



311 SUPPORT CENTER

Login

User ID

Password

[Register Here](#) 

Welcome to Online Support Center

Online Support Center is a way for the City of Memphis to serve you better. From potholes, abandoned vehicles, high weeds on vacant lots, and curbside trash to faulty traffic signals and derelict and abandoned homes, the Online Support Center makes it easy to submit service requests and public sentiments online.

Favorites

**125 N Main St
Memphis, TN 38103**

[Get Directions](#)

Phone 311

Fax (901) 636-6200

TTY (901) 636-6501

The City of Memphis' Online Support Center also allows you to track your service requests. Each time you complete a service request online, you will be assigned a tracking number that you can use at any time to see when a City of Memphis representative expects to investigate or take care of your request.

Links

- [Top Ten Code Violations](#)
- [Campo Común Diez Cifre Las Violaciones](#)
- [Service Request History/Status](#)
- [How to Use Online Support Center \(pdf\)](#)

How to Submit a service request/complaint

1.a If you are not registered with the City of Memphis website, please click the "Register Here" link located in the left column of this page inside the "login" box.

1.b If you are registered, log in to create your service request. You will be able to track the status of your request online from the moment you submit it until your request is resolved.

2. You also can submit a request by calling the 311 support center. You will not be able to track the status online; but you can get periodic status emails if you provide your email id. For status information any service request, you can contact the 311 Call Center, Monday - Friday, between the hours of 8:30 am and 5 pm as well.

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Service Requests



You can define your personalized views (saved searches) of service requests.

View

Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On
No records were found matching the given criteria.					

Solve a Problem

Describe your problem to search for possible solutions.

*Search

Product

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Create Service Request

You can start creating a service request by selecting a request type below. If you are not sure which one to select or the type you look for is not listed, select Miscellaneous, our support center agents will take care of forwarding it to the correct department. In the subsequent steps you'll be asked to enter details of the problem and problem location.

Cancel

Select Request Type

To continue click on a request type below.

[CE-Junky Yard](#)

Junky yard issues (Tags: Junky, Trashy Yard, Trash, Debris, Stuff, Garbage, Unclean, Appliances, Furniture, Tires, Yard, Car Parts, Carport, Porch, Patio)

[CE-Vehicle Violations](#)

Inoperable Vehicle(s) parked on property (Tags: Abandoned, Inoperable Vehicle, Car, Street, Vehicle, Automobile, Trailer, Bus, RV, Truck, Motorcycle, Boat)

[CE-Weeds Occupied Property](#)

Weeds Occupied Residential Property (Tags: Home, Property, Occupied, Weeds, Grass, Overgrown, Shrubbery, Trees)

[CW-Weeds Vacant Houses](#)

Weeds Vacant Houses (Tags: House, Vacant, Weeds, Grass, Trash, Garbage, Debris, Gate, Shelby County)

[CW-Weeds Vacant Lots](#)

Weeds Vacant Lots (Tags: Lot, Weeds, Shelby County, Trash, Debris, Garbage, Gate, Trees)

[MCSC-Miscellaneous](#)

Use this when the matching service request type is not available or you are not sure which is the correct one to choose. City support center will classify the request and forward to the right department.

[PW \(SM\)-Potholes](#)

Street Maintenance - Potholes (Tags: Potholes, Sink holes, Cave in)

 [SWM-Cart Repair](#) 

Cart Repair (Tags: Cart, Damaged, Garbage, Repair, Crushed, Smashed, Burned, Missing Parts, Hinges, Destroyed)

 [SWM-Curbside Trash](#)

Curbside Trash (Tags: Furniture, Tree Limbs, Shrubs, Trash, Garbage, Lumber, Tires, Appliances, Building Material, Bags, Junk)

 [SWM-New Start Garbage Request](#)

New Start Garbage Request (Tags: New, Cart, Garbage, Trash, Container, Pick-up, Move in)

 [SWM-Recycle Bin Request](#)

Recycle Bin Request (Tags: Recycle bin, Cart, Garbage, Trash, Container, Pick-up, Move in, Go Green)

Cancel

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Problem



Problem Details



Location



Review and Submit

Identify Problem

Please provide the following information to enable us to resolve your problem.

Cancel

Previous

Step 1 of 4

Next

*Indicates required field

Identify Product

Problem Summary

Request Type **SWM-Cart Repair**



Problem Type



*Problem Summary **Green cart's wheel has come off**

Attachments

If you have any photos of the location or other documents to substantiate your complaint, attach them here. Please do not attach files bigger than 1 MB. Consider resizing pictures and converting to standard formats such as JPEG before you attach.

Add Attachment

Attachment	Type	Category	Description	Remove
Please associate attachments with the service request.				

Cancel

Previous

Step 1 of 4

Next

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Problem



Problem Details



Location



Review and Submit

Create Service Request: Problem Details

Cancel

Previous

Step 2 of 4

Next

*Indicates required field

Request Type **SWM-Cart Repair**

Problem Summary **Green cart's wheel has come off**

Problem Type

Problem Details

Is it a City of Memphis Cart? If not, we don't repair.

Yes

Will the Customer leave the Cart in the curb until repaired or replaced? (You don't have to if your cart is picked up at the door/house).

Yes ▾

Is your cart picked up at the door/house? If yes, mention "waiver" in problem summary; we'll go to the house for repair.

No

Is the cart emptied? If not, empty it for repair.

Yes

Is the broken/damaged part (Wheel/Lid/Axle) there? If yes, place it next to the cart.

Yes

What is specifically damaged on the Cart - Axle, body, bottom plate, catch bar, frame, grommets, handle, hinge, latch lift bar, other, top wear pad, wheel, wheel cap?

Cart's wheel has come off

Cancel

Previous

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Problem

Problem Details

Location

Review and Submit

Location and Contact Information

Cancel

Previous

Step 3 of 4

Next

*Indicates required field

Request Type **SWM-Cart Repair**

Problem Summary **Green cart's wheel has come off**

Primary Contact

Customer **Mark Olinger**

Contact **Mark Olinger**

Contact By

E-mail-molingernwa@yahoo.com



Incident Address

*Address

2090 Old Oak Drive

City

Memphis

Tip: (example 5125 Elmore Rd)

State

TN

Postal Code

38119

Cancel

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Problem

Problem Details

Location

Review and Submit

Create Service Request: Review

Cancel

Previous

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Submit



Request Type **SWM-Cart Repair**

Problem Summary **Green cart's wheel has come off**

Problem Details

Is it a City of Memphis Cart? If not, we don't repair.

Yes

Will the Customer leave the Cart in the curb until repaired or replaced? (You don't have to if your cart is picked up at the door/house).

Yes

Is your cart picked up at the door/house? If yes, mention "waiver" in problem summary; we'll go to the house for repair.

No

Is the cart emptied? If not, empty it for repair.

Yes

Is the broken/damaged part (Wheel/Lid/Axle) there? If yes, place it next to the cart.

Yes

What is specifically damaged on the Cart - Axle, body, bottom plate, catch bar, frame, grommets, handle, hinge, latch lift bar, other, top wear pad, wheel, wheel cap?

Cart's wheel has come off

Incident Address

Address **2090 Old Oak Drive**
State **TN**

City **Memphis**
Postal Code **38119**

Attachments

Attachment	Type	Category	Description
Please associate attachments with the service request.			

Cancel

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Submit

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Confirmation

Email has been sent successfully.

Confirmation: [Service Request Created: 1587226-Green cart's wheel has come off](#)

[Return](#)

[Email to Me](#)

Service Request [1587226](#) has been created. You can make updates to the service request and also review the updates by the service organization.

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