AUSTIN 3-1-1

Mobile App Update Guide for iOS
(iPhone & iPad)

Updating apps on your mobile phone ensures that you have access to the latest features, bug fixes, and security improvements. Follow these steps to update apps on iOS devices:

1. Open App Store:
Tap the "App Store" icon on your home screen.

2. Go to "Updates" Tab:
Tap the three horizontal lines in the upper-left corner to open the side menu.

3. Update the Austin 3-1-1 App:
Scroll through the list to find Austin 3-1-1. Tap the "Update" button next to the app to initiate the update.

4. Update All Apps:
Alternatively, tap "Update All" at the top of the screen to update all available apps at once.

5. Enter Apple ID Password or Use Face/Touch ID:

If prompted, enter your Apple ID password or use your device's biometric authentication (Face ID or Touch ID) to confirm the update.

6. Wait for Updates to Install:

The apps will begin downloading and installing. You'll see a progress circle next to each app.

7. Check for "Updated" Label:

Once the updates are installed, the "Updated" label will appear next to the app names.

Download the Austin 3-1-1 Mobile App

Don't have the Austin 3-1-1 app downloaded yet?
Scan this QR code to download the app and start submitting your service request today!

Download on the
App Store

Setup Your Profile

1. Press menu at top left
2. Press "Settings"
3. Fill out information and update profile
4. Now you're ready to rock n' roll!

Austin 3-1-1 Mobile App New Features

1. New look and feel of the app
2. "Search" feature to quickly find service requests.
3. Images assigned to service requests.
4. Quick status updates.
5. Filter service requests to view on the map.
6. View "pin" location on the map.
7. Handy informational links.

Educational Resources

Want to know more about Austin 3-1-1 and how a service request works? Check out the Austin 3-1-1 YouTube page for informational videos to get you familiar with Austin 3-1-1 and all our services.

Austin 3-1-1 Resource Videos

austin 3·1·1 SM