

You can use My Council Services to report issues affecting your local area. Accessing My Council Services is easy via an internet browser on your desktop.

You can report issues either by being a registered user or anonymously. You can report an incident using a photo from your phone. For example, you may capture a photo to report a flytip.

To sum up you can use My Council Services for:

Viewing your account and what interactions you have had with the Council

How to access on your desktop/laptop computer

1. Go to My Council Services

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:

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.

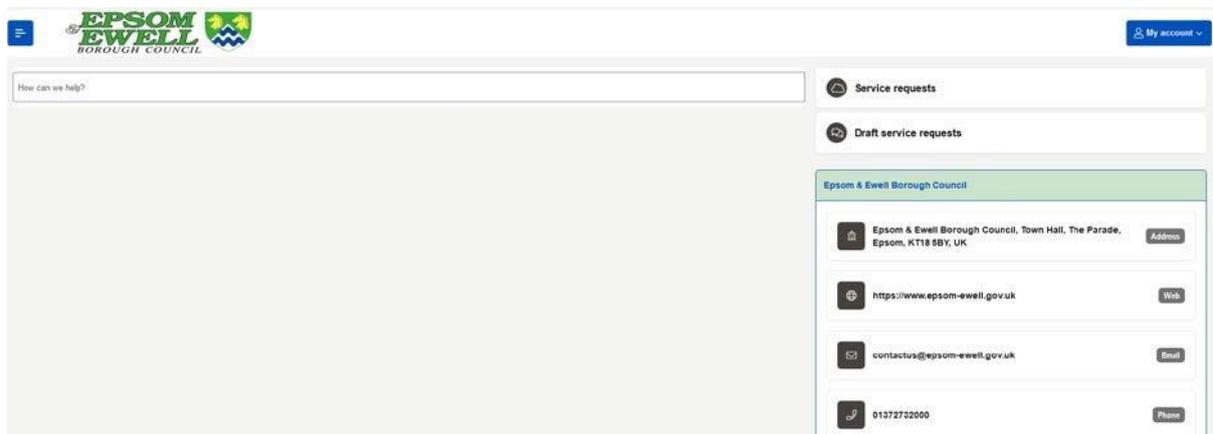
You will receive a success notification and you can now log into the system

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 someone has already registered using this email address.

- 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 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, eg. Fly tipping:

1. Go to the list on top left side and expand  This will list services available to you.
2. Select Report it in the list and you will then see icons of forms available. Select Fly tipping and complete the information.

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:

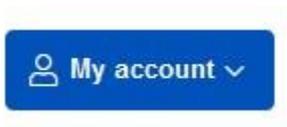
- A copy of what was originally submitted
- The date of submission

- Any documents that have been added to that Service Request, either by yourself or by Epsom & Ewell Borough Council
- Any notes that have been added, either by yourself or by Epsom & Ewell Borough 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 Epsom & Ewell Borough 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 Epsom & Ewell Borough 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

3. Click on the person icon at the top right of the screen and select Change Password
4. Enter your current password
5. Enter your new password and confirm password
6. Click onto the Change Password button Your password will now be changed

Change Account Details

The following options are available to allow you to edit your account details, in addition to the information you provided when you originally signed up. Also there is an option to remove your account details from a service request and to deregister your account if you need to:

Add Email

If you wish to provide an additional email address to be contacted on:

1. Click onto Add Email
2. Type in your secondary email
3. In the Purpose choose a category such as Business
4. Click onto Add Email

Add Phone

You can add an additional phone number to be contacted on:

1. Click onto Add Phone
2. Select a type i.e Mobile or telephone number

3. Type in your phone number
4. In the Purpose choose a category choose a category
5. Click onto Add Phone

Add Address

1. Click onto Add Address
2. Type in the address to find it
3. In the Purpose choose a category
4. Click onto Add Address

Deregister

To Deregister for My Council Services

1. Check the box next to "I understand by submitting this deregister request I will no longer have access to my account and all data will be removed"
2. Click onto Send Request