SPRUCE IT UP

Step by step instructions for downloading and using this app.

OVERVIEW

The Spruce It Up application was developed by a company called See-Click-Fix. This company has created reporting applications for many cities.
If you like, you can read the [privacy policy](#) for See-Click-Fix.

APP DOWNLOAD INSTRUCTIONS

Apple
- Click on the Apple app store button.
- This takes you to the See-Click-Fix page of the Apple App Store.
- Click on the Free Download button.
- Click on the Download Now button.
- Follow the prompts.

Google Android
- Click on the Google button
- This takes you to the Spruce It Up page of the Google App Store.
- Click on the Install button.
- Follow the prompts.

Windows
- Click on the Windows button
- This takes you to the See-Click-Fix page of the Windows App Store.
- Click on the Install button.
- Follow the prompts.

Blackberry
- Click on the Blackberry button
- This takes you to the See-Click-Fix page of the Blackberry App Store.
- Click on the Install Right Now link.
- Follow the prompts.

City of
St.Albert
Cultivate Life

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REPORT AN ISSUE USING YOUR COMPUTER

If you want to report an issue using your desktop computer, go to stalbert.ca/spruce-it-up and follow the procedures below:

1. At the bottom of the page, below the map of St. Albert, you will see a green box titled Report an Issue. If you click on that button, you can enter the information regarding the issue you want to report.

2. The city and province fields are already filled in, as the application applies only to St. Albert.

3. You can enter the street address of the issue or drag the red pin on the map to the issue location. If you want, you can drag the pin to adjust the position of the issue on the map; the address will be updated automatically, based on the location of the pin. If you change the address, the location of the pin will change automatically.

4. Once you are satisfied with the location, press the blue *Next* button. The second of two screens will appear.

5. In the Category section, use the pull down menu to select the type of issue you are reporting (e.g., parking issue).

6. Next, enter a brief title for the issue you are reporting (e.g., Ice cream truck).

7. Then type in a brief description of the issue you are reporting (e.g., ice cream truck parked in middle of road on St. Anne Street).

8. If you want, you can upload a picture of the issue. You can use the Browse box to search for and select the photo from your computer's hard drive or an external drive.

9. You can also enter your name (optional) and your email address (optional).

10. If you do not want to enter your name and email address, leave them blank. You will remain anonymous, but will not receive updates on the progress of your report.

11. If you want to make any changes, click on the *Go Back* button.

12. If you are satisfied with your entries, click on the *Submit* button.

13. If you did enter your name and email address, you will receive an email acknowledging your report has been received. You will also receive updates on the progress of your report and will be notified when the issue you reported has been addressed.

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REPORT AN ISSUE USING YOUR MOBILE DEVICE

If you want to download one of the mobile applications for your tablet or smart phone, follow the procedures below:

1. To ensure that you access the St. Albert Spruce It Up version of the See-Click-Fix app, you should enable the Location Services setting on your mobile device.

2. Using the web browser of your choice (e.g., Firefox, Chrome, Explorer, Safari, etc.), enter the following text into the address bar and then press the Enter key on your keyboard: stalbert.ca/spruce-it-up

3. You are now on the Spruce It Up landing page (the main web page for the application).

4. Near the middle of the Spruce It Up web page, click on the button representing the device of your preference (Apple, Google Android, Windows, Blackberry).

5. You will be taken to the See-Click-Fix page of the app store for the platform you chose.

6. Follow the prompts to download the See-Click-Fix app to your mobile device.

7. After you have completed the download, if you have not enabled the location services setting on your phone, choose St. Albert as your location.

8. You can now use the app to make a report in the City of St. Albert.

9. To submit or receive notifications on issues through the app, you will be required to create a profile. You will be asked to enter your name and email address.

10. When submitting an issue, you will be presented with the option to remain anonymous or to submit with your logged in profile. If you submit anonymously, you will still receive updates on the status of your report, but your personal information will be blurred on public lists so it is not readable.

11. If you wish to remain completely anonymous and do not wish to fill out a personal profile, you will need to access the application from the City website.