

# Instructions on how to use Citizens Request for Action (CRA)

Citizens Request for Action (CRA) is a way citizens can request a number of services performed by the City online, and have a method to track the progress of their request. From the link on the City website, the citizen is taken to the screen that will allow them to create a new request for service.

Once their request is submitted they are given a request number that they may use to track the status of their request at any time by going back through the link and selecting "Look Up Request" and entering their request number.

After entering their request number they can view the status of the request, and any progress that has been made towards resolving their issue. They may also view any notes regarding the request by clicking on resolution button in the action history.

## Work Order History

Work Order Number	Description	Date Filed	Status	Date Scheduled	Date Completed
16-001403	Street Related Requests	7/13/2016 11:15:57 AM	COMPLETED	7/21/2016 8:00:00 AM	7/13/2016 12:00:00 AM

## Request Action History

Type	Task Description	Date Filed	Status	Date Scheduled	Date Completed	Resolution String
Inspect	Concrete around sewer grate caving in causing it to sink - on Janat Dr.	07/13/2016	Closed	07/13/2016	07/13/2016	<a href="#">Resolution...</a>

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[Type here]

A citizen may also wish to receive notifications on the status of their request by entering their name, email, and selecting the box to receive updates during the initial request.

**Do you want to receive updates?**

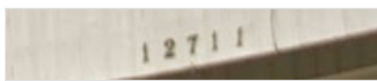
No, I wish to remain anonymous.  
By choosing to remain anonymous, you will not be able to receive updates or track your request in the future.


Email Address:   
Your email address is needed to look up and track your request online.

Name:   
Your name may be used if you wish to receive additional contact regarding your request.

**Receive Updates To This Request**  
Check this to receive an email whenever an update to your request occurs. Note: You may still track your request on this site without choosing to receive updates by email.

**Verify Code**  
Enter the text you see in the below image. This security feature helps prevent automated programs from creating requests.



 [Privacy & Terms](#)

We hope you enjoy the City of Oak Creeks new Citizens Request for Action (CRA) and find it a useful tool for requesting services from the city. Any questions or comments regarding (CRA) may be emailed directly to, Ted Johnson, Director of Streets, Parks & Forestry, [tejohnson@oakcreekwi.org](mailto:tejohnson@oakcreekwi.org).