

How to Send a Report on Snap Send Solve

An accessible step-by-step user guide

Introduction

Snap Send Solve is a free mobile application that allows you to easily report community issues, such as dumped rubbish, graffiti, potholes, broken streetlights, or damaged pavements, directly to the responsible local council or authority.

This document provides a highly accessible, step-by-step breakdown of how to use the app to log a report. It has been structured specifically to ensure it is clear to read and fully compatible with screen readers and assistive technologies.

Important tip for best results

We highly recommend reporting only one issue per report. If you notice multiple separate problems in an area, please submit a brand new, individual report for each issue so they can be routed to the authority each time.

Download the app

Before you can begin creating and submitting a report, you will need to download the official Snap Send Solve application onto your smartphone. To install the app, you can choose one of the following methods:

- Option 1: Select this [link to download Snap Send Solve](https://onelink.to/guidedogs) or copy and paste the full web address directly into your browser: <https://onelink.to/guidedogs> . This will automatically open your phone's respective App Store (Apple App Store for iPhone or Google Play Store for Android).
- Option 2: Open your smartphone's built-in camera app and hold it up to scan the QR code located in the bottom left corner of this document.



Step-by-step instructions

Step 1: Start a new report

Action: Open the app and locate the main navigation bar at the bottom of your screen. Tap the large button labelled "Snap" located in the centre of the bottom navigation bar.

Once selected, you will be prompted to choose how you would like to provide a photo of the incident:

Option A: Take a photo immediately using your device's built-in camera via the app.

Option B: Select and attach an existing photo from your device's photo library.

Step 2: Attach images

Action: Upload your photos. You are allowed to attach up to five images per report. Once your images are uploaded, tap the "Next" button located at the bottom of the screen.

Providing clear imagery significantly increases how quickly a council can resolve ("Solve") an issue. To provide optimal visual context:

1. Capture one close-up photo showing the direct details of the issue.
2. Capture a second wide-angle photo showing the broader surroundings to help workers easily locate it.

Note: If you have your device's Location Services enabled when taking the photo, your smartphone will automatically embed the location coordinates into the image file. This saves you from entering it manually in the next step.

Step 3: Confirm the incident location

Action: If the uploaded image has location data, the app will automatically set the incident location to where the photo was taken.

If your location data is disabled or incorrect, you can change it using two methods:

Search Bar: Select the search bar at the top of the location screen and type in the specific street address or intersection.



Map Pin: Move the digital map located in the centre of the screen to manually drop the pinpoint exactly over the location of the issue.

Action: Once the location details are verified and correct, tap the "Next" button located at the bottom of the screen.

Step 4: Add an incident description

Action: Tap inside the text field labelled "Description" and type out any specific, helpful context regarding the issue.

The more details you share about the issue, who's responsible, and how to find it, the more the responsible authority can help.

Action: Tap the "Next" button at the bottom of your screen to proceed.

Step 5: Select an incident type

Action: Select the most suitable incident type from the list provided.

Recommended incident types will appear at the top of the list. If the recommended incident types don't seem like a good match, you can use the search bar at the top of the screen or select an incident from the list

Step 6: Add a video (Optional)

Action: If available for your incident type, you can choose to record a live video or select an existing clip from your device's media library.

Some service authorities accept short video snippets to give extra detail (such as capturing water rushing from a burst pipe or a noise complaint).

Video requirements: Clips must be under 30 seconds long. Be aware that the video will automatically record environmental audio.

Action: Tap the "Next" button at the bottom of your screen to proceed.

Step 7: Finishing touches and send report

Action: Review your complete summary screen to make sure your pictures, pinned location, selected category, and descriptions look right. When ready, tap the "Send Snap" button positioned at the bottom of the screen.



Need more assistance?

If you encounter technical issues using the application or need specific help with a report, please connect with the support team using the channels below:

- Email Support: contact@snapsendsolve.com
- Website Help: Visit the official online documentation at the [Snap Send Solve Help Centre \(https://help.snapsendsolve.com\)](https://help.snapsendsolve.com)

