

AT YOUR REQUEST

TERMS AND CONDITIONS

At Your Request is a Customer Relationship Management (CRM) tool that allows Blacksburg citizens to submit questions, compliments, or requests for service. Choose from a list of topic areas such as potholes, graffiti, tall grass, traffic signals, and more. The system also has a built in search function allowing users to first look for answers to common topics before requesting service.

Each request will be viewed and responded to by the appropriate Town department. As work flow progresses on each issue, registered individuals will receive status updates until the service is complete.

The goal of *At Your Request* is improved, focused, and consistent customer service.

THINGS TO KNOW

- *At Your Request* is subject to the Freedom of Information Act. User information and posts are subject to public disclosure. In order to register, a user must provide their first and last name and physical address. Note: A user may submit a request without registering, but will not be able to track the progress of the request without a registered account.
- Using *At Your Request* is simple. Visit the [website](#) at your convenience or download the free app for your mobile device - [iPhone](#) or [Android](#). Take a photo, upload it, and make your request in a matter of seconds.
- Users do not have to log in or create an account, however, doing so will make it possible for the Town to communicate with them and allow the user to log on and track the status of their request at any time.

USEAGE GUIDELINES

All comments, suggestions, and requests made on the *At Your Request* system must be appropriate for all audiences. The town reserves the right to delete the following types of posts:

- Contain vulgar language, personal attacks of any kind, or offensive comments that target or disparage based on race, color, religion, sex, age, national origin, political affiliation, sexual orientation or disability
- Are spam or include links to other sites
- Are clearly off topic or commercial in nature (offers to buy or sell goods or services)
- Advocate illegal activity
- Promote or oppose particular services, products, or political organizations and candidates
- Infringe on copyrights or trademarks

While visiting this site, users participate at their own risk, and have full responsibility for their comments, username and any information provided. By commenting or posting, the user specifically

agrees to hold the Town of Blacksburg, its employees and officers harmless from any liability associated with comments or posts.

Comments expressed by users on this site do not necessarily reflect the opinions and position of the Blacksburg town government or its officers and employees.

Questions concerning the administration of *At Your Request* should be addressed to the Community Relations Office by calling 540-961-1199 or emailing **cro@blacksburg.gov**.