



ACCESS GREENWICH – FREQUENTLY ASKED QUESTIONS

Q: HOW DO I GET THE MOBILE APPLICATION?

- A. Search for “Access Greenwich” in the Apple App Store or Google Play and download it to your mobile device. The app requires iPhone iOS 5.0 or later and Android 2.2 and up.

Q: HOW DO I ACCESS THE WEB VERSION?

- A. Visit www.accessgreenwich.org on any browser. For Internet Explorer users, please note that the service requires version 9 or higher.

Q: HOW DO I CREATE AN ACCESS GREENWICH ACCOUNT?

- A. There are two ways to create an account:
1. Visit www.accessgreenwich.org. Click on ‘Sign up’ in the upper right hand corner of the box.
 2. Choose to create an account upon submitting your first request.

Q: CAN I SUBMIT A REQUEST IF I DO NOT HAVE AN ACCOUNT?

- A. Yes. When you initiate a request, you will be prompted to create an account, but you may bypass this step by selecting “Skip”. Please note that you are still required to provide an email address so that staff members may follow up with you in the event that they need to clarify or obtain additional information about the request. Without this information the Town may not be able to properly follow through.

Q: HOW DO I SUBMIT A REQUEST?

- A. Online:
1. Visit www.accessgreenwich.org.
 2. Select the Request Type that best describes the nature of your issue.
 3. Enter the Address (if applicable), Request Description and other fields as required.
 4. Click ‘Add a Photo’ to attach a photo to your request (optional).
 - Once the request has been submitted, additional photos can be added as comments.
 5. Press ‘Submit’.

Mobile App:

1. Open the Access Greenwich app.
2. Select the ‘New Request’ icon to begin creating your service request.
3. Select the Request Type that best describes the nature of your issue.
4. Enter the Location of your request (if applicable) by moving the pin or typing in the address.
5. Enter the Request Description and other fields as required.
6. Click ‘Add Photo’ to attach a photo to your request (optional).
 - Once the request has been submitted, additional photos can be added as comments.
7. Press ‘Submit Request’.