# City of Hamtramck Citizen Portal

https://citizenportal.dudesolutions.com/CityOfHamtramck

Creating a New Account –

- Open your web browser and type your Asset Essentials Citizen Portal URL into the address bar and hit the Enter key. *Note: The Citizen Portal URL can typically be found on your local government's website.*

- If applicable, click the **Accept Disclaimer** button.

- Click **Sign In/Register** in the navigation menu.
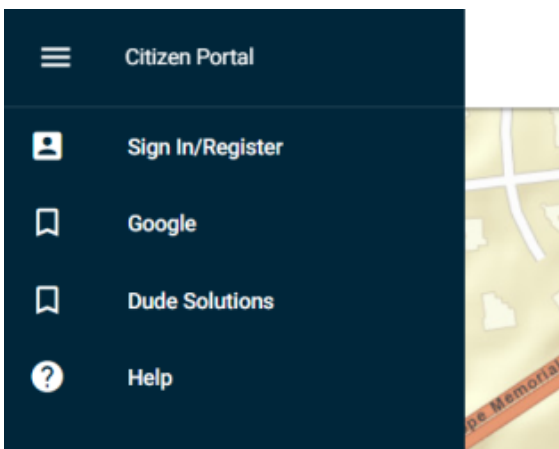
- Enter your **Email** address. *Note: Your email address will be your login name.*

- Enter a **Password** and confirm it.

- Enter your **First Name** and your **Last Name**.

- Click the **Submit** button. *Note: After registering, you will receive an email asking you to activate your account. You must click the link in the email before you are able to sign in with your new credentials.*

Logging In

- Open your web browser and type your Asset Essentials Citizen Portal URL into the address bar and hit the Enter key. Bookmark this page or create a shortcut on your desktop to make it easy to come back to this page later.
- If applicable, click the **Accept Disclaimer** button.
- You will be directed to the Login Page to sign in

- On the next screen, you will see a map. *Note: You may automatically be directed to the login page if your Web Administrator has turned off the ability to submit anonymous requests.*

- Select **Sign In/Register** in the navigation menu.

Submitting a New Request

From the map, click on the location for which you would like to submit the request. Once you have selected your location, you will see a GPS pin at that spot.

- Click **Create Work Request** at the bottom of the map.
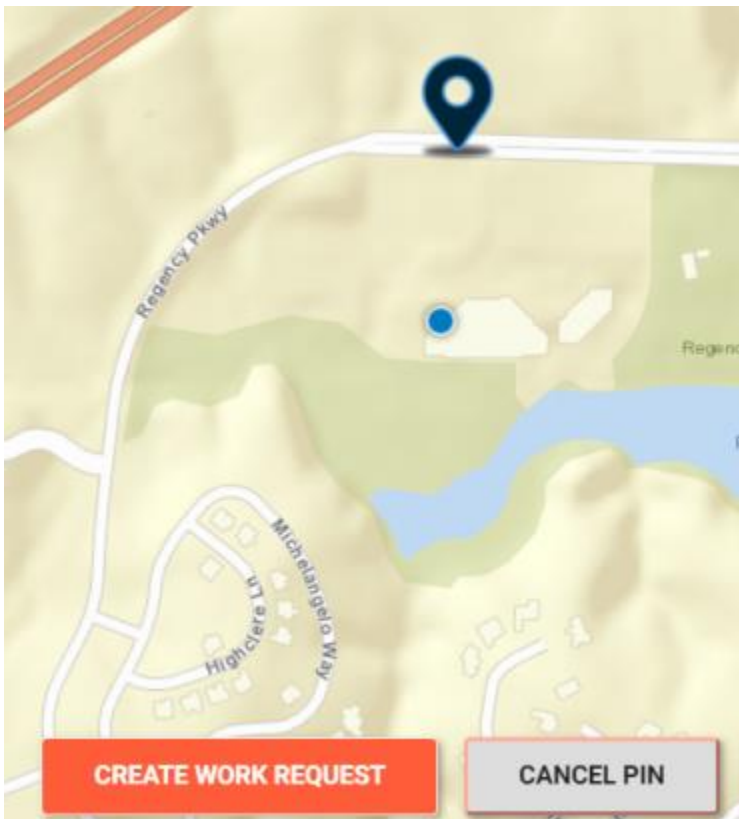
- In the side panel, select the **Work Category** that best describes what type of work needs to be done.

- Depending on which Work Category was selected, you may be asked to select the appropriate **Site** related to your request.

- Enter a description with details regarding the request in the **Work Requested** field.

- If you have photos you would like to attach, click on the camera image. You will have the option of choosing a photo from your computer or photo gallery if you are using a mobile device. *Note: There is no limit to how many photos can be attached to the request however, the maximum file size is 10MB.*

- Once all of your details have been entered, click on **Submit Work Request**.

Viewing Work Requests

You must have created an account to view existing work requests.

- Be sure you are [logged into](#) your Asset Essentials Citizen Portal account, and select **Show My Requests** from the menu.
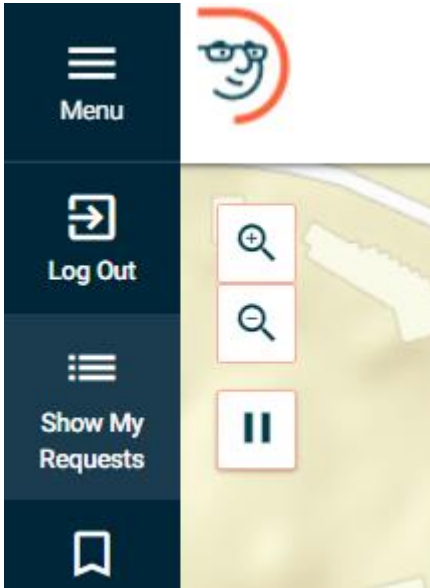
- A side panel will open displaying the requests you have submitted. Click on a request to view additional information. *Note: Once a request has been submitted, you are not able to make any changes to it. You are only allowed to add additional photos.*