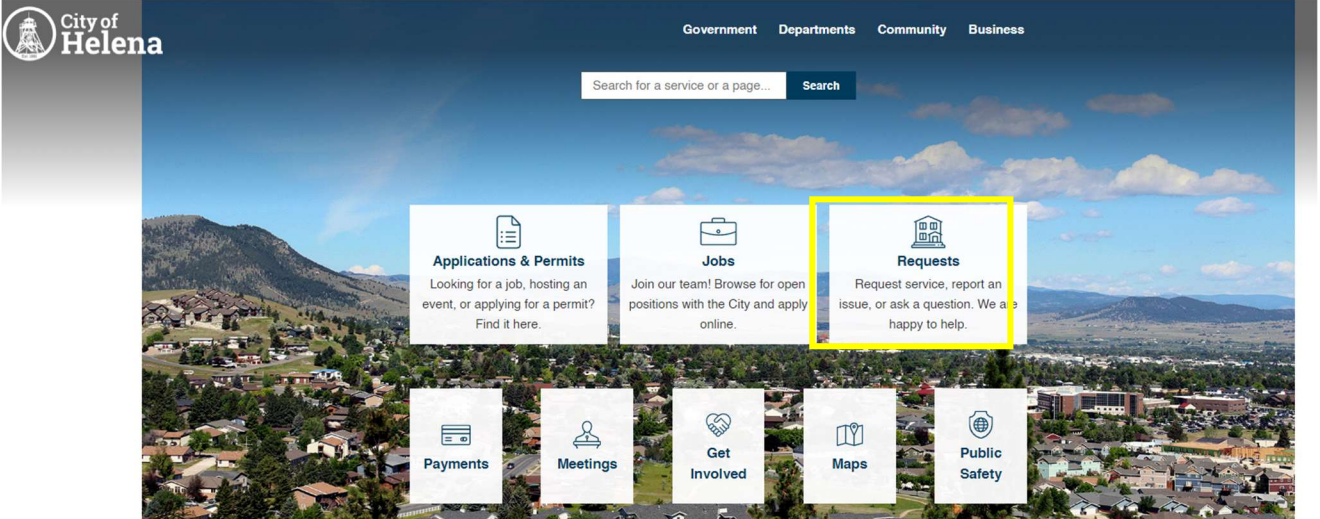


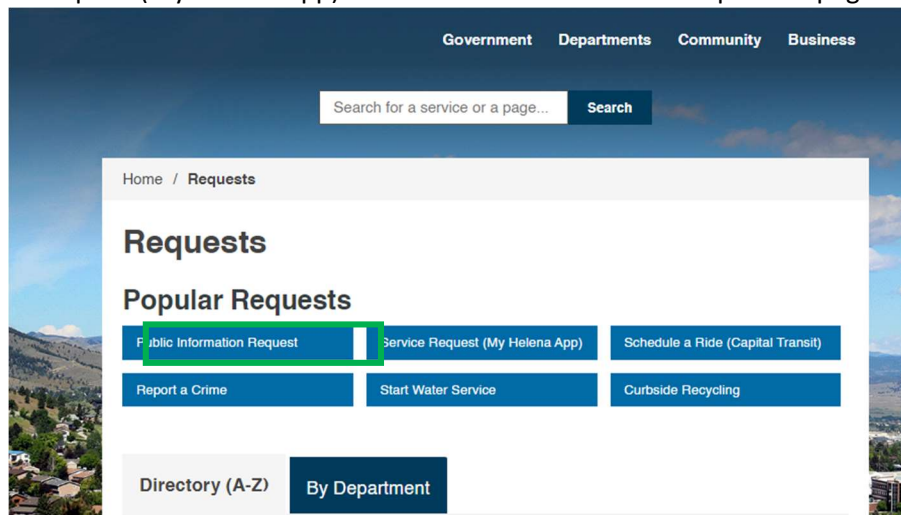
How to Submit a Storm Water Illicit Discharge Complaint or a Storm Water Construction Complaint

You can report an illicit discharge or submit a storm water construction complaint from the City of Helena's My Helena App. If you already have the My Helena App, skip to Step 3. To navigate to the My Helena App through the City's Home page start at Step 1.

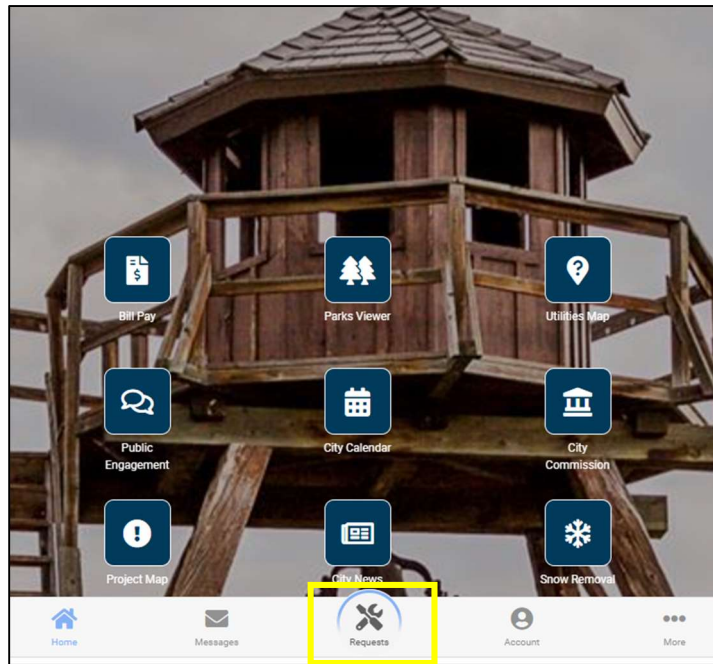
- 1.) Navigate to the City of Helena's Home page at: <https://www.helenamt.gov/home> . Select the "Requests" tile.



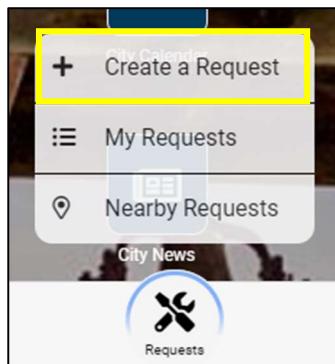
- 2.) Then select "Service Request (My Helena App)" from the blue tiles near the top of the page.



3.) This will take you to the My Helena portal. At the bottom of the screen select the Requests icon.

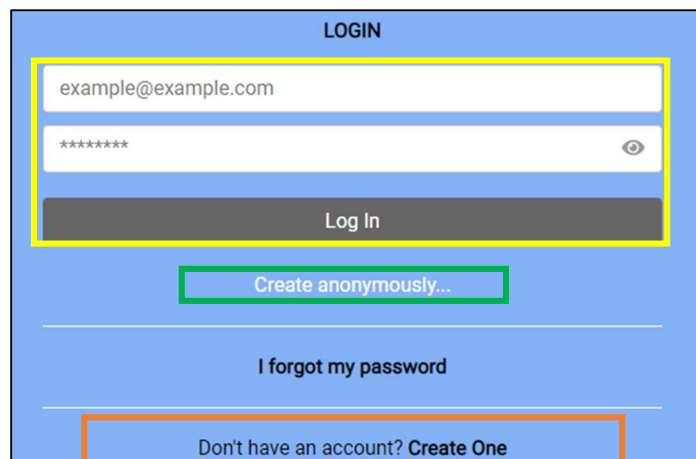


4.) From the menu that appears, select Create a Request.



5.) You can now choose how you would like to proceed into the My Helena App System.

- You can choose to Login if you already have an account by entering your email address and password then selecting the Log In button.
- You can choose to create an account by selecting the “Create One” link.
- You can choose to submit your complaint not linked to an account by selecting the “Create anonymously...” link.



6.) This will take you to the Service Requests submission form. Start at bubble 1 and click on the arrow next to Select a Report Type.

Service Requests ⓧ

Submit a request

1 Select a Report Type: * >

2 Where is the request?

Map showing location pin on The Lazy Green area. Labels: E 16th St, Helena Ave, N Davis St, Livingston Ave, Capital City Health Club, Helena Middle.

Set Location

7.) From the from the report types listed select “Water & Sewer”

Select a Report Type:

Search... (Enter a term like 'Pothole' or 'Graffiti')

- Community Decay
- Garbage Collection
- Helena Police
- Parking
- Parks and Vegetation
- Streets & Transportation
- Water & Sewer**

BACK

8.) Click on the map at bubble 2 to indicate where the illicit discharge occurred or the location of the construction storm water complaint.

Service Requests ⓧ

Submit a request

1 Select a Report Type: * >

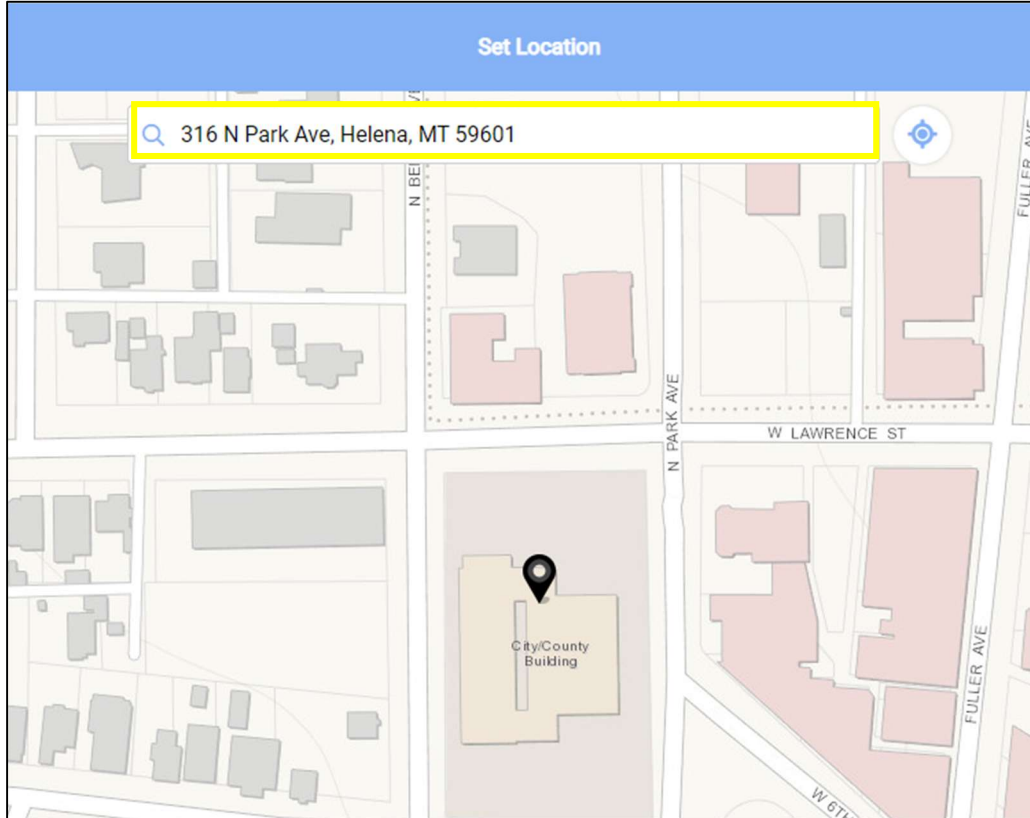
Water & Sewer

2 Where is the request? * >

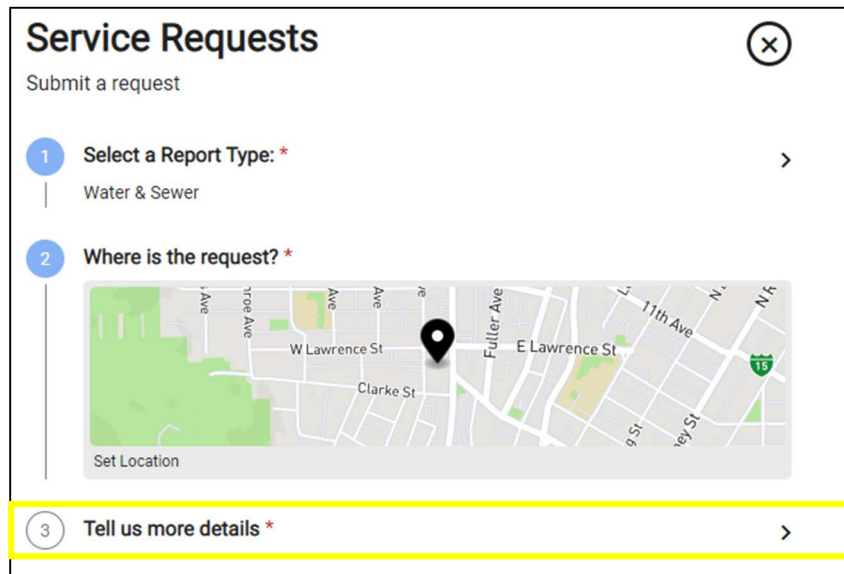
Map showing location pin on The Lazy Green area. Labels: E 16th St, Helena Ave, N Davis St, Livingston Ave, Capital City Health Club, Helena Middle.

Set Location

9.) This will bring up a map of Helena. You can choose to either select the location by clicking on the map or entering an address in the search box.



10.) At bubble 3, select the arrow next to "Tell us more details".



11.) Select the dropdown arrow in the Issue Type field.

The screenshot shows a mobile application interface titled "More Details". It contains three main sections: 1) "Issue Type: *" with a dropdown menu showing "Select one..." and a small downward arrow, highlighted with a yellow border; 2) "Do you have an expectation of privacy?" with two radio button options, "No" and "Yes"; 3) "Description: *" with a large empty text input field. At the bottom of the form is a "DONE" button.

12.) Select "Storm Drain Issue" for the Issue Type.

This screenshot shows the same "More Details" form as above, but with the "Issue Type" dropdown menu expanded. The menu lists the following options: "Select one...", "Compliments", "Fire Hydrant Damaged", "Manhole Lid Missing", "Sewer Backup", "Sewer Odor", "Sinkhole", "Storm Drain Issue" (which is highlighted with a blue background), "Water Leak", and "Water Lid damaged or Missing". The "Issue Type: *" label and the "Description: *" field are also visible.

13.) Indicate whether you have an expectation of privacy by selecting the appropriate radial button.

The screenshot shows a form titled "More Details". It contains a checked "Issue Type: *" dropdown menu with "Storm Drain Issue" selected. Below it is a question "Do you have an expectation of privacy?" with two radio buttons: "No" and "Yes". The "No" radio button is highlighted with a yellow box.

14.) Enter a description of the complaint and specific complaint information such as company of individual involved and the pollutant. Then select the blue Done button.

The screenshot shows the same "More Details" form. The "Do you have an expectation of privacy?" question now has the "No" radio button selected. Below this is a "Description: *" text area containing the text "Construction storm water complaint.....". The text area and the "DONE" button at the bottom are highlighted with yellow boxes.

15.) Add any photos, video, or audio relevant to the complaint by selecting the gray paper clip and navigating to the file.

Service Requests ⓧ

Submit a request

1 **Select a Report Type: *** ➤
Water & Sewer

2 **Where is the request? ***

Set Location

3 **Tell us more details *** ➤

4 **Add photos, videos, or audio**

16.) Indicate if you would like to keep your request private. Then select the blue Submit button. Your complaint is now submitted and will be routed to the appropriate individual.

Service Requests ⓧ

Submit a request

1 **Select a Report Type: *** ➤
Water & Sewer

2 **Where is the request? ***

Set Location

3 **Tell us more details *** ➤

4 **Add photos, videos, or audio**

5 **Privacy**

Keep this request private

SUBMIT