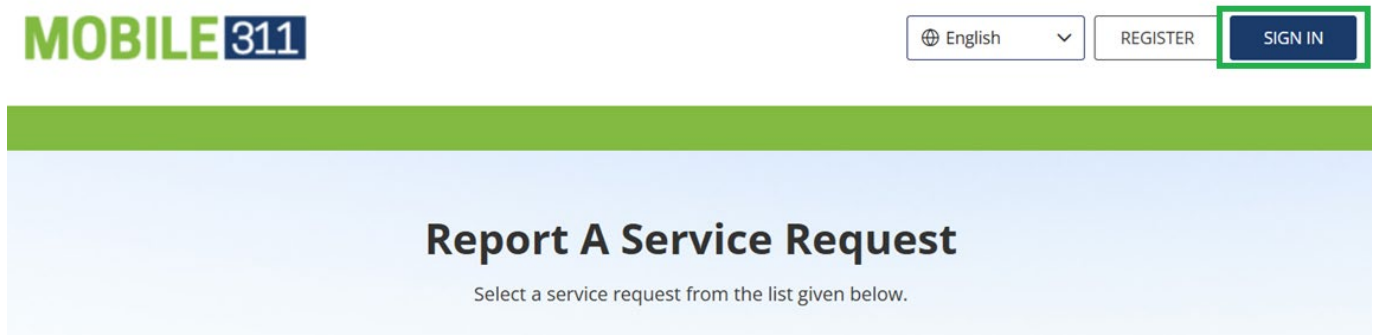


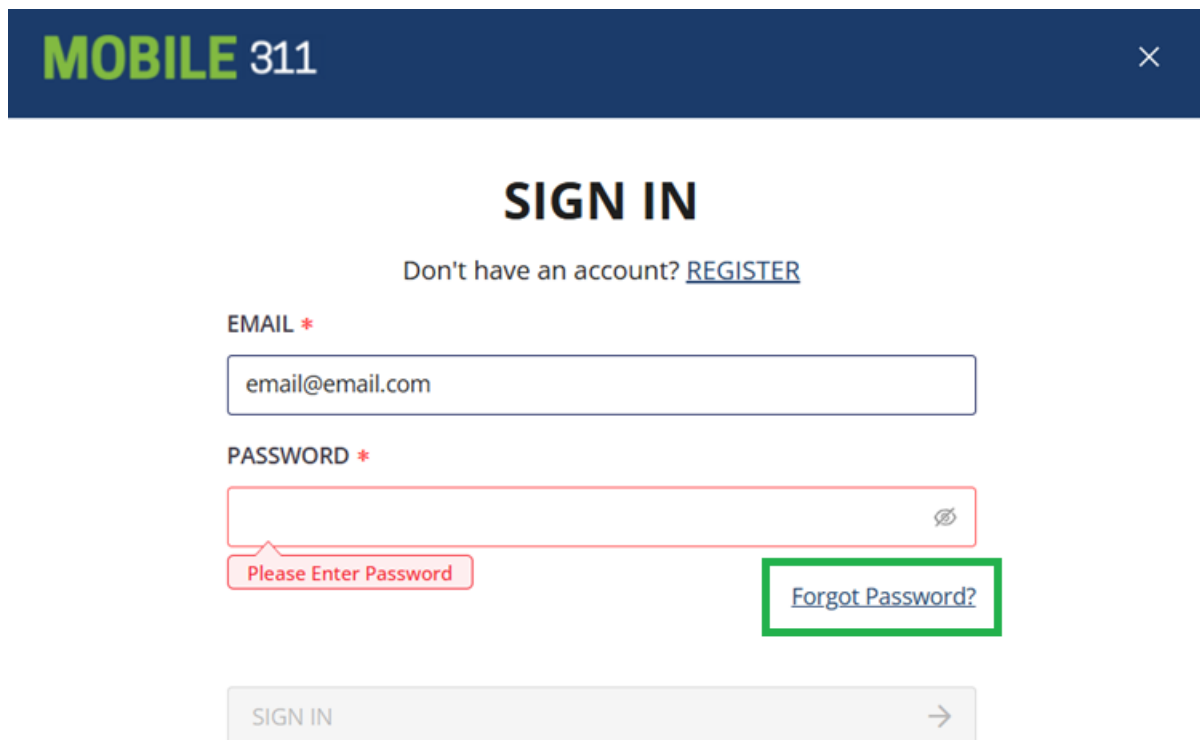
Signing into the New 311 Portal for Citizens with Existing Accounts

1. Click the 'SIGN IN' button at the top right.



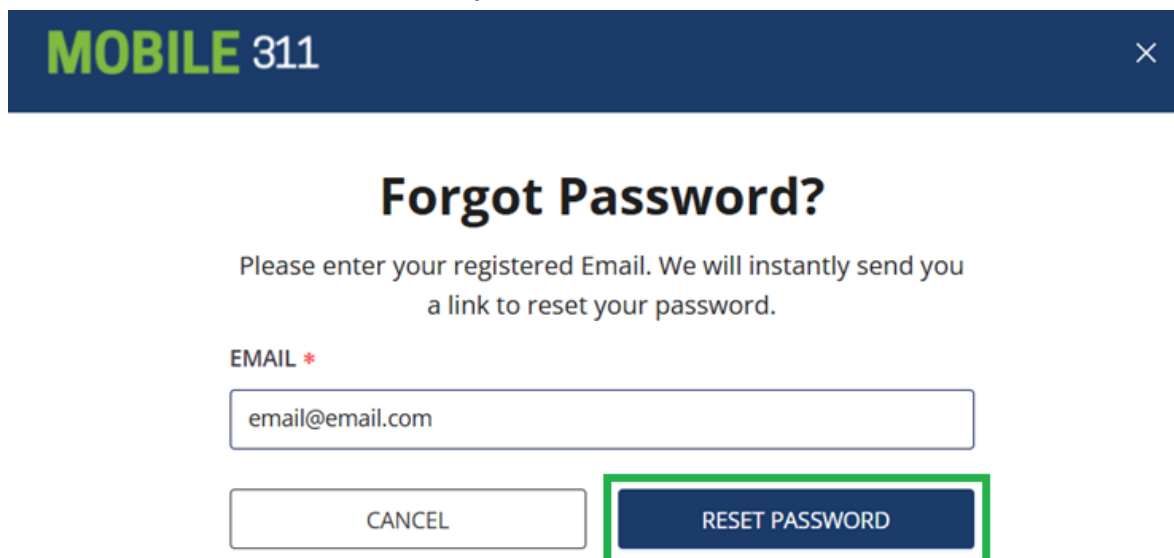
The screenshot shows the top of the Mobile 311 website. On the left is the 'MOBILE 311' logo. On the right are three buttons: 'English' with a globe icon and a dropdown arrow, 'REGISTER', and 'SIGN IN' which is highlighted with a green border. Below the header is a green bar, followed by a light blue section with the heading 'Report A Service Request' and the text 'Select a service request from the list given below.'

2. Click the 'Forgot Password?' link.



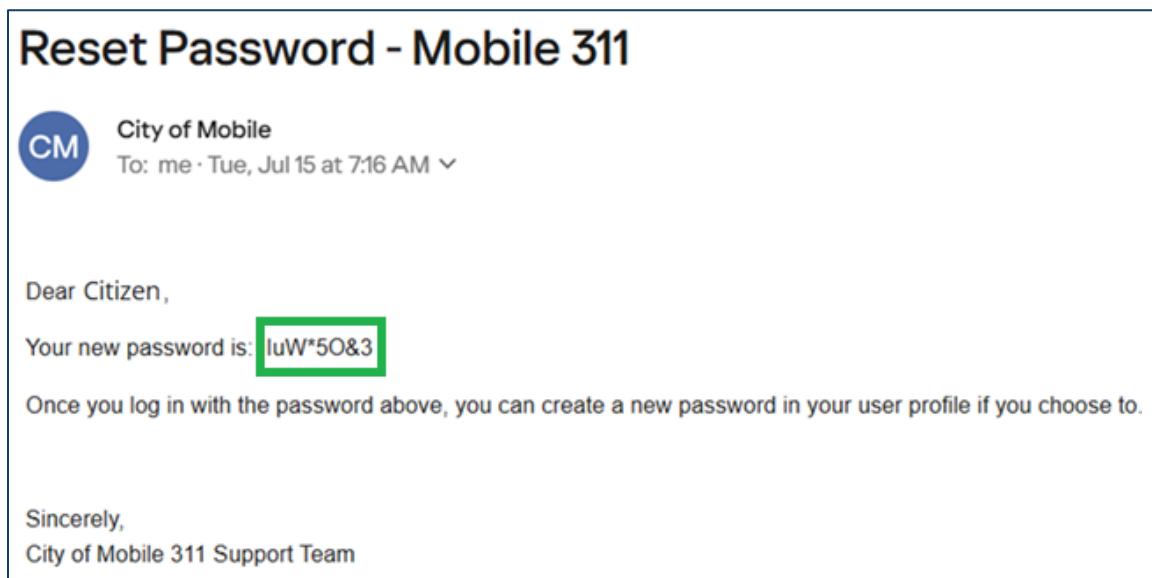
The screenshot shows the 'SIGN IN' page of the Mobile 311 portal. It features a dark blue header with the 'MOBILE 311' logo and a close button. The main heading is 'SIGN IN'. Below it is a link: 'Don't have an account? [REGISTER](#)'. There are two input fields: 'EMAIL *' containing 'email@email.com' and 'PASSWORD *' which is empty and has a red border and a 'Please Enter Password' error message. To the right of the password field is a link 'Forgot Password?' highlighted with a green border. At the bottom is a 'SIGN IN' button with a right arrow.

3. Enter the email address associated with your 311 account. Then click 'RESET PASSWORD.'

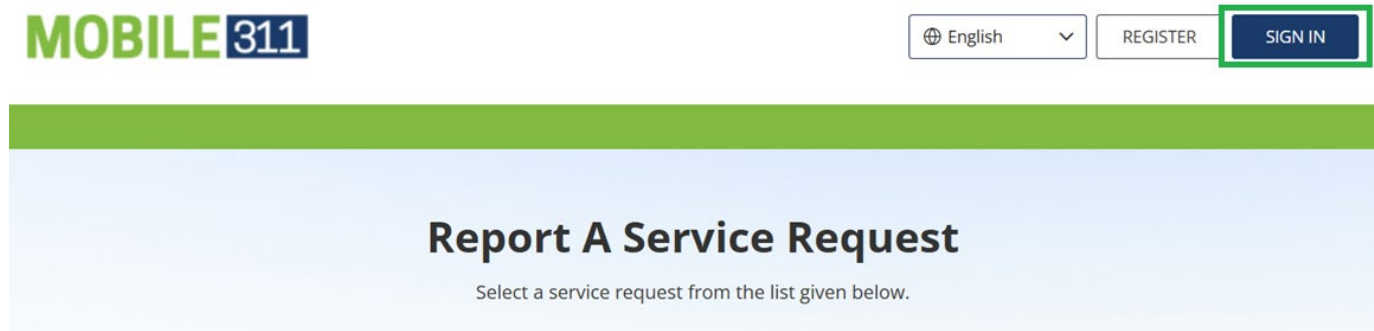


The screenshot shows the 'Forgot Password?' page of the Mobile 311 portal. It features a dark blue header with the 'MOBILE 311' logo and a close button. The main heading is 'Forgot Password?'. Below it is the text: 'Please enter your registered Email. We will instantly send you a link to reset your password.' There is an 'EMAIL *' input field containing 'email@email.com'. At the bottom are two buttons: 'CANCEL' and 'RESET PASSWORD', which is highlighted with a green border.

4. You will receive an email with your new password.



5. Navigate back to the 311 portal and click the 'SIGN IN' button.



6. Enter your email address and the new password you received via email. Then click 'SIGN IN.'

MOBILE 311 ×

SIGN IN

Don't have an account? [REGISTER](#)

EMAIL *

email@email.com

PASSWORD *

.....

[Forgot Password?](#)

SIGN IN →

7. If the credentials provided are correct, you will see a 'Login successful' message near the bottom right of the screen.

MOBILE 311

English

Hello, Citizen608706

Report A Service Request

Select a service request from the list given below.

To submit your request by phone, dial 311 or **(251) 208-5311**.
To submit your request by email, mobile311@cityofmobile.org
For police, fire, medical or other emergency, please call 911 immediately.

Enter Keywords (e.g.Potholes)

Animal

Business/Commercial Code Violation or Nuisance

Business Registration & Taxes

City Caused Damage

City-Owned Structure

Environmental Threats

Household Garbage/Trash Debris Pile

Litter/Spill

Parks, Fields & Courts

Private Non-Occupiable Structure

✓ Login successful.

8. If you would like to create your own password, click the arrow next to your display name at the top right of the home screen. Then click 'Profile'.

MOBILE 311

English

Hello, Citizen608706

Profile

Logout

Report A Service Request

Select a service request from the list given below.

To submit your request by phone, dial 311 or **(251) 208-5311**.
To submit your request by email, mobile311@cityofmobile.org

9. Type your preferred password into the 'PASSWORD' field and click the 'SAVE' button. **Note:** you can also update your name, display name, and phone number in the user profile as well.

User Profile

FULL NAME *

Citizen

Citizen

Email *

email@email.com

PASSWORD *

.....

DISPLAY NAME

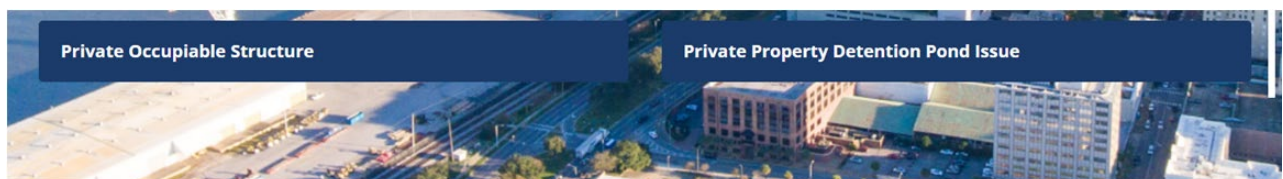
Citizen6087069

Phone

CANCEL

SAVE

10. To view your submitted service requests, scroll down on the home page until you see 'Recent Requests.' Please note that you will only see requests with a status of **OPEN** initially.



Recent Requests

Search for Service Requests by address or review the list below. The Search will only identify active requests within the designated boundaries.

Show All ☐

9034463

CONSTRUCTION ROAD ENCROACHMENT

Mobile, Alabama, USA

07/14/2025 02:19 PM

9034496

BLOCK FIRE HYDRANT ACCESS

Map

Satellite

Map


Satellite


11. To view your closed service requests, click the 'FILTER' button to the right of the search field.

Recent Requests

Search for Service Requests by address or review the list below. The Search will only identify active requests within the designated boundaries.

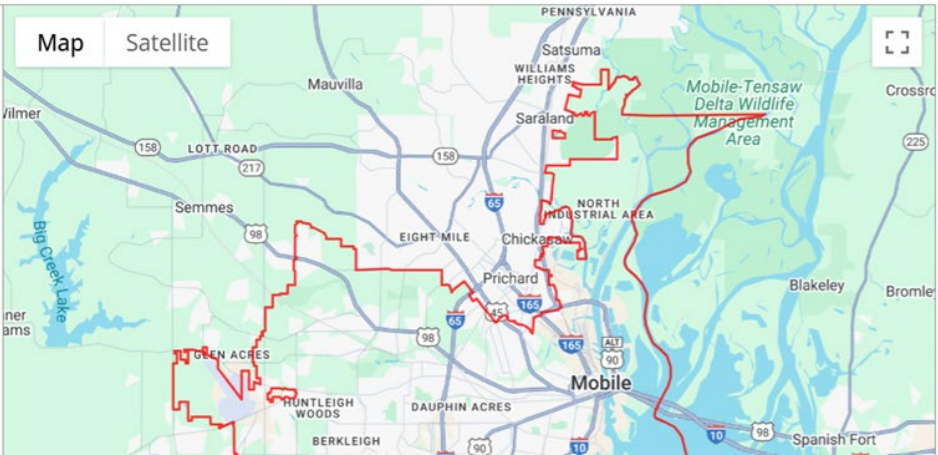
Show All ☐

 FILTER



No data

MapSatellite




12. Select 'CLOSED' from the Status drop down list, then choose a Start Date and End Date. Then click 'APPLY FILTER.'

Recent Requests

Search for Service Requests by address or review the list below. The Search will only identify active requests within the designated boundaries.

Show All ☐

 FILTER

Status

CLOSED

Category

Select a Problem Area

Asset Location

Select Department / Service Lo...

Location

Select Department / Service Lo...

Start Date

2025-06-03

End Date

2025-06-10

Sort By

Request Date

CANCEL

APPLY FILTER

13. If your search returns any results, you will see those service requests to the left of the map.

Recent Requests

Search for Service Requests by address or review the list below. The Search will only identify active requests within the designated boundaries.

Show All ☐

Q Search by Incident Address, SR Number, Email or Phone

FILTER

3



9034463



CLOSED

ELECTRONICS PICK-UP

Mobile, Alabama, USA

06/04/2025 12:00 AM



9034496



CLOSED

LINE OF SIGHT BLOCKED

