

How to use My Monmouthshire



What is My Monmouthshire used for?

You can use My Monmouthshire to report issues affecting your local area or changes that would affect the services you receive. Accessing My Monmouthshire is easy either via an internet browser on your desktop/laptop or by downloading the mobile app on to your smartphone or tablet. You can report issues either by being a registered user or anonymously. The app is an easy way to quickly contact the council and enables you to report an incident using a photo or a video from your phone. For example, you may capture a photo to report a pot hole, dog fouling or a broken street light. The My Monmouthshire app also provides latest news updates from the council and features local service information such as waste collection days, job vacancies, bus timetables or school data.

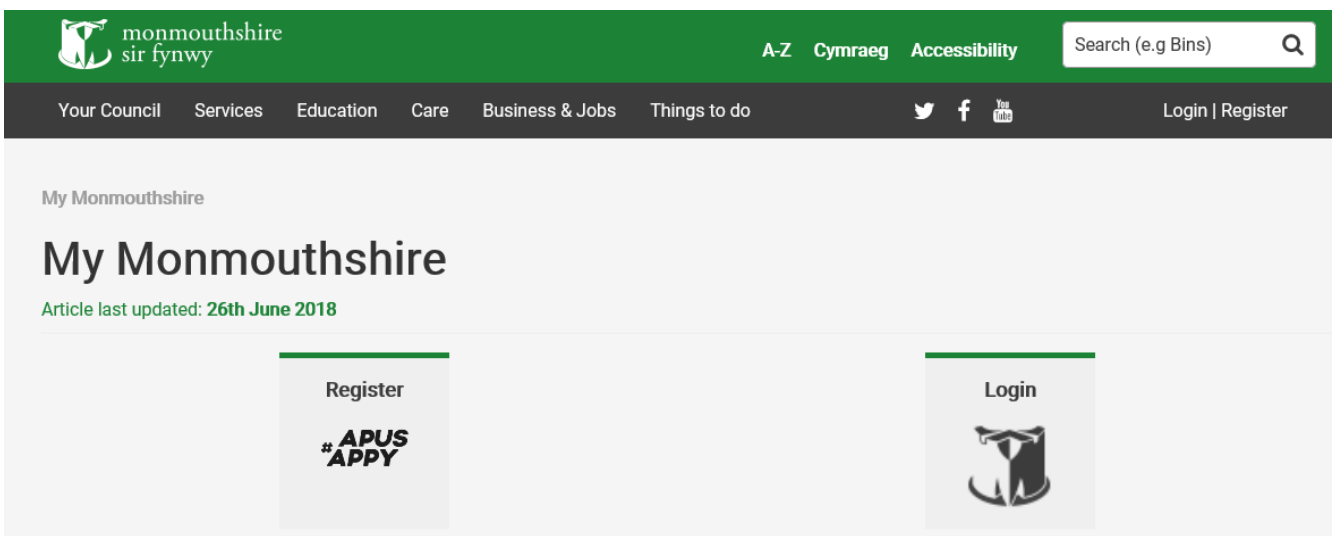
To sum up here's what it can do:

- Easy way to find out information e.g. bus timetables
- Quick way to get to other online services e.g. Parent Pay, pay your Council Tax
- Provides a two-way communication with Monmouthshire keeping up to date and in touch
- View your account and what interactions you have had with the Council
- Receive targeted emails on what you are interested in e.g. Events, Council news

How to access the system on your desktop/laptop computer

1. Go to My Monmouthshire <http://www.monmouthshire.gov.uk/my-monmouthshire>

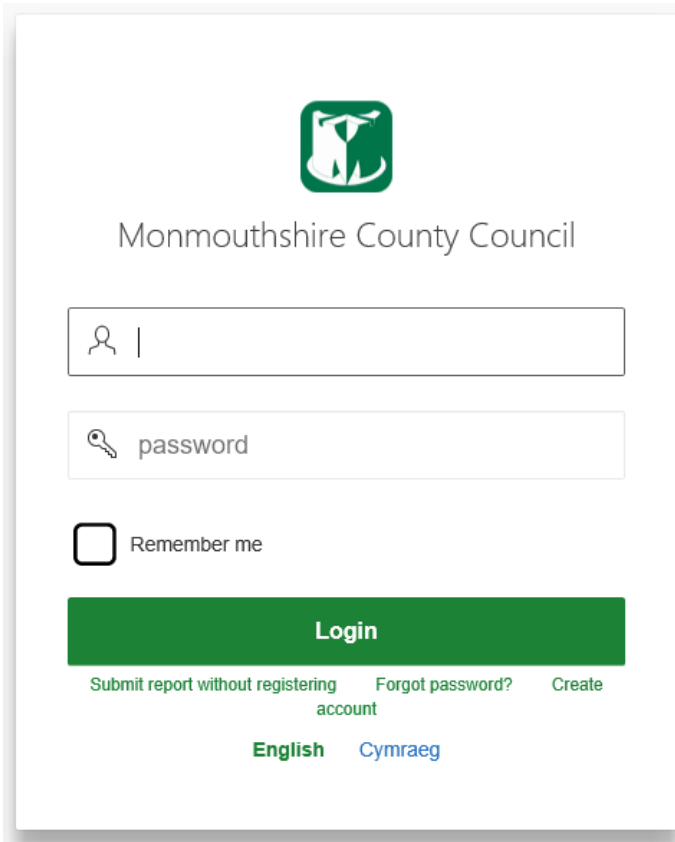
You will be taken to screen below. Here you can register if you haven't used the service before or login if already registered:



The screenshot shows the website header with the Monmouthshire Sir Fynwy logo, navigation links (A-Z, Cymraeg, Accessibility), and a search bar. Below the header is a dark navigation bar with links for 'Your Council', 'Services', 'Education', 'Care', 'Business & Jobs', and 'Things to do', along with social media icons and 'Login | Register'.

The main content area is titled 'My Monmouthshire' and includes the text 'Article last updated: 26th June 2018'. Below this are two prominent buttons: 'Register' with the '#APUS APPY' logo, and 'Login' with the Monmouthshire Sir Fynwy logo.

2. If you are already a registered user click on Login.

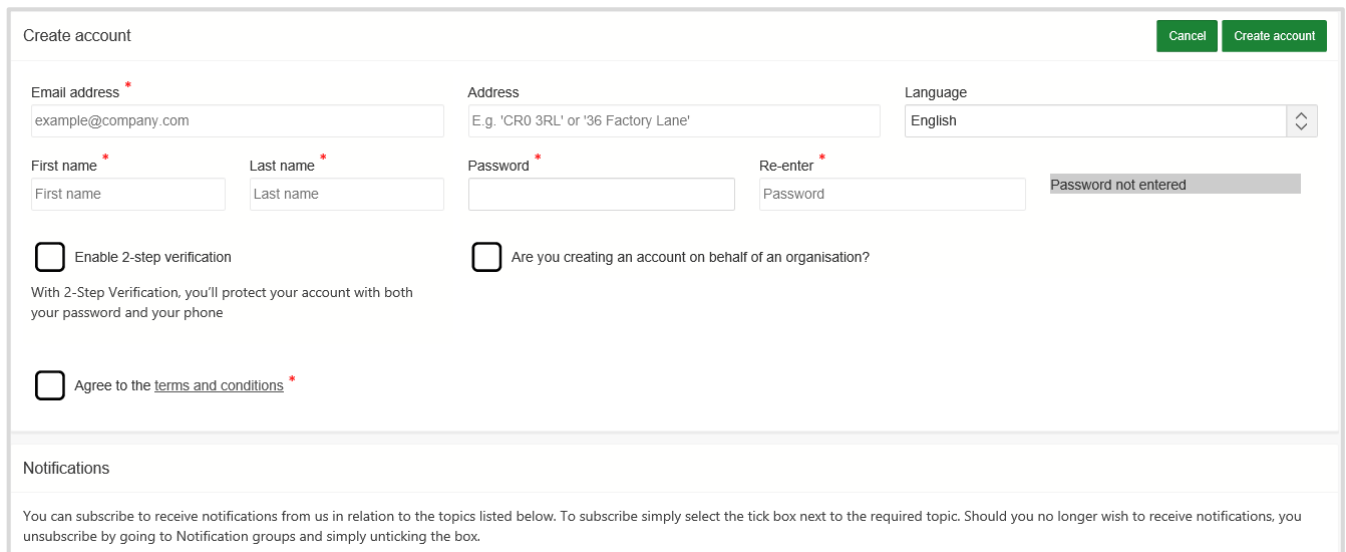
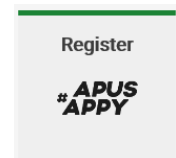


3. Use the email address and password you created when you registered. If you have forgotten your password, then click on the forgot password link. This will send an email to your account with a link to reset your password.

Please ensure that you have added **noreply@mycouncilservices.com** to your list of accepted emails.

4. New users can create an account by selecting the Register option.

Login | Register



5. Enter your details. Please read the terms and conditions and click I agree if you wish to proceed.

You can also subscribe to receive notifications of topics you may be interested in:

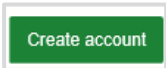
Notifications

You can subscribe to receive notifications from us in relation to the topics listed below. To subscribe simply select the tick box next to the required topic. Should you no longer wish to receive notifications, you unsubscribe by going to Notification groups and simply unticking the box.

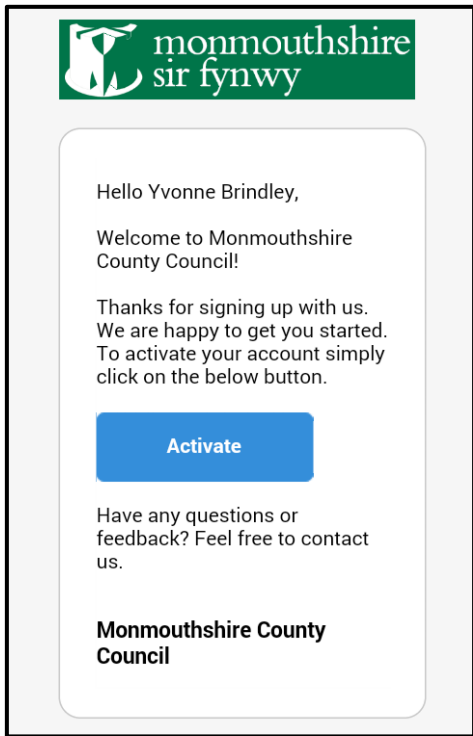
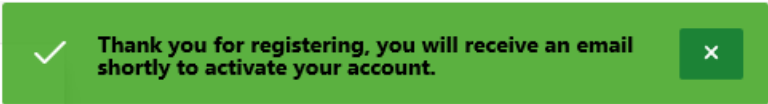
Groups

- What's On
- Support for your business
- Schools and Learning
- Leisure
- Latest council news
- Jobs
- Highways and Travel
- Community News

6. Click 'Create Account'

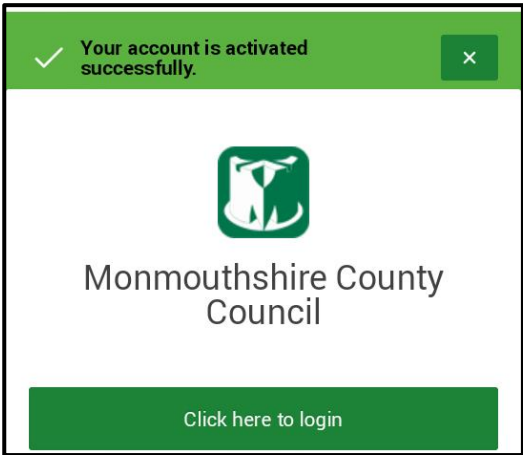


You will receive an email notification that your account has been created.

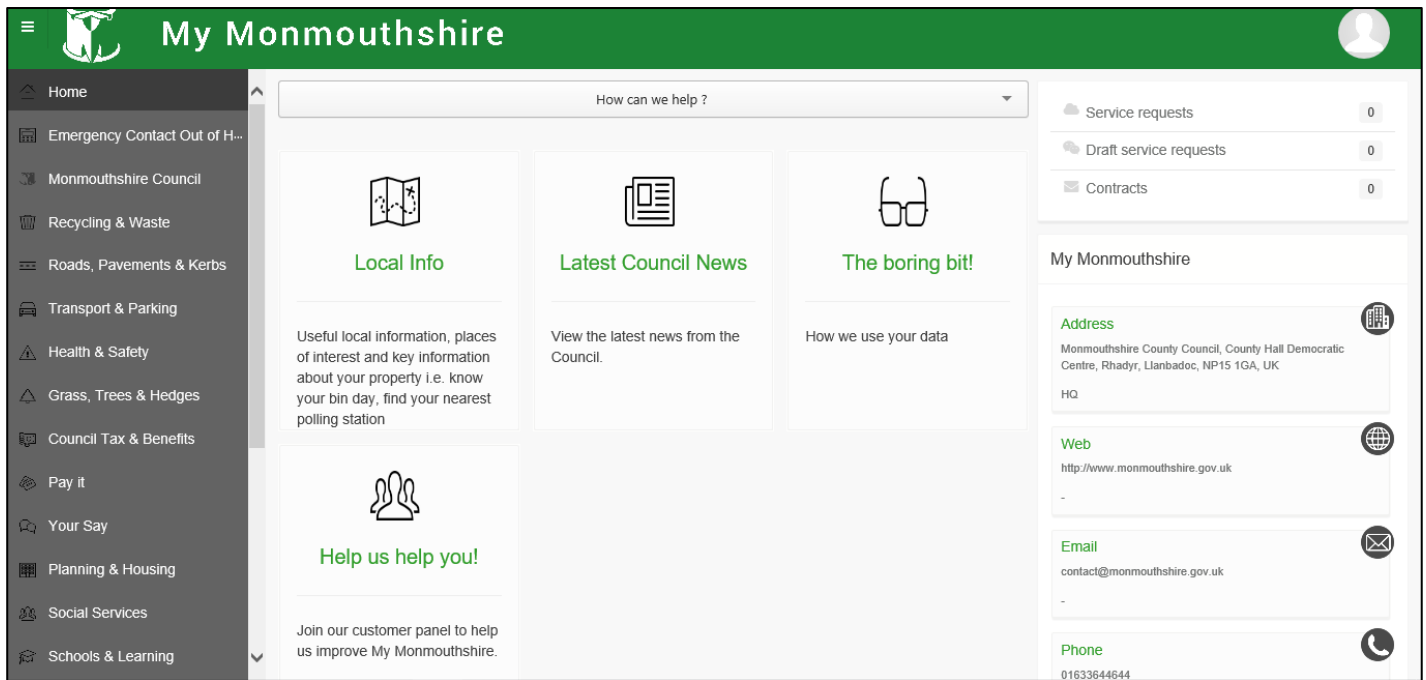


Within the email there will be an option to Activate your account. Click on the button to **activate**.

You will receive a success notification and you can now log into the system



Once logged into the web portal, you will see the following screen:



Here is an example of how to report or submit a service request, E.G. Fly Tipping:

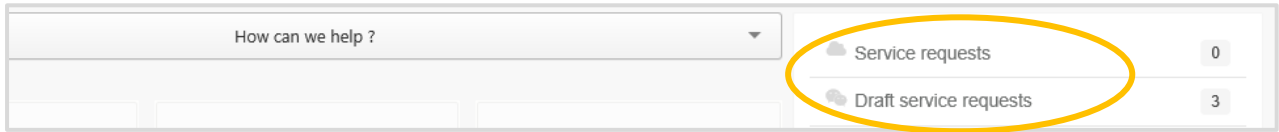
7. Click onto Recycling & Waste
8. Click onto Fly Tipping and fill in the information on the form

To help us deal efficiently and promptly with your request please complete all the fields with as much information as you can, if a field has a red asterisk then it must be completed. You may have to scroll down to make sure you submit all that is required.

Once submitted you will get updates to your email address inbox on what is happening with the issue you reported.

The screenshot shows the 'Fly Tipping' service request form. At the top, there is a navigation bar with 'Service desk' selected. Below the navigation bar is a progress indicator with steps: Form, Customer, Details (current), Evidence, Location, and Confirmation. The form is titled 'Details' and includes a 'Show scripting' button. The form content includes a message about registration and several required fields marked with a red asterisk: 'Is the Fly Tip on public or private land?' (dropdown menu), 'Is the Fly Tip blocking a road or pathway?' (dropdown menu), 'Did you see who committed the Fly Tip?' (dropdown menu), 'Are there black bags present in the fly tip?' (checkbox), 'Is there any asbestos in the fly tip?' (checkbox), and 'Waste Information' (checkboxes for Animal carcass, Chemical drums, Clinical, Construction or demolition materials, Electrical items, Furniture, Green waste, Tyres, and Vehicle parts).

9. You can access submitted or draft requests by selecting the option on the right of the home screen.



10. To access account details, click on the person icon at the top right of the screen and select your email address



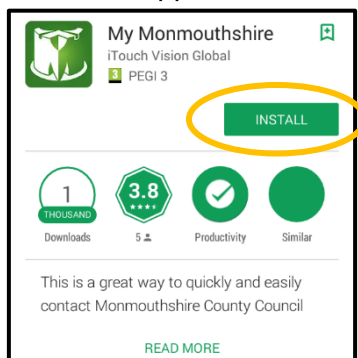
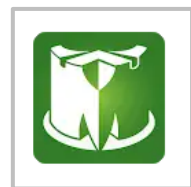
11. Here you can make changes to your account details, update your profile and Logout.

How to access the system on your smartphone or tablet

The My Monmouthshire app is available on apple, android and windows operating systems

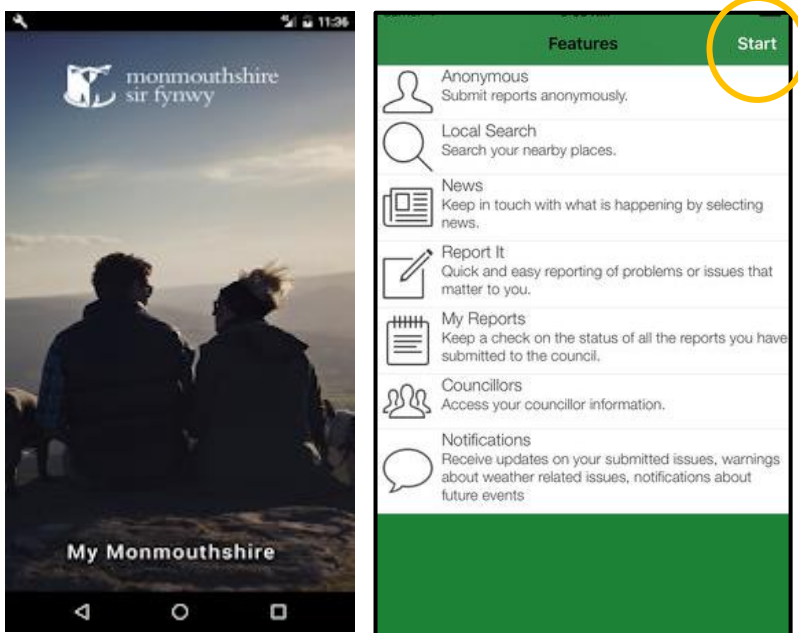


1. Go to your app store and download the My Monmouthshire app
2. Install the app



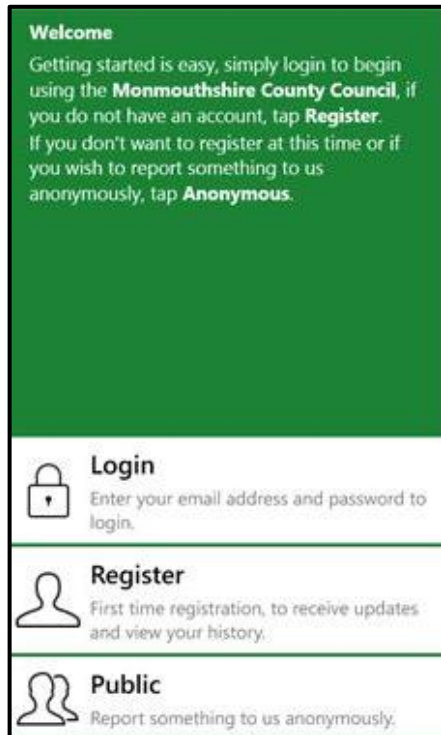
- Once you have the app on your mobile device, launch the app.

You will see a picture initially then be taken to the following main menu as below:



- Click onto the Start option

The following screen appears:



If you have previously registered via a web browser, you can use the same email and password. If you haven't then please register, use your email address and make up a password.

- Click onto Login and enter your username and password

Once logged in, you will be taken to the following screen:

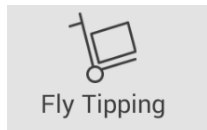


6. Click onto the relevant option

As an example, here's how to report Fly Tipping

7. Click onto the Recycling and Waste button

8. Click onto Fly Tipping



9. Fill in all the fields and submit



Back Details Next

Details

*Is the Fly Tip on public or private land?
Public land

Is the Fly Tip blocking a road or pathway? (If so please select urgent) ⓘ

*Did you see who committed the Fly Tip?
Select an option

*Are there black bags present in the fly tip?

*Is there any asbestos in the fly tip?

*Waste Information