

## **MEMBERS DIGITAL BULLETIN:**

### **Member Contact Form:**

**In June we launched the Members Contact form to support you in getting a speedy response for any issues of concern to you or your residents. In a nutshell, if you or your residents are not getting the service you would expect then we want to know about it so that we can improve our service.**

#### **Residents to report to us online**

If a resident wants to flag up something such as a missed collection or fly tipping for the first time please encourage them to use our website forms as this will be received directly to the service to deal with and avoid any unnecessary delays.

#### **When to use your Members Contact form**

If you or a resident want to make us aware of a **poor service** tell us about it via your Members contact form. The form can also be used to offer apologies for non-attendance at a council meeting or to log any technical issues with your iPad, or password re-setting for the iPad itself.

#### **Support for you**

If you are having any difficulties using the form then please get in touch, we are here to support you.

- You can call our contact centre team on 01992 564000 and we will complete the Member form with you over the phone or you can
- Email directly to [Membercontact@eppingforestdc.gov.uk](mailto:Membercontact@eppingforestdc.gov.uk) and we will do the rest.

#### **Date for further training**

If you need any further training on use of your iPad please come along on Wednesday 18<sup>th</sup> September from 10:00 to 15:00 and will be held in the Members room. If you are attending please let Kim Partridge know in advance.

This date is in addition to the 1:1 support we continue to offer as and when requested.

## Your feedback

Thanks for the feedback on some issues you have been experiencing, here's an update below on how these are being worked.

Issues and Requests made by Members	What we have done.	Comments
1) Adobe Acrobat issue raised by Cllr S Kane	This has now been fully resolved and there should be no issues experienced by any other councillors	No further action required
2) I-Books pop up requesting updating of system	ICT are investigating this matter, as it's a known issue between Microsoft and Apple. ICT have raised a support call with Apple and are taking their advice.	When a solution has been found Members will be advised
3) A Request to have a calculator app installed	ICT are investigating the possibility of an Ad free app to be installed  However, if Members wish to log in using their own Apple account they can chose a preferred app to install.	If any Members do not have an Apple Account, as soon as ICT have carried out their investigations, one will be installed onto the iPads for use.
4) Members are not able to access the intranet?	This is being worked on by ICT	This may be fixed with the introduction of the SharePoint Intranet – ICT Chris Askew to feedback
5) Members requesting shortening the cllr emails address to <a href="mailto:cllr.xxx@efdc.gov.uk">cllr.xxx@efdc.gov.uk</a>	The possibility of this is being investigated.	ICT to feedback – Simon Ford
6) Taking a screenshot on the iPad	This can be done by Pressing both the Power Button and the Volume Up button at the same time	
7) Some Cllrs have reported that they are unable to release emails that are held by post Master or access Word because they are asked to enter a corporate password	Please note ICT have advised that if you enter the "complicated" password that was given to you at the roll out of the iPads (on the piece of paper) when it asks for a corporate password, that this will resolve the issue.	

## Moving Forward:

ICT have now tested a solution whereby you can pick up your emails via your personal mobile phones which saves you carrying your iPad around. The solution is to use Mimecast and attached is a simple user guide to get you started on this.



Mimecast App  
Notes V1.1.docx

Please note this service is only available for use on mobile devices and is being offered as an interim solution whilst we investigate a suitable means of allowing members access to their email from other devices such as mobile and desktop systems

Further information:

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