

MyWilts – Frequently Asked Question

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What devices can I use the new MyWilts system on?

Any - MyWilts will work on any device with an internet connection which includes laptops and smartphones. You will have the option of downloading an app onto your Android or Apple device or you can simply use an internet browser, such as Google Chrome, to access MyWilts and raise new cases.

Why can't I download the MyWilts App?

The app works on Android version 8 and newer and iOS version 10. This was based upon recommendations from Google on the security of apps on older versions of Android. MyWilts will still work on your mobile web browser and you can use this instead of downloading and using the app.

Do I need to download the app to record an issue?

No – You have the option to download an app, but this is not essential as the portal can be accessed using a web browser.

Do I need an account to record an issue?

Yes and no! For some case types, such as reporting an abandoned vehicle, you will need to have an account to raise a new case. Other case types, such as fly-tipping, potholes or reporting a dead animal in the road you will not need to have an account and you can raise these anonymously.

What is the advantage of having an account?

Having an account allows you to monitor the progress of any cases that you have raised. You also have the ability to make updates to the case by adding more images or notes that will come back to the person who is dealing with your case.

How do I change my password?

You can change your password by selecting the Forgot Password option from the Sign in/Register screen.

Password

[Forgot your password?](#)

You will then be taken through the reset password process where you can change your password.

I need some help or want to provide some feedback on MyWilts. How do I do this?

MyWilts has this functionality already included and there is a help and feedback form that you can access by clicking on the drop-down arrow next to your name (or guest if not signed in). From here a form will load where you can ask for help or provide feedback.



I am searching for a report and cannot find it; how do I search for all reports on MyWilts?

If you select the report button at the top of the screen, this will show all the available reports in MyWilts.



Can I see all the cases I have raised?

Yes – once you have signed into your account select the drop-down arrow next to your name and choose the My cases option (shown below). This will bring up a page with all the cases that you have raised



Type ↕	Date ↕	Case Number	Status ↕
Fly Tipping	23/12/2019	00009819	Received

Can I still phone the council?

Yes – MyWilts has been designed to make it easier to report new cases, however, you can still phone customer services to report new cases to the Council.

Why is the old app still working?

The old MyWiltshire app is owned by a third-party provider and the way this was set up for us and other Council's that use the same system means we cannot turn off the app completely. We will be providing communications out to users of the old app to provide updates on what is happening to the old app and how to download the new version.

Why can't I find Wiltshire on the app anymore?

This will be due to using the old version of the app, which has Wiltshire removed. If you download the new version called MyWilts you will be able to raise new reports to us.

I liked the old app, why did you change it?

The old app was an excellent starting point for the Council to capture new reports, however, as we did not own the app we were constrained by the options and layouts set by the provided. Having our own app enables us to change aspects of the system that are not working and add on more services when needed.

Why don't my old cases show on the new system?

Due to the volume of data held within the old app we were unable to copy across information from the old app into the new version. We have retained all the old data for monitoring

Why is the council wasting money/Why have you changed the system?

There is an expectation that residents can interact with Council services via digital methods and as such the Council is investing in technology to meet this need. The new app allows the organisation to add new services without the need to purchase third party applications. This ultimately will lead to an improved service and potential reduced expenditure in the future.

Why can't I find 'find my councillor' any more

Please following this link to a webpage that shows all the councillors and their community areas.

<https://cms.wiltshire.gov.uk/mgMemberIndex.aspx?bcr=1>

If you are unsure who is your local councillor, you can use the following webpage to search by postcode to bring up your councillor and other useful information about your local area.

<http://www.wiltshire.gov.uk/myarea.htm>

What if I want to complain?

Details of how to provide feedback to the Council or raise a complaint can be found on the Wiltshire Council website or by selecting the following link.

<http://www.wiltshire.gov.uk/complaints>

How will you protect my data?

Any data submitted via the app will be managed and stored in line with GDPR and data protection regulations.

The following webpage provides further information on GDPR and data protection with the Council.

<http://www.wiltshire.gov.uk/data-protection-foi-data-protection>

What happens to my live cases?

When you submit a new case to the Council via MyWilts, this is automatically routed to the correct team to manage and fix the issue. Having cases routed directly to the team will hopefully ensure a quick resolution to the issue you have reported.

What other services will be added to this?

This work is still being developed so we cannot say for certain the services that will be added to MyWilts, however, the number of services added to the platform will increase so that MyWilts becomes the single place for residents to interact with the Council.

The status of my case isn't updating, what can I do?

In My Cases you can add a note to a case to request an update on the status of your case. Notes can be added by opening the submitted case from My Cases and following the link for Add notes. Alternatively, you can phone customer services

Type: Graffiti


Date: 23/12/2019

Actions:

- [Upload attachments](#)
- [Add notes](#)

Can I see a map view of all my cases?

Yes – within My Cases there is an option for View on map. Once selected a map will open showing you all of your open cases. You can switch this back to a list by selecting the View as list option.

 View on map



My verification code has not come through, what can I do?

Double check you have the correct email address and choose the option to Send new code. Once pressed a new code should be sent automatically to you. If you still haven't received your code, please contact the team by using the Help and Feedback option in the system or by calling customer service on 0300 456 0100 who will be able to provide some assistance.

CODE

Send new code

What does deactivate my account mean/do?

Deactivating your account removes your access to your account so you will be unable to log in and raise new cases. If needed you can re-instate your access by calling customer service on 0300 456 0100.