

COLUMBUS.GOV/311

How to create or access a user account from Columbus.gov/311.

Please note if you created an account prior to April 9, 2022, a new account may need to be created. For information on service requests created prior to April 9, 2022 please call 614-645-3111 or e-mail 311@columbus.gov.

1. Go to Columbus.gov/311 and select “Account Login.”



HOW TO CONTACT 311

24 hours a day
 Online: columbus.gov/311
 Email: 311@Columbus.gov
 311 Mobile Option:
[Download for iPhone](#)
[Download for Android](#)



Mon-Fri: 7:00 AM - 6:00 PM
 Phone: (614) 645-3111

SIGN UP FOR UPDATES!
 Get email updates from the Department of Neighborhoods and other City Departments by signing up [here](#).

LANGUAGE ACCESS INFORMATION

Welcome to the 311 Customer Service Center’s new online home!

Select “Submit Request” to begin a new 311 request
 Use “Account Login” to create or login to your 311 account

 Submit Request	 Collection Day Lookup	 Knowledge Base	 Mobile Application
 News and Updates	 Account Login	 311 Request Heatmap	 Additional City Resources

2. From the “Account Services” page, you can login if you have an account or select “Don’t have an account? Create One.”



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Stay up-to-date on the status of your request by creating and logging in to your account. With an account you can login for status updates as well as receive email updates. When you have an account and use the CBUS 311 mobile application, you can also receive updates by push notification. Please note, if you created a 311 account prior to April 9, 2022, a new account may need to be created. For information on service requests created prior to April 9, 2022 please call 614-645-3111 or e-mail 311@columbus.gov.

A guide on how to create an account is available here:

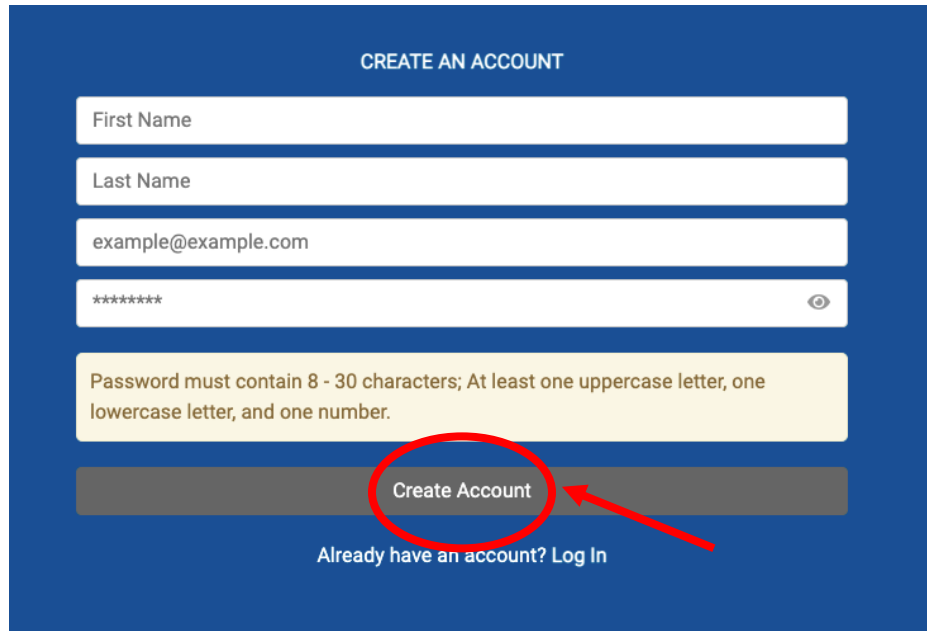
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LANGUAGE ACCESS INFORMATION

- [MyLanguage 311](#)
- [Mas Informacion Sobre 311](#)
- [311 ग्राहक सेवा केन्द्र](#)
- [Xarunta Adeegga Macaamilisha ee 311](#)
- [Le centre de service client 311](#)
- [311 گكتر من ٢٤٠ لغة](#)

3. Complete all the fields and then select the “Create Account” button.




CREATE AN ACCOUNT

First Name

Last Name

example@example.com

***** 

Password must contain 8 - 30 characters; At least one uppercase letter, one lowercase letter, and one number.

Create Account

Already have an account? [Log In](#)

4. Once you are logged in, select “Create Request” from Columbus.gov/311 to create a new service request.