



Find out
more
about how
to use
MyWilts



Note:

This document is not exhaustive and is being constantly updated based on reviews from customers, staff and questions asked during training sessions.

There is currently Questions and Answers around the functions and features of the MyWilts Portal (external facing). This is version 1.0 of the document and was published to pdf on 14/12/2020

If you are reviewing this and would like to make comments or suggestions please contact the People Change team, who can advise on the latest version.

Symbols:

If you see the † symbol, this indicates that the (Yes/No) response is subject to a team, service or organisational policy.

MyWilts Introduction

This document provides, through a question and answer format, advice, guidance and support on how you can use the application to report issues to the Council.

Can you explain the various terms used?

There are a number of terms used to describe the whole project and elements within the project. Some of these are:

- **The portal:** this is the MyWilts web site and app within which customers book services or report issues
- **Customer Relations Management (CRM) system:** this is the new internal facing application within which staff manage cases
- **Dynamics:** this is the Microsoft platform upon which the internal staff Customer Relations Management system is built

This document focuses on the MyWilts portal

CXP Basics

Introduction

This is for general information about both the external and internal system.

Watch the MyWilts tutorial videos

Below are links to a number of videos on how to use the MyWilts portal

[MyWilts Overview for Wiltshire Cllrs](#)

[Video 1 – Introduction to the MyWilts portal](#)

[Video 2 – Finding Reports in the MyWilts portal](#)

[Video 3 - Raising an anonymous report in the MyWilts portal](#)

[Video 4 – Creating an account in the MyWilts portal](#)

[Video 5 - Creating a new case via your account in the MyWilts portal](#)

[Video 6 – Raising a pothole report in the MyWilts portal](#)

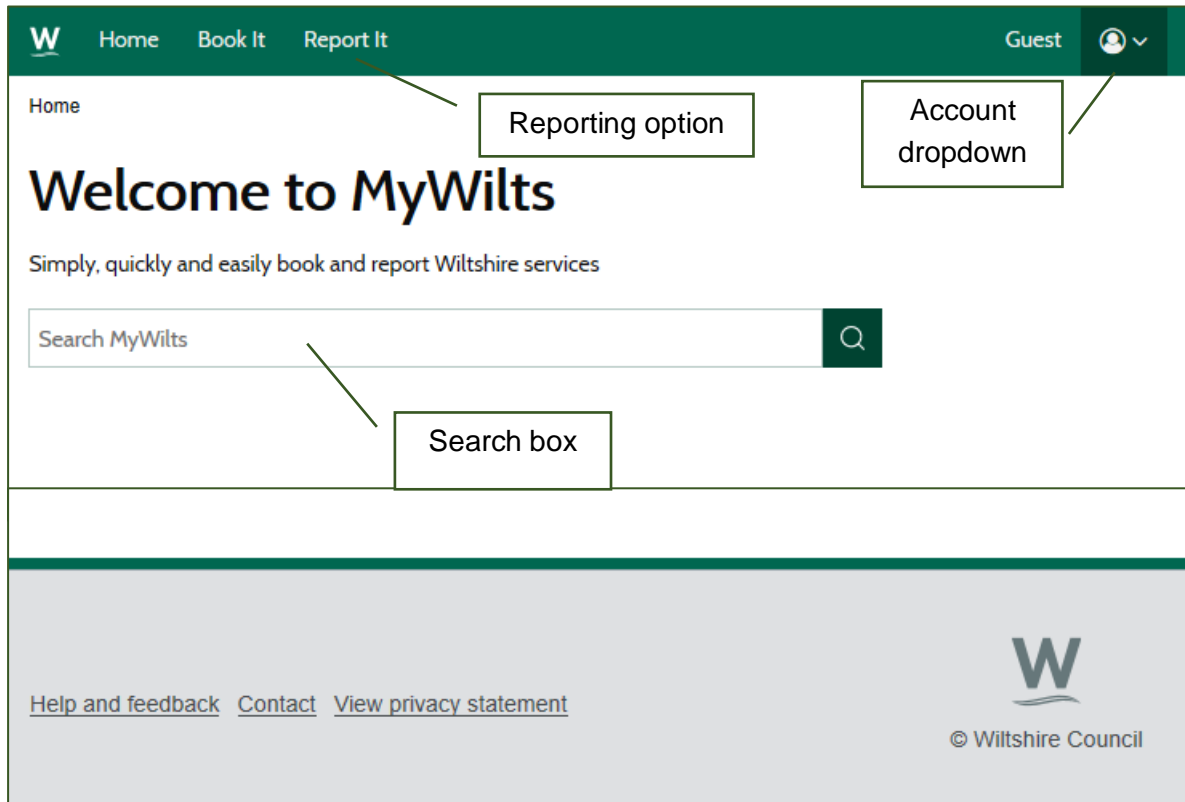
[Resetting passwords in the MyWilts portal](#)

MyWilts Portal

What is MyWilts?

MyWilts is the new external facing web portal (and mobile app) that allows customer/clients (citizens) to Book services and Report issues.

Can you explain the screen when I open MyWilts (on the web)?



The external facing MyWilts portal contains:

- Report it button
This is where customers/citizens can report an issue to the Council
- Book it button
This is where customers/citizens can book a service from the Council
- Account drop down
This is where customers/citizens can register, log in and view cases
- Search box
This is where customers/citizens can search for key words associated with what they want to do on the portal

What is the URL (web address) of the portal?

The web address is <https://my.wiltshire.gov.uk/>

Can I report a problem without registering?

Yes, you can use the Report It feature as a Guest (Anonymous) user. You will not be able to track the progress of a reported case. Some anonymous cases may not be progressed particularly if there is insufficient information to investigate the issue. Customers are advised to register.

What issues can I report?

The Report It feature currently provides the following options:

Abandoned vehicles

- Claim an abandoned vehicle
- Report an abandoned vehicle

Benefits

Empty homes

Fraud

Parking

- Other car park issues
- Parking ticket machine

Play areas

Roads, pavements and footpaths

- Bus shelter (lighting)
- Bus shelter (other issues)
- Flooding
- Materials on road
- Pavements or kerbs
- Pothole
- Public rights of way
- Road drains or manholes
- Road markings
- Road signs, bollards or railings
- Street lighting
- Traffic lights or crossings

Rubbish or recycling

Street scene

- Dead animals in road
- Dog mess
- Fly-posting or illegal signs
- Fly-tipping
- Graffiti
- Litter and street sweeping
- Needles or syringes
- Public litter bins

Trading standards

- Illicit tobacco or cigarettes
- Underage sale of age restricted goods

Trees, hedges and grass

- Grass, hedges and shrubs
- Trees

Unauthorised encampments

Unlicensed scrap metal collector

Unlicensed waste collector

Weather emergencies

- Salt bins
- Winter weather

Do I have to fill in all the boxes in the Report It form?

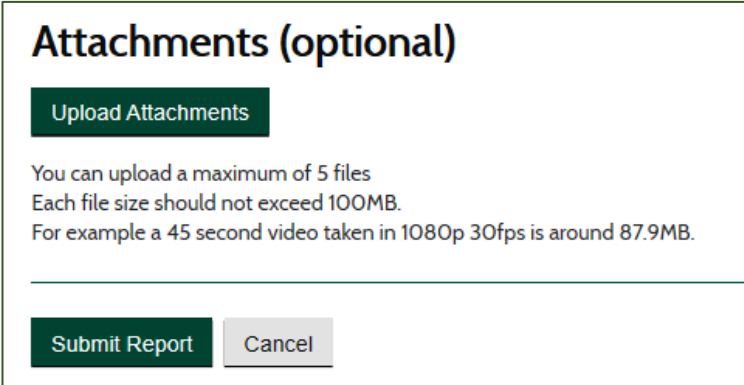
You are advised to provide as much information as possible however if the field is 'optional' then it can be left blank.

Has the vehicle been vandalised? (optional)
<input type="text"/>

I have taken a photograph/video of the issue I want to report; can I upload it?

Yes; in the Report It form you are able to upload up to five files (picture or video) up to 100Mb in size.

If you are reporting a Highways issue, the maximum file size is 5Mb.



Attachments (optional)

Upload Attachments

You can upload a maximum of 5 files
Each file size should not exceed 100MB.
For example a 45 second video taken in 1080p 30fps is around 87.9MB.

Submit Report **Cancel**

I want to track the progress of what I report?

You will need to register and then sign into the portal in order to follow the progress of your cases.


How do I register on the MyWilts portal?

In the MyWilts portal, go to 'Guest' dropdown.

Click 'Sign in / Register'

On 'Sign in or Register' page

Click on the 'Register now' link at the bottom of the page.



Search MyWilts **Guest**

Help and feedback

Sign in / Register



Sign in or Register

Registering an account with the council will enable you to access a range of Council services online. You can create an account using existing social media accounts with Facebook, Google or Microsoft or you can simply register using an email address.

Sign in or register with your social account

Facebook
 Google
 Microsoft Account

Not sure?

Using social media accounts saves the Citizen having to remember the details of yet another online account. Using a social media account only shares the account details for identity purposes. Wiltshire Council will not have access to the Citizen's social media account.

Or sign in with your Wiltshire Council account

Email Address


Password

Sign in

Don't have an account? [Register now](#)

On the 'Registration' page, enter a valid email address and click 'Send verification code'

You will receive a verification code in your email inbox



Registration

You have chosen to register an account with Wiltshire Council using an email address. It is vital to verify that the email address provided is valid please confirm the email address of your email account. We will then send an email containing a verification code to the account. This code will be required to activate your Citizen account.

Verify your email address

Please enter your email address and click on "Send verification code" button to verify your email address. We will send an activation code to your email address to make sure you have access to it.

Email Address

Send verification code

Not sure?

Confirming your email address ensures that the email address you provided is valid and correct. We welcome the use of a confirmation email address to help us improve our services.

Continue

On the Registration page enter the verification code into the 'Verification Code' field and click 'Verify Code'.

When your code is verified click on the 'Continue' button.

Verify your email address

Please enter your email address and click on "Send verification code" button to verify your email address. We will send an activation code to your email address to make sure you have access to it.

E-mail address verified. You can now continue.

Email Address

[Change e-mail](#)

[Continue](#)

Verify your email address

Please enter your email address and click on "Send verification code" button to verify your email address. We will send an activation code to your email address to make sure you have access to it.

Verification code has been sent to your inbox. Please copy it to the input box below

Email Address

Verification code

[Verify code](#) [Send new code](#)

You will be asked to fill in your name and other details; after completing this you will be able to log into the system and able to track the issues you report.

How do I recover or change my password?

Go to 'Guest' dropdown and Click 'Sign in / Register'

On 'Sign in or Register' page

Click on 'Forgot your password?'



Sign in or Register

Registering an account with the council will enable you to access a range of Council services online. You can create an account using existing social media accounts with Facebook, Google or Microsoft or you can simply register using an email address.

Sign in or register with your social account

[Facebook](#)
[Google](#)
[Microsoft Accounts](#)

Not sure?

Using social media accounts saves the Citizen having to remember the details of yet another online account. Using a social media account only shares the account details for identity purposes. Wiltshire Council will not have access to the Citizen's social media account.

Or sign in with your Wiltshire Council account

Email Address

Password

[Sign in](#)

Don't have an account? [Register now](#)

On the 'Password reset page' enter your Email Address and click 'Send verification code'.

Password reset

Set up your new password

Email Address

[Send verification code](#)

[Continue](#)

Enter the verification code into the form and click 'Verify code'



In the 'Set up your new password' page enter your Email Address

Click Continue



In the Password reset page add new passwords (twice). Click Continue

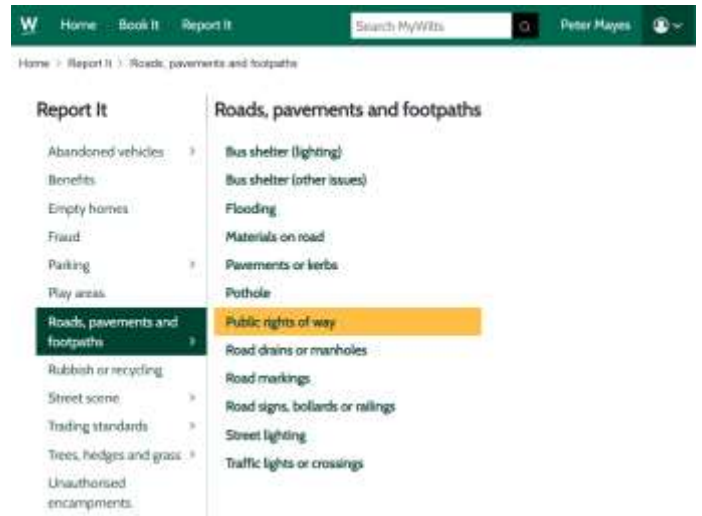


You have now reset your password and can continue to use the MyWilts portal.

Using the Report it feature

How do I report an issue with a pathway?

To report a problem with a pathway, click on the Report it button in the ribbon at the top of the screen; click on Roads, pavements and footpaths in the Report it list and then click on Public rights of way.



A form with load which allows you to enter the details of the issue.

You must fill in all mandatory fields.



Enter the incident date.

Public rights of way

Please report fly-tipping on a Public Right of Way through the fly-tipping form.

Incident date

For example, 31 03 2019

Day	Month	Year
28	10	2020

Location

Use the map to zoom and then click on a public right of way to select the incident location



You can select the location by moving your cursor around on the map or you can enter an address or post code in the text field top right of the map. When you do this and click on the search (magnifying glass) icon, the map will locate to that address or post code.

Overlaid on the map are the Public Rights of Way. Click on the location on the PRow line. A small popup in the map will indicate the location you have selected.

Details

What would you like to report?



Attachments (optional)

Upload files showing evidence and different details of the incident

Complete the rest of the form including as much detail as possible. You can add up to 5 images or videos.

If you are registered you will have the option to Save the case for submitting later or you can Submit immediately.



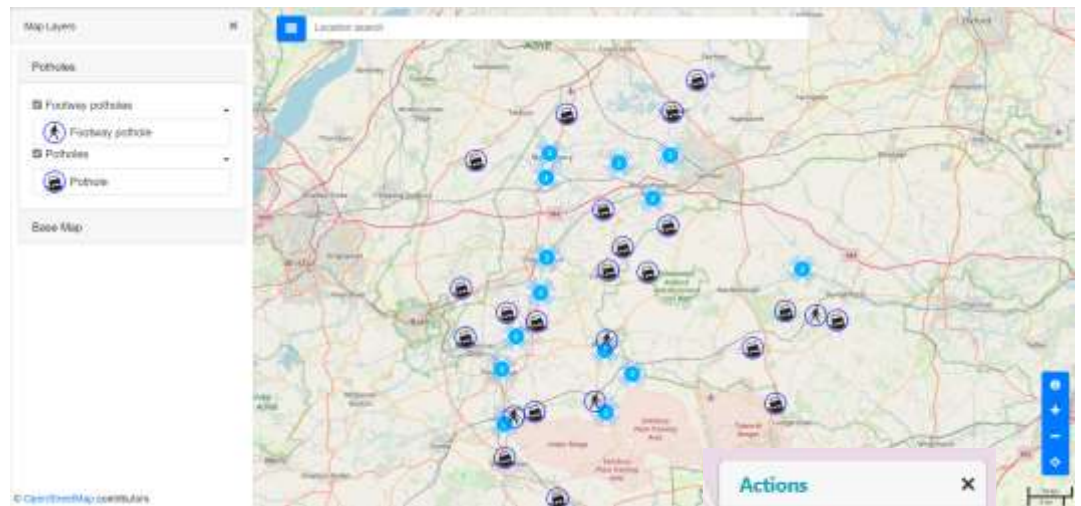
The Case will appear in your list of Cases accessed via your profile icon.

How do I report a Pothole?

To register a Pothole (or other Highway related issue) click on the Report it button in the ribbon at the top and in the Report it list click on Roads, pavements and footpaths and select Pothole.

This will open a new tab in your browser.

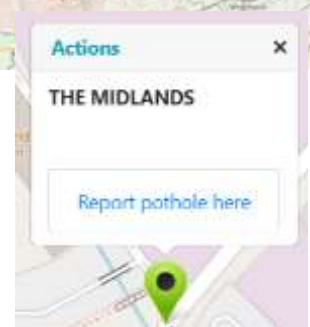
Either click on the map or use the text field to enter a post code or address.



Using the latter will zoom into the map. Click on the location of the Pothole on the map. A small popup will appear.

Click on Report pothole here.

A new window will appear; click on either Pothole or Footway Pothole.



Enter as much Additional Information as possible.

Add Location Information to help locate the problem.

Click next.

A form for reporting a pothole. It starts with the instruction 'Please select one of the following options:'. There are two radio button options: 'Pothole' and 'Footway Pothole'. Below this is a text area for 'Additional information*' with the prompt 'Please enter any other information that you think will help us with your enquiry'. Underneath is another text area for 'Location information:' with the prompt 'Please enter location information here:'. At the bottom are two buttons: 'Next' (blue) and 'Cancel' (red).

The next window allows you to add images to the report. When you have completed the report click Submit.

A Case number will appear. You can then return to the MyWilts app.

If you are registered; the case will appear in your My Cases section of the portal.



How do I report Graffiti?

To report a Graffiti case (or other case dealt with by the Street Scene team) click on the Report it button in the ribbon at the top of the screen. Click on Street Scene from the Report it list and then click Graffiti.

In the form that appears;

Enter the Incident date

Find the location either by clicking on the map (you are advised to zoom in to get an accurate location) or by typing an address or post code in the text box.

You should add as much detail as possible to help the Street Scene team deal with the issue; acknowledging that some field are identified as Optional and do not need to be completed.

You can add up to 5 images or videos to the case as Attachments.

If you are logged in you will have the option to Save the case for later submission.

Once you have completed filling in the form click on Submit.

The Case will appear in your My Cases section of the portal.

W Home Book It Report It Search MyWilts Peter Mayes

Home > Report It > Street scene

Graffiti

Incident Date

For example, 31 03 2019

Day Month Year

28 10 2020

Location

Tap on the Map to drop a pin on the incident location, or type and select the appropriate address from the search bar on the map and move the pin

Type your location to report

Specific description of incident location including house number or name, street or road name and landmarks (optional)

Details

Please select the type of graffiti from list

Is the graffiti on private property?

Please provide any information about the graffiti that you feel is relevant, such as on a wall, sign, ground (optional)

Attachments (optional)

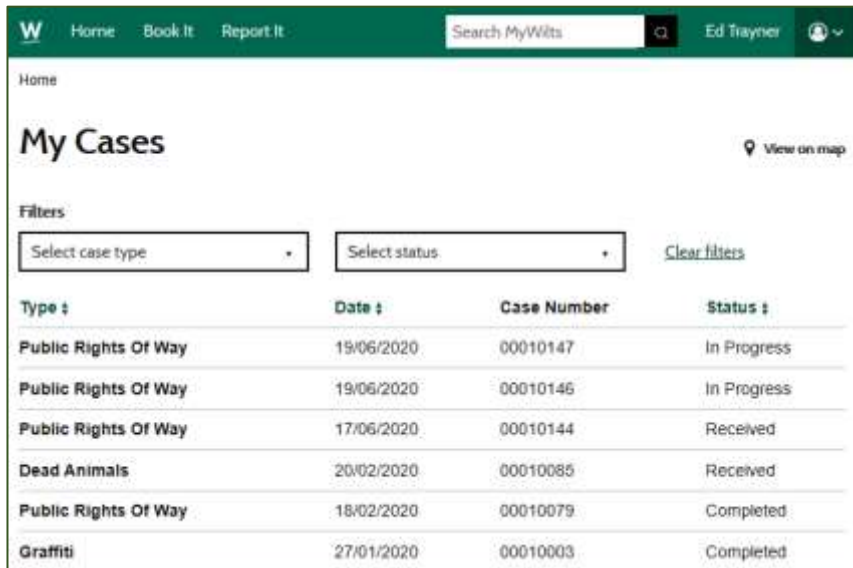
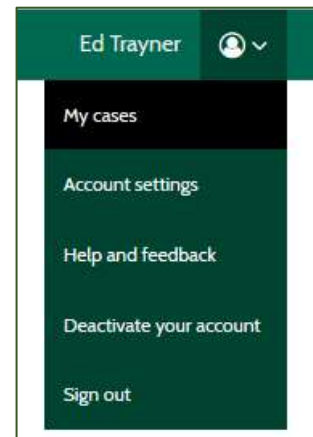
Upload Attachments

You can upload a maximum of 5 files
Each file size should not exceed 100MB.

Submit Report Save Draft Cancel

I want to add some more information to an issue I have reported.

You can add more information to a case by clicking on the My cases option in your account drop down list.



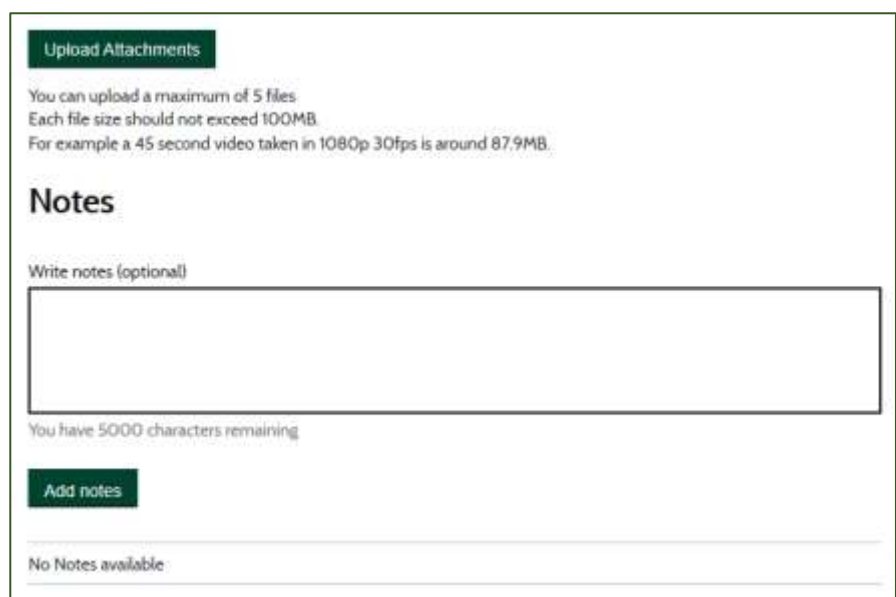
Type	Date	Case Number	Status
Public Rights Of Way	19/06/2020	00010147	In Progress
Public Rights Of Way	19/06/2020	00010146	In Progress
Public Rights Of Way	17/06/2020	00010144	Received
Dead Animals	20/02/2020	00010085	Received
Public Rights Of Way	18/02/2020	00010079	Completed
Graffiti	27/01/2020	00010003	Completed

You will see a list of cases you have reported, the date submitted, the case number and the status. You can filter cases by type or by status.

Click on the case you want to amend or add to, and the case details will appear.

At the bottom of the screen below the Upload Attachments is the field to write a note.

Your notes will be added to the list. A Council officer is also able to add notes to the case; perhaps asking you for more information or responding to your enquiry.



Upload Attachments

You can upload a maximum of 5 files.
Each file size should not exceed 100MB.
For example a 45 second video taken in 1080p 30fps is around 87.9MB.

Notes

Write notes (optional)

You have 5000 characters remaining

Add notes

No Notes available

Is all the above functionality available on a smart device?

Yes. The Council have released both an Android and Apple app so that you can use a smart phone or other app device to report issues; particularly when 'on location'. The apps are compatible with modern (currently supported) mobile operating system.

That concludes a brief overview of how to use the MyWilts customer portal.