



Version 1.1 (Beta)

Elgin 311 continues to enhance its channels to offer quick and convenient access to the city of Elgin. This release begins to offer options to customize your experience with your city. Version 1.1 enhances connectivity to other city and community news through *Elgin Today*, as well as provides the option to receive push notifications for key city updates.

Elgin's 311 mobile app for iOS and Android is built on the Salesforce.com platform. Version 1.1 was released on October 6, 2015. Version 1.0 was released on April 8, 2015.

Added Functionality

Elgin Today

- Mobile updates in *Elgin Today* now link to additional information, all viewed within the app, offering users the option to read a quick headline or read more information directly from the source.

Push Notifications

- Push notifications are now available. Whether our users want to be notified when city updates are made to *Elgin Today* or their 311 request has been updated, app users can easily access notification settings directly in the app's main menu to best customize their experience. See below for known limitations.

My Contact Information

- Contact information can now be saved directly in the app to auto-populate the request screen so no time is wasted when submitting requests.
- Contact information can still be changed at the time of submission, without making changes to your saved contact information.
- When entering the phone number in the 311 request field, the phone number will auto conform to (###) ###-#### to ensure accuracy.

Key Enhancements

Background Refresh

- 311 requests will automatically be refreshed when the user visits the *311 Requests* screen.

Location Services

- Version 1.1 includes improved location accuracy. Location information can still be manually entered in the event you are not at the site of your service request.

Added Parking Map

- Through the *More* section, users can now quickly view a map of free parking options in downtown Elgin.

Feedback Module

- Version 1.1 gives users the opportunity to include contact information with submitted feedback so that the development team can follow up on questions and suggestions.

What's Happening (Beta): Categories

- To better reflect information published on Twitter, *What's Happening* categories will continue to be refined during this update. One update will include the switch from "Transportation" to "Traffic" to capture Elgin-specific traffic updates from the Elgin Police Department. *What's Happening* activity will continue to be monitored for additional adjustments.



Known Limitations

311 Requests

- Contact information must be entered for each request. Planned future release.
- Users cannot reply to response posted by 311 agent. Planned future release.
- 311 requests submitted through the app are saved locally to device and can be monitored for status change and responses; however, this release does not sync all 311 requests from phone or email that are associated with the contact. A future release will sync all contact information and request history for a true single sign-on experience.

What's Happening

- Tweets appear in language they are published; cannot translate through the app. Twitter does not yet allow for this to happen.
- Future releases plan for additional content aggregation from sources in addition to Twitter. Future releases also plan for customized notifications for *What's Happening* content.