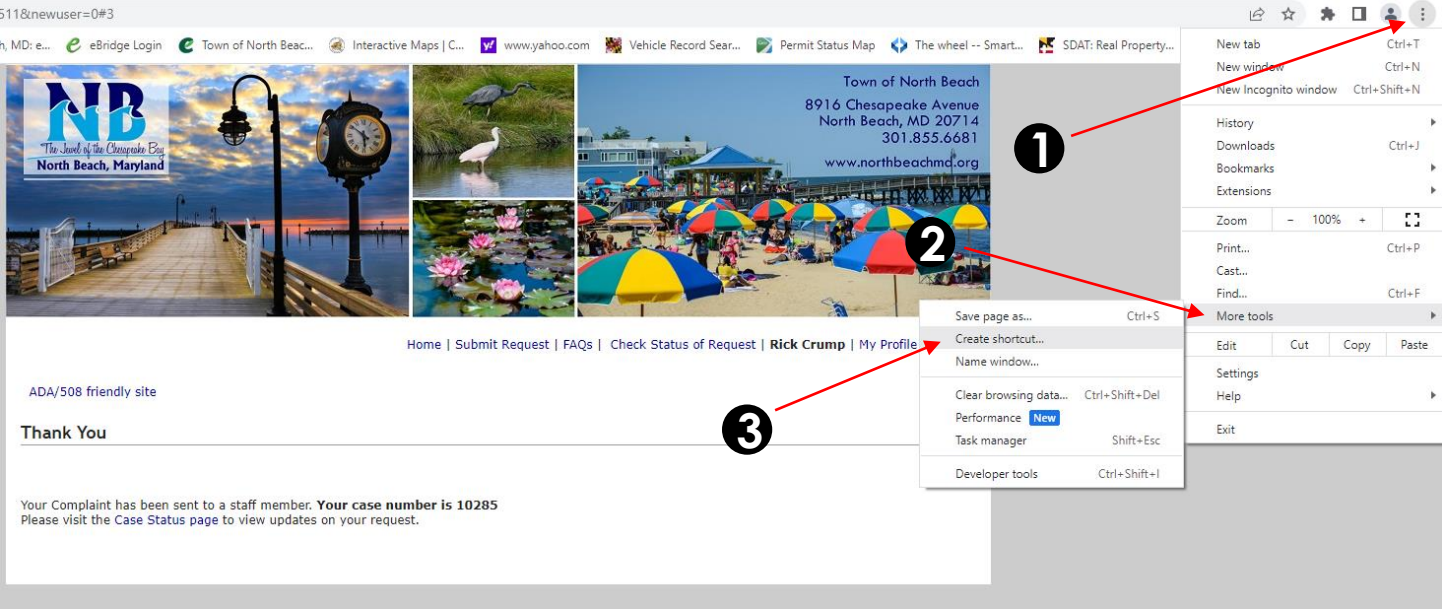ADA/508 friendly site

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.

**❶** Click the 3 dots in upper right-hand corner of webpage.

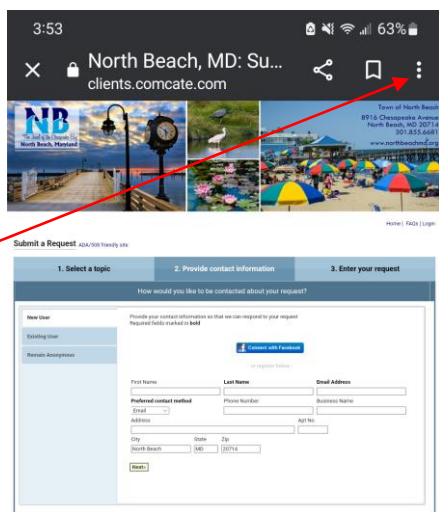**❷** Scroll down to "More tools" and click.
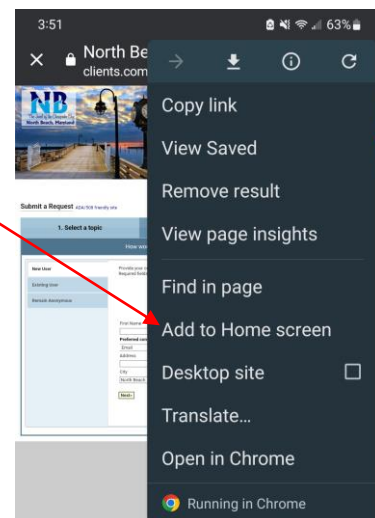
**❸** Click on "Create shortcut".

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

❶ 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.

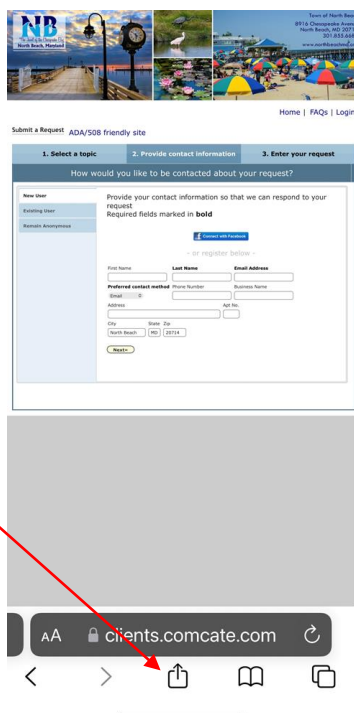❷ Click on "Add to Home Screen".

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

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

❷ Click on "Add to Home Screen".