Boston 311 empowers residents of Boston to report non-emergency issues to the City, such as graffiti and broken street lights, and access City services seamlessly over the phone, on social media, and via mobile app.

You can dial 3-1-1 using your phone to access BOS:311, but this tutorial will focus on how to use the website to quickly and easily access the services.

Let’s begin by scrolling down to read the frequently asked questions. Click on the question to see the answers.
Scroll back up to see a list of Top Service Requests

Say you need to get a pothole fixed on your street. To begin, click on the link “Get a pothole fixed” to submit a Pothole Report.

On the following screen enter:

1. The location of the pothole
2. A photo (if you have one)
3. A description of the problem

You will also be asked to write Contact Information, but you can choose to leave this blank if you wish to submit anonymously.

Click Submit and you’re all set!
At the top of the screen you will see options to View Reports, Submit Report, and Learn More

View Reports
See the status of the report you just submitted or see what other issues are being reported in the city.

Submit Report
Report other issues to the City such as illegal graffiti, snow and ice damage or overflowing trash cans

Learn More
Learn how BOS:311 can help make Boston more beautiful

What if you are searching for a service that isn’t a Top Service Request?
For example, let’s search for pest issues:

Since we know we want to address our bed bugs issue, let’s use the Search feature. Otherwise, you can click “See All Services” for a complete list of BOS:311 services.

Notice that as soon as you start typing the service will come up. Click on “Pest Inspection” to begin.
On this page, you will be prompted for your location:
1. Enter your address, and click on “Search.”
2. Select the correct address and click “Next.”

Confirm that the location is correct, then click on “Continue.”
Check to see if the location is correct, then click on “Continue.”

Enter the correct information, then click on “Next.”
1. You can go back to modify the information at anytime by clicking on the “Modify” buttons.

2. Click on the “Submit” button when you are ready to report the Pest Infestation.

Not quite sure what category you’ll find your request in?

Click on the “See All Services” button.
1. Click on each heading to see a list of request categories.

2. Once you find what you’re looking for, you can click on the blue link.

YOU DID IT!