AUSTIN 3-1-1

Mobile App Update Guide for Android

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 Android devices:

1. Open Google Play Store:

Tap the "Play Store" icon on your home screen or app drawer.

2. Access the Menu:

Tap the three horizontal lines in the upper-left corner to open the side menu.

3. Go to "My apps & games":

Tap on "My apps & games" to view the list of apps installed on your device.

4. Check for Updates:

The "Updates" tab will show you a list of apps that have available updates. Tap "Update all" to update all apps, or individually tap "Update" next to the Austin 3-1-1 app.

5. Confirm Update:

If prompted, review the app's permissions and tap "Accept" or "Update" to start the update process.

6. Wait for Updates to Download:

The updates will begin downloading and installing. You'll see a progress bar for the app.

7. Complete Updates:

Once the update is downloaded and installed, you'll see a "Updated" tag next to the Austin 3-1-1 app.

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!

GET IT ON
Google Play

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

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