



The City of Morgantown

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Communications Office

Citizen Request Manager Application

The City of Morgantown has had a Citizen Request Manager service available online for some time. Now it's available at your fingertips while out and about in Morgantown.

By downloading the "Mobile Connect CRM" App by developer Govpartner, you can access requests for service and help our city achieve its highest quality of life. You can simply snap a picture of the issue or situation, upload it to your request form, and a City Official will return your request quickly. This can be used to report a BOPARC facility needing maintenance or attention, reporting unregistered rental locations, Rail Trail maintenance, animal abuse, or even vandalism or recurring parking problems.



- 1.) Download the "Mobile Connect CRM" app on your Apple or Android smartphone. (There are a few – be sure it's the one from GovPartner.)
- 2.) When it's open, click the Settings gear icon in the upper right hand corner to select your site – ours is listed as "MorgantownWV"
- 3.) You're now set up to "Create a Request" for service. The app will save any locations you've recently used, and you can "View Requests" you've already submitted and see the progress.

iTUNES APP STORE LINK



ANDROID APP STORE LINK



We hope that Morgantown residents will welcome our new efforts to expand our presence online and make it easier for our busy citizens to interact with its government. With the implementation of these new services, the Communications office will no longer be uploading news and information to the CityofMorgantown Wordpress site. Please update any bookmarks you might have in your browser to the News page at <http://www.morgantownwv.gov>, or add our site to your RSS feed reader to get notifications when news is posted.

If you have any questions, please contact the Communications office Monday through Friday between the hours of 9 a.m. and 3 p.m. The number there is (304) 284-7426.