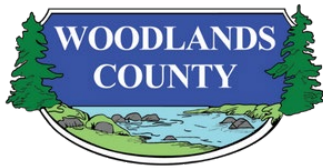


CITYWIDE PORTAL SERVICE REQUEST TRACKER

How-To Guide



Citywide Portal

Service Request Tracker How-To Guide

Citywide Portal is Woodlands County’s Service Request Tracker system. Through it, you can **submit service requests, report issues, ask questions, or even send a thank-you** related to any County service or program.

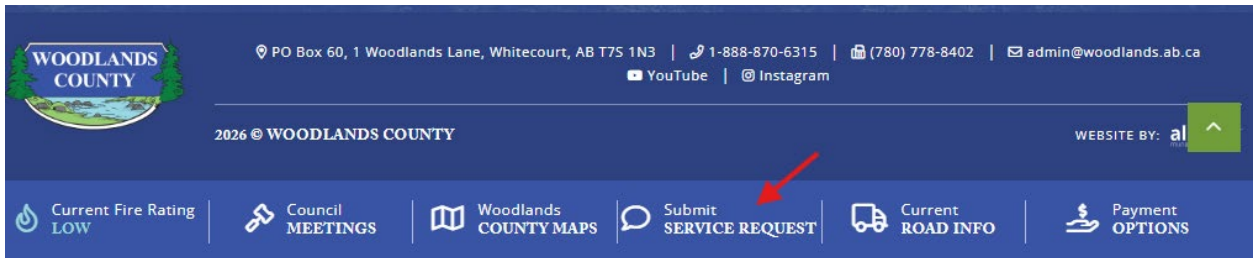
One of the best features of this system is you can **track your requests, receive updates, and stay informed**, by creating an account.

This How-To Guide shows you how to:

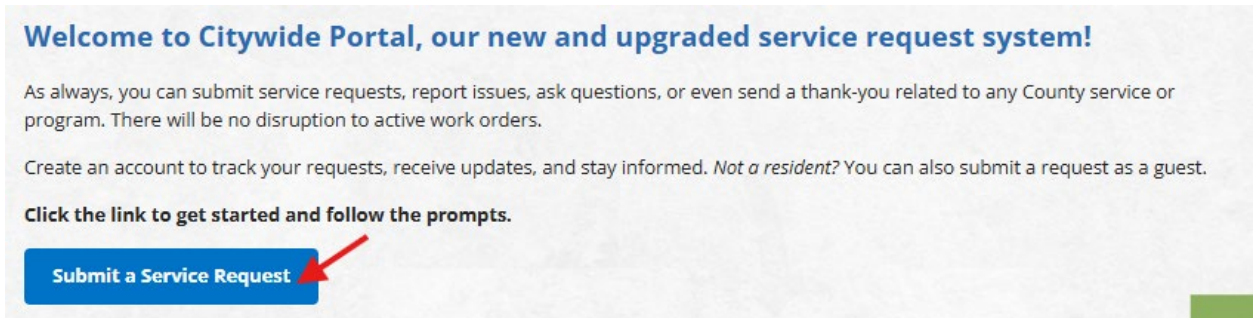
1. Create an account (recommended for residents)
2. Continue as a Guest (recommended for non-residents)
3. Submit a Service Request

STEP 1: ACCESS THE CITYWIDE PORTAL

1. Go to the County website: www.woodlands.ab.ca.
2. Scroll to the very bottom of the homepage, and click Submit a Request



3. The Service Request webpage will open: <https://woodlands.ab.ca/p/service-request>

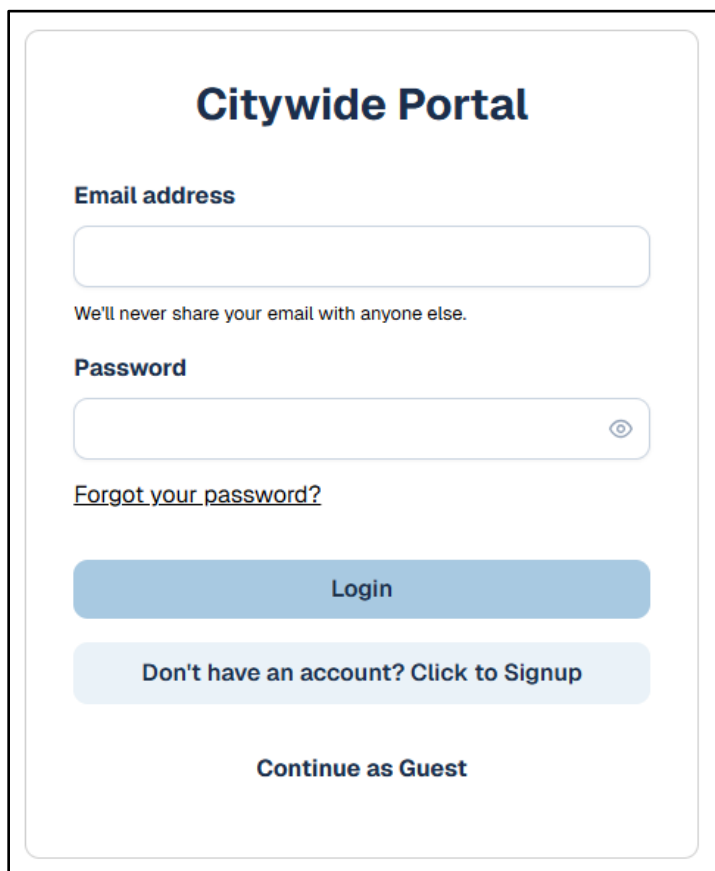


STEP 2: CITYWIDE PORTAL LOGIN

There are two options:

1. **Create an account ‘Click to Signup’, or**
2. **‘Continue as Guest’**

If you’re a resident, it’s recommended you create account so you can **track your requests, receive updates, and stay informed**. If you’re not a resident, you have the option to ‘Continue as Guest’.

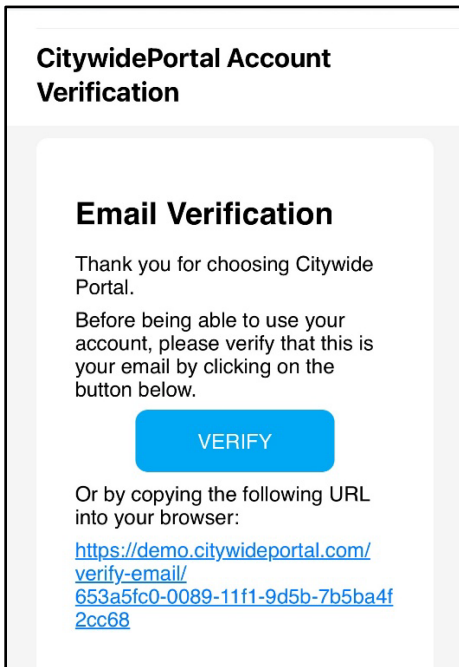
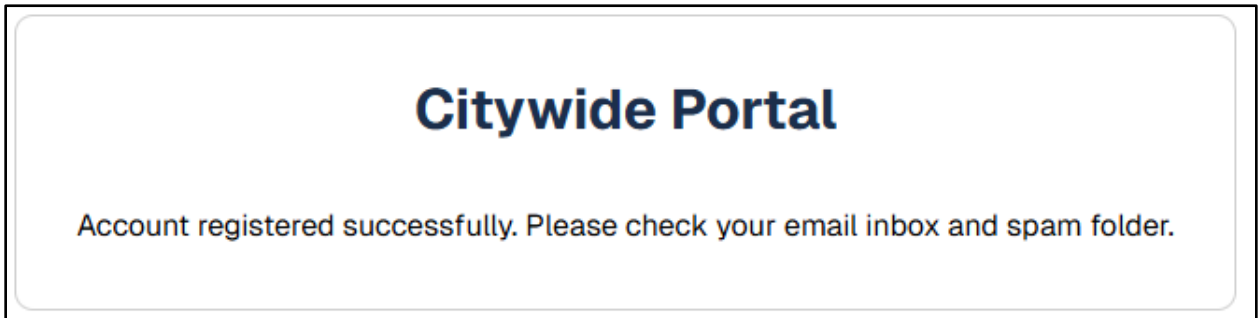


The screenshot shows the Citywide Portal login interface. At the top, the title "Citywide Portal" is displayed in a large, bold, dark blue font. Below the title, there are two input fields: "Email address" and "Password". The "Email address" field is a simple white box with a light blue border. Below it, a small line of text reads "We'll never share your email with anyone else." The "Password" field is a white box with a light blue border and a small eye icon on the right side to toggle visibility. Below the password field, there is a link that says "Forgot your password?". At the bottom of the form, there are three buttons: a dark blue "Login" button, a light blue "Don't have an account? Click to Signup" button, and a dark blue "Continue as Guest" button.

STEP 3: CREATE AN ACCOUNT – CLICK TO SIGNUP

When you ‘Click to Signup’, you’ll be prompted to:

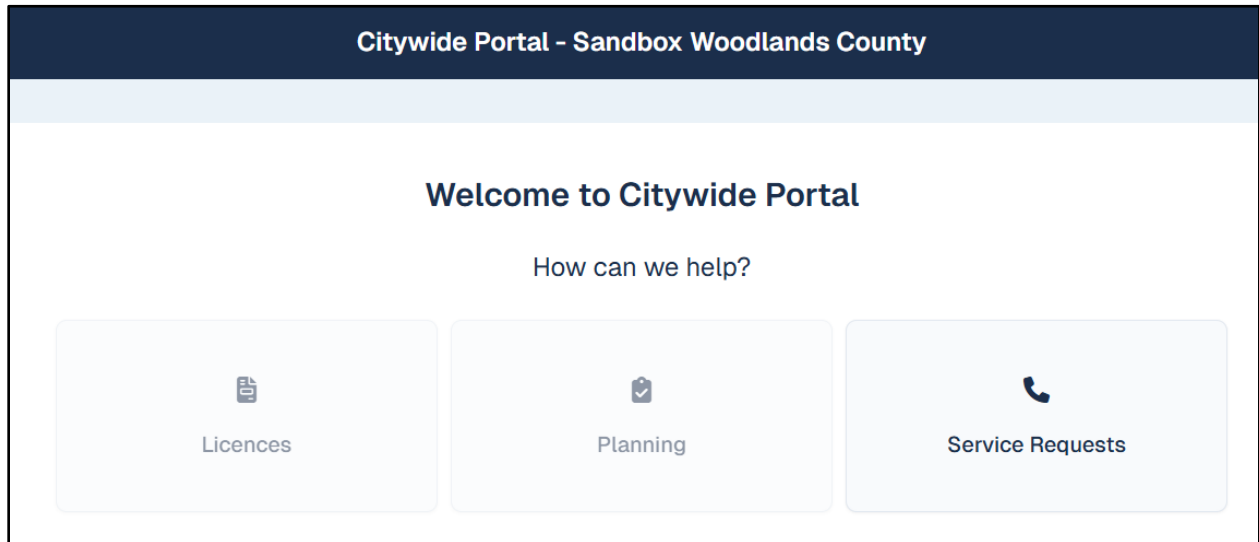
1. Add Email and Password
2. Must verify account – automated email and you click to verify and log in.



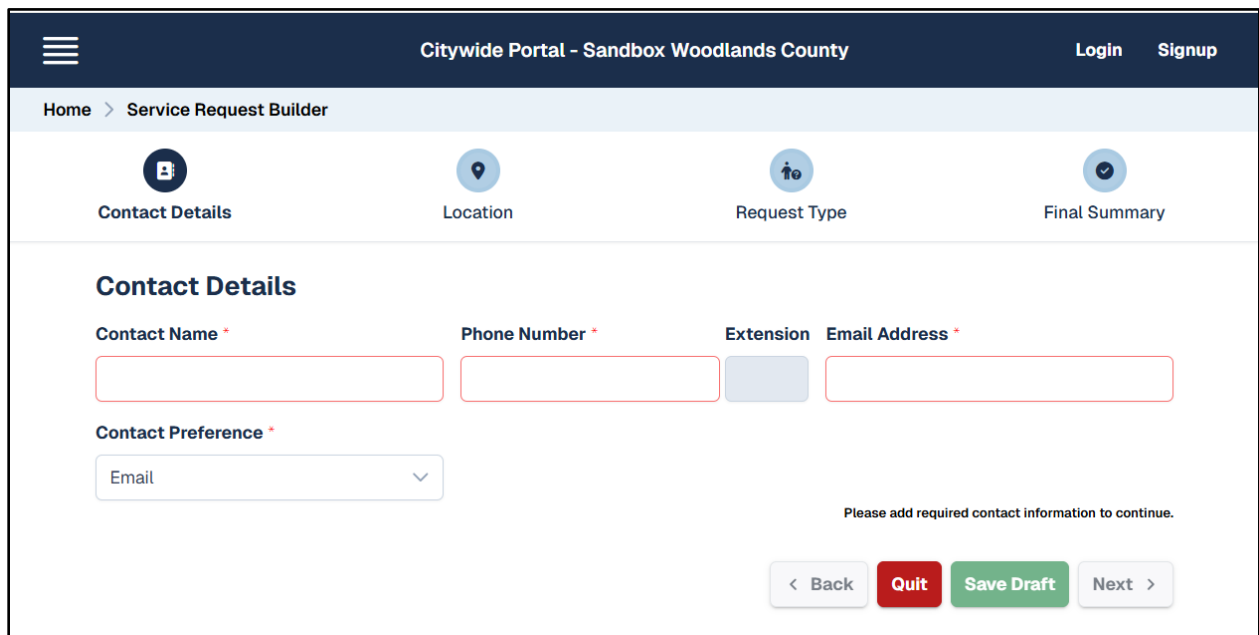
3. Once it has been verified, you can create the service request! Service Request steps are the same whether you have an account or login as a Guest.
4. As a user with an account, you can log in to see updates to the service request.

STEP 4: SUBMIT A SERVICE REQUEST – YOUR INFORMATION

Next screen brings you to The Service Request. Only option available.



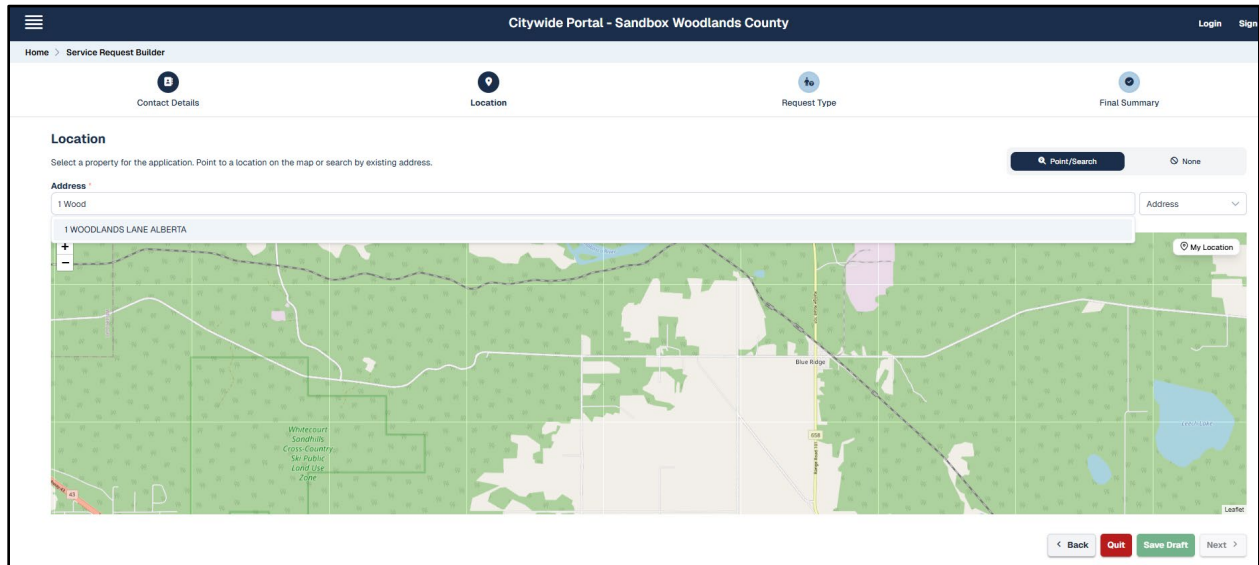
All the contact information is required to submit a request. When you have an account, this is auto-filled with your information. When you login as a Guest, you will need to fill in this information.



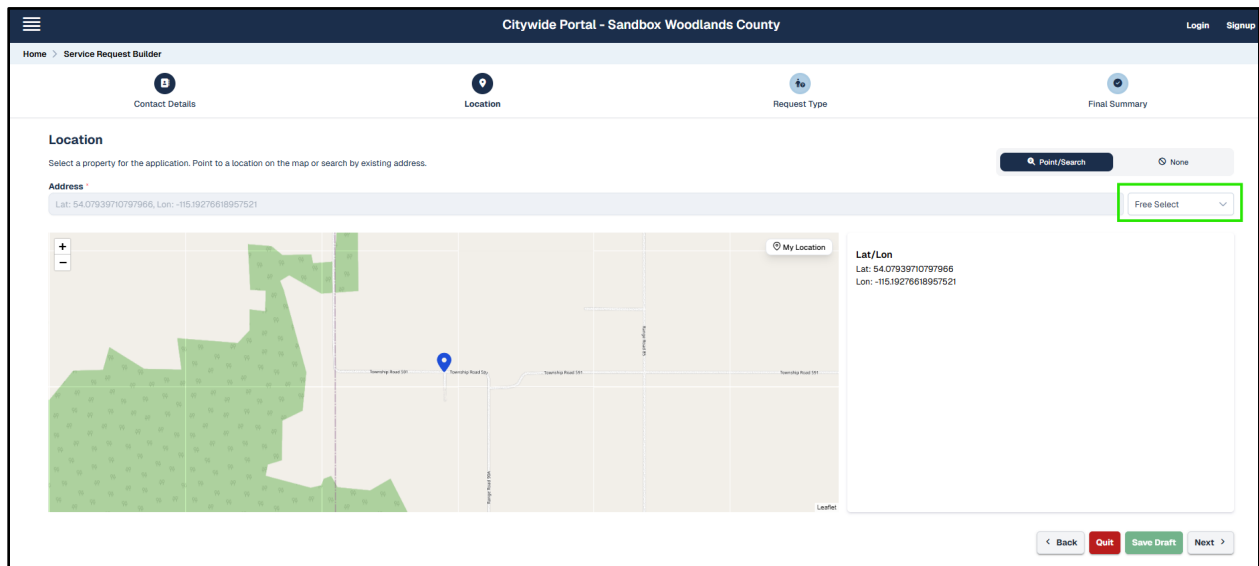
STEP 5: SUBMIT A SERVICE REQUEST – LOCATION

Select a location of issue (three options)

1. Can select the location by start typing the location and selecting it from the drop-down menu.



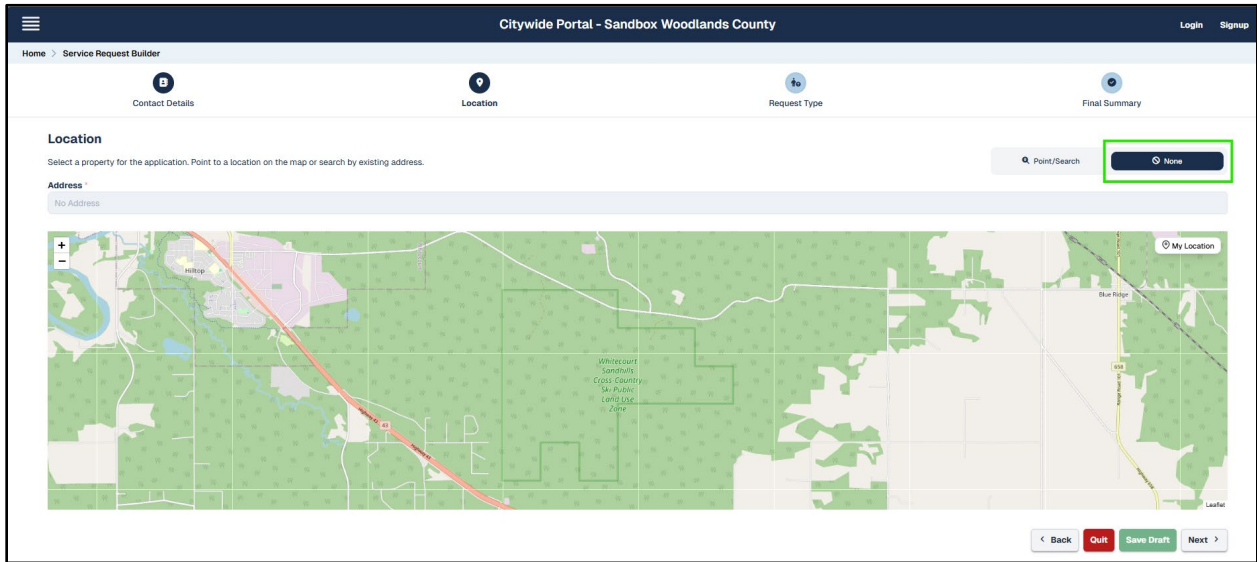
2. Free select on the map – allows users to zoom to a specific location on the map. Must select Free Select from drop down menu.



Citywide Portal

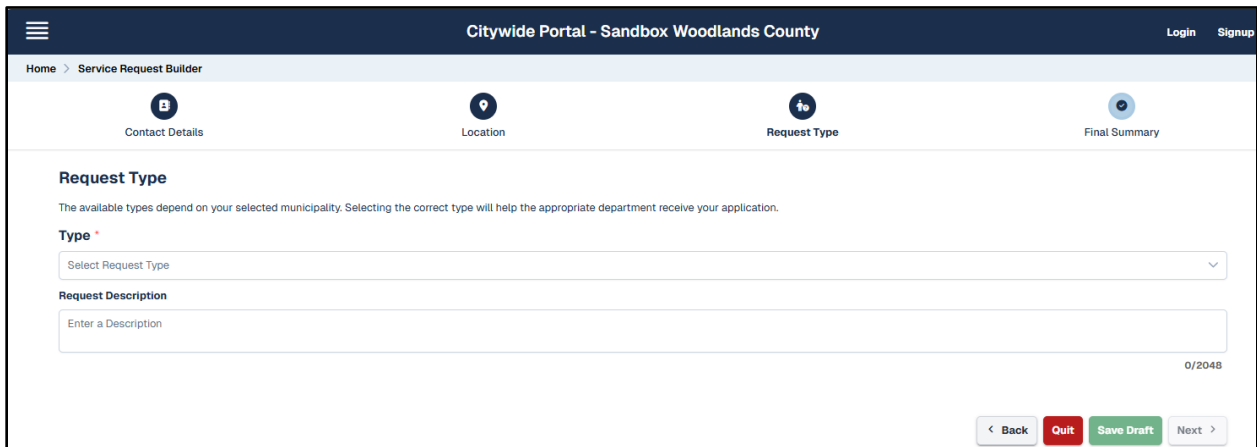
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3. If a location is not necessary, the user can select 'None'



STEP 6: SUBMIT A SERVICE REQUEST – REQUEST TYPE

This is where the user selects the type of service request and provides additional details in the request description.



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Service Request Type Summary Table – This is a summary of the service requests the public can choose from the responsible departments.

Responsible Department	Service Request Type
Legislative Services	Bylaws and Policies Council Meetings
Communication	General Inquiry Media Interviews Website and Social Media Employee Kudos
Agriculture Services	Crop Diseases Equipment Rental Pest Control Vegetation/Weed Control Veterinary Services Incorporated
Airport Services	Airport
Planning & Development	Development Permits Subdivision Inquiry Community Standards
Finance	Taxes Utilities
Parks & Recreation Services	Cemetery Maintenance Recreation Site Maintenance
Road Management & Maintenance	Culverts/Drainage/Flooding Dust Control Grading/Washboards Illegal Dumping Potholes Road Blockage/Debris/Dead Animal Signs Snowplow Flags Snowplowing/Sanding
Solid Waste Services	Garbage Bins Transfer Stations
Water and Sewer Services	Sewer Issue Turn On Water - Seasonal Leave Turn On Water - Repairs Turn On Water - Move In Turn Off Water - Repairs Turn Off Water - Move Out Turn Off Water - Seasonal Leave Bulk Water Stations Fire Hydrants Water Colour Issue Water Line Break/Leak Water Odour Water Pressure

STEP 6: SUMMARY

Once all information is provided, a summary is provided.

The screenshot shows the 'Final Summary' page of the Service Request Builder. At the top, there is a breadcrumb trail: Home > Service Request Builder. Below this is a progress bar with four steps: Contact Details, Location, Request Type, and Final Summary. The 'Final Summary' step is currently active. The page contains several input fields and sections:

- Final Summary:** A heading followed by the instruction: "Please ensure your selections are correct before continuing."
- Country:** Input field with "Canada".
- Province:** Input field with "Alberta".
- Municipality:** Input field with "Sandbox Woodlands County".
- Address:** Input field with "No Address".
- Request Type:** Input field with "Equipment Rental".
- Request Description:** Input field with "I would like to rent a piece of agricultural equipment. What is the process to complete this?".
- Contact Details:** A section containing:
 - Contact Name:** Input field with "Test Account".
 - Phone Number:** Input field with "780-268-1350".
 - Email Address:** Input field with "karia.dahlgren@woodlands.ab.ca".
 - Contact Preference:** A dropdown menu with "Email" selected.

At the bottom right, there are four buttons: "< Back" (grey), "Quit" (red), "Save Draft" (green), and "Submit >" (blue).

STEP 7: SERVICE REQUEST REFERENCE NUMBER

As an Account Holder, you'll be able to login to your account at any time to see updates and progress with your service request.

As a Guest, you get the Service Request reference number, but you cannot log back into see it. You can call Woodlands County at 780-778-8400 and follow up with that request to see updates, but you won't be able to log back in and see it. You will also get an email that provides the Service Request number.

The screenshot shows a confirmation message in a white box with a black border. The text is centered and reads:



Thank You



Your application **#SR-0074** has been submitted successfully. You will receive an email with confirmation.
You can now close your window.


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Equipment Rental Application Successfully Submitted - SR-0074 Summarize

 notifications@psdcitywide.com
To  Karla Dahlgren

Reply Reply All Forward  

 This sender notifications@psdcitywide.com is from outside your organization.

Tue 1/27/2026 12:20 PM

Hi Test Account,

Your Equipment Rental was successfully submitted to our systems.

Your Service Request Reference Number is:

SR-0074

FURTHER ASSISTANCE

If you need help setting up your account or submitting a service request, please contact Woodlands County at 780-778-8400 for assistance. We're always happy help!

