



## Village of Key Biscayne

88 West McIntyre Street • Key Biscayne, FL 33149

**Tel:** (305) 365-5511

**Email:** [kbreport@keybiscayne.fl.gov](mailto:kbreport@keybiscayne.fl.gov)

# BUILDING, ZONING and PLANNING

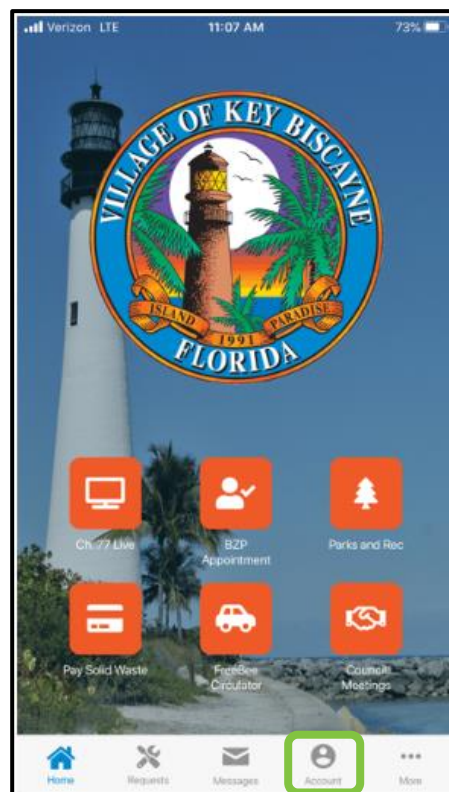
## VKB 311: New User Guide

**VKB 311** is a citizen-centric, civic engagement platform developed to improve interactions between Key Biscayne residents and local government. With a focus on maintaining public assets, this mobile application allows residents to easily report issues they see in the community in a seamless manner.

Follow these easy steps to register and begin reporting today!

### Sign-Up for VKB 311:

1. Download Village of Key Biscayne 311 from the App Store or Google Play Store
2. Click **Account** on the bottom of the screen to create an account



---

*"To provide a safe, quality environment for all islanders through responsible government."*



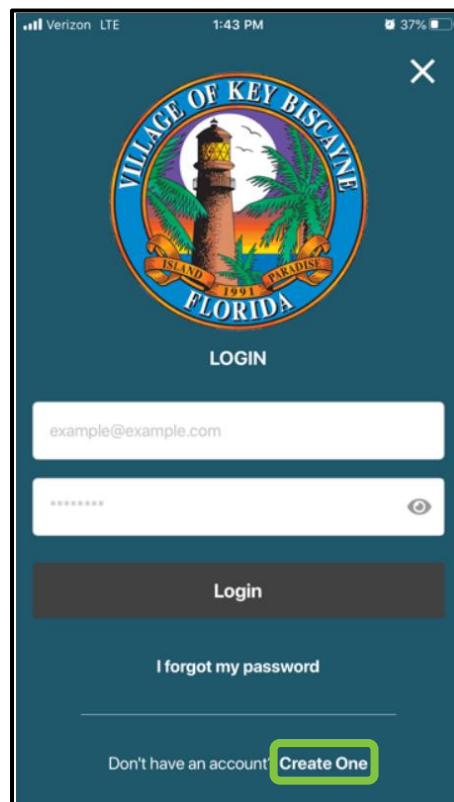
**Village of Key Biscayne**

88 West McIntyre Street • Key Biscayne, FL 33149

**Tel:** (305) 365-5511

**Email:** [kbreport@keybiscayne.fl.gov](mailto:kbreport@keybiscayne.fl.gov)

3. At the bottom, click **Create One** – sign up with your email address and create a password



4. Done! Once you sign-up, you can now begin your civic engagement



**Village of Key Biscayne**

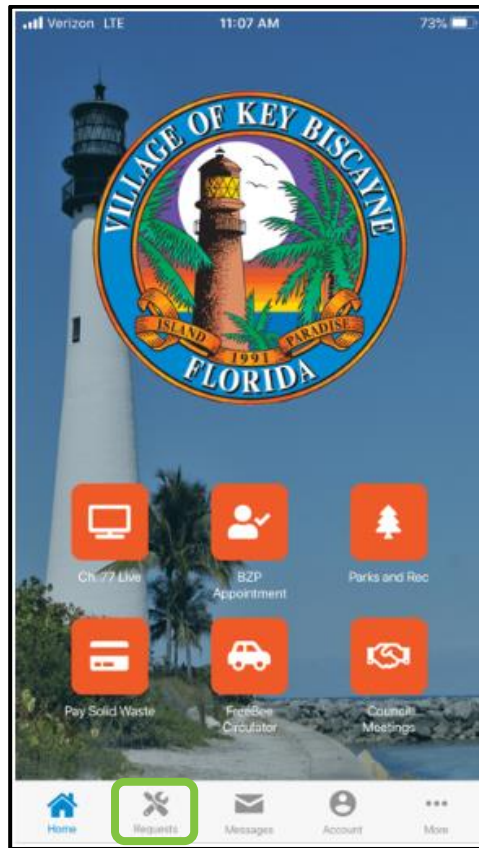
88 West McIntyre Street • Key Biscayne, FL 33149

**Tel:** (305) 365-5511

**Email:** [kbreport@keybiscayne.fl.gov](mailto:kbreport@keybiscayne.fl.gov)

**Report an Issue:**

1. On the homepage, click **Requests** at the bottom of the screen



2. In order to submit a Service Request, **Select a Report Type** (i.e. Streets)



## Village of Key Biscayne

88 West McIntyre Street • Key Biscayne, FL 33149

**Tel:** (305) 365-5511

**Email:** [kbreport@keybiscayne.fl.gov](mailto:kbreport@keybiscayne.fl.gov)

The screenshot shows a mobile application interface for submitting a service request. At the top, the status bar displays 'Verizon LTE', '3:23 PM', and '25%' battery. The app title is 'Service Request' with a close button (X) in the top right. Below the title is the instruction 'Submit a Request'. The form consists of several sections:

- Select a Report Type:** A dropdown menu with 'Streets' selected and a right-pointing arrow.
- Where is the problem?:** A map view from Apple Maps showing the location of the Village of Key Biscayne. A red 'X' icon is to the left of the title. Below the map is a 'Select Location' button.
- Tell us more details:** A section with a red 'X' icon and a right-pointing arrow. It includes two optional fields:
  - Add photos, videos, or audio 0/4:** A radio button next to the text, with a dashed box containing a paperclip icon below it.
  - Keep this confidential (Optional):** A radio button next to the text.

3. Fill out the remaining required fields such as location and report type details
4. Add photos, videos, or audio (optional)
5. After populating the Service Request information, click **Submit**



**Village of Key Biscayne**

88 West McIntyre Street • Key Biscayne, FL 33149

**Tel:** (305) 365-5511

**Email:** [kbreport@keybiscayne.fl.gov](mailto:kbreport@keybiscayne.fl.gov)

Verizon LTE 3:49 PM 20%

## Service Request

Submit a Request

Where is the problem?

570 Fernwood Rd, Key Biscayne, FL 33149

Tell us more details >

Add photos, videos, or audio 0/4

Keep this confidential (Optional)

**SUBMIT**

6. You have now officially submitted your request!
7. At this time, your request will be reviewed by the Village and addressed
8. Your request will be referred to a department, where your status will change from Received to In Process