WESTMINSTER

Access Westminster resident user manual

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Create an Account

1. Visit seeclickfix.com
2. Select "Resident Sign Up."

Create an Account

Resident Sign Up	Administrator Sign Up

3. Create a new account by filling in the required fields. Once finished, click "Create Account."
4. Once you've input your email, you may be prompted to verify your email with a one-time code.
5. Select a display name. **Note:** Your display name will be visible on the public map unless you choose to submit a request anonymously.
6. Select your default location by pressing "Choose" and searching for your address. Click "Save" when you have selected your location.
7. Check the box "I agree to the terms of use" and click "Register."

Create a Request

1. Once you have registered, you can now submit requests to the City of Westminster.
2. Under the Access Westminster tab, click "New Request."

3. Select a category. For this example, we will select "Open Space."

4. You will be prompted to enter a location. You can enter your address in the search bar, or you can move the map by clicking your mouse and dragging it. Once you have selected your location, click "Confirm Location."
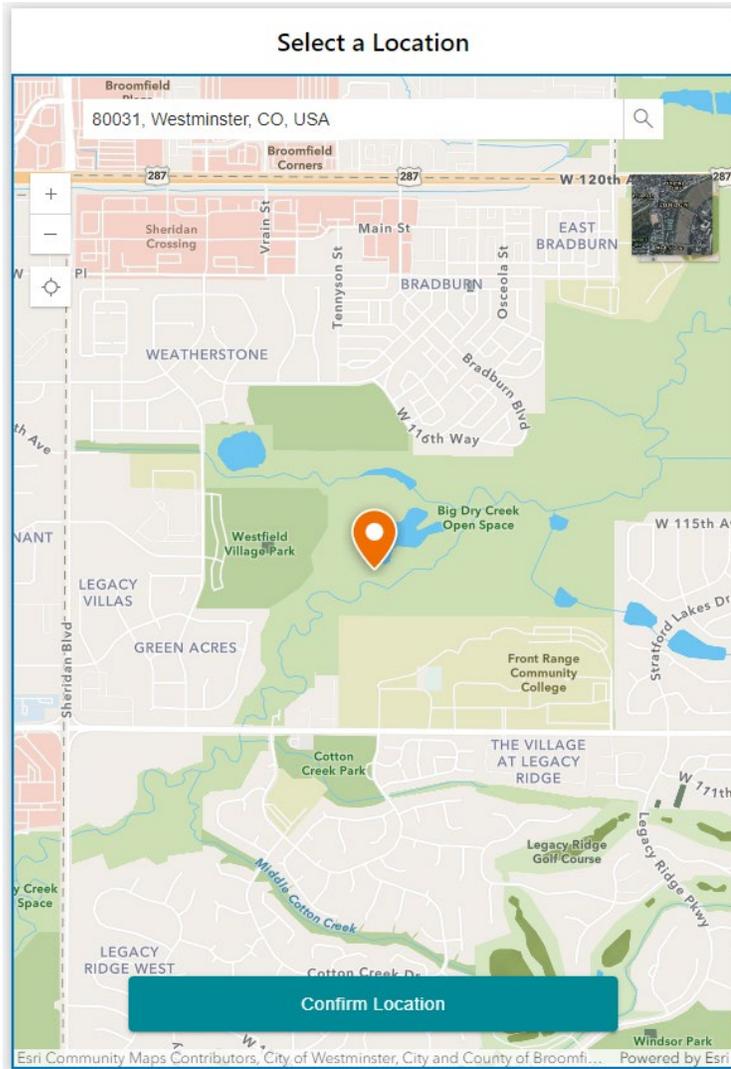
5. You will have the option to add an image. If you choose to add an image, select "Add Image."

   Note: You can only upload one photo with your initial submission. If you would like to add more photos, you can add them in the comments section, which is addressed below.

6. Once you've added a photo, click "Next Step."

7. You will be prompted to describe your request and answer any prompting questions. Once you've entered your request details, click "Confirm Details."

Enter Details

Description

This is a test request.

Optional, Displayed publicly

Which open space?

Community College Open Space

Optional, Displayed publicly

Confirm Details

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8. Choose how you would like to submit your request. You have a few options:
    a. **Submit as yourself.** Your username will be visible publicly and your email will be shared with the City.
    b. **Hide your identity.** Your username and email will be hidden from the public and from the City.
    c. **Submit as a guest.** No account required. This request will be sent to the City, but you will not receive updates.

9. Click "Submit Request." On the next screen, you will see a record of your request.

10. Once you have submitted a request, the comments section is where you will see communication from staff. You can also leave a comment or attach another image. If your request is public, your photos and comments will be seen on the public map.

11. To attach another image, select "Add an image," add details in the "Add a comment" box, and click "Comment."

12. To see your request on the public map, as well as the other requests that have been submitted, click on the Access Westminster logo in the upper left-hand corner. This will bring you to the public map.

13. Each dot on the map corresponds to a request. Orange indicates an open request and blue indicates a closed request.
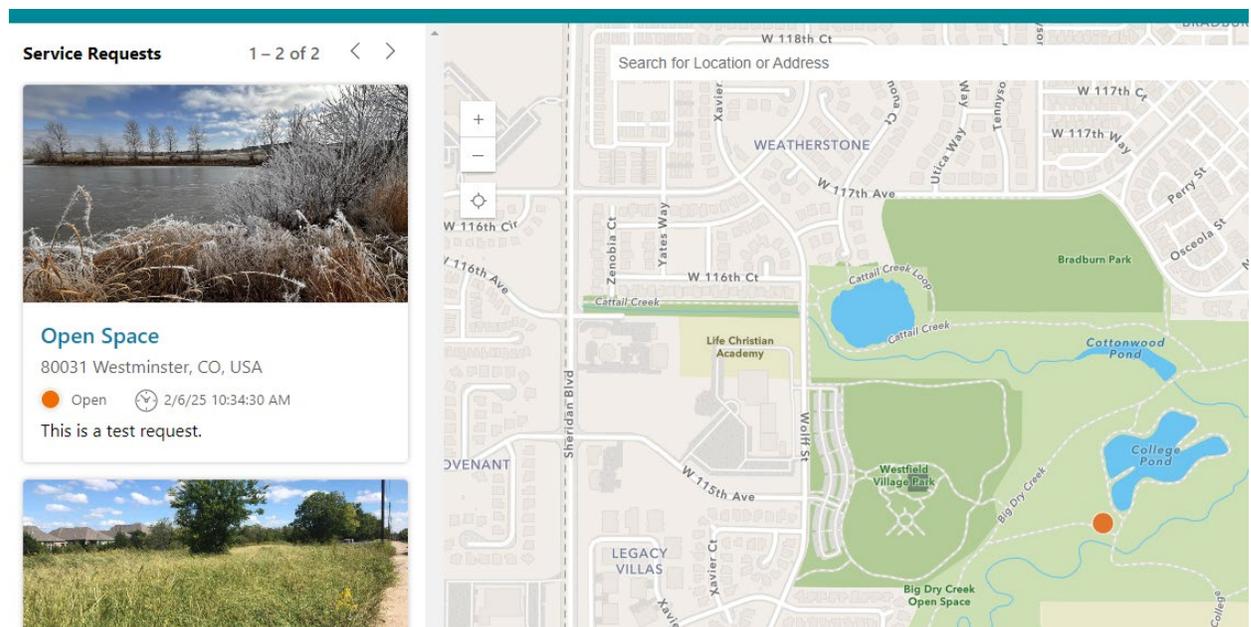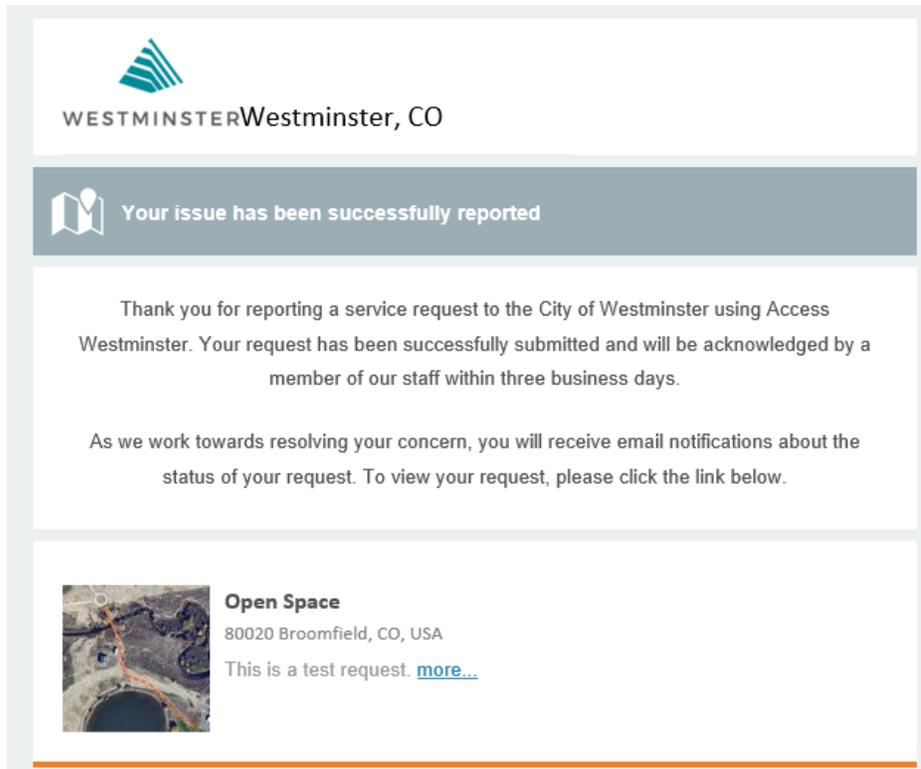

14. To view your requests, click your avatar in the right-hand corner and select "My Requests."
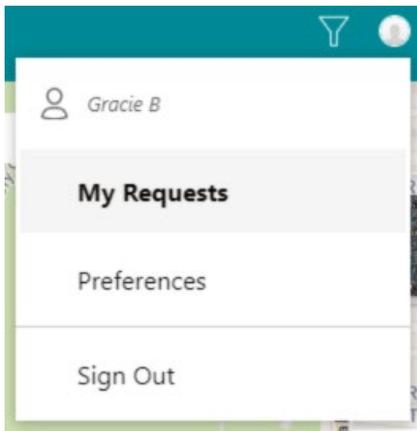
15. To return to the map or to make a new request, click the Access Westminster logo in the left-hand corner.

16. Until you have opted out of email notifications, you will also receive an email confirmation of your request:
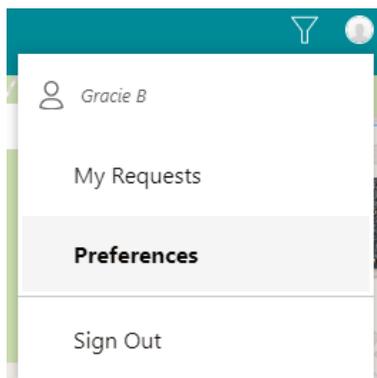

Manage Email Notifications

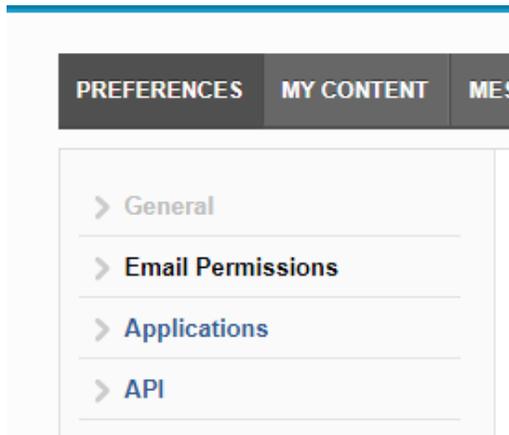By default, you will receive email notifications for your requests.

You can choose to disable email notifications if you would prefer to check the dashboard on your own time.

To disable notifications:

1. Click the dropdown menu next to your avatar and select "Preferences."

2. Click "Email Permissions" on the left-hand menu:

3. You will see a list of notifications you are subscribed to. Uncheck the box next to the notification you no longer wish to receive. Click "Update" when you are finished selecting your preferences.

Update General Preferences

1. To update your general preferences, such as your username, default location, and time zone, click your avatar and select "Preferences."
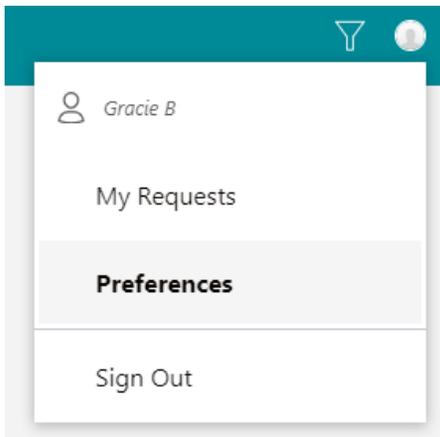
City Response

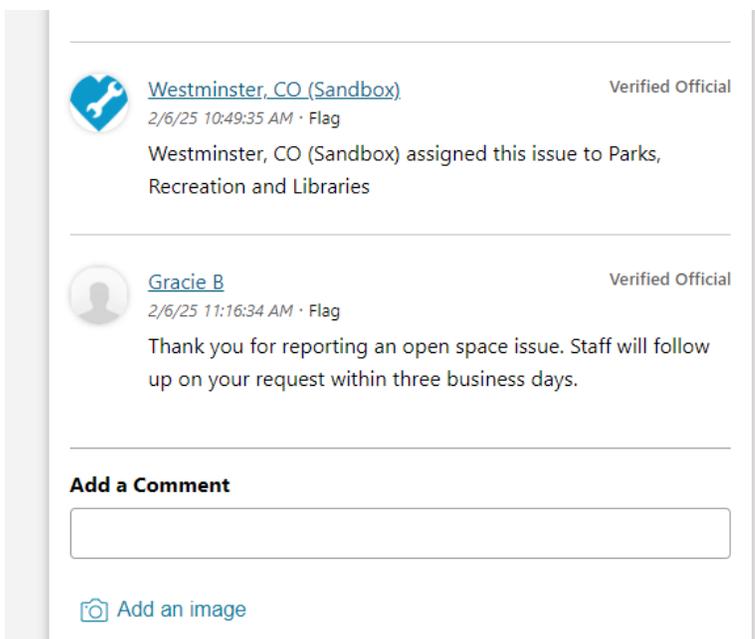If you have opted in to email notifications, you will receive email updates as City staff process your request. When you first submit your request, you will receive an acknowledgment from staff that your request has been received.

1. When you receive an acknowledgment from City staff, it will appear in the comments section of your request.

2. When staff have acknowledged your request, the dot that corresponds to your request will change to green.
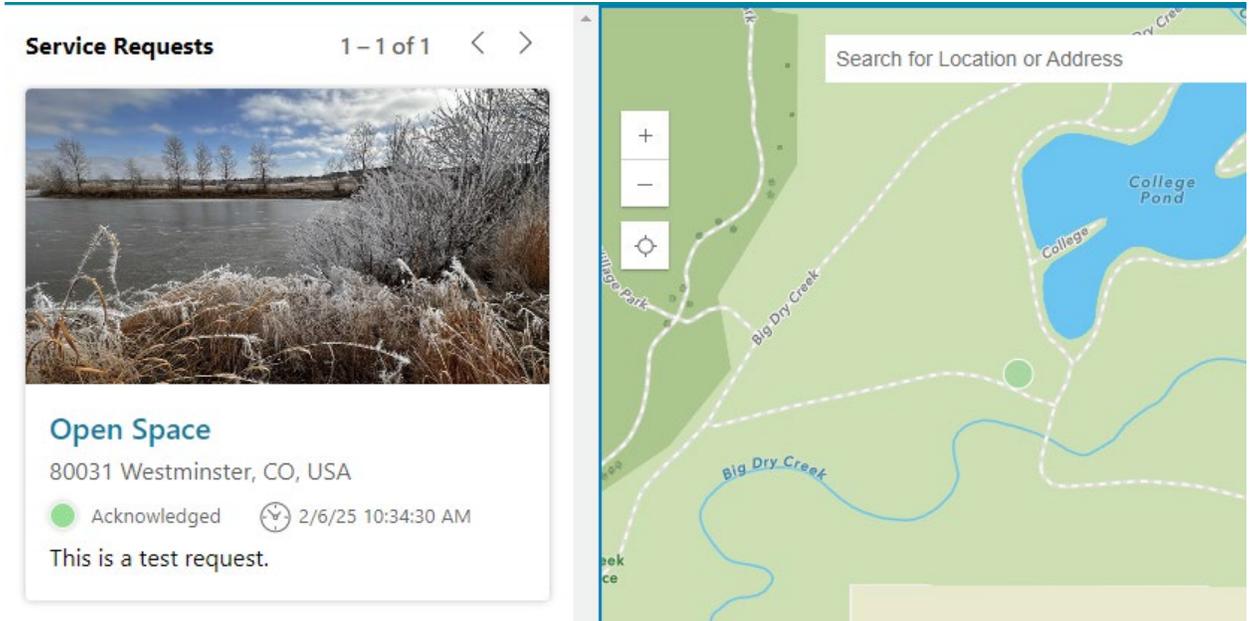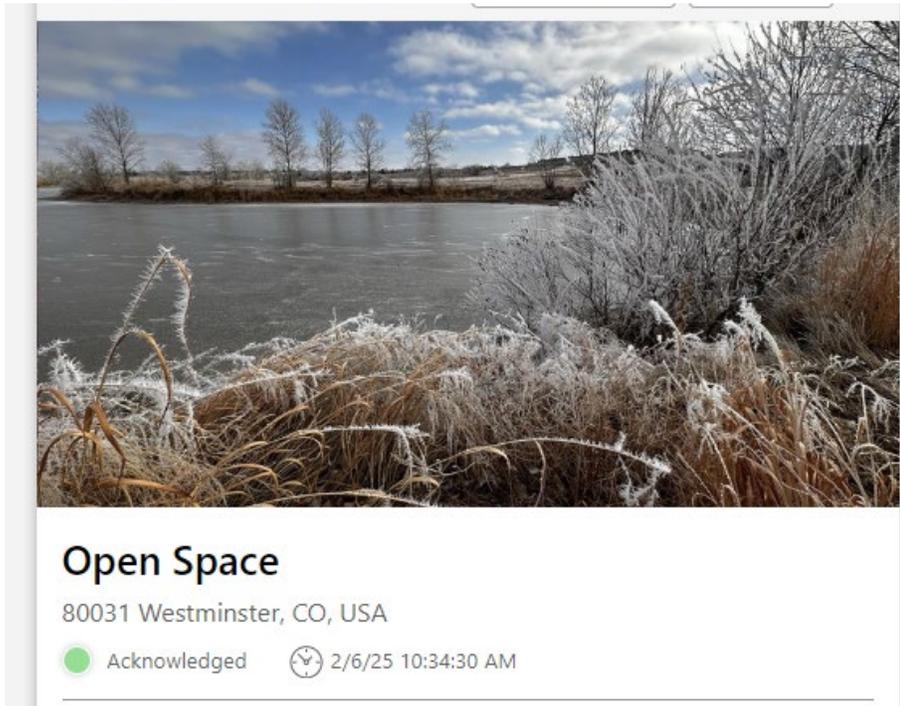
3. When staff close out a request, they will leave a comment. The dot will change from green to blue, indicating the request is closed.

Gracie B   Verified Official
2/6/25 11:24:53 AM · Flag

Thank you again for reporting an open space issue to us. We have sent our open space staff out to investigate the issue, and they have fixed the problem.

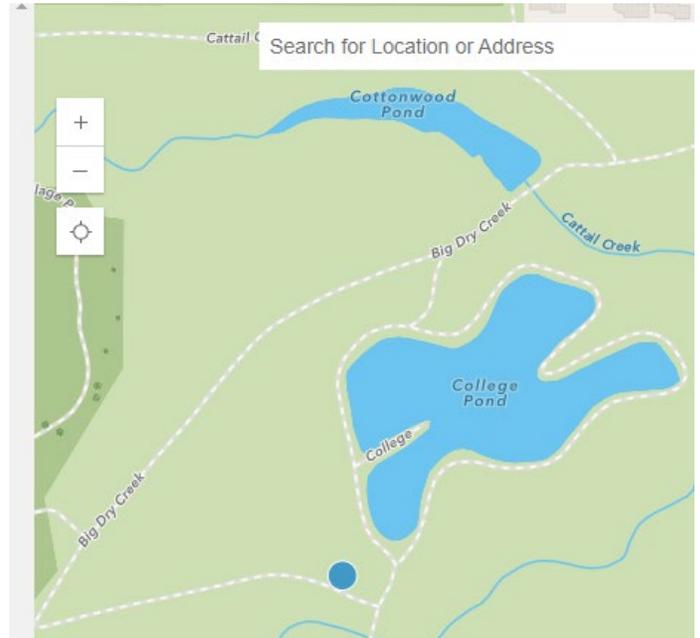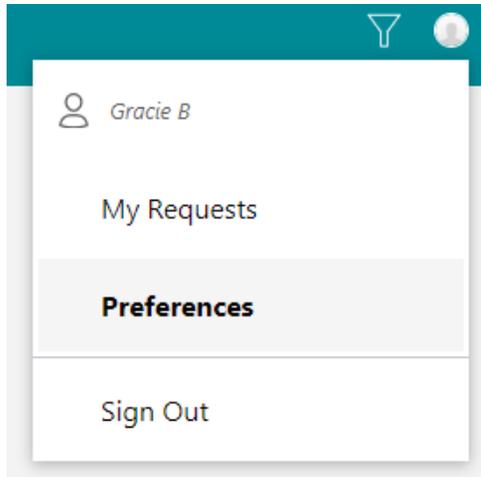Service Requests   1 – 1 of 1   < >

Open Space
80031 Westminster, CO, USA
● Closed   🕐 2/6/25 10:34:30 AM
This is a test request.

4. You can continue to leave comments on the request even when it is closed.
5. To view the comments on all your requests, navigate to your dashboard by clicking your avatar and selecting "My Preferences."


6. Select "Messages" from the top tab.

7. To view a comment, click on the message. This will bring you to the request.

Resources

If you need help using Access Westminster, there are several resources available.

1. For more tutorials on navigating Access Westminster, powered by SeeClickFix, click the question mark next to your avatar and select "Help." This will bring you to the SeeClickFix help center.
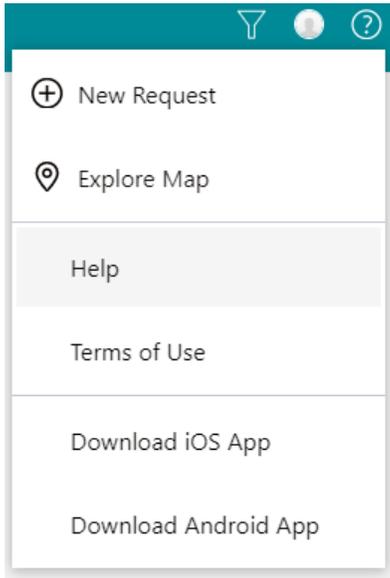
2. You can either search for a topic, or select "Tutorials and Resources" or "Get Started and FAQs."

3. If have any technical issues using Access Westminster, powered by SeeClickFix, please email contact@seeclickfix.com.

4. For City staff assistance, please contact Access@westminsterco.gov.