

Citizen Request Tracker

To request service or report issues to City staff

- 1- Visit www.burlingtoncolo.com
- 2- Click on Citizen Request Tracker



3- Select the nature of your request

You are here: [Home](#) > Citizen Request Tracker

Citizen Request Tracker

Use Request Tracker to report your concerns.

[Login](#) to check on existing requests.

Service Requests

5 Forms

» [Miscellaneous Service Request](#)

» [Replace Street Sign](#)

» [Repair Pot Hole](#)

» [Street Light Out](#)

» [Repair Street Crack](#)

- 4- The site will prompt you to log in before allowing you to submit a request- this is to ensure that citizens can continue to access tickets created from their requests and read commentary posted by City staff regarding the issue(s) reported.

Existing User

If you have previously created an account on this site, you do not need to create a new login.

New User

If you do not have an account on this site, please enter your Email Address and a desired Password in the appropriate boxes and click 'New User'.

Password Requirements

The password is case sensitive and must be at least 5 characters long.

Request Tracker Login

Email Address:

Password:

[Forgot your password?](#)

[Return to the Request Tracker page](#)

5- If this is your first time signing in to Request Tracker, you will arrive at the following screen-

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Citizen Request Tracker

Update account information	
Site Login Information	
Email Address:*	<input type="text" value="support@burlingtoncolo.com"/>
Password:*	<input type="password" value="....."/> [5 characters or longer]
Confirm Password:*	<input type="password" value="....."/>
Citizen Request Tracker Profile Information	
First Name:*	<input type="text"/>
Last Name:*	<input type="text"/>
Street Number and Name:	<input type="text"/> <input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/> Zip: <input type="text"/>
Phone Number:	<input type="text"/> Extension: <input type="text"/>
Fax Number:	<input type="text"/>

* indicates required information.

You **must** submit a first and last name to continue, as indicated by the red symbol pictured above.

6- Once your account information is submitted, you will arrive at the request form-

Miscellaneous Service Request

Brief Description *	
<input type="text"/>	
Problem Location	
Street Number and Name:*	<input type="text"/> * <input type="text"/>
Address Line 2:	<input type="text"/>
City:*	<input type="text"/>
State:*	<input type="text"/>
Zip Code:	<input type="text"/>
Photograph:	<input type="button" value="Choose File"/> No file chosen Convert to PDF? <input type="checkbox"/> (GIF, JPG, JPEG, PNG, DOC, DOCX, XLS, XLSX, TXT)
Your Information	
Name:	<input type="text" value="Suzanne Velasco"/>
Street Number and Name:	<input type="text"/> <input type="text"/>
Address Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip Code:	<input type="text"/>
Phone Number:	<input type="text"/>
Fax Number:	<input type="text"/>
Email Address:	<input type="text" value="support@burlingtoncolo.com"/>
Preferred Contact Method:*	<input type="text" value="Email"/> ▼

* indicates required fields.

Submit a brief description of the issue, and supply the address, if you have it. If there is no clear address, you may use cross streets, such as '14th' in the street number field and 'Lowell' in the street name field. City and state information must also be completed. If you have a photograph of the issue, you may upload it by selecting 'Choose File'.

If you do not wish to receive progress updates via email, please select 'Do Not Contact Me' under the 'Preferred Contact Method' menu.

When your request is complete, please click 'Submit'. Clicking 'Reset' will clear the information entered in the form. Clicking 'Cancel' will return you to the main Service Request screen.

7- When your request is submitted, you will arrive at a confirmation screen-

Citizen Request Tracker

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Logged in as
support@burlingtoncolo.com
[View Existing Requests](#)
[Account Settings](#) [Logout](#)

Thank you! The following information has been submitted:

[Return to list](#)

[View submitted form](#)

Request Information		Location of Problem
Request ID:	18	14th & Lowell Burlington CO
Description:	Support Request	
IP Address:		
Date Submitted:	6/10/2013	
Date Last Modified:	6/10/2013	
Date Closed:		

[Add Comment](#)

Date/Time	Comments
6/10/2013	Your Request ID Number is 18.
Suzanne Velasco	Brief Description This is a test. Please disregard. Problem Location Street Number and Name 14th & Lowell Address Line 2 City Burlington State CO Zip Code Photograph No file was uploaded Your Information Name Suzanne Velasco Street Number and Name Address Line 2 City State Zip Code Phone Number Fax Number Email Address support@burlingtoncolo.com Preferred Contact Method none

Please make note of your Request ID.

- 8- If you would like to check on the status of your request, you may do so by clicking on 'View Existing Requests'-

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Service Requests 5 Forms

[» Miscellaneous Service Request](#) [» Replace Street Sign](#)
[» Repair Pot Hole](#) [» Street Light Out](#)
[» Repair Street Crack](#)

[View Existing Requests](#)

- 9- When viewing your submitted requests, you have the option to simply check the progress, or add further comments-

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[View Existing Requests](#)
[Account Settings](#) [Logout](#)

[Submit a new request](#)

Open requests			
ID	Description	Actions	Last Modified
18	Support Request	Add Comment	6/10/2013 11:59 p.m.

Closed requests			
ID	Description	Actions	Last Modified
No closed requests			

To add a comment, simply click 'Add Comment'.

10- Checking the progress appears as below-

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[Return to list](#)

[View submitted form](#)

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[Add Comment](#)

Date/Time	Comments
6/10/2013	Your Request ID Number is 18.
Suzanne Velasco	Brief Description This is a test. Please disregard. Problem Location Street Number and Name 14th & Lowell Address Line 2 City Burlington State CO Zip Code Photograph No file was uploaded Your Information Name Suzanne Velasco Street Number and Name Address Line 2 City State Zip Code Phone Number Fax Number Email Address support@burlingtoncolo.com Preferred Contact Method none

11- Adding a comment appears as below-

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[Return to list](#)

Add a Comment*

File Upload:

No file chosen

Convert to PDF?

(GIF, JPG, JPEG, PNG, HTM, HTML, DOC, DOCX, XLS, XLSX, TXT)

Link Text:

[Return to list](#)

12- -Once your request is submitted and all further comments have been added, you may simply log out-

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[Add Comment](#)

Date/Time	Comments
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Suzanne Velasco	Brief Description This is a test. Please disregard. Problem Location Street Number and Name 14th & Lowell Address Line 2 City Burlington State CO Zip Code Photograph No file was uploaded Your Information Name Suzanne Velasco Street Number and Name Address Line 2 City State Zip Code Phone Number Fax Number Email Address support@burlingtoncolo.com Preferred Contact Method none

13- If you would prefer not to report issues online, you may also contact City Hall staff directly via phone at 719-346-8652.

14- We hope that you find the Citizen Request Tracker a useful tool for our Community!