

BACKGROUND FAQs

WHAT IS CHANGING?

Effective March 4, 2024, the public will move to sending all written communications to City of Naperville elected officials using Naperville's Help Center. Inquiries can no longer be submitted to elected officials using City email addresses as of that date. Instructions are below on how to submit a communication to Mayor Scott Wehrli and the City Council.

WHY DID YOU MAKE THIS CHANGE?

Key benefits include faster response times through streamlined sharing of service requests to appropriate departments, improved submission tracking, enhanced security, and increased transparency in communication. In addition to offering one centralized place for all communications and requests, the Help Center allows users to track the status of their submissions securely online.

Please note: If you submit a request for general information or service, your submission may be forwarded to the appropriate City department for response. If your request requires immediate attention, a City department phone directory can be found at www.naperville.il.us/contact-us.

DO I NEED TO CREATE A HELP CENTER ACCOUNT?

While a Help Center account is not required to submit a request, it is highly recommended that users create an account, either before or after submitting a request, as an account is required to track the status of a request or engage in conversation through the system. Instructions are below to guide you through this process.

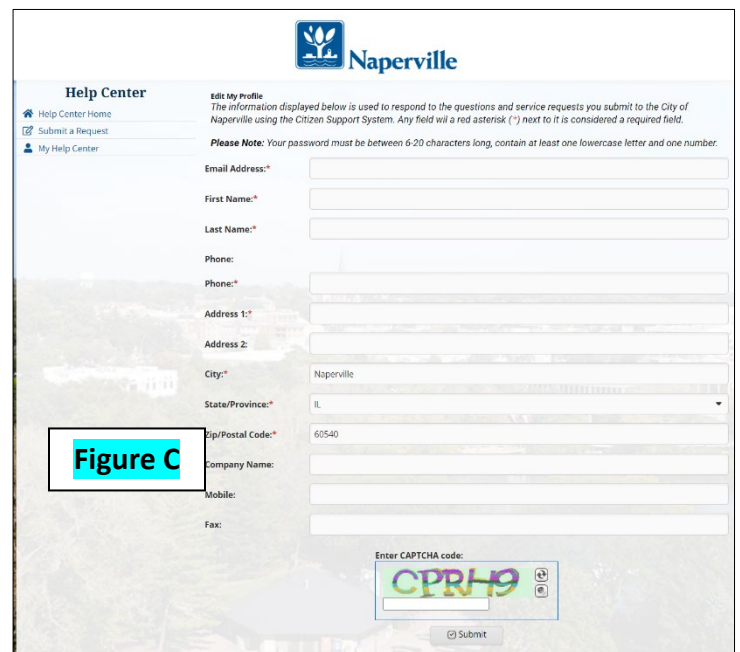
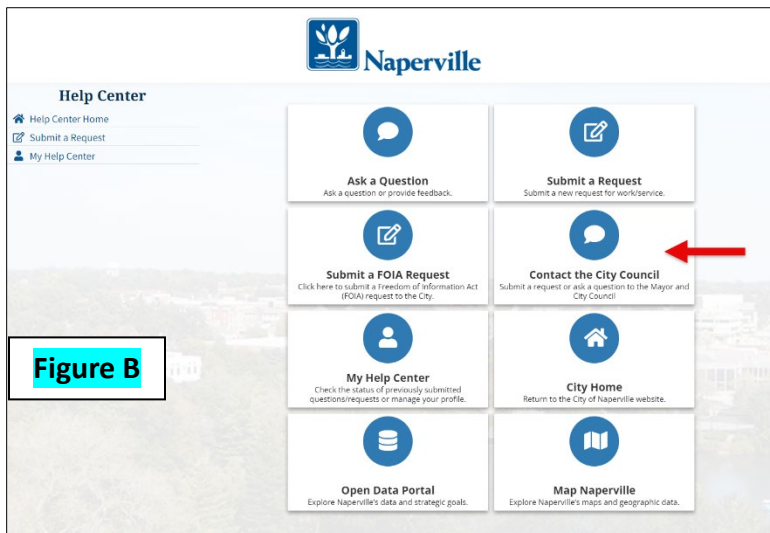
ENTERING A SUBMISSION

To enter a submission:

1. Visit the City’s website at www.naperville.il.us.



2. Click on the Help Center link in the top left corner of any City webpage. (The Help Center link appears in the same spot on all web pages throughout the site). **(Figure A)**
3. Click on the Contact the City Council block. **(Figure B)**
4. Follow the step-by-step instructions to enter the requested information, choose your recipient, submit your message and attach any accompanying files. Click Submit. **(Figure C)**



Your submission will be forwarded to the appropriate individual (or individuals) you selected. You will receive both an on-screen and email confirmation with a direct link to your submission. To view the submission, **select the link in the email.**

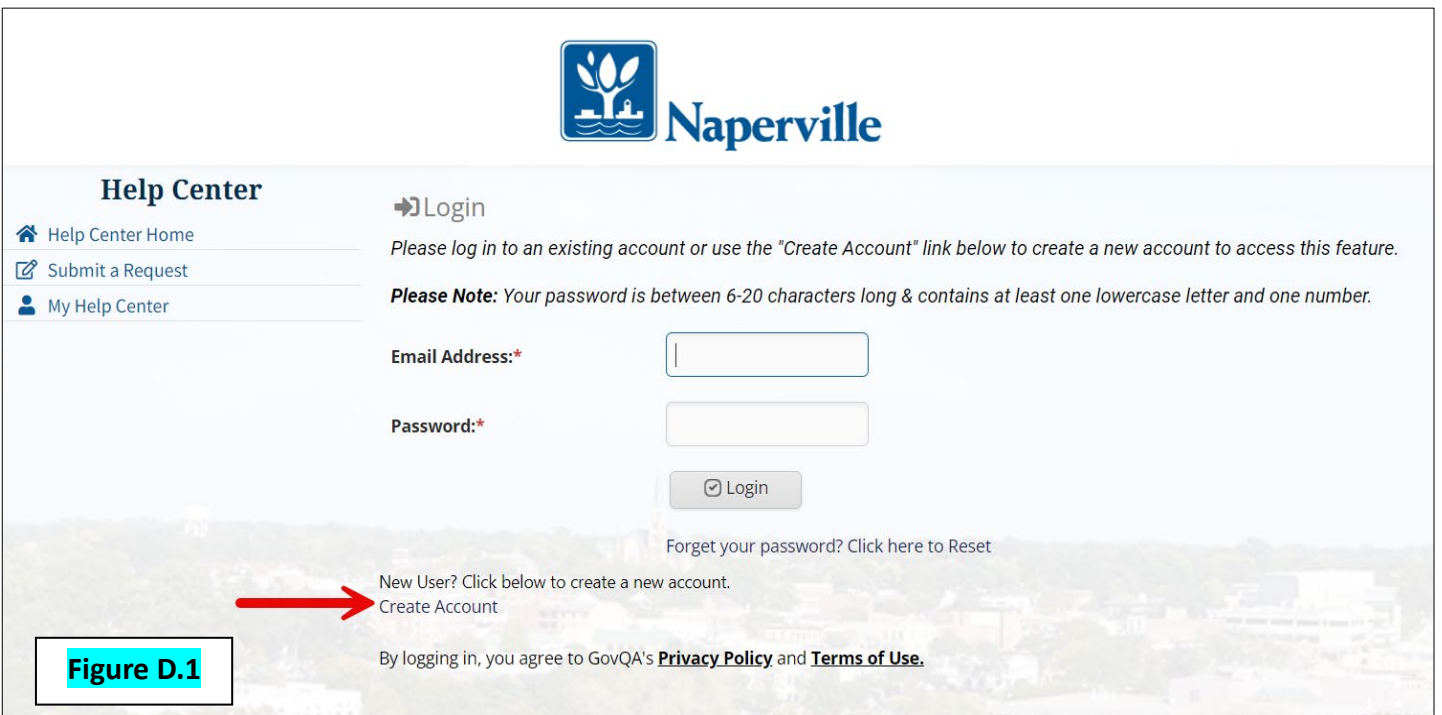
IMPORTANT: You are not required to have an account to submit a request; however, you will need an account to track the status of your request and to engage in any follow-up dialogue related to your submission. If you already have an account, log in to review your submission.

If you do not already have an account, click “Create Account” on the login screen and follow the steps. *Make sure to keep note of your username and password for future use.* Instructions on how to create an account are below.

CREATING A NAPERVILLE HELP CENTER ACCOUNT

To create a Help Center Account:

1. Click the Help Center link in the upper left corner of any City website page. **(Figure A)**
2. Click on My Help Center. **(Figure D)**
3. Click on View My Questions and Requests **(Figure D)**
4. Click on Create Account. **(Figure D.1)**



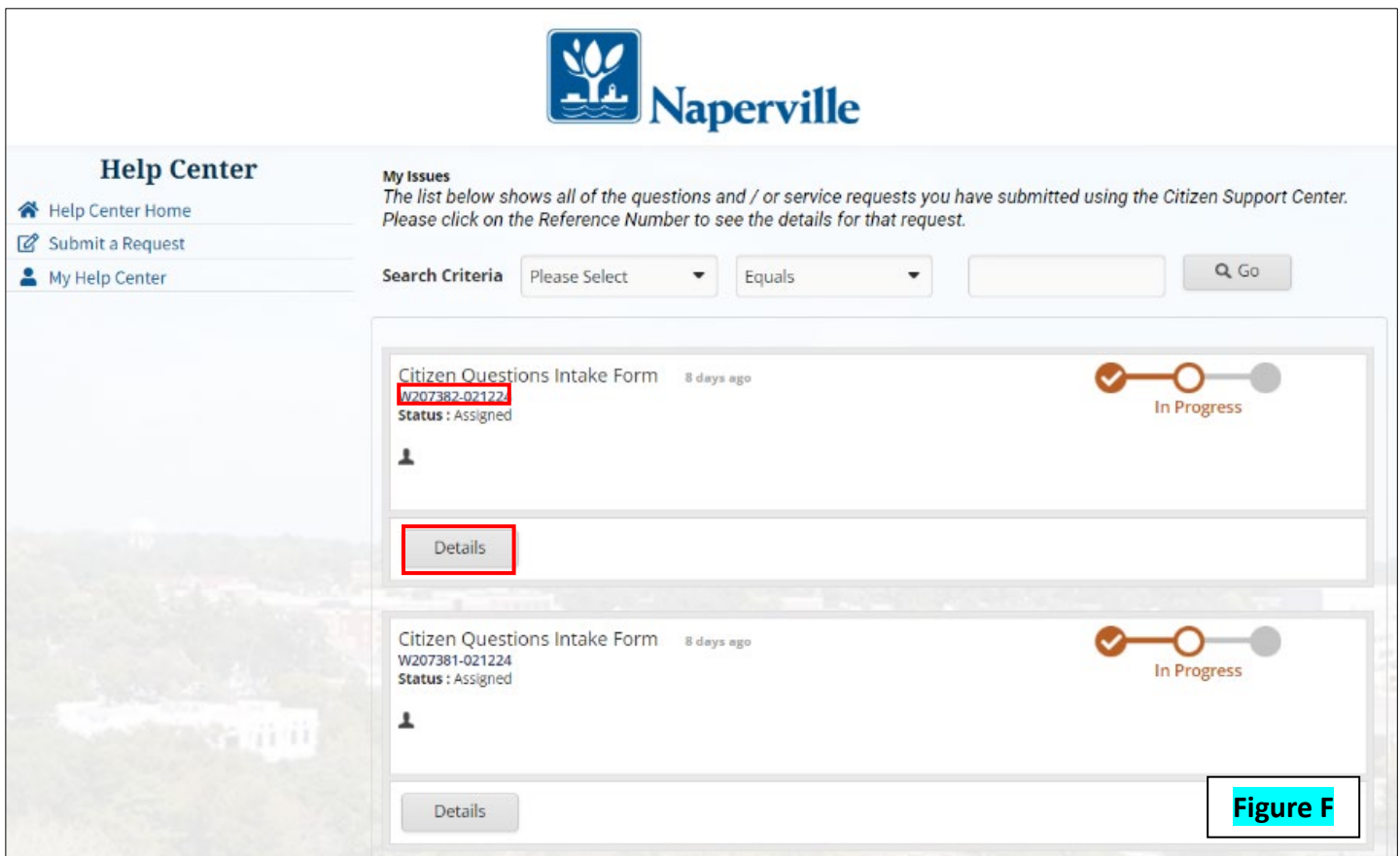
CHECKING THE STATUS OF A SUBMISSION

The Help Center allows you to track a submission's status and review and respond to responses to your original submission.

Please note: The system automatically sends an email when a submission has been updated.

To check the status of a submission and review or send a response:

1. Log in to your Help Center account by **clicking the link in your submission confirmation email** or visiting the Help Center and clicking on **My Help Center** to log in. **(Figure E)**
2. Click on **View My Questions and Requests**. **(Figure E)**
3. Click on the **Reference Number** or **Details** button to review the status of your submission and view submission details. **(Figure F)**



4. Click on **View Messages** or **toggle the arrows at the button of the page** to view message history. **(Figure G)**
5. Click on **New Message** to send a follow-up message to your request. **(Figure G)**

Figure G

Help Center

Submit a Request

View Message(s)

Service Request Type: Citizen Questions Intake Form

Description: Ask a question or address concerns to the Naperville City Council members and/or the Mayor.

Contact E-Mail: meile@naperville.il.us

Reference No: W207382-021224

Status: Assigned

Name*: Liz Meil

Addressed To*: Councilwoman Jennifer Bruzan Taylor

Select a Category*: Service Request

Details*: I would like to request that a dog park be built in downtown Naperville on an existing surface parking lot. I think it would be fun for our four-legged friends and bring dog lovers together.

Please attach a separate document for details that would not fit in this textbox

Save New Message Cancel

- Messages 2
- On 2/12/2024 7:53:11 AM, techteam@webq...
 - Thank you for using the City of Naperville Help Ce... submission has been forwarded to the appropriat... concerns that require a response within two busi...
 - This is the reference number for your request: W2... below:
 - [https://STAGINGNAPERVILLEIL.webqademo.com/...](https://STAGINGNAPERVILLEIL.webqademo.com/)
 - To access your submission or follow up on a resp...
 - If you submitted a request for general informati... department for response. If your request requir... www.naperville.il.us/contact-us.
 - On 2/12/2024 7:53:11 AM, meile@napervill...

Help Center

Service Request Type: Citizen Questions Intake Form

Description: Ask a question or address concerns to the Naperville City Council members and/or the Mayor.

Reference No: W207382-021224

Contact E-Mail: meile@naperville.il.us

Message*

Attach a File: SELECT FILE or Drop file here

No Files Selected

Send Cancel

Messages 2

- On 2/12/2024 7:53:11 AM, techteam@webqa.net wrote:
- Thank you for using the City of Naperville Help Center to send a submission to the Mayor and/or City Council members. Your submission has been forwarded to the appropriate individual (or individuals) you selected. Our goal is to respond to questions or concerns that require a response within two business days. This is the reference number for your request: W207382-021224. You can monitor the status of your submission by clicking the link below: https://STAGINGNAPERVILLEIL.webqademo.com/STAGING/_rs/RequestEdit.aspx?rid=207382&coid=
- To access your submission or follow up on a response, you will need to create a Naperville Help Center account.
- If you submitted a request for general information or service, your submission may be forwarded to the appropriate City department for response. If your request requires immediate attention, a phone directory of City departments can be found at www.naperville.il.us/contact-us.
- On 2/12/2024 7:53:11 AM, meile@naperville.il.us wrote: