



The City of Anderson has partnered with **SeeClickFix** to announce a new platform, **Anderson Connect**. We want to make sure that citizens know that the fastest, most reliable way to have their issues or service requests addressed is now through using Anderson Connect. This means we should always approach this as our first option for handling citizen's issues or concerns. We do understand though that some citizen might not be comfortable with these new methods and the City of Anderson wants to make sure that their voices are still heard, and their concerns are still received and handled in a timely fashion.

With the free **SeeClickFix** mobile app and web tools, Anderson citizens will now be able to provide staff with pictures, videos, specific descriptions, and more — valuable information needed to get the job done efficiently. In addition, **Anderson Connect** provides us with a centralized issue management system to manage issues from creation to resolution — engaging Anderson citizens throughout the process.

We have collected some resources for staff to use when contacted by a citizen that might be best served using Anderson Connect to have their issue or concerns addressed.

We would encourage every member of staff to download **Anderson Connect powered SeeClickFix** and familiarize themselves with it. This will help to better understand how the app works and will better serve our citizens when they approach us with service requests or issues they seek to resolve.

Download links to both **IOS** and **ANDROID** versions of the app are located on the Anderson Connect homepage. [www.cityofandersonsc.com/andersonconnect](http://www.cityofandersonsc.com/andersonconnect)

As you also may have noticed on the Anderson Connect homepage, there is also a web portal that can also be used to report issues or concerns. Staff can also direct citizen to use the web portal to also start a request for service.

Last but not least we also provide the ability for citizens to make services requests from the **SeeClickFix** tab located to the left hand side of our [Facebook homepage!](#)

The **Anderson Connect** platform is the fastest, most reliable and transparent way for our citizens to request service or report an issue. This means we should always approach this as our first option for handling citizen's issues or concerns. We do understand though that some citizen might not be comfortable with these new methods and the City of Anderson wants to make sure that their voices are still heard, and their concerns are still received and handled in a timely fashion.

## Here's a few things we should do when contacted with an issue.

- **Listen to Their Concern** – Take a moment to find out why the citizen has contacted us. We want to address the concern or issue in the most direct way possible. Often, it's a very simple solution and something we can handle with just a quick email or phone call.
- **Mention Anderson Connect** – Always make sure they are aware of the Anderson Connect options and how it's the quickest way to request service in the future. They might prefer that solution and not be aware it's an option.
- **Let Them Know You Can Still Take Their Request** - We can still handle an issue "the old-fashioned way". We take care of citizen's issue or requests regardless of how it was presented to us.
- **Encourage Them to Track an Issue** – It feels good to know someone is working on it. Let the citizen know that once the request is submitted and active in our system, they can track their request and its progress with any of Anderson Connect options.
- **Always Thank the Citizen** – They took time out of their busy day to let us know something is wrong. At the end of the day we are all citizens and should always let them know how much we appreciate their efforts to improve our city!

## Links and References

- [Anderson Connect Homepage](#)
- [SeeClickFix App IOS](#)
- [SeeClickFix App Android](#)
- [Anderson Connect Facebook Submit a Request](#)

You can always contact [HELPDESK](#) or [Webmaster](#) with any concerns or questions you may have about Anderson Connect.