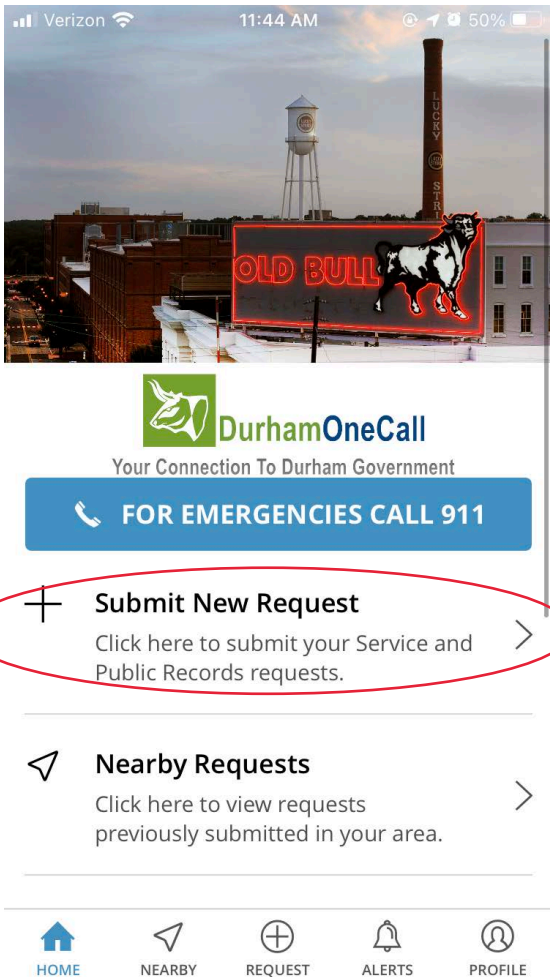


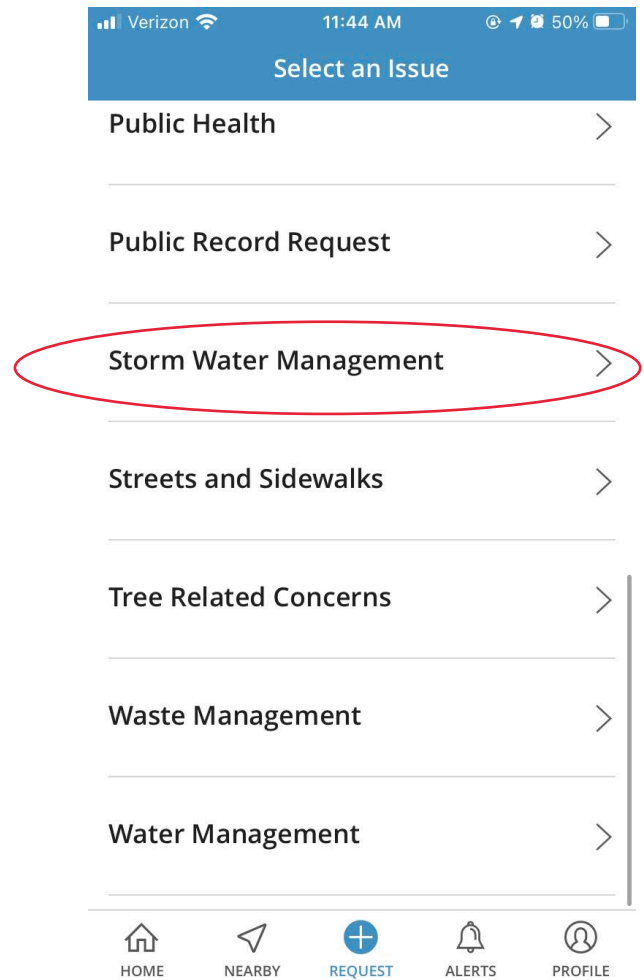
# How-to Guide: Reporting a Flood on Your Property in the Durham One Call Phone App

Step 1. Download the app. Search for "Durham One Call, which is available for iPhone and other Smart Phones.

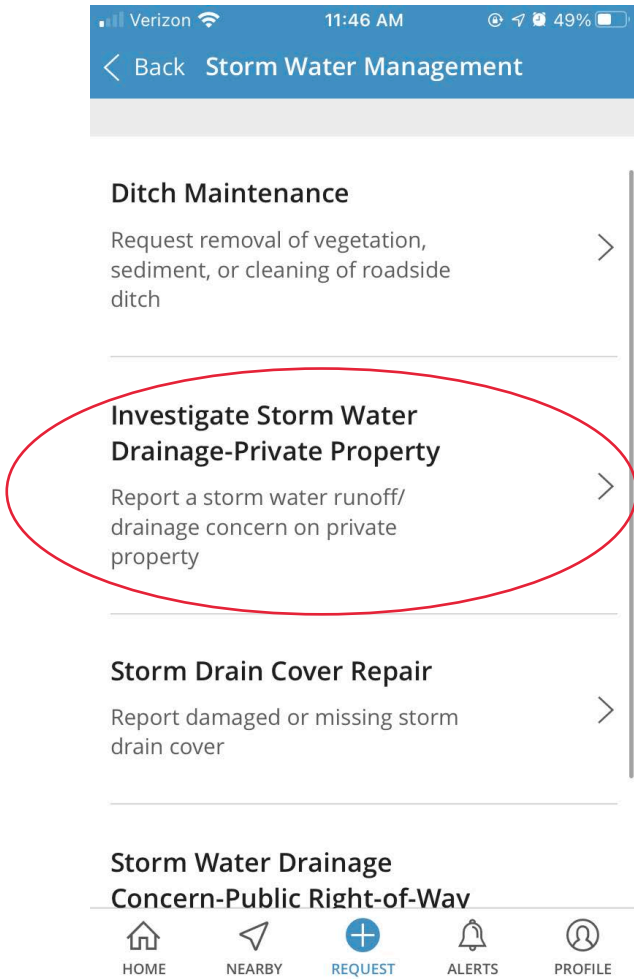
Step 2. Open the app. On the home page, tap "Submit New Request."



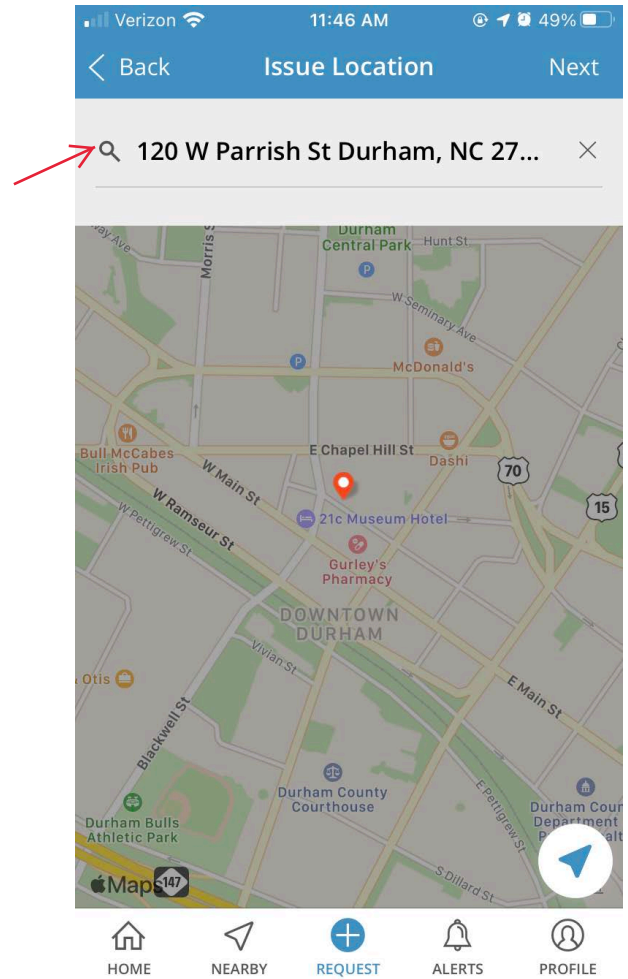
Step 3. Under Select an Issue, scroll down and choose Storm Water Management.



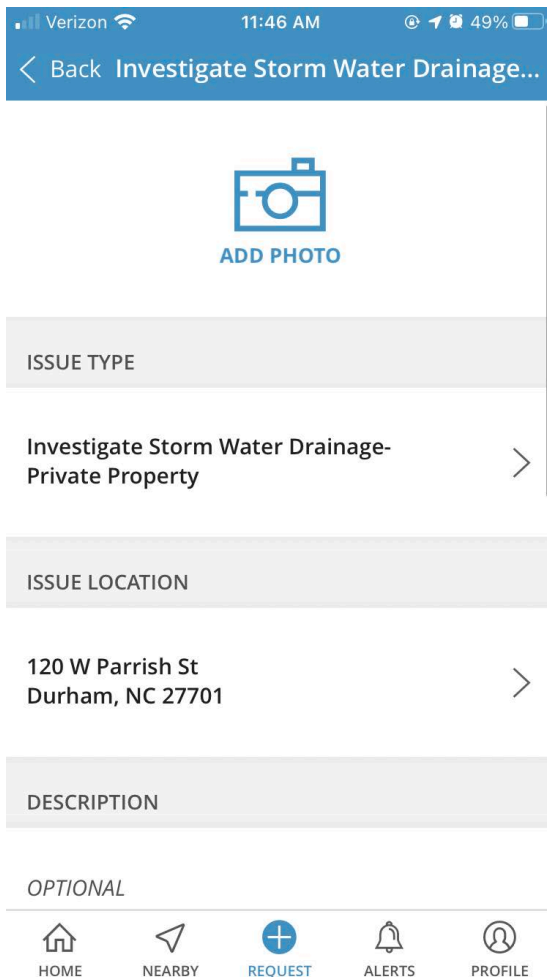
Step 4. Under Storm Water Management, choose Investigate Storm Water Drainage - Private Property.



Step 4. Use the search bar above the map to indicate where the flood is/was, then tap Next.



Step 6. If you have a photo of the flood, upload it to the Add Photo section. You may also add an optional description, e.g. how large the flood is/was or if it entered your basement, for example.



Step 7. Scroll down on the same page and type your name and phone number. These are only collected because you are making a private property report and will not be used for other purposes. When finished, tap submit request. Your request will then enter the city's private property flooding queue.

