

NASSAU NOW

Nassau County Executive's Mobile App



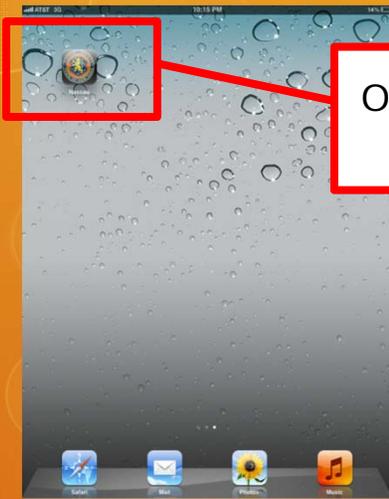
NASSAU COUNTY EXECUTIVE
ED MANGANO

www.nassaucountyny.gov

Nassau Now and Dial Mangano

- Streamline government communications and operations
- Create two way communication with the public
- Deliver a cutting edge, highly functional communication tool
- Enable the public to report issues from anywhere in the County
- Offer a centralized location for County information on mobile devices
- The ability to deliver alerts and emergency notifications to people's mobile devices

Login or Create Your Account...easily.



Our icon on your device



Login w/ email.

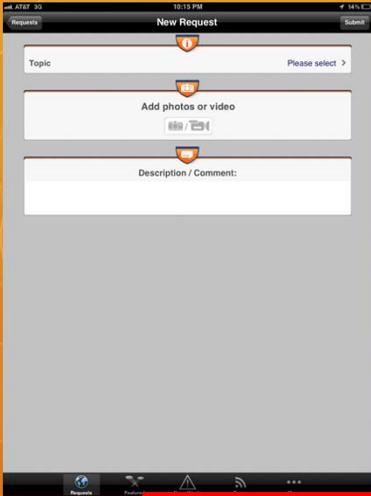
Easy Registration
1-2-3

1

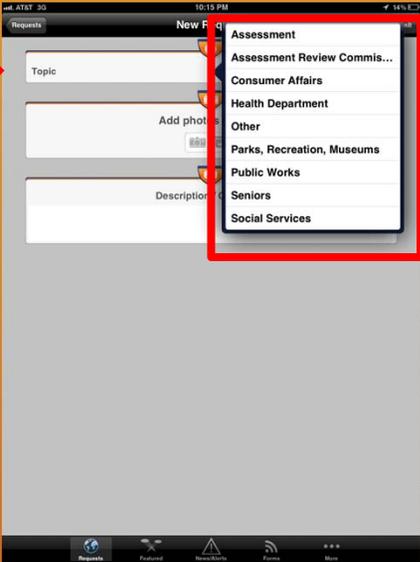
2

A screenshot of the 'Create New User' registration form. The form is titled 'Create New User' and has a 'Back' button. It contains several input fields: 'Name' (First Name and Last Name), 'Phone' (Phone 1, Phone 2, Phone 3), 'Email Address' (Email), 'Address' (Address, City, State, ZIP), and 'Password' (Password and Confirm Password). A red box highlights the entire form area. At the bottom, there is a 'Create New User' button.A screenshot of the 'Login' screen. The header is identical to the home screen. Below the header, there is a section titled 'PLEASE ENTER YOUR LOGIN INFO.' with two input fields: one for the email address (pre-filled with 'dpacemtel@nassaucounty.gov') and one for the password (masked with asterisks). A 'Login' button is located below the input fields. A red box highlights the login section. A virtual keyboard is visible at the bottom of the screen.

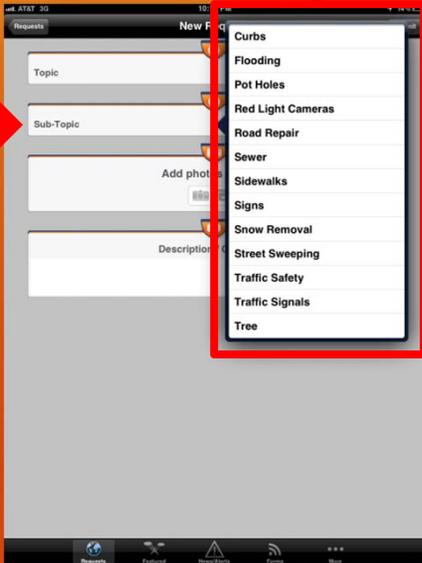
Submitting a Request



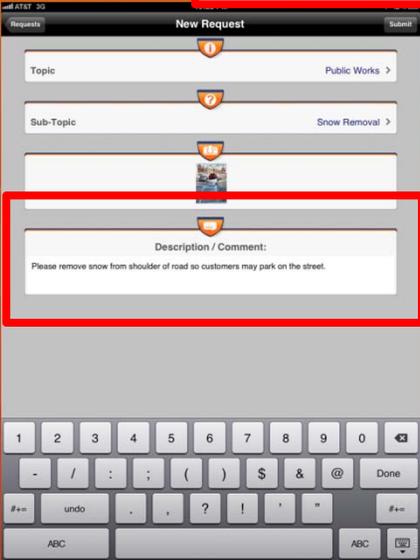
1 Select a topic from the drop-down



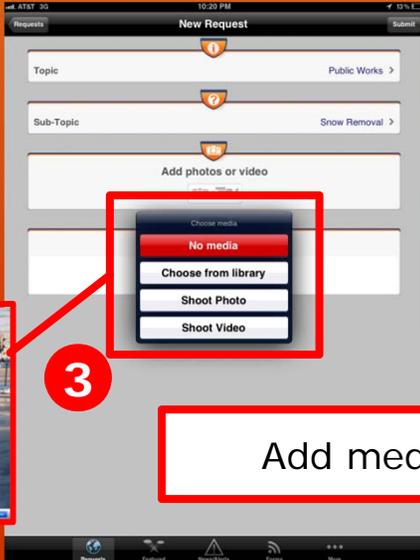
2 Select a sub-topic



Describe request. Inform us of what is going on.



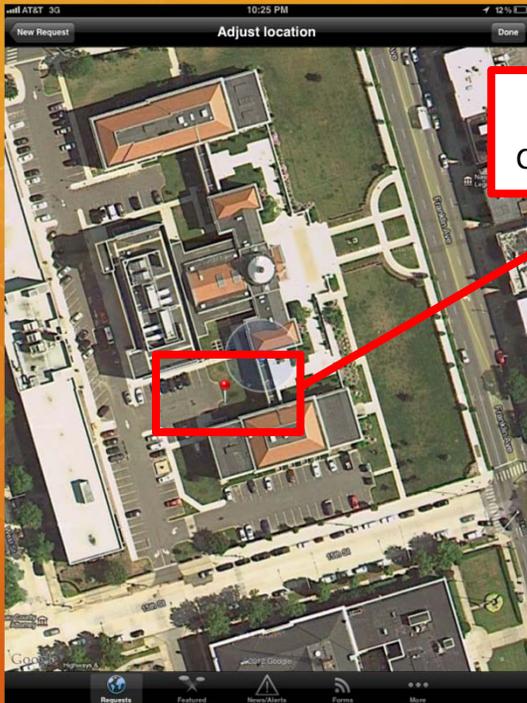
4



3

Add media

Determining your location

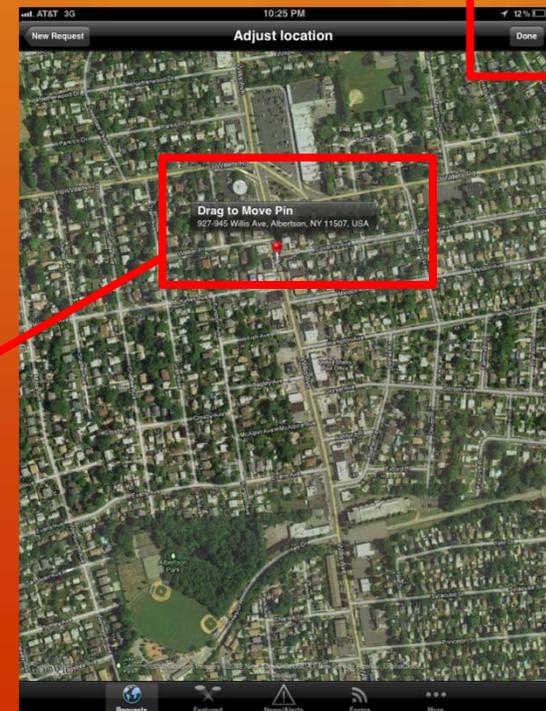


Your device's GPS will determine your location

1

When finished, click DONE.

3

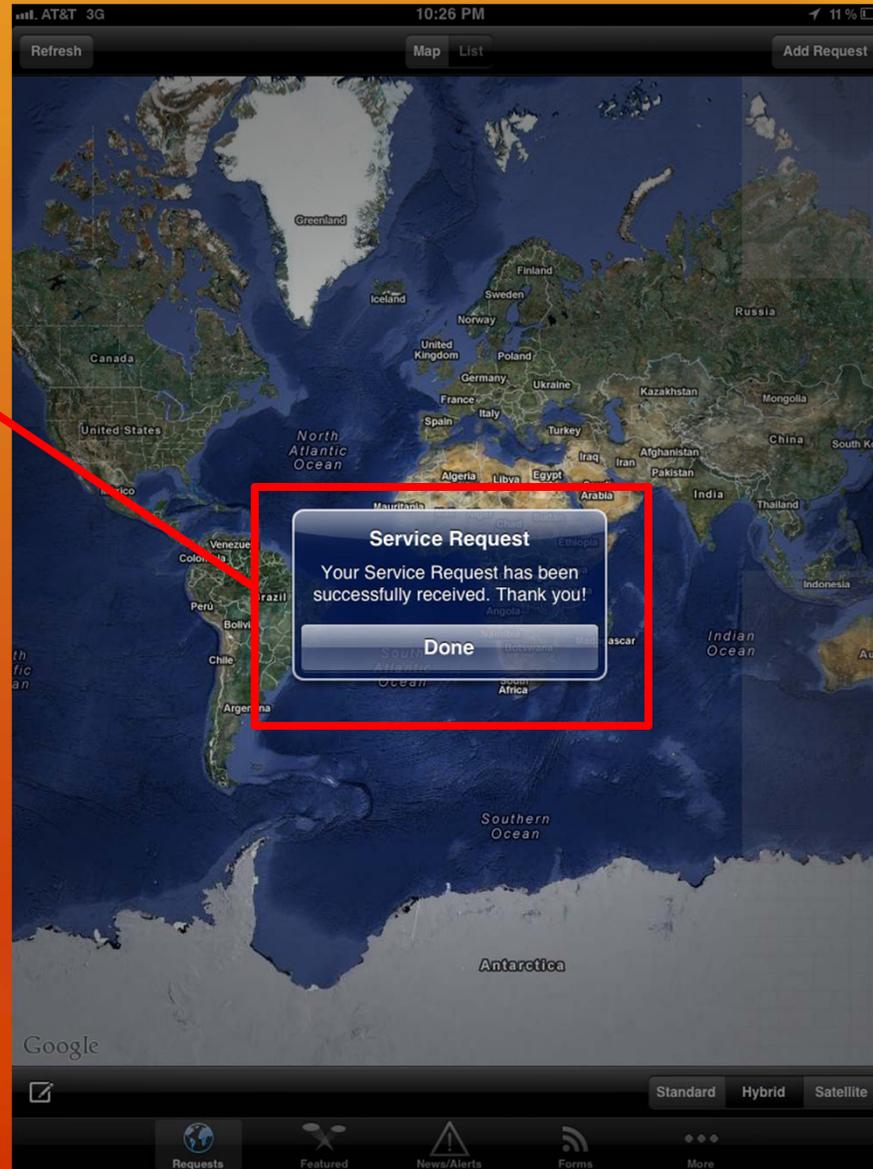


2

You can also manually drag the pin to the location of the issue.

Success!

Let Nassau do the rest!



The County Executive's Office View

Service Request List

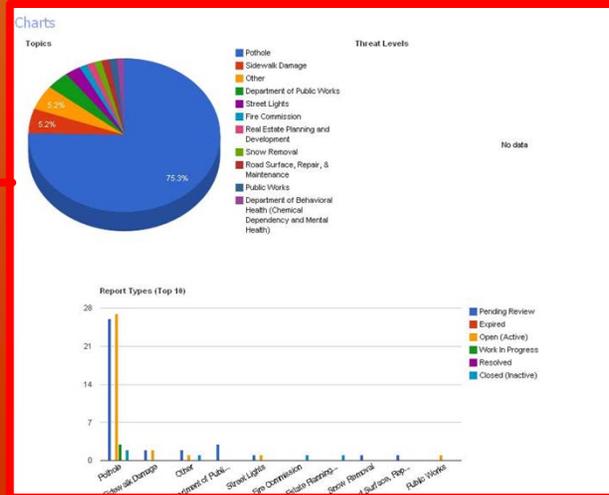
Search: [Topic: Department of Behavioral Health (Chemical Dependency and Mental Health)] [Location/Establishment:] [Comment/Note:] [Status: Pending Review] [Priority:] [Approved:] [Area: Albion (Town of Hempstead)] [Open Interval:] [Close Interval:]

Map: [Map of Westchester County showing request locations]

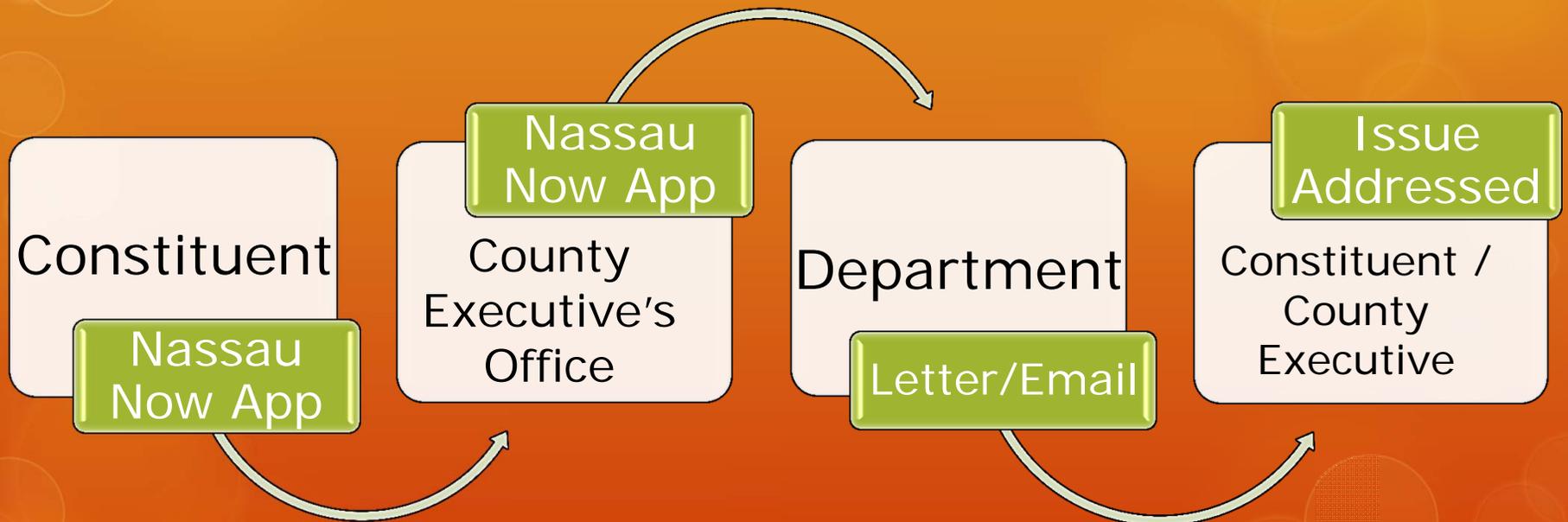
ID	Thumbnail	Topic	Location	Status	Submitted	Priority	Assigned To	Resolved	Approved	Act
1200805	N/A	Pothole	47 MENEOLA BLVD, MINEOLA, NY	Open (Active)	Jan 11, 2012 1:51 PM	N/A	Not Yet Assigned		Yes	
1200802	N/A	Department of Behavioral Health (Chemical Dependency and Mental Health)	100 Carman Avenue, East Meadow, NY, 11554	Resolved	Jan 10, 2012 2:09 PM	N/A	Not Yet Assigned		No	
1200801	N/A	Other	9862 JERUSALEM AVE, Seaford, NY	Closed (Inactive)	Jan 10, 2012 11:39 AM	N/A	Not Yet Assigned		No	
1200799	N/A	Department of Public Works	195 GRIST MILL LA, Saddle Rock, NY	Pending Review	Jan 9, 2012 8:43 PM	N/A	Not Yet Assigned		No	
1200798	N/A	Road Surface, Repair, & Maintenance	1277 ROAD SWAMP RD, OLD BETHPAGE, NY	Pending Review	Jan 9, 2012 8:41 PM	N/A	Not Yet Assigned		No	

Inquiry queue and statistical analysis to assist in a more efficient government.

Topic	Requests	Most Recent Request	Pending Review
Department of Behavioral Health (Chemical Dependency and Mental Health)	1 (1.3%)	Jan 10, 2012	0 (0%)
Department of Public Works (3 days)	2 (3.9%)	Jan 9, 2012	2 (100%)
Fire Commission (3 days)	1 (1.3%)	Nov 28, 2011	0 (0%)
Other	4 (5.19%)	Jan 10, 2012	2 (50%)
Pothole (7 days)	58 (75.32%)	Jan 11, 2012	26 (44.83%)
Public Works (5 days)	1 (1.3%)	Jan 4, 2012	0 (0%)
Real Estate Planning and Development (3 days)	1 (1.3%)	Jan 9, 2012	0 (0%)
Road Surface, Repair, & Maintenance	1 (1.3%)	Jan 9, 2012	1 (100%)
Sidewalk Damage	4 (5.19%)	Nov 9, 2011	2 (50%)
Snow Removal (2 days)	1 (1.3%)	Nov 12, 2011	1 (100%)
Street Lights	2 (2.6%)	Nov 21, 2011	1 (50%)



The Process



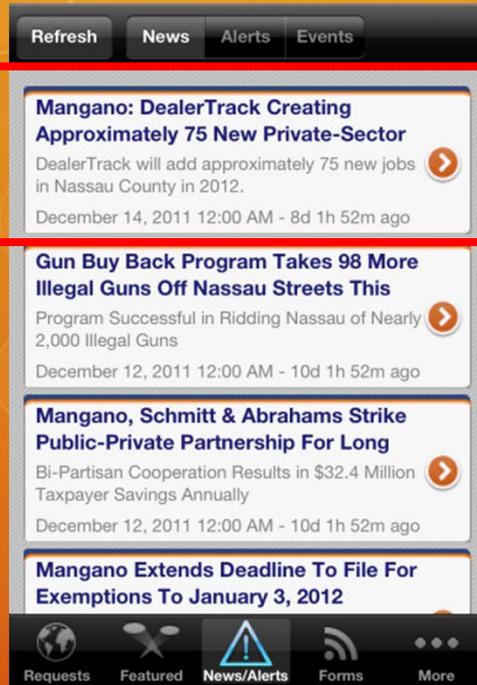
Featured Content delivered to you anywhere.



Featured content from our website.



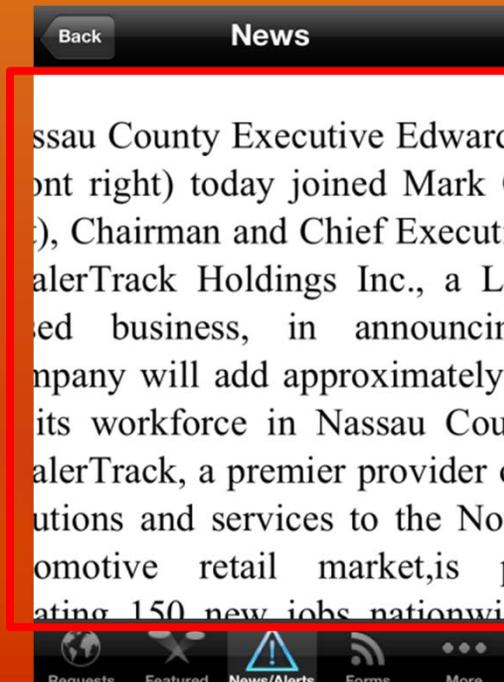
Easy-to-read press releases, news, and other alerts.



Click on any news item/alert and go directly to the website.



Zoom-in/-out finger-controls for easy viewing.



And there's more...

One-touch calling to the County Executive's office.

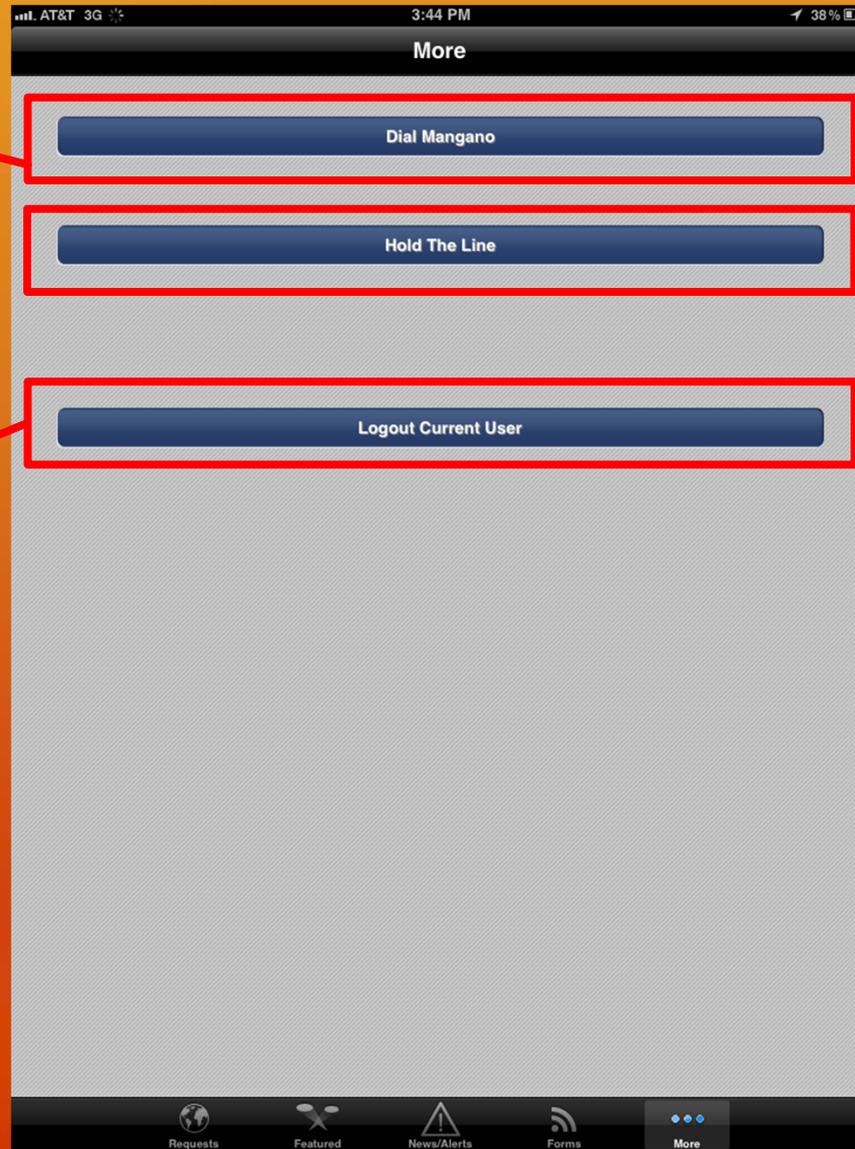
Dial Mangano

Hold The Line

Message from the County Executive.

Logout Current User

Logout of our app.



The WebApp on www.nassaucountyny.gov



Nassau County
Long Island, New York

Login w/ the same
username and
password as the
mobile app.

Nassau Now

Please log in.

Email Address

dpascarella@nassaucountyny.gov

Password

•••••

Remember me.

Login

[Did you forget your password?](#)

[Create your account \(advanced\)](#)

[Create your account \(short\)](#)

Your dashboard

The screenshot shows a web browser window with the following elements:

- Browser Tab:** Nassau County: Home
- Address Bar:** nassau.mcitizenreports.com/home
- Header:** Nassau County Long Island, New York. Includes a profile picture of County Executive Edward P. Mangano and a greeting: "Hello, info@nassaucountyny.gov" with links for "Account Settings" and "Sign Out".
- Navigation:** "My Queue" and "Submit New Service Request" buttons.
- Main Content:** Two large blue buttons: "MY QUEUE" (with a gear icon) and "ADD REQUEST" (with an icon of a person at a computer).

New Service Request

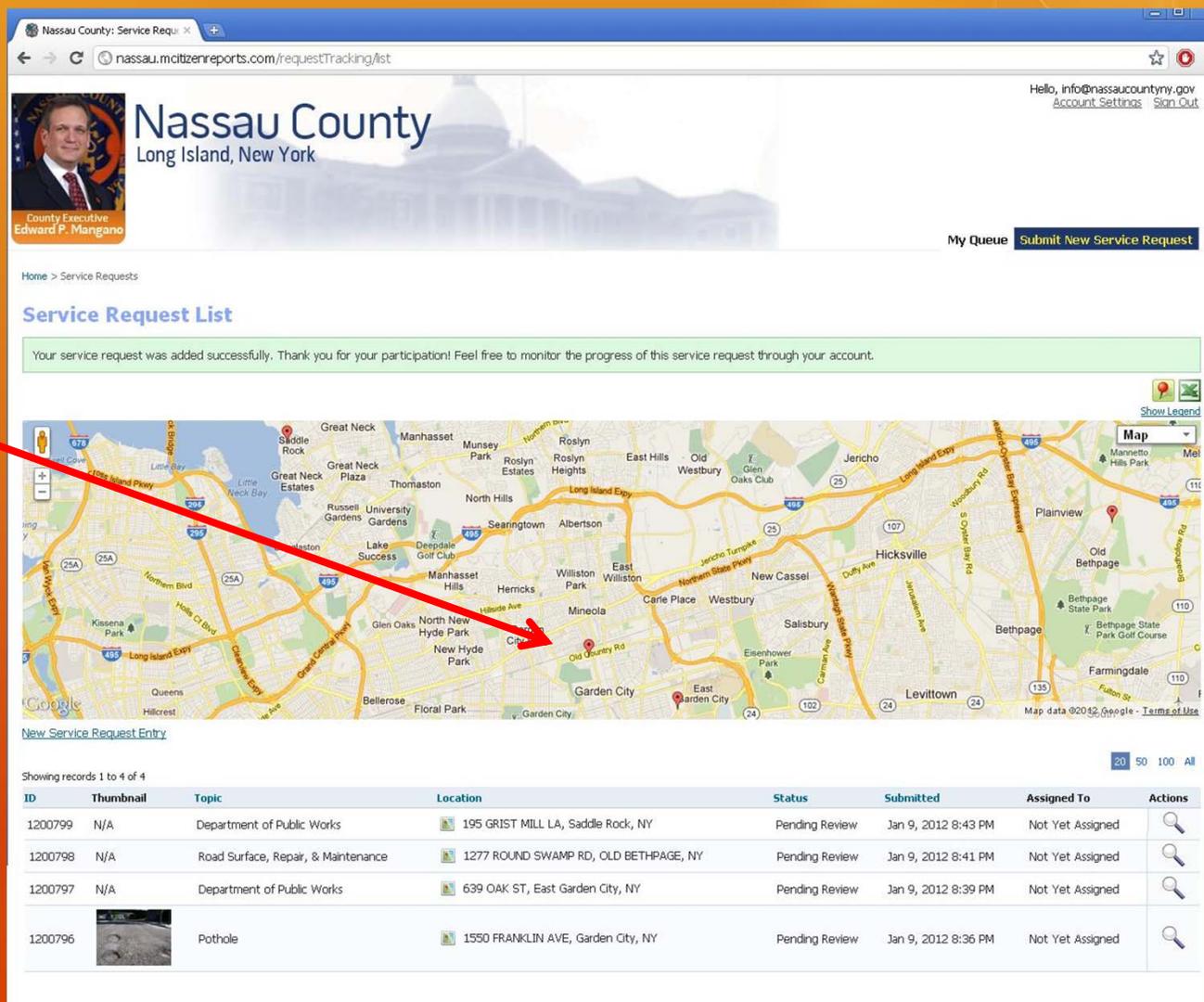
- 1 Enter the location of the concern/issue
- 2 Select a topic
- 3 Describe it
- 4 Attach a picture, document, or video
- 5 Submit

The screenshot shows the 'Submit New Service Request' page on the Nassau County website. The page header includes the Nassau County logo and the name of the County Executive, Edward P. Mangano. The main heading is 'Submit New Service Request'. The form contains the following elements:

- 1** A text input field for the address, with a 'Locate' button. The address entered is '1550 FRANKLIN AVE', 'MINEOLA', 'New York', and '11501'.
- 2** A map showing the location of the address in Mineola, New York.
- 3** A dropdown menu to 'Choose a Topic that most closely describes your Service Request (req)'. The current selection is 'Please select'.
- 3** A text area for 'Is there anything else you think we should know?'.
- 4** A section for attaching files, with a 'Choose File' button and a note: 'No file chosen. File size limit 64 MB. Allowed types: pdf, doc, docx, jpg, png, gif or video files.'
- 5** A 'Submit Service Request' button.

Your queue

See all of your previous requests on the map.



Nassau County: Service Request Tracking List

County Executive Edward P. Mangano

Nassau County Long Island, New York

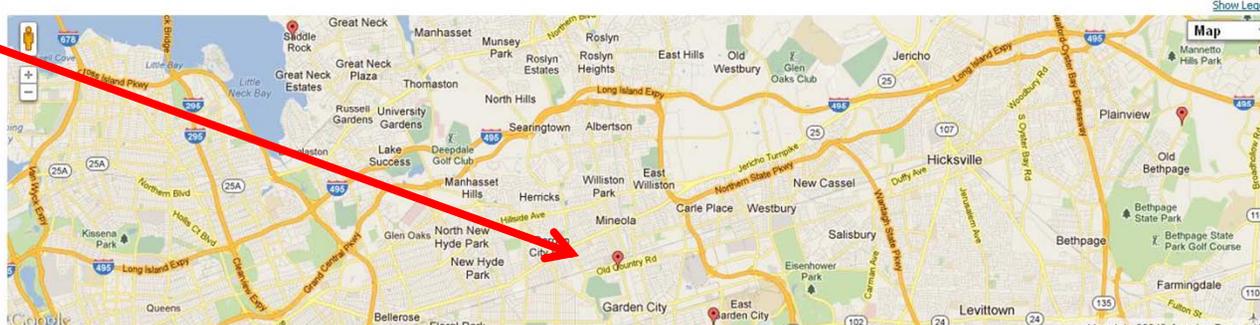
Hello, info@nassaucountyny.gov Account Settings Sign Out

My Queue Submit New Service Request

Home > Service Requests

Service Request List

Your service request was added successfully. Thank you for your participation! Feel free to monitor the progress of this service request through your account.



New Service Request Entry

Showing records 1 to 4 of 4

ID	Thumbnail	Topic	Location	Status	Submitted	Assigned To	Actions
1200799	N/A	Department of Public Works	195 GRIST MILL LA, Saddle Rock, NY	Pending Review	Jan 9, 2012 8:43 PM	Not Yet Assigned	
1200798	N/A	Road Surface, Repair, & Maintenance	1277 ROUND SWAMP RD, OLD BETHPAGE, NY	Pending Review	Jan 9, 2012 8:41 PM	Not Yet Assigned	
1200797	N/A	Department of Public Works	639 OAK ST, East Garden City, NY	Pending Review	Jan 9, 2012 8:39 PM	Not Yet Assigned	
1200796		Pothole	1550 FRANKLIN AVE, Garden City, NY	Pending Review	Jan 9, 2012 8:36 PM	Not Yet Assigned	

Don't forget!

HAVE QUESTIONS? NEED ASSISTANCE?



DIAL
516 MANGANO
(6 2 6-4 2 6 6)

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