Citizen User Guide

Download **MAULDIN MOBILE** on iTunes or Google Play.

 Download on the App Store

 GET IT ON Google Play

Set up a new user account.

My Account
General account information

My Residences
Home address information

My Businesses
Business address information

Notifications
Choose how you would like to receive notifications for various alerts, announcements and events. You may select text notifications, email notifications, both or none. Note that it defaults to both text and email notifications.
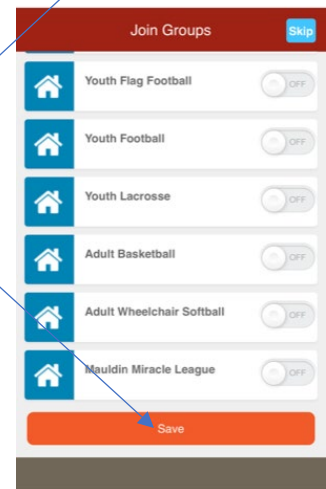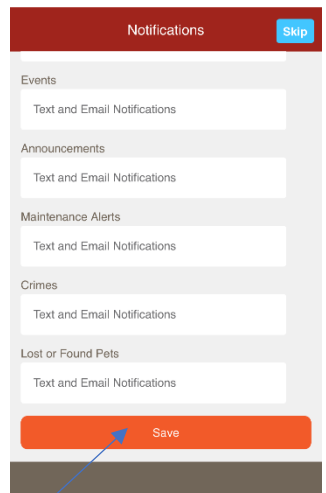
Groups
You may opt to be members of a group. While you will still see all items in the newsfeed, city administrators may send messages and postings out that will only email or text those who are in the selected groups. Groups can be joined and left at any time.

You may add additional residences and businesses at any time by editing your profile

> **Tip:** Make sure to hit "Save" at the bottom prior to moving to the next screen.

Icons

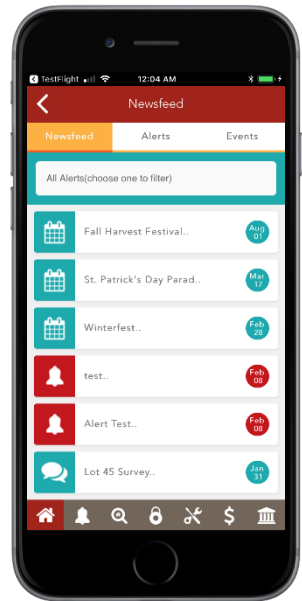|	
👤	Account/user profile
⚠	Brings you directly to the Alerts page
⤴	Enables app sharing via text, email, Facebook or Twitter
⤷	Logs the user out of the app

Features

Newsfeed

Newsfeed combines all alerts, announcements and events posted by the city. It also shows postings by citizens that a city administrator has opted to make public. Topics may include:

- Alerts related to traffic, scams, weather, crime, suspicious activity, BOLOs, missing persons and wanted persons
- Geographically targeted alerts
- General Announcements
- Events and classes
- City maintenance announcements

Make A Payment

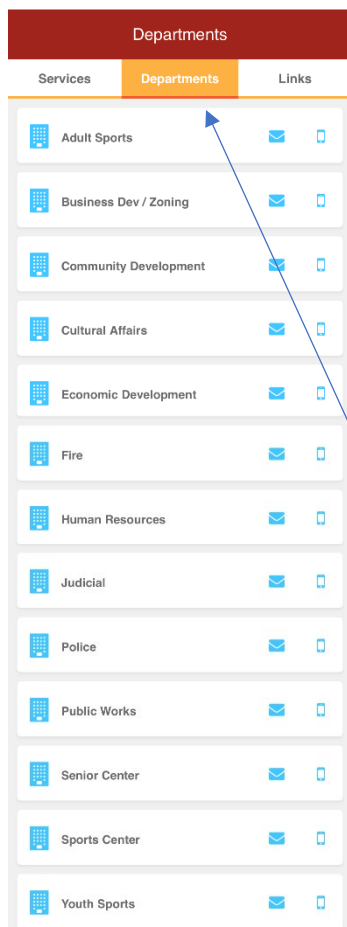*Mauldin has opted to not use this feature at this time.*

> **Tip:** All emergencies should be reported by calling 911; please do not use the app to report emergencies

Report

Through the report feature, you may choose to report a non-emergency crime, suspicious activity, a traffic alert or a lost or found pet. Anything you report will be seen by the city; however, it will not be made public unless an admin makes it public. The city may choose to comment and provide updates on any reports.

Property Lockbox

You may use property lockbox to catalog valuable items such as vehicles, jewelry, antiques, etc. with information such as photos, serial numbers and insurance information. The items remain private in your lockbox and cannot be seen by anyone in the city. If an item is lost or stolen, you may report it directly from property lockbox on your app.

Events

This city will use the events feature (visible in your newsfeed and on the events tab) to promote events such as concerts, parades, classes and more. Check the events tab often to stay abreast of what is going on in and around Mauldin!

City Services

Facility Reservations: Submit requests for to reserve classrooms at the Cultural Center. Mauldin plans to also include additional facilities in the future.

Open Records: You may use this feature to request open records from the Fire and Recreation departments.

Departments: List of departments with a phone link and an email link.

Links: List of commonly referenced web pages.

Report Maintenance

Notify the city of maintenance issues including downed powerlines, downed street signs, downed trees/limbs, flooding, missed refuse collection, mosquito control requests, potholes, icy road conditions, sewer backups, sink holes and street lights out. This city can comment and provide updates on those submissions if they choose, and they can also choose to make your submissions public.