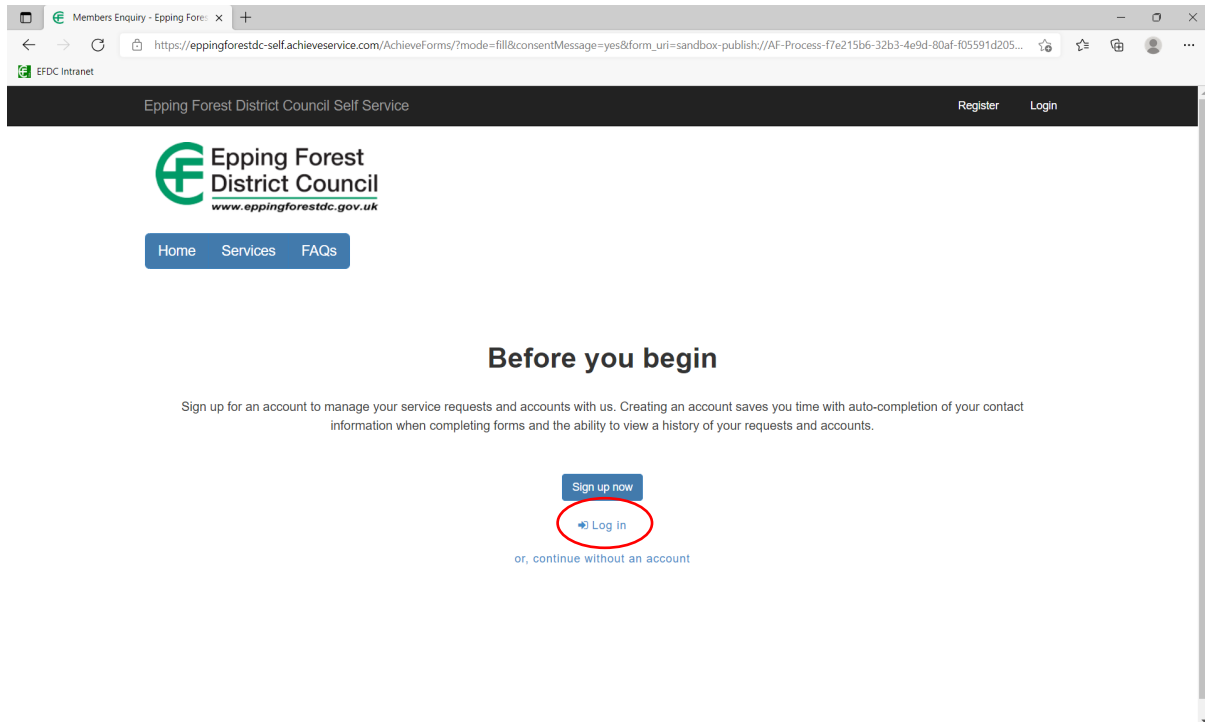


Members Guide to using the Member Contact Form

How to use the Member Contact Form

1. Go to the Member Contact Form using either the App on your iPad device titled 'Member Contact' or use this link from any web browser on any device – <https://eppingforestdc-self.achieveservice.com/service/Member Contact>
2. Click 'log in'.



3. Enter log in details. This is your Cllr email address e.g. cllr.ibloggs@eppingforestdc.gov.uk and unique password

Log In

[Forgotten Your Password?](#)

OR



4. **Select the type of enquiry by clicking the drop-down menu. See explanations below for examples of what should be logged under each category.**

All the forms are set up in a similar format. There will be different tabs for you to populate with information. Complete the form filling out the sections with as much information as possible, and click 'next' on the bottom right of the form to progress to the next tab. When you get to the last tab, the next button becomes 'submit'. Once you click submit the enquiry will be sent to the relevant area for processing.

- **Send apologies for at a Council meeting**

If you select this option, you will be asked to give details of which meeting you wish to send apologies for. This enquiry will be sent straight to Democratic Services via democraticservices@eppingforestdc.gov.uk as they manage the committee meetings.

Members Enquiry

Enquiry

Are you submitting an: *

Select...
Select...
Send apologies for absence at a Council Meeting
Reporting an ICT issue
Reporting a problem or submitting a general enquiry for the first time
Escalate a previously reported problem or general enquiry to the Member Contact Team
Notification of Covid-19 Symptoms
Notification of Positive COVID-19 test result

Are you submitting an: *

Send apologies for absence at a Council Meeting

Please provide us with details of the meeting you are unable to attend i.e. Date, time and meeting details *

• Reporting an ICT issue

If you select this option you will be asked to give details of the system/device that you are experiencing an issue with, and to provide an explanation of the issue, including any screenshots where appropriate. These enquiries go to the Member Contact Team via membercontact@eppingforestdc.gov.uk so they can raise a ticket with the ICT Service Desk to investigate and resolve the issue.

Are you submitting an: *

Reporting an ICT issue

What is the issue you are reporting *

An issue with a forgotten password

An Issue with accessing Council Wi-Fi

Any other iPad issue or fault

Set up access to Council business on a personal device (e.g. personal smart phone, laptop, ta...

Please give us further details of the issue you are experiencing (including any error messages you may see; you can also upload attachments below

Please upload any relevant documents

Drop files here to upload -  upload

Uploaded: 0 of 10

• Reporting a problem or submitting a general enquiry for the first time

If you select this option, you will be redirected to the general enquiry form where you can raise several enquiries on different topics. This is where you should log all enquiries you are reporting for the first time. For example, you can report; fly tipping, missed waste collection, anti-social behaviour, local plan enquiry.

Are you submitting an: *

Reporting a problem or submitting a general enquiry for the first time

Please click [here](#) to report an incident.

General Enquiry

If your topic is not listed here, this may be because we do not deal with this topic, but please call us on 01992 564000 to discuss and if needed, we can redirect you accordingly.

Please type one or more word below to locate the enquiry category *

Select...

- **Escalate a previously reported problem or general enquiry to the Member Contact Team**

This option is for use when you have already logged a general enquiry (as per above) but have not had a response within the agreed timescale and you wish to escalate the matter to the Member Contact Team. The Member Contact Team will allocate your enquiry to a senior colleague within the Service Area requesting that they provide you with a response within 5 working days. By escalating the enquiry to the Member Contact Team, your enquiry will be tracked and monitored to ensure you receive a response within the SLA of 5 working days. If the Service Area has not provided a response within this time frame, the Member Contact Team will pursue the matter on your behalf to ensure a satisfactory and timely resolution.

Are you submitting an: *

Please select the service you are making your enquiry about *

Please provide a summary of your enquiry, including any case references you may have and any other supporting information. *

Please upload any relevant documents Uploaded: 0 of 10

Is your enquiry time critical ? *

- **Notification of Covid-19 symptoms & Notification of Positive Covid-19 test result**

If you select either of these options, you will be asked a series of questions about your symptoms and test result. This process is managed by Kelsey Taverner, in liaison with Democratic Services, to ensure that any close contacts are notified, and cleaning regimes are put in place as required.

Covid-19 Notification Form

[Main Page](#)

Notification of Covid-19 Information Page

Which Notification are you giving *

Further help with Member Contact

If you need any further assistance either using the Member Contact form, or accessing your account, please contact the Member Contact Team at; membercontact@eppingforestdc.gov.uk or call 01992 564 443.