

☀️ Sun City AZ: Where Your Voice Shapes Your Experience! ☀️

Visit suncityaz.org for more information and access our new platform directly from the homepage. Let's make Sun City AZ even better - together!

Setting up an account is straightforward and submitting a “service request” is simple:

Creating a Service Request on the Customer Engagement Platform

Congratulations on creating your account on the new Customer Engagement Platform for Recreation Centers of Sun City, Inc.! Here's a simple guide to help you navigate and submit a service request:

Create your account:

- Visit suncityaz.org OR suncityaz.citysourced.com



- Choose “Account” (bottom menu, 2nd from right)
 - Don’t have an account? Click on “**Create One**”
 - Complete required fields:
 - First Name
 - Last Name
 - Email address
 - Password (must contain 8-30 characters; at least one uppercase letter, one lowercase letter, and one number)
 - Click on Create Account

- Accessing Service Request Options:
 - After logging into your account, navigate to the bottom of the page.
 - Look for the middle icon labeled “Requests” (currently a wrench/screwdriver) and click on it.
 - This allows you to:
 - Create a request
 - Navigate to your submitted requests
 - View nearby submitted requests that weren’t marked as private by the submitter

- Selecting Service Requests:
 - A window will pop up providing you with several options.
 - Choose "Service Requests" from the list.

- Submitting a New Request:
 - Within the Service Requests menu, you will see three options: "Create a Request," "My Requests," and "Nearby Requests."
 - Click on "Create a Request" to initiate a new service request.

- **Provide Request Details:**
 - In the form provided, you'll be able to specify details such as location, amenity, date, time, and a brief description of your concern.
 - Fill in the required fields with accurate information.

- **Submit Your Request:**
 - Once you've entered all the necessary details, hit the "Submit" button.
 - That's it! Your service request has been successfully submitted.

- **Confirmation Email:**
 - Shortly after submitting your request, you will receive an auto-generated email confirming the submission.
 - This email serves as acknowledgment of your request.

- **Tracking Your Submission:**
 - You can track the status of your submission and any responses within your account.
 - Simply navigate to "My Requests" to keep tabs on the progress of your requests.

- **Exploring Nearby Requests:**
 - Additionally, you can explore "Nearby Requests" to see information on submissions made by other individuals.
 - This feature provides insight into any issues reported in your vicinity that were not marked as private.

That's all there is to it! By following these simple steps, you've successfully submitted a service request on the Customer Engagement Platform. Thank you for your contribution to enhancing the RCSC experience for all members and cardholders!