

About My Monmouthshire



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

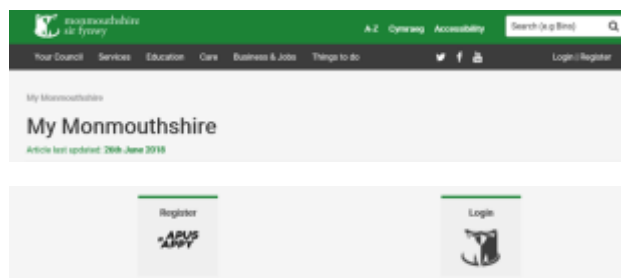
To sum up you can use My Monmouthshire for:

- 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

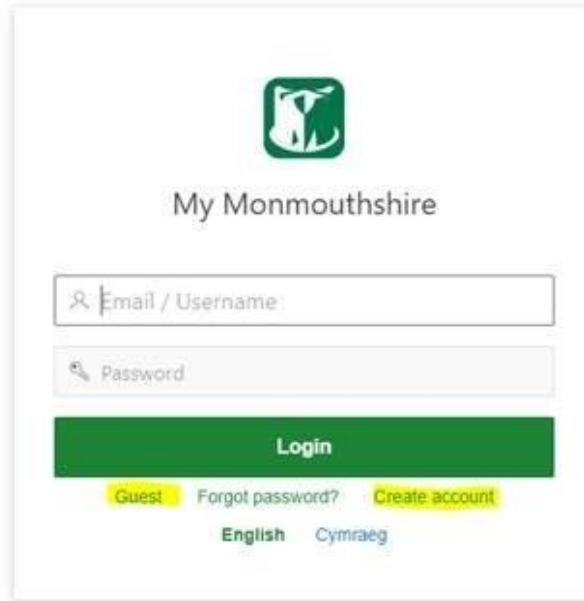
How to access on your desktop/laptop computer

1. Go to [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:



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

Create An Account

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

2. 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. (You'll also receive welcome notifications, and newsletters by going to Notifications groups and simply unticking the box.)

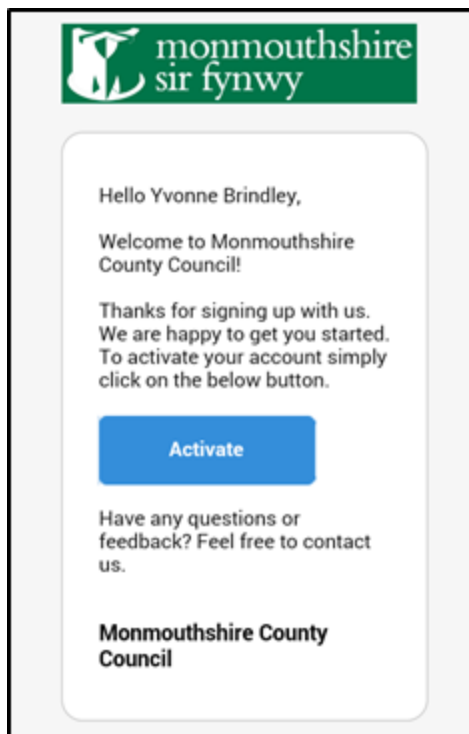
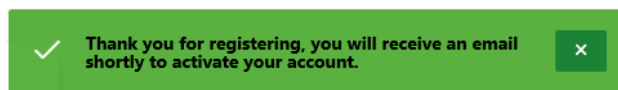
Choose

- Health & Care
- Support for your business
- Schools and Learning
- Leisure
- Local organisations
- Jobs
- Highways and Travel
- Community News

[Create account](#)

3. Click '**Create Account**'

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

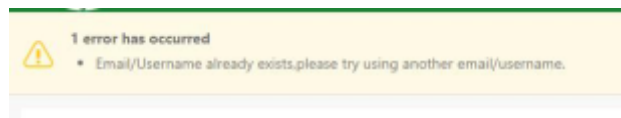


Within the email there will be an option to **Activate your account**. Click on the button to **activate**.

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



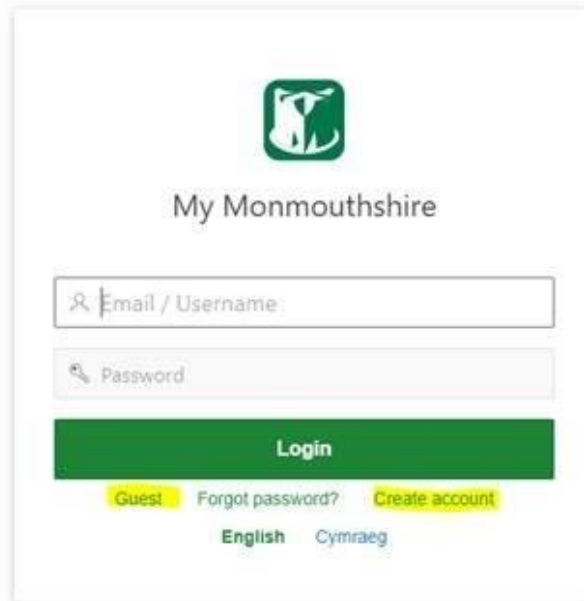
Register Error message



- If you are trying to register and the above error message appears, this means you already have an account

NOTE: You may have registered in the past or a member of staff may have registered on your behalf.

- In this scenario enter your email address in the email/username field and your password if you can remember it. If not enter your full email address and click onto forgotten password. This will generate a new password and send it to your email address
- Use this password in conjunction with your email address to log on



Report IT

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**:

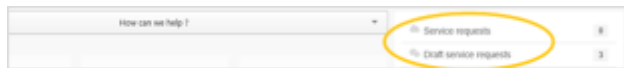
1. Click onto **Recycling & Waste**
2. Click onto **Fly Tipping** and fill in the information on the form

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.

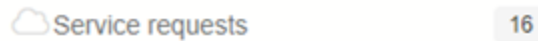
Once submitted you will get updates to your email address inbox on what is happening with the issue you reported.



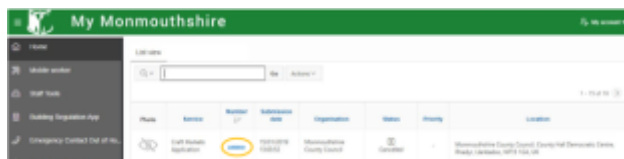
3. You can access submitted or draft requests by selecting the option on the right of the home screen.



4. To view your Service Requests and any updates against them or to add a note to a Service Request, click on the **Service Requests** option on the top right of the home screen.



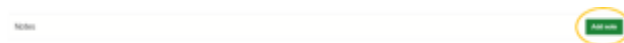
This will take you to a list of your Service Requests, showing a summary of information and the current status. To view further information, click on the **Service Request number** you wish to view



On the next screen, you will see full details of the Service Request which includes:

- A copy of what was originally submitted
- The date of submission
- Any documents that have been added to that Service Request, either by yourself or by Monmouthshire County Council
- Any notes that have been added, either by yourself or by Monmouthshire County Council

Whilst you are viewing the full details of an existing Service Request, you also have the ability to add a note to it, which will get sent to the relevant team within Monmouthshire County Council. To do this, scroll down to the **Notes section** and click **Add note**



You can do the same for a document also. Just scroll down to the Document section and click **Add document**. Once a document has been added, just **add a note** to your Service Request to inform Monmouthshire County Council that you have uploaded a document for them to view.

Account Details

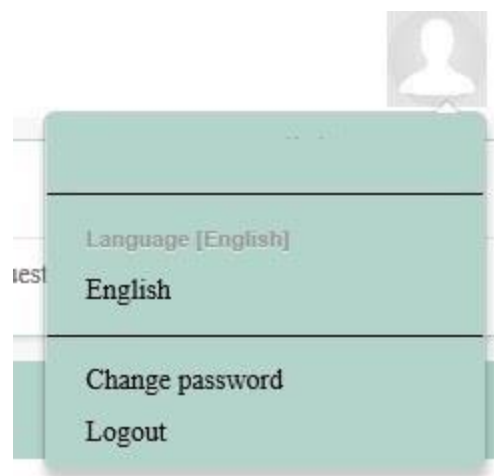
1. To access your account details, click on the **person icon** at the top right of the screen and select your email address



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

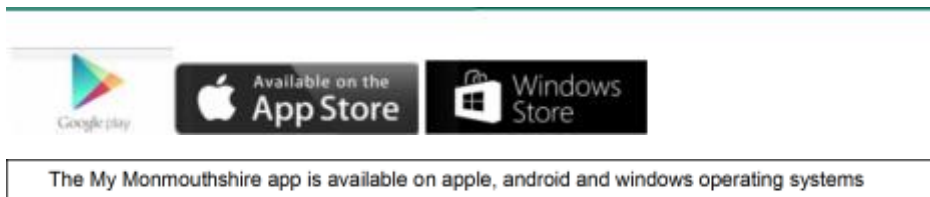
Changing your password

1. Click on the **person icon** at the top right of the screen and select **Change Password**



2. Enter your **current password**
3. Enter your **new password** and **confirm password**
4. Click onto the **Change Password** button Your password will now be changed

How to access the system on your smartphone or tablet



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



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

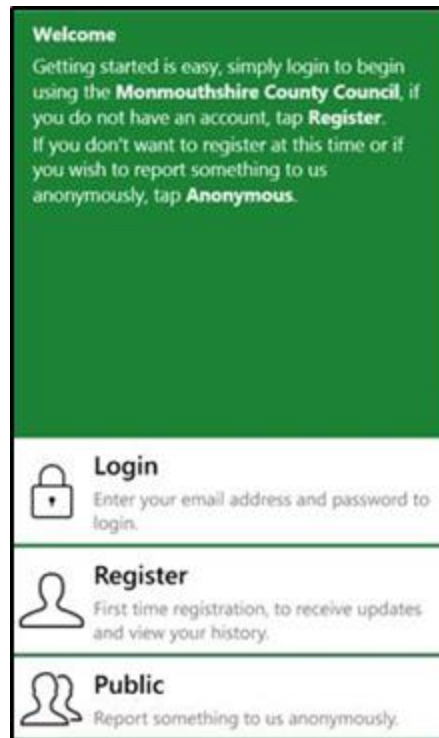
You will see a picture initially then be taken to the following main menu as below:



4. 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.



5. Click onto **Login** and enter your username and password

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

Home

 Emergency Contact Out of	 Monmouthshire Council
 Recycling & Waste	 Roads, Pavements & Kerbs
 Transport & Parking	 Health & Safety
 Grass, Trees & Hedges	 Council Tax & Benefits
 Pay it	 Your Say
	

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?

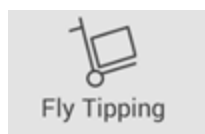
*Waste Information

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 press **submit**

Use [this form](#) to give us feedback on using My Monmouthshire NOTE: You will need to logon to your account to access the form