Members Guide - The best way to contact the Council

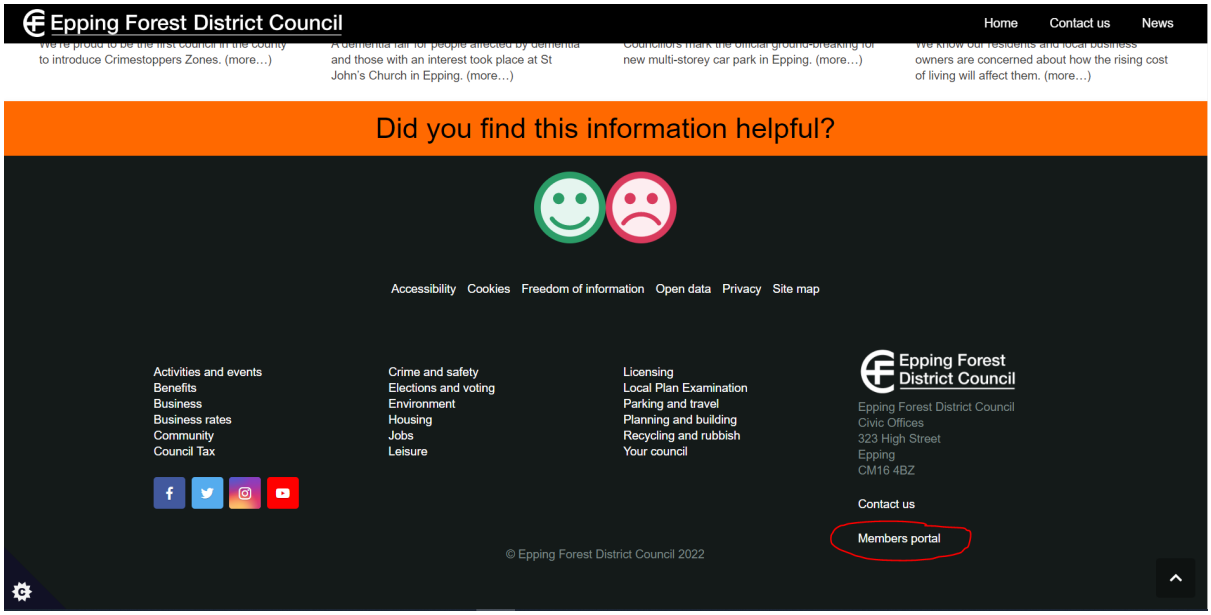
This guide has been developed to demonstrate the most efficient methods to contact the Council when raising different enquiries and requests. **By using these methods, we can log, track, and ensure you get a response to your enquiry.**

Members Portal Page

Whilst we await an official Members Portal being developed, we introduced an interim solution of having a dedicated webpage on the EFDC website titled 'Members Portal'.

You can view the portal at www.eppingforestdc.gov.uk/your-council/members-portal/

Alternatively, you can scroll down to the bottom of the EFDC website and click the link that says 'Member Portal' as shown below circled in red.



This page was created to be a one stop shop for Members with access to all links to systems, relevant information, and guidance in one place.

It is regularly updated with key information which Members may require.

Information on the page includes:

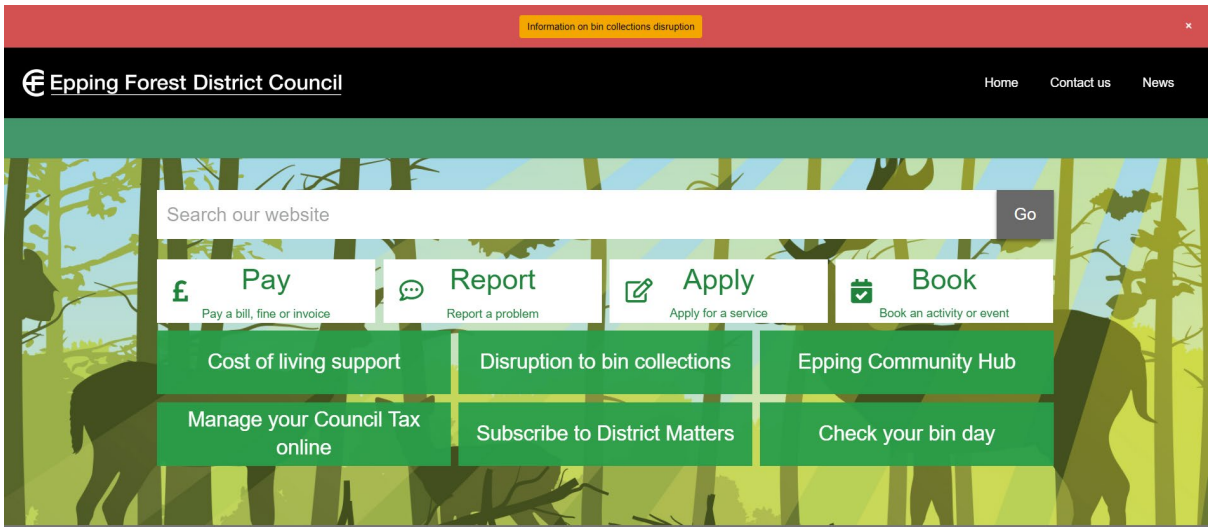
- How to get EFDC emails on your iPad device or using a web browser
- How to access the Member Contact form
- Self-help guides to accessing Council systems and resetting passwords
- Guidance to accessing and using iTrent
- How to access and use Mod.Gov the committee management system, including accessing private papers

- How to access webcasts of committee meetings
- Contacts and guidance for key services relating to topics such as Flooding and Homelessness
- A link to access the Local Highway Panel (LHP)
- Links to access information on parking in the district
- Links to access information on planned road works and traffic orders
- A link to the planning portal to view and comment on planning applications

When should I use the website to report issues?

This should be via our online services available on www.eppingforestdc.gov.uk

On the home page of the website there is a search bar where key words or phrases can be typed in, and this will generate a list of search results where you can find further information and forms to report your issue.



There are also four buttons that appear below the search bar on the home page. These provide residents with quick and easy access to those four most common reasons for contacting us; Pay It, Report it, Book it, Apply for it.

If you are not able to locate a form to report your issue, as we are still currently developing our online services, you should click on the Contact Us icon on the top of the home page https://www.eppingforestdc.gov.uk/contact-us/ and then click the button that says 'Use our general enquiry form to contact us' to raise your issue.

By using our online forms your reports or requests will go directly to the appropriate Service Area and you will receive an automated response confirming receipt of your request and a unique case reference to enable you to track and monitor the progress.

If the matter you are reporting is urgent i.e., fallen trees or flooding, please call us on 01992 564000 which is a number covered 24/7 by either our Contact Centre Team or the Out of hours service.

We are asking Members to help us help our residents use our online services and save you time reporting their issues on their behalf.

You can help by encouraging residents to interact with us online. Make them aware that many of the interactions they have with us can be done 24/7 at their own convenience via our website.

Are you or a resident fearful of using the internet and new technology, or simply do not know how? We are running digital coaching sessions that are hosted in a couple of locations within the Epping Forest district (details below). Alternatively, our Welcome Area Team at the Civic Offices will be happy to assist anyone needing some assistance to fill in forms online.

Digital Coaching Sessions

www.eppingforestdc.gov.uk/community/digital-inclusion/

Location: Community Hub, Epping Forest District Council, Civic Offices, 323 High Street, Epping, CM16 4BZ.
Day/Time: Every Thursday from 9:30 – 12:30

If a resident says they have already reported their issue and either hasn't had a response or does not feel the response is satisfactory, you may wish to take this up on their behalf. The best method of doing this is by using the **Member Contact form** as explained below**.**

When should I use the Member Contact Form?

You can access the Member Contact Form via https://eppingforestdc-self.achieveservice.com/service/Member_Contact OR via the icon on your iPad device.

The Member Contact Form can be used for the following reasons:

- **To send apologies for absence at a council meeting** – this will send automatic notifications to the Democratic Services Team.
- **To report an ICT issue** – this will send a notification to Member Services, and we will raise a ticket with the ICT Team and provide you with the ticket reference.
- **To report a problem or submit a general enquiry for the first time** – this will direct you back to the website where ALL first-time reports should be made.
- **To escalate a previously reported problem or general enquiry to the Member Services Team –** this will raise the issue with Member Services who will allocate the case to the appropriate service area, then track and monitor that you receive a timely response.
- **To notify us of COVID-19 Symptoms** – this will send a notification to the relevant teams who need to be aware.

When should I call the Customer Contact Centre Team?

If the matter you are reporting is urgent i.e., fallen trees or flooding, please call us on 01992 564000 which is a number covered 24/7 by either our Contact Centre Team or the Out of hours service.

For any matters that are not urgent, please use our online report it services via the website. www.eppingforestdc.gov.uk/contact-us/

Please do not call or email officers directly as the Councils ways of working have changed in recent years and officers are now working in a hybrid way. This means they may not always be available to take a call or respond to an email.

All calls coming into the Council should come via the 01992 564000 number. If at the time of your call the officer is not available, the Contact Centre Team will send an email on your behalf to the service area requesting a call back.

The processes for contacting us are shown in simple flow charts which accompany this guide.

Do you have a payroll query or issue?

If your query is regarding payroll, you should contact the Epping Payroll Team directly via epping.payroll@braintree.gov.uk

Epping Forest District Council have a shared payroll service with Braintree Council. Therefore, the email address is for Braintree Council.

Do you have an iTrent query regarding the submission of claims or viewing payroll documentation?

If your enquiry is regarding the system iTrent please refer to the user guide on the Members Portal.

- ESS user guide for members (pdf 703KB)
- Video – ESS – Enter car details

Should you still require assistance upon reviewing the guidance, please email hradmin@eppingforestdc.gov.uk

Do you have issues with ICT regarding your device or systems?

There are several self-help guides that have been created to assist members to reset passwords for the different systems you are required to use. These are available on the Members Portal page https://www.eppingforestdc.gov.uk/your-council/members-portal/

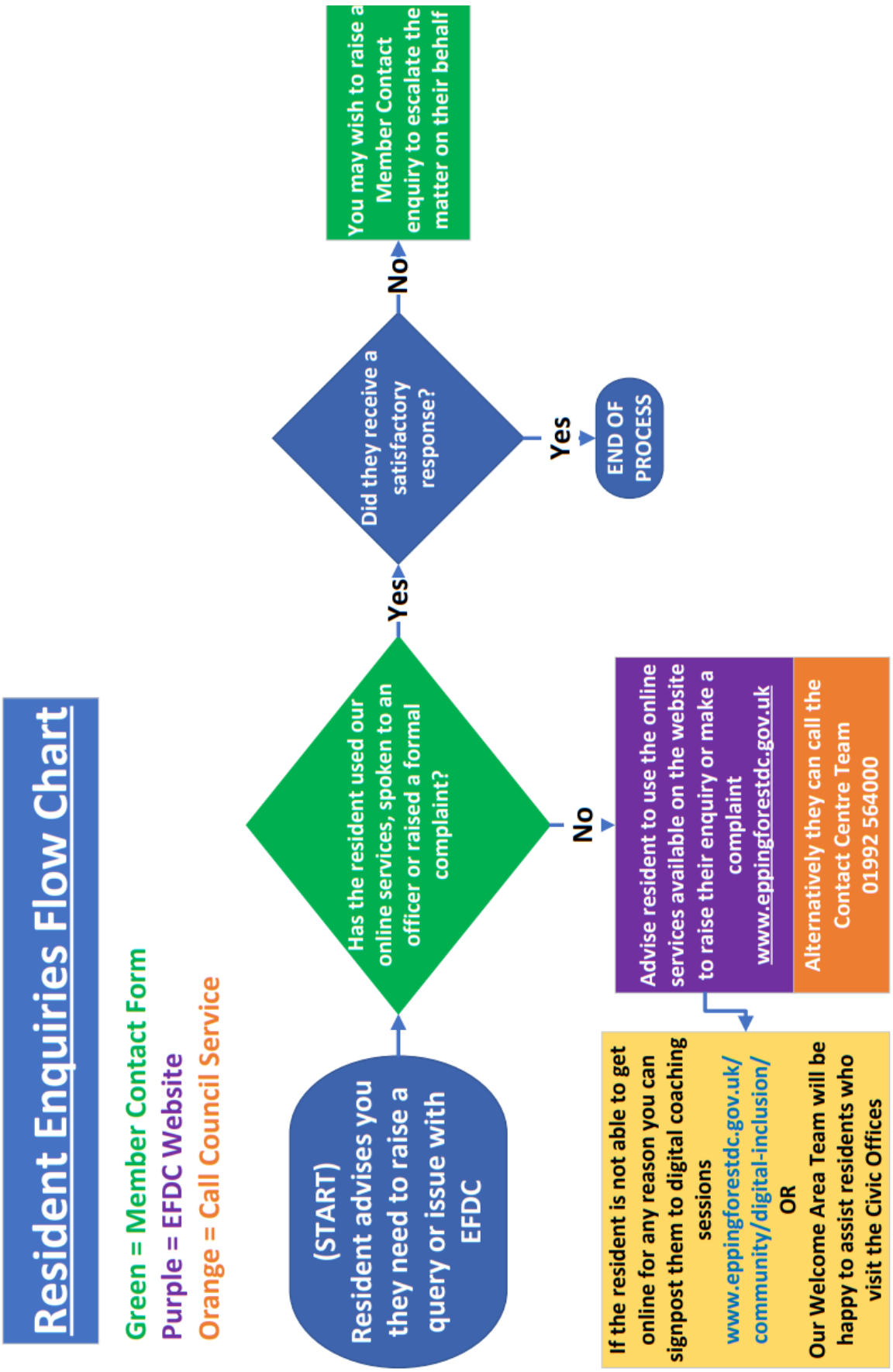
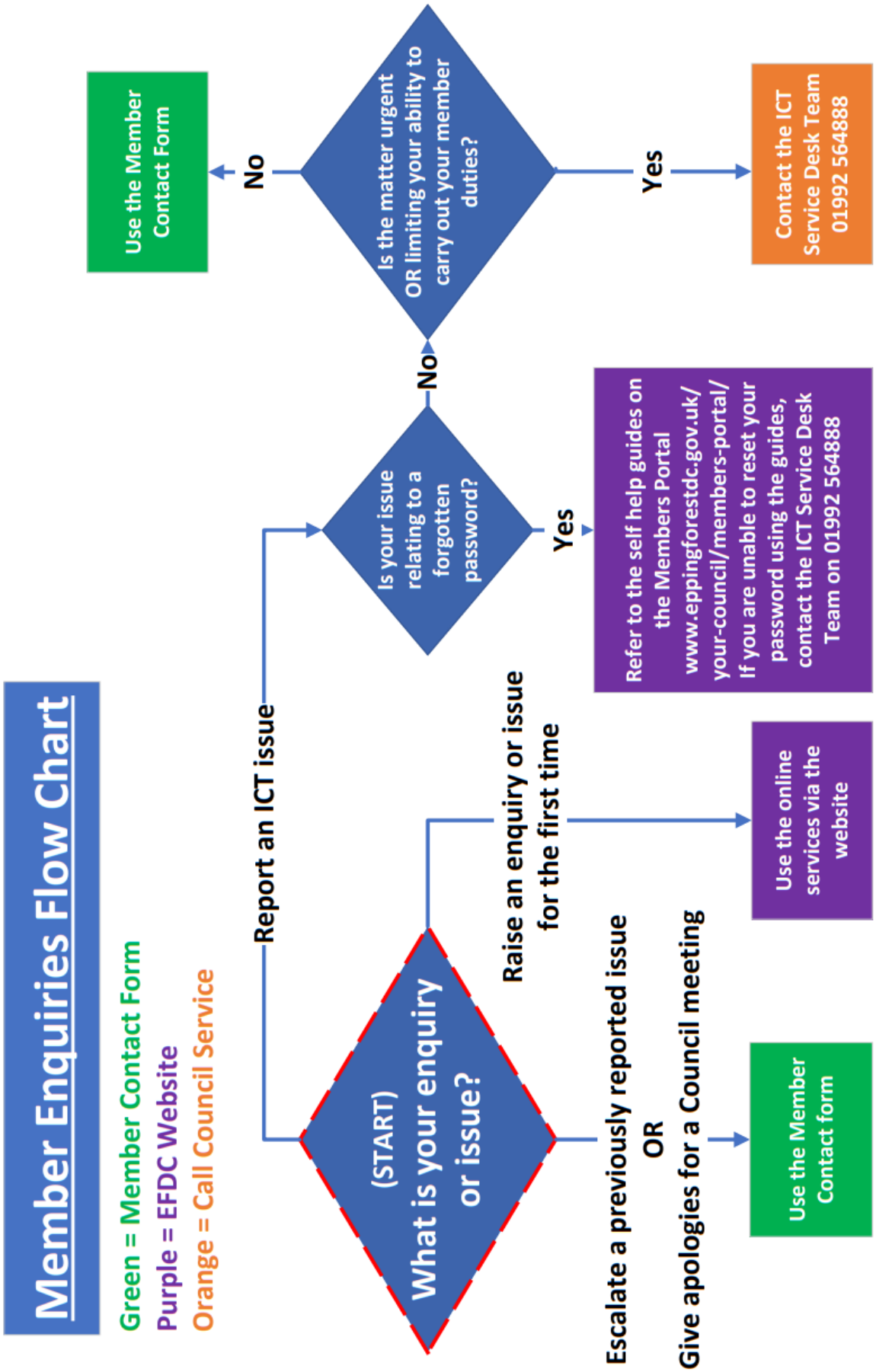
Self-help guides available to help you access systems and reset your password:

- Members guide to accessing members portal (pdf 1MB)
- Members guide to iPad device passcode management (pdf 487KB)
- Members guide to iTrent password management (pdf 1MB)
- Members guide to member contact password management (pdf 817KB)
- Members Guide to Register for Self Service Password Reset (pdf 387KB)
- Members guide to Microsoft account password management
- Members guide to reset your password for Modern.Gov (pdf 760KB)
- Members guide to register for member contact (pdf 442KB)
- Members guide to using the member contact form (pdf 456KB)

If you are experiencing technical issues with the use of your device or council systems that is not urgent, you can use the Member Contact form to raise your issue.

If your issue is urgent such as you cannot access your EFDC email account or you cannot access a system that will prevent you from carrying out your member duties, you should contact the ICT Service Desk directly by calling 01992 564888, Monday – Friday, 8am – 6pm.

Resident Enquiries Flow Chart



Member Enquiries Flow Chart