How to use My Wiltshire

You can us the My Wiltshire system to report a number of issues affecting your local area or changes that would affect the services you receive.

You can access My Wiltshire via your internet browser on your desktop/laptop or download the mobile app on to your smartphone or tablet.

You can report issues either by being a registered user or anonymously.

To receive responses to your reports you will have to be a registered user with an email address.

How to access the system via:
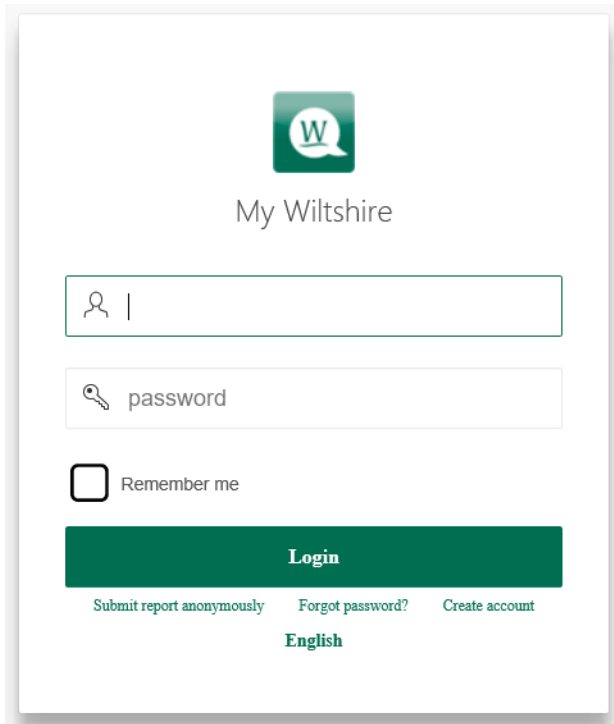
- Smart Phone/Tablet
- Desktop/Laptop computer

How to access the system on your desktop/laptop computer

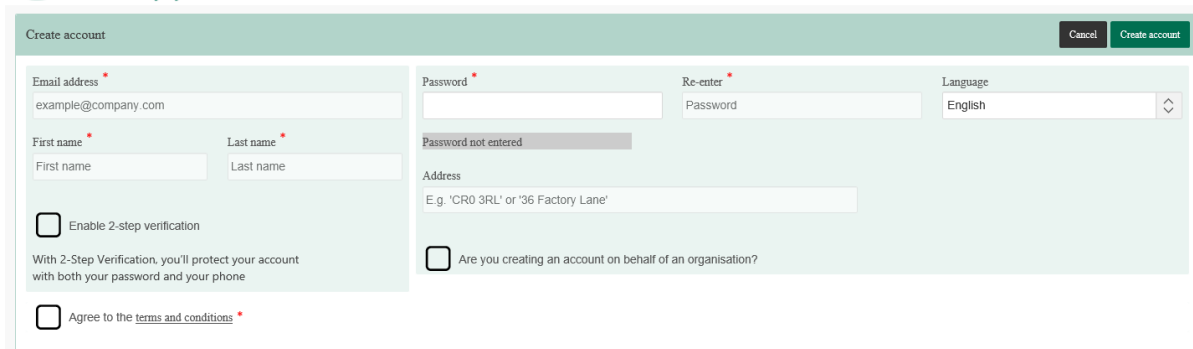1. Go to My Wiltshire (http://www.wiltshire.gov.uk/mywiltshire-online-reporting)

   You will see this screen. Here you will find links to log into the system, deregistering and a link to the privacy statement.

2. If you are already a registered user click on the Report it option. This can also be used to report issues anonymously.

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@wiltshire.gov.uk to your list of accepted emails.

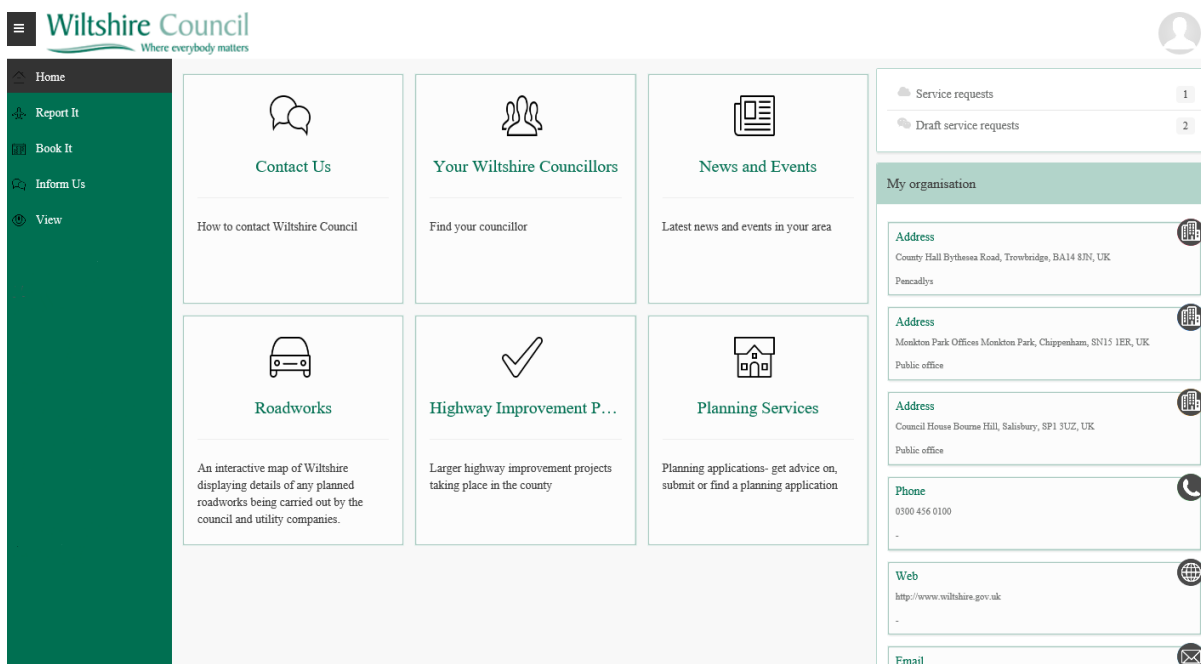4. New users can create an account by selecting the create account option.

Please read the Privacy statement and click I agree if you wish to proceed.

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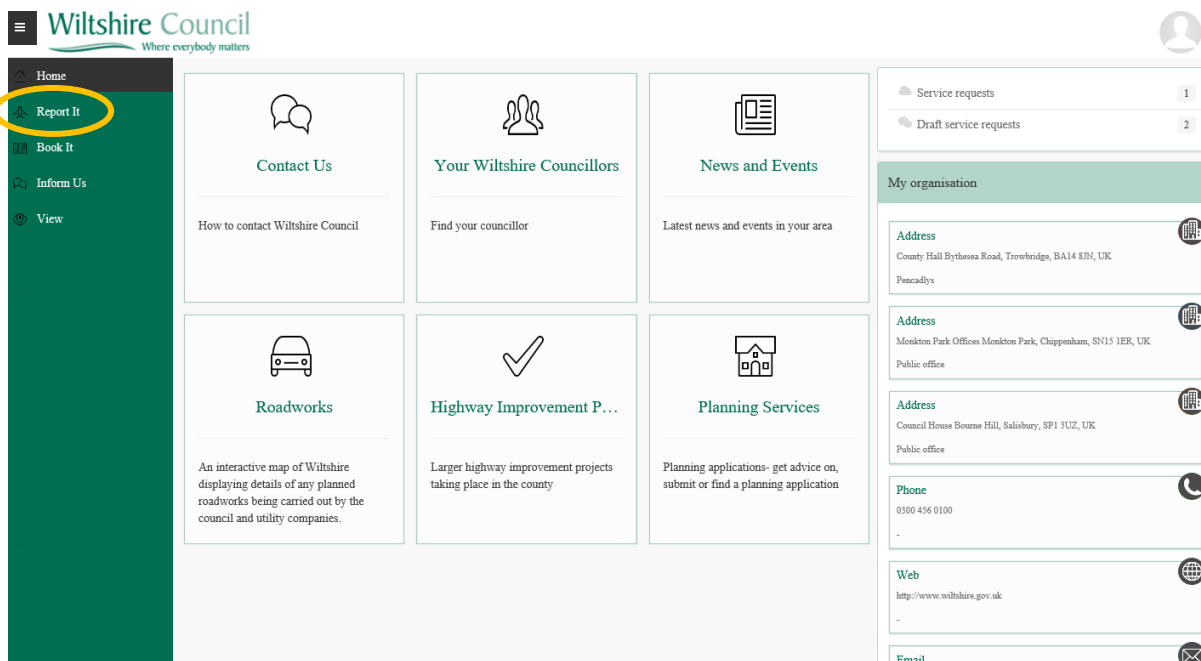
You will receive a success notification and you can now log into the system

5. Once logged in to the web portal, you will see a screen similar to this one.
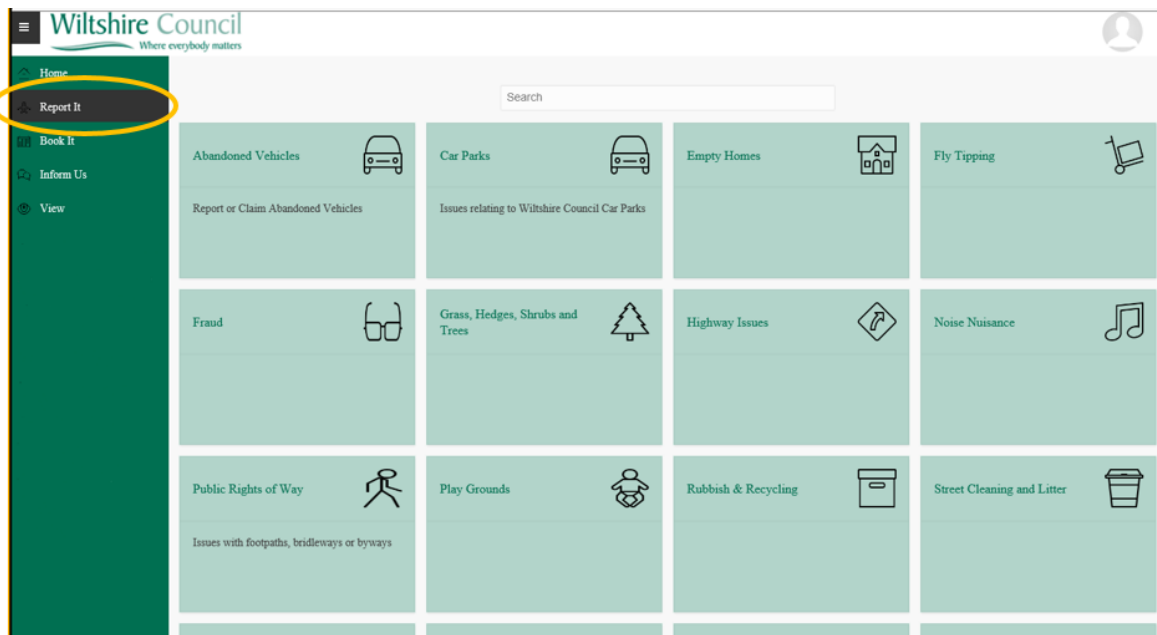

6. Here is how to submit a service request, E.G. pothole.

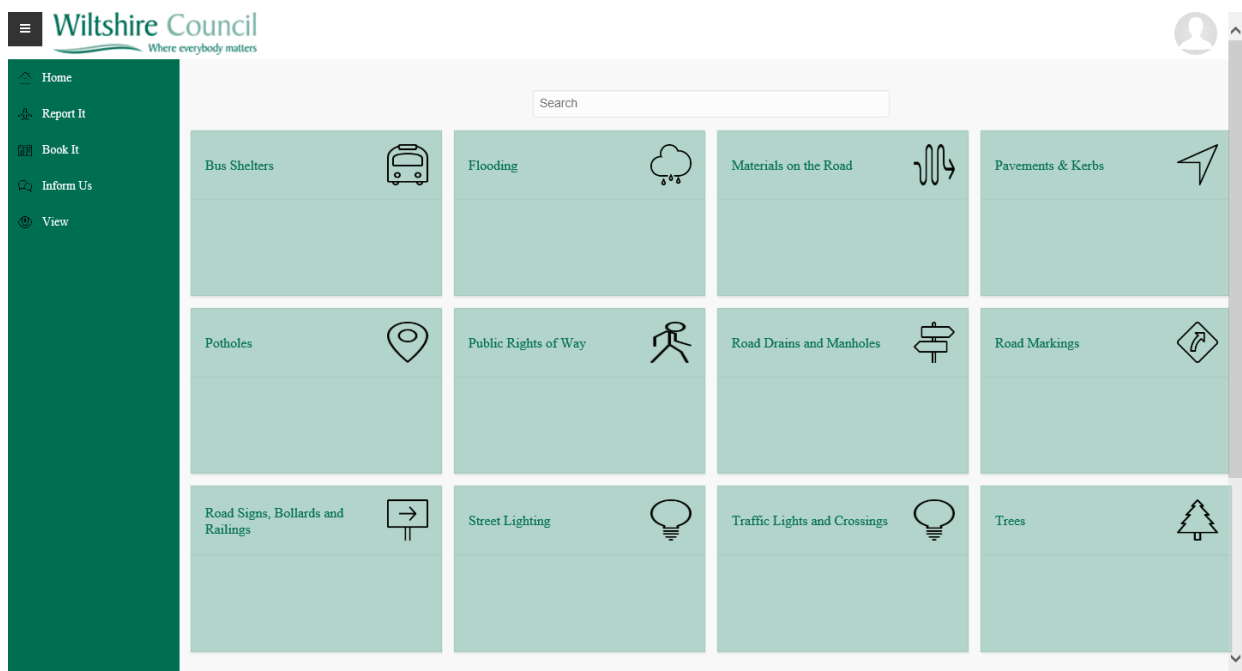Select 'Report it' from the menu on the left of the screen

7. The screen will update and display a series of tiles with the different reports you can submit.

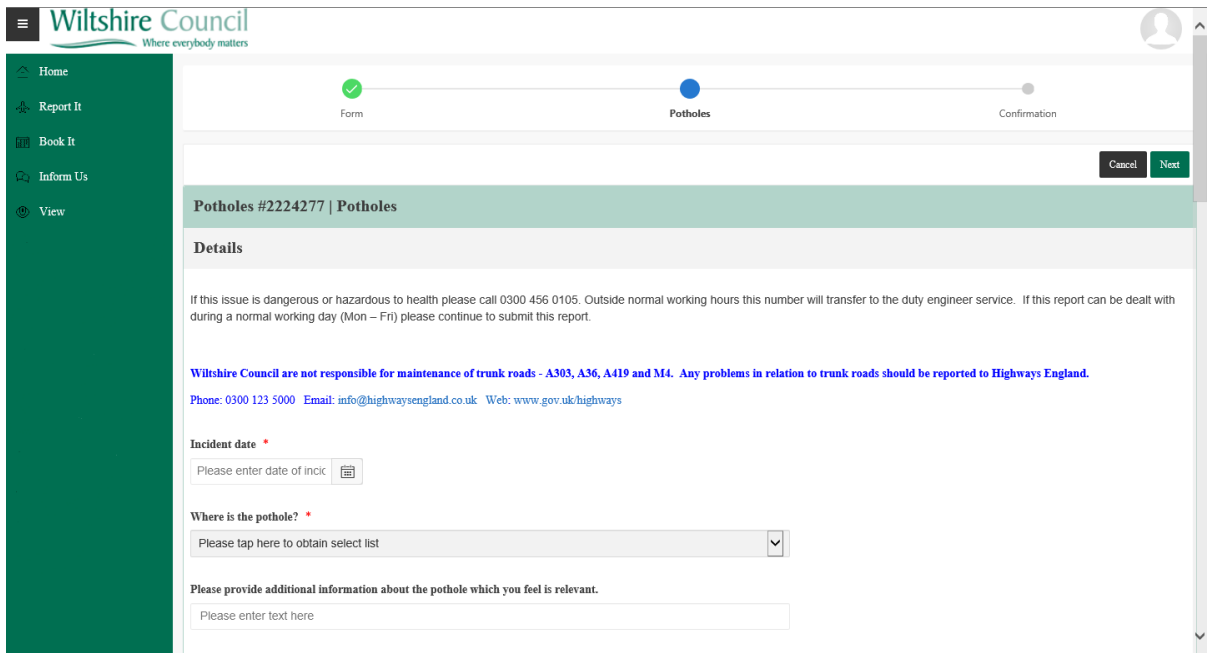8. Select 'Highways issues'.

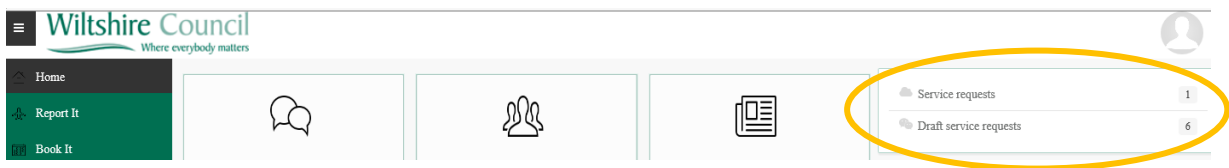   Here you can see all the services you can report on.

9. Select 'Potholes'.

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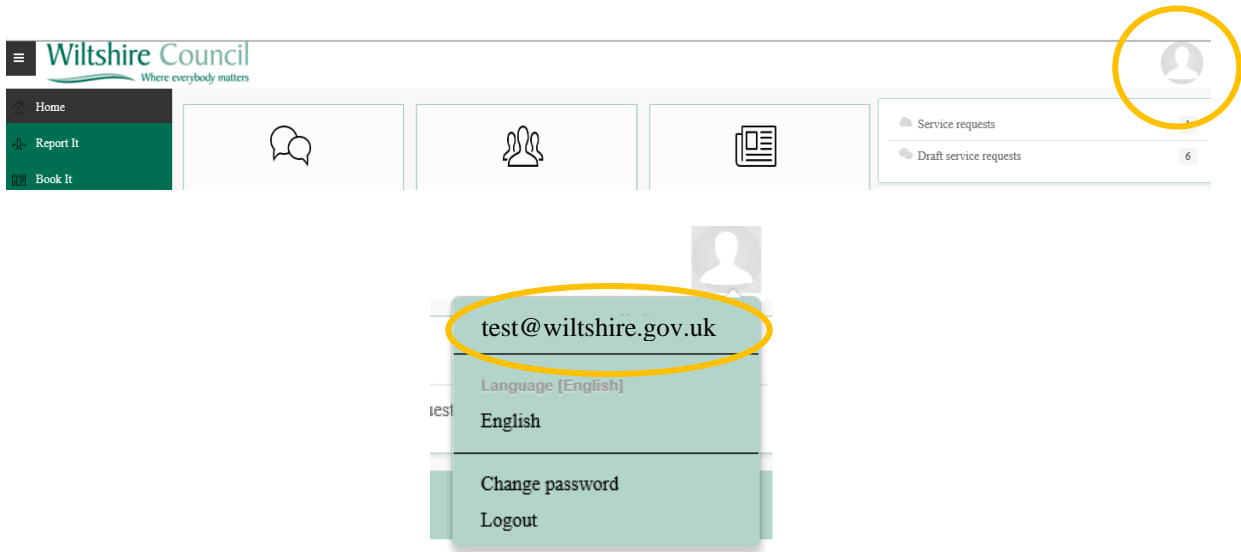
    Once submitted you will get updates to your email address inbox on what is happening with the issue you reported.

10. You can access submitted or draft request from the home screen by selecting the option on the right of the home screen.

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

12. Here you can make changes to your account details and update your profile

How to access the system on your smartphone or tablet

1. The My Wiltshire app is available on Apple, Android and Windows operating systems
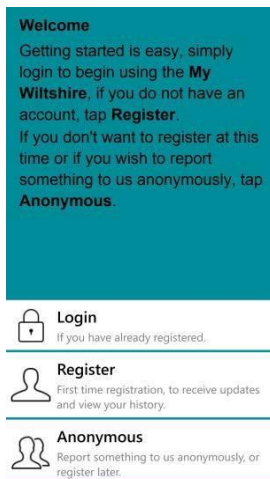
2. Go to your app store and download the My Wiltshire app

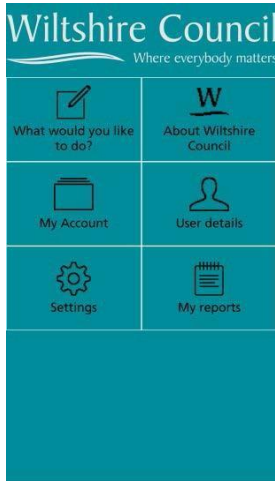3. Once you have the app on your mobile device, launch the app.

4. You should see a screen similar to this one.

Welcome

Getting started is easy, simply login to begin using the **My Wiltshire**, if you do not have an account, tap **Register**.
If you don't want to register at this time or if you wish to report something to us anonymously, tap **Anonymous**.

Login
If you have already registered.

Register
First time registration, to receive updates and view your history.

Anonymous
Report something to us anonymously, or register later.

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.
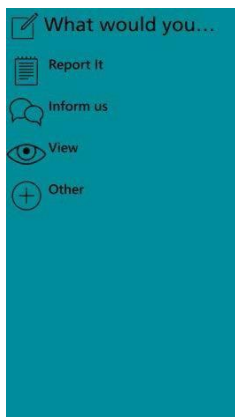
5. Once logged in, you will see a screen similar to this one.

   Please explore the options under each button to see where the different functions are. For example de-register is under 'My Account'.

6. Here's how to submit a pothole report.

   a.　Select 'What would you like to do?' You will see a screen similar to this one.

   b.　Select 'Report it'
   You will see a screen similar to this one.

c. Select 'Highways issues'. Here you can scroll down to see all the services you can report to. You will see a screen similar to this one.

d. Select 'Potholes'

You will see a screen similar to this one. You may have to scroll down before you get to these text boxes. Fill in the detail required and submit.

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