



**NorthEast Citizens Patrol**  
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**How to Utilize 311 On Line**  
**Courtesy of the HARBEL Community Organization, Inc.**

Set your browser to the flowing link:

[https://baltimore.customerservicerequest.org/web\\_intake\\_balt/Home.mvc/Index](https://baltimore.customerservicerequest.org/web_intake_balt/Home.mvc/Index)

Using the pull down menu next to “Select A Service Type” select the appropriate complaint.

Once the screen changes: click on “*Request this Service*”

Once the screen changes: enter the address where the complaint is occurring and then click on the box containing “Continue”

Once the screen changes enter the appropriate information in the provided boxes then click on the box containing “Review”

Ensure the information provided is correct then click the box containing “Submit”

You will then be provided a Service Request Number. Save it for future reference and follow-up on your complaint.