



How to use the **Antenno app**





This guide will help you get started with Antenno, a free mobile app available in the Whakatāne District.

It has two main purposes:



Reporting issues

You can easily report issues such as potholes, broken streetlights, missed rubbish collections and other local problems to the Council.



Receiving alerts

You can receive information from the Council relevant to where you live, work, or places you choose to follow. This may include road closures, water outages, weather alerts and other important updates.

**Antenno is monitored during business hours only.
For urgent requests please phone Customer Services on 07 306 0500**

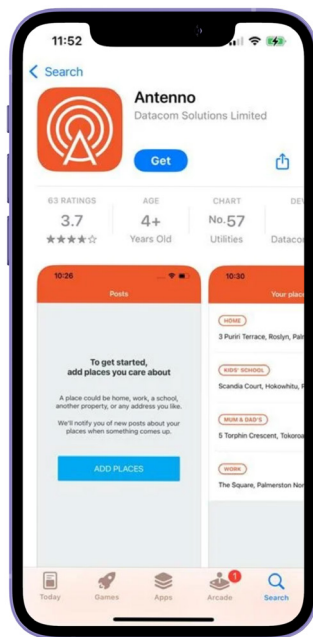
Antenno app – step by step

Set up your places:

This will ensure you receive notifications based on the places you care about.

Step 1

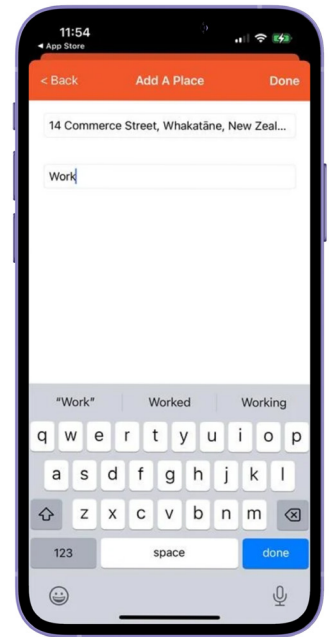
Download the app from the Apple App Store or Google Play.



Step 2

Open the app and add your first place by going to the 'Your places' tab in the bottom menu bar.

Make this as specific as possible, preferably a physical street address.

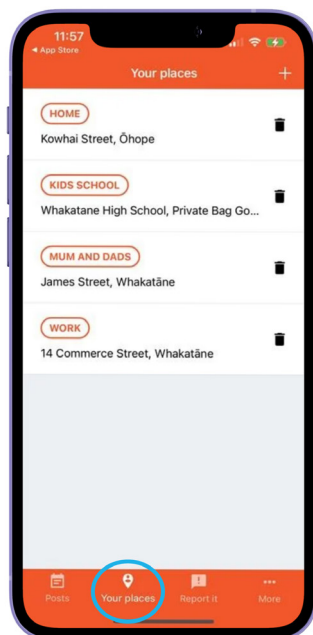


Step 3

Give your place a nickname.

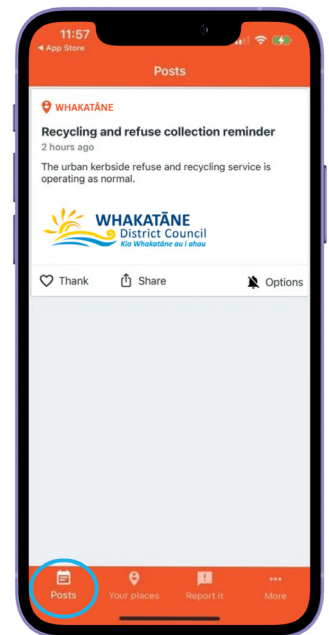
Choose a name that is relevant and easy to remember (e.g. 'Home' or 'Work'). This will help make it easier to distinguish each place in your list.

Add as many places as you like.



Step 4

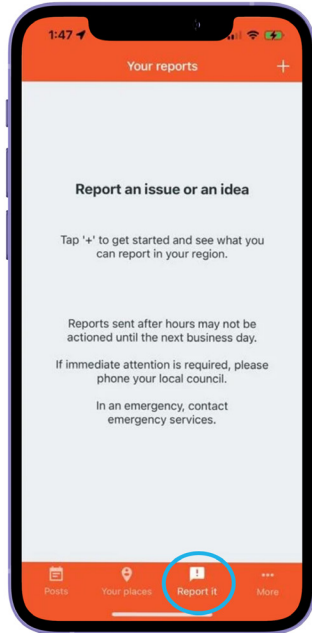
You will now receive any notifications that relate to any of the places that you have added.



How to report an issue:

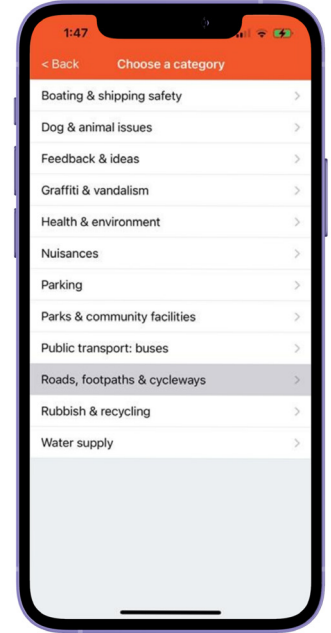
Step 5

To report an issue, go to the 'Report it' tab in the bottom menu bar. Tap the plus button in the top right corner to report a new issue.



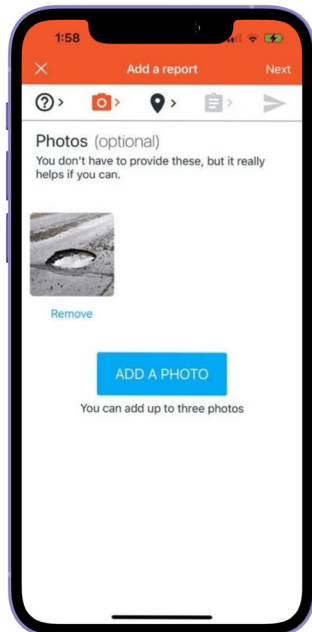
Step 6

Select what the report is about and choose a category.



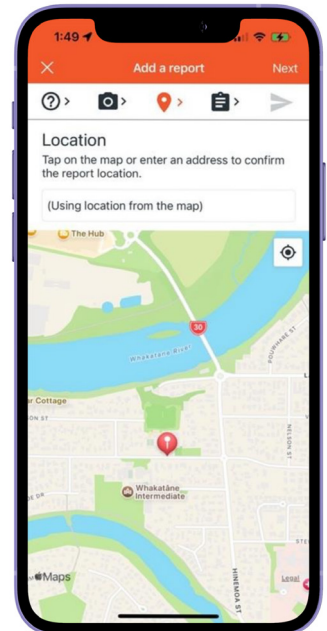
Step 7

Add a photo. This is optional but it helps if you can. You can add up to three photos.



Step 8

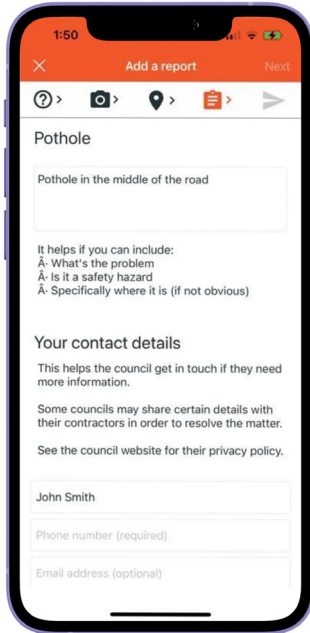
Add the location of the issue. You can either type in the address or move the pin on the map to the right spot.



Step 9

Add your contact details and any further information about the issue.

It helps to include what the problem is, if it's a safety hazard, and exactly where it's located (especially if it's not obvious).



Step 10

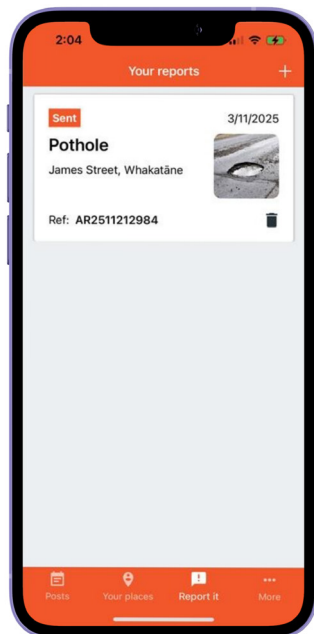
Review your report and send!



Step 11

All done.

This is what your report looks like.



If you need further help, please visit the Council website or contact Customer Services on 07 306 0500.

Find out more



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