LATHROP CARES – MOBILE APP

- The Lathrop Cares Mobile App for the Lathrop community has been created to improve location reporting.
- Download the "Lathrop Cares" mobile app from the Apple or Google Store.

MAIN SCREEN

- The main screen of the app contains links to the most frequently visited City of Lathrop webpages.

START REQUEST

- There are two places to submit a request:
  1. The Main Screen – Select "Start Request".
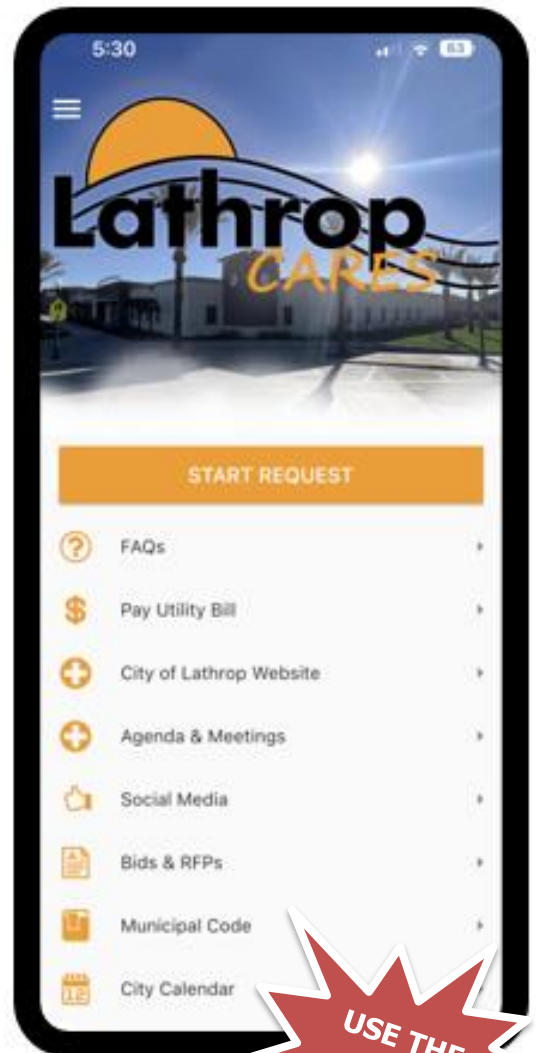 2. The Menu button located on the upper-left corner

ADD LOCATION

- The app works best when your location is turned on.
- Location will be added when reporting *from* the location of the problem.
- Attach a photo and the app will find the location from GIS data embedded in the photo.
- You may see a map of the location which enables you to adjust the location address.
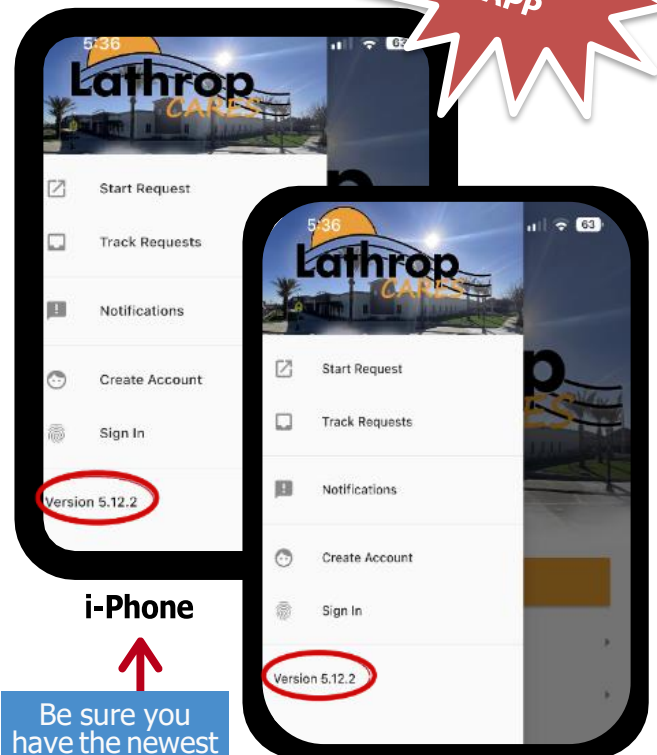
TRACK REQUEST

- Under the menu, use the "Track Requests" and "Notifications" tab to stay up-to-date with your request.

For questions, comments, feedback or to report an issue with the Lathrop Cares app, please click here. If additional assistance is needed, you can contact the City of Lathrop at 209-941-7200.

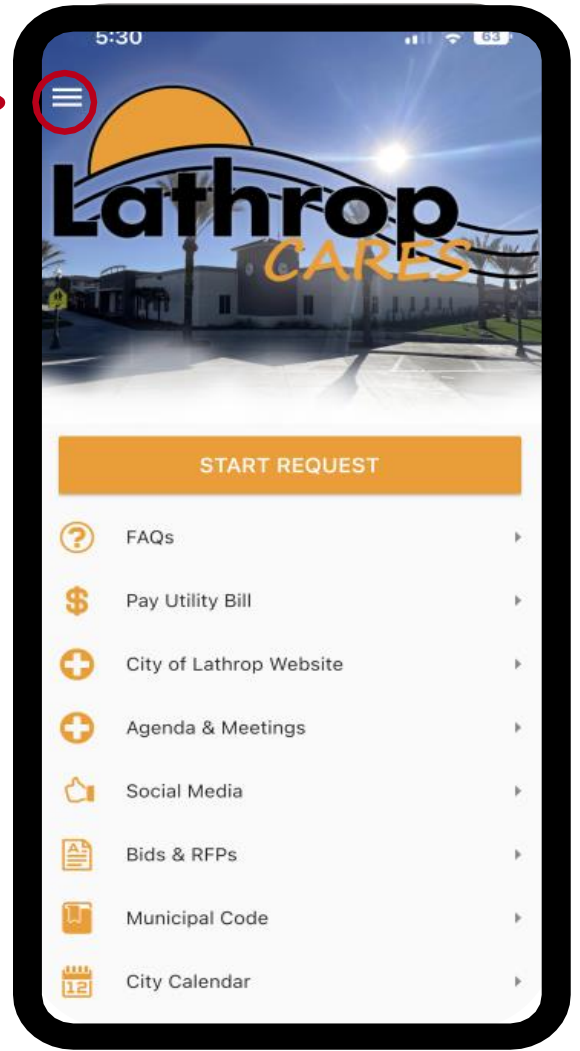USE THE APP

i-Phone

Be sure you have the newest version of the app on your phone.
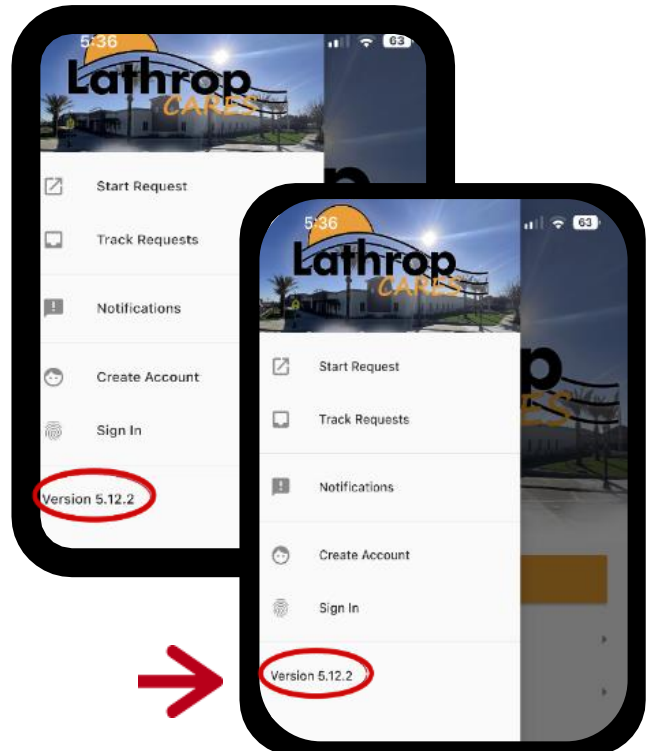
Android

KEEP THE APP UP-TO-DATE

- To take full advantage of the latest improvements, be sure to keep the Lathrop Cares App up-to-date.

CHECK THE VERSION NUMBER

- On the main screen click the menu button in the upper-left corner.
- Check the version number on the bottom of the menu screen to make sure you have the most current version of the app: Version 5.6.2 for iPhone and Version 5.6.3 for Android.

UPDATE THE LATHROP CARES APP

- If your phone is set to auto update, you should have the latest version of the Lathrop Cares Mobile App.
- If you need to update the app, search the Apple or Google App Store for updates and click "update".
- If you do not have the latest version, delete the old Lathrop Cares Mobile App from your smart phone and re-install it from the app store.

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