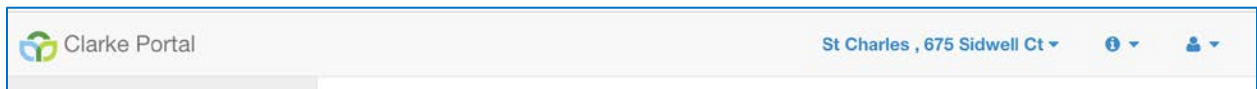




Clarke Portal | Resident Help Guide

This guide is for residents who wish to be notified of nighttime mosquito control applications.

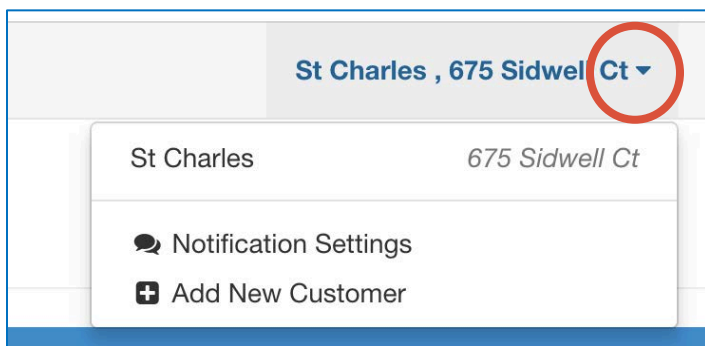
Account Toolbar



Account List Drop Down

- Edit Notification Settings
- Switch Between Resident View and Customer View (*Only if you contract as a private resident directly with Clarke and have registered an organizational customer account as well*)
- Add New Customer

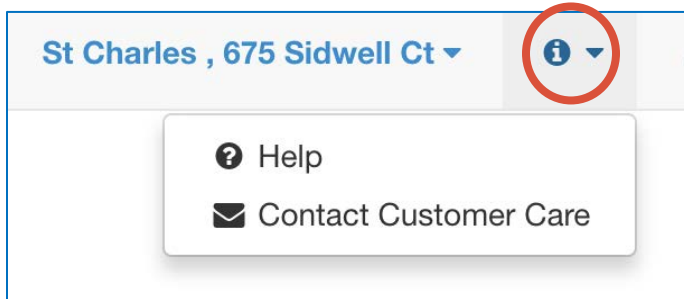
Click the **dropdown next to your account name** in the top navigation to reveal **Notifications Settings** and **Add New Customer**.





Information Drop Down

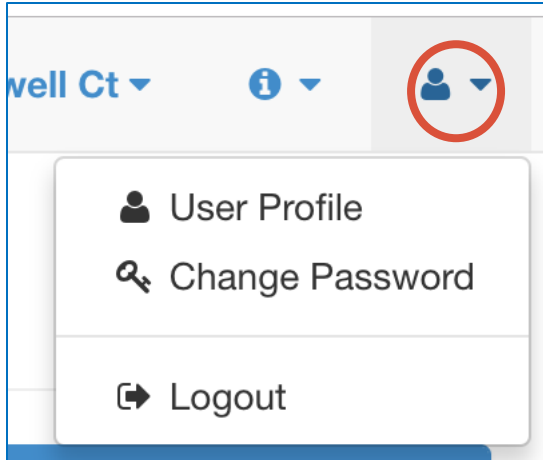
- [Launch Help Guide](#)
- [Contact Customer Care](#)



Click the **information dropdown** in the top navigation to reveal **Help** and **Contact Customer Care**.

User Profile Drop Down

- [User Profile Name Changes](#)
- [Change Password](#)
- [Logout](#)

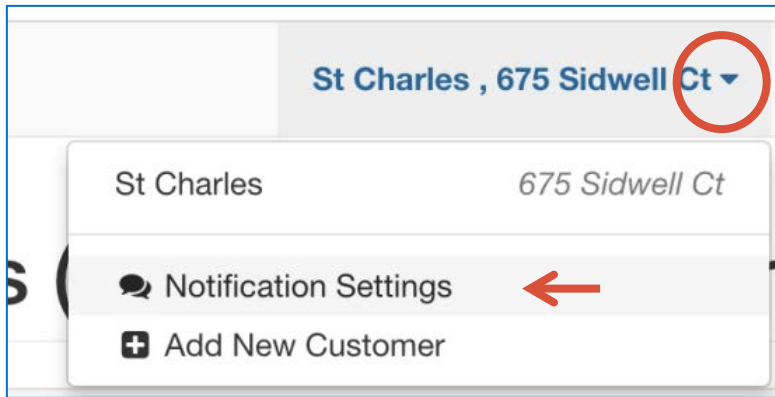


Click the **dropdown next to the person icon** in the top navigation to make changes to your **User Profile**, **Change Password** or **Logout**.

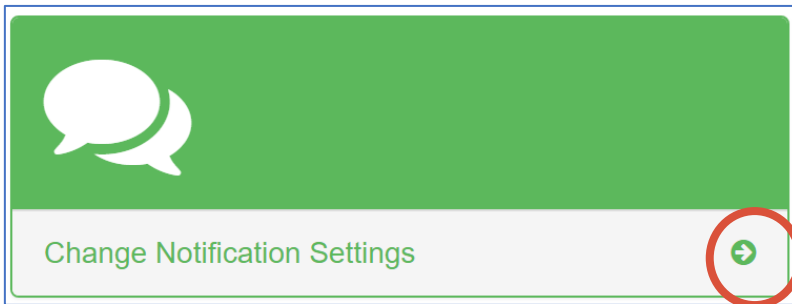


Notification Settings

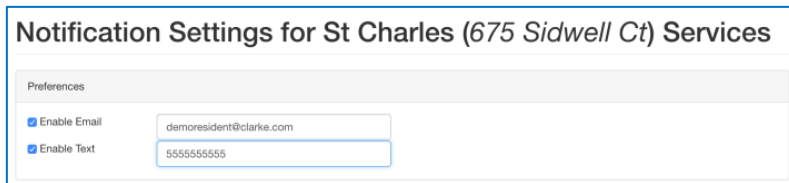
- Edit how you wish to receive notifications for Mosquito Control Night Spray Service



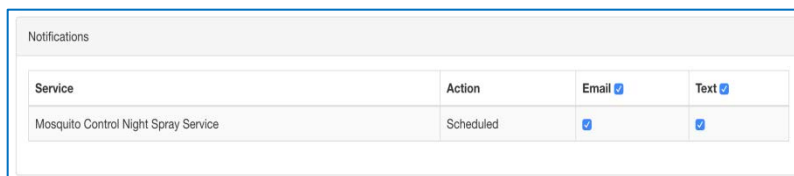
Click on the dropdown arrow by your name to reveal **Notification Settings**.



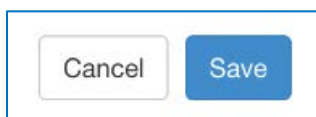
Or click **Change Notification Settings** arrow from Home page.



Under Preferences, the **Enable Email** and/or **Enable Text** checkbox must be checked with the information fields completed in to receive emails and/or texts*.



In the Notifications box, **choose Email** and/or **Text** to receive notifications of Mosquito Control Night Spray Service.



! Click Save to keep changes or Cancel to discard.



Confirmation Code

***NOTE!** The first time you enable text messages a confirmation code will be sent to your phone. **Enter the Confirmation Code** into the Confirmation box and **! Click Save**

Unconfirmed Text: Check for verification text. **Resend text confirmation.**

The Confirmation Code expires after a few minutes, if you don't enter the Confirmation Code within the time allotted, click the resend text confirmation link to request a new code.

Add New Customer

St Charles , 675 Sidwell Ct ▾

St Charles 675 Sidwell Ct

Notification Settings

+ Add New Customer ←

Choose **Add New Customer** to add an account. This option is only relevant for residents who, in addition to requesting notification of nighttime mosquito control applications, are ALSO contracted with Clarke directly for private mosquito control and/or aquatic services.

Add Customer

Customer Number
AB00123

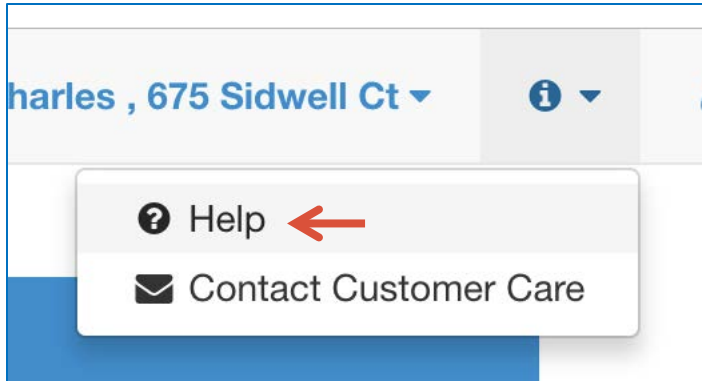
Customer PIN
M13FXJC

Cancel Add Customer

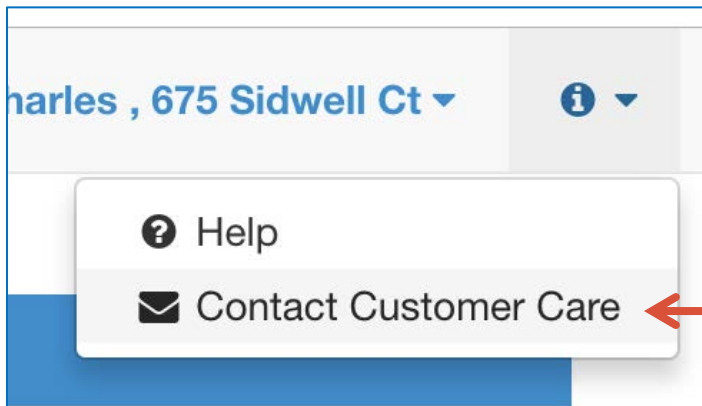
Call 800-323-5727 for customer number and PIN Code to register an additional account.



Information Drop Down



Clicking on **Help** launches this guide. Note the contents of the guide will change depending on whether you are select a resident address or a customer number.

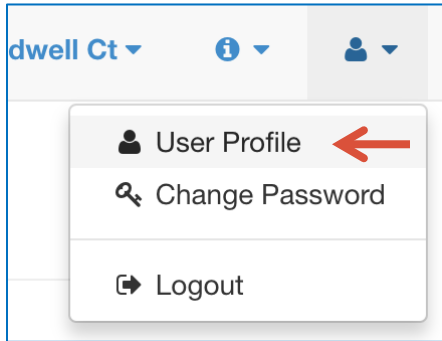


A screenshot of a "Contact" form. The form has a title "Contact" at the top. Below the title is a "Topic" label followed by a text input field. Below that is a "Message" label followed by a large text area for writing. At the bottom right of the form is a blue "Send" button.

Clicking on **Contact Customer Care** launches a form where you can send a specific request directly to the Clarke Customer Care department. We will email a copy of your request as well.



User Profile Drop Down



User Profile

User Information

First Name: Last Name:

Customers +

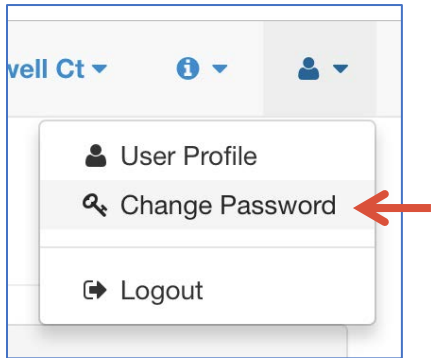
No customers found.

Addresses

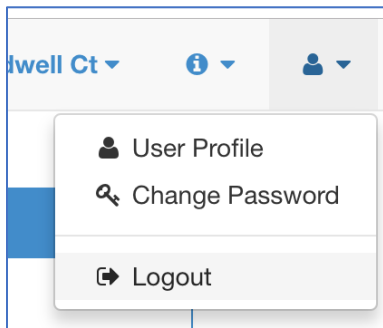
Address	City	State	Zip
675 Sidwell Ct	St Charles	IL	60147

Clicking on **User Profile** launches a form that enables you to update **ONLY THE USER NAME**. If address changes, notify Customer Care by using Contact Customer Care or by calling 800-323-5727.

You can also add a customer(account) from this panel if you have an additional account you wish to manage on the portal.

A screenshot of the "Change Password" form. The form has a blue header with the text "Change Password". It contains three input fields: "Current password" (with "password" entered), "New password" (with "password" entered), and "Confirm new password" (with "password" entered). At the bottom right, there are two buttons: "Cancel" and "Change Password".

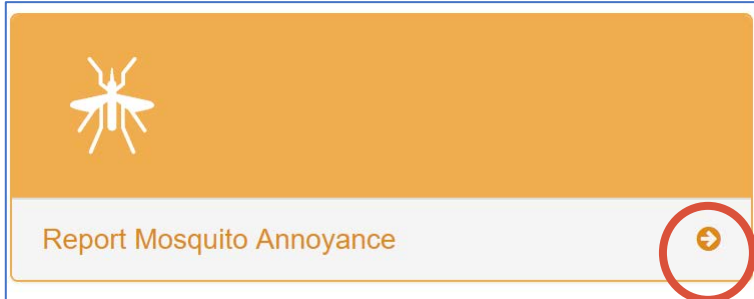
Change Password launches a form with input for current password, new password and confirmation of new password.

A screenshot of the "Please Sign In" form. The form has a grey header with the text "Please Sign In" and a question mark icon. It contains two input fields: "Email" and "Password". Below the input fields, there is a checkbox labeled "Remember me? - Forgot password?". At the bottom, there is a large blue button labeled "Login".

Logout option will log you out of the portal back to the login screen as shown



Report Mosquito Annoyance



To report high adult mosquito activity in your area, click on **Report Mosquito Annoyance** arrow on the **Home** screen.

Report Mosquito Annoyance

First Name
Demo

Last Name
Resident

Address
675 Sidwell Ct

City St Charles **State** Illinois **Zip** 60147

Phone
(708) 238-1201

Location Uncheck here if mosquito annoyance is at a DIFFERENT address than the contact address above.

When did you notice mosquitoes biting / flying?
 Daytime Nighttime

Other Comments Anything else you would like us to know?

Fill out information requested on form. If you are reporting an area that is not the same address as your contact information, please **uncheck** the **Location** checkbox and fill in the **Location Address Information** for the area with high adult mosquito activity.

Click **Submit**

Location Uncheck here if mosquito annoyance is at a DIFFERENT address than the contact address above.

Address

City **State** Select... **Zip**



Report Standing Water



To report standing water on your property, click on **Report Standing Water** arrow on the **Home** screen.

Report Standing Water

First Name
Demo

Last Name
Resident

Address
875 Sidwell Ct

City St Charles **State** Illinois **Zip** 60147

Phone Why do we need this? In case we have difficulty in finding the site and to advise you of actions taken.
(708) 238-1201

Location Check here if standing water is at the contact address above. If different, please complete below.

Address

City **State** Select... **Zip**

Standing water seen in:

<input type="checkbox"/> Swimming Pool	<input type="checkbox"/> Road/drainage ditch	<input type="checkbox"/> Creek/watercourse	<input type="checkbox"/> Containers of water
<input type="checkbox"/> Yard or field	<input type="checkbox"/> Tires	<input type="checkbox"/> Pond	<input type="checkbox"/> Retention pond

Other

More specific location instructions Please provide any additional detail about location of the standing water to ensure technicians find it easily.

Submit

Fill out information requested on form. Be as descriptive as possible when describing the location of standing water.

Click **Submit**.

A technician will be dispatched to inspect the water and determine if Mosquito larvae are found. If larvae are present, the water will be treated.