

Members Guide to using the Member Contact Form

How to register for a Member Contact account

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 'Register' from the toolbar on the top right of the screen.



Before you begin

Sign up for an account to manage your service requests and accounts with us. Creating an account saves you time with auto-completion of your contact information when completing forms and the ability to view a history of your requests and accounts.

[Sign up now](#)

[Log in](#)

or, [continue without an account](#)

3. Enter your EFDC email address and the password you wish to use for Member Contact. The password must be entered twice to confirm, then click 'submit' .

Registration

Please enter your email and a password to register for self

Email *

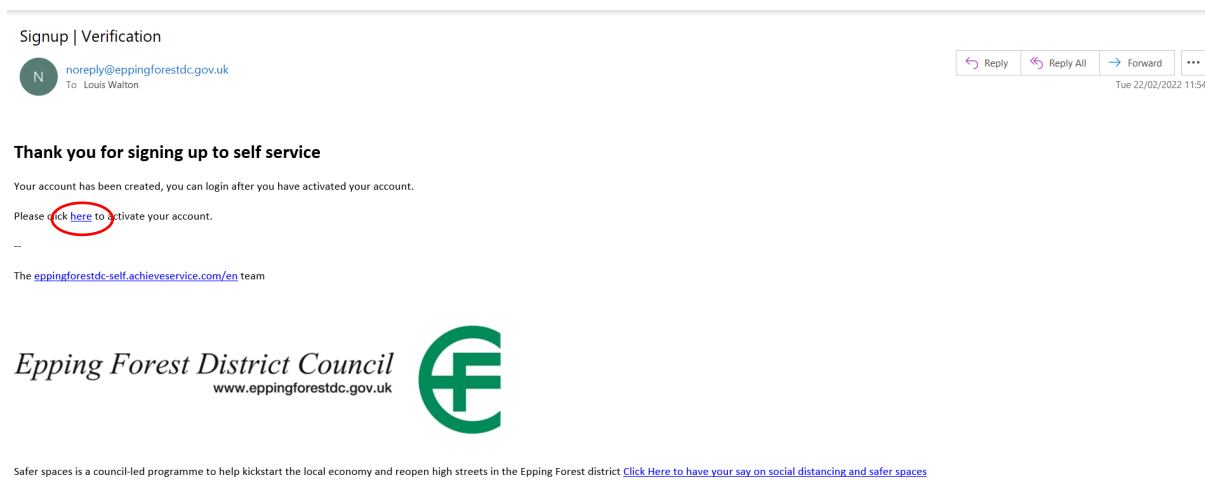
Password *

Confirm Password *

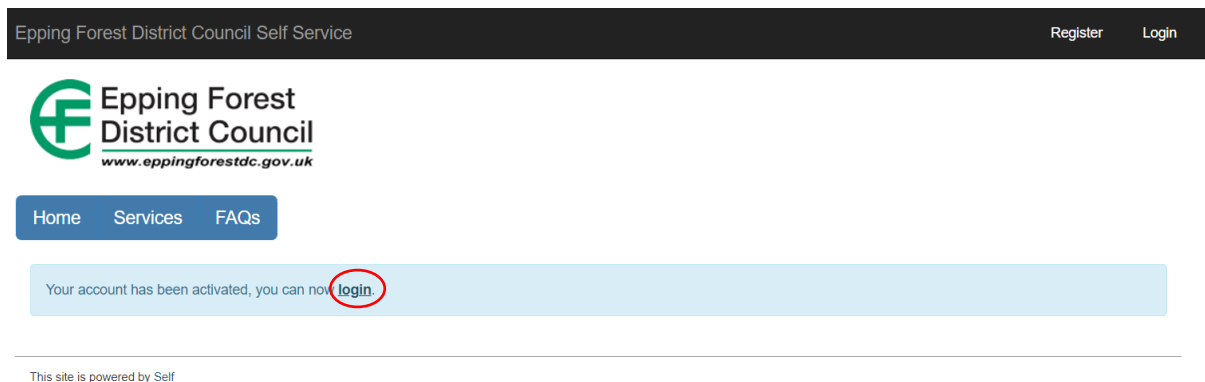
4. Once you have clicked submit, you will see the pop up as shown in the screenshot below which is telling you an email has been sent to your mailbox for you to verify it is you who is setting up the account.

The screenshot shows a registration form with the following fields: Email (lwalton@eppingforestdc.gov.uk), Password (masked with dots), and Confirm Password (masked with dots). There are 'Cancel' and 'Submit' buttons at the bottom. A yellow pop-up box titled 'Email Verification Required' is overlaid on the right, stating: 'Your account has been successfully registered. Before you can use it, you must verify your email address. An email has been sent to lwalton@eppingforestdc.gov.uk containing instructions on how to do this.' The pop-up has 'Ok' and 'Cancel' buttons.

5. Below is a copy of the email you will receive. You need to click where it says 'click here to activate your account'.



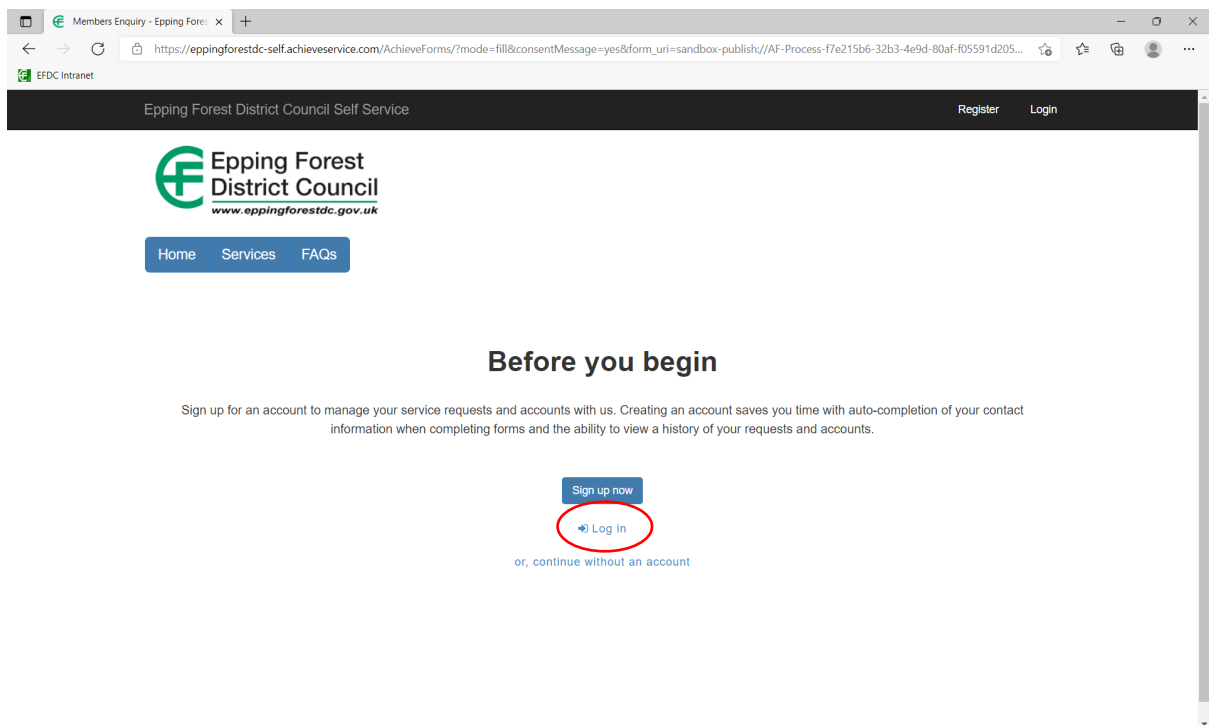
6. Once you have clicked on the link, your account will now be verified. You need to click where it says 'log in' which will take you to the log in page.



7. You can now log in using your EFDC email address and the password you have set.

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.jbloggs@eppingforestdc.gov.uk and unique password

The screenshot shows a "Log In" form with the following elements:

- Log In** (Section Header)
-
-
-
-
- [Forgotten Your Password?](#)
- OR**
- (with Azure logo)
- (with Office Login icon)

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

The screenshot shows a web form titled "Members Enquiry". At the top left, there is a tab labeled "Enquiry". Below this, there is a section labeled "Are you submitting an: *". To the left of this label is a "Cancel" button. To the right is a dropdown menu. The dropdown menu is open, showing a list of options: "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", and "Notification of Positive COVID-19 test result". Below the dropdown menu, there is another "Are you submitting an: *" label, followed by a dropdown menu that has "Send apologies for absence at a Council Meeting" selected. Below this, there is a text input field with the label "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 memberservices@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 -

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](#)

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; memberservices@eppingforestdc.gov.uk or call 01992 564 443.

How to reset your Member Contact Form password

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'.

Members Enquiry - Epping Fore: x +

https://eppingforestdc-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-f7e215b6-32b3-4e9d-80af-f05591d205...

EFDC Intranet

Epping Forest District Council Self Service Register Login

Epping Forest District Council
www.eppingforestdc.gov.uk

Home Services FAQs

Before you begin

Sign up for an account to manage your service requests and accounts with us. Creating an account saves you time with auto-completion of your contact information when completing forms and the ability to view a history of your requests and accounts.

[Sign up now](#)

[Log In](#)

or, continue without an account

3. Click 'forgotten your password'.

Log In x +

eppingforestdc-self.achieveservice.com/authapi/auth?auth_session=b9d437f8d268046f644b9ba419b51685&provider=ssauth&uri=%2FRenderAchieveForms

Apps EFDC Intranet Mitel Dashboard CRM Whitespace MOT Intranet Mapping S... BookingLive 3.30.13... Payments System Visitor Managemen... Visitor Managemen... Reading list


Log In

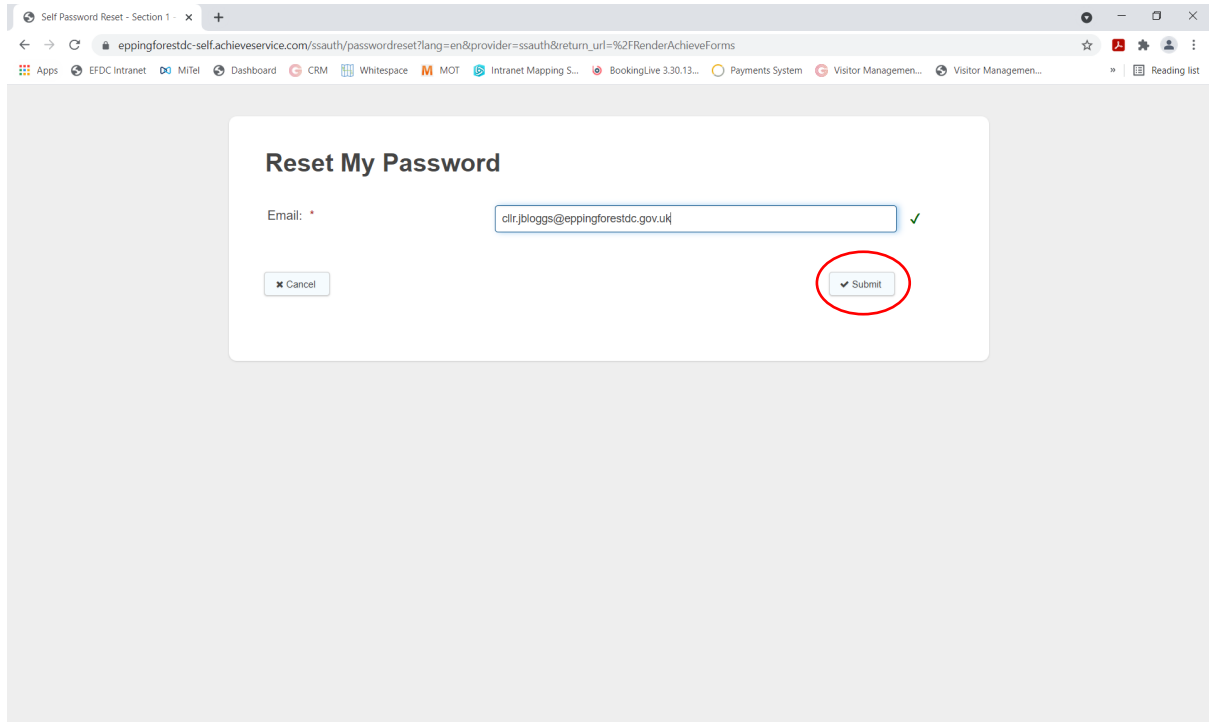
USERNAME

PASSWORD

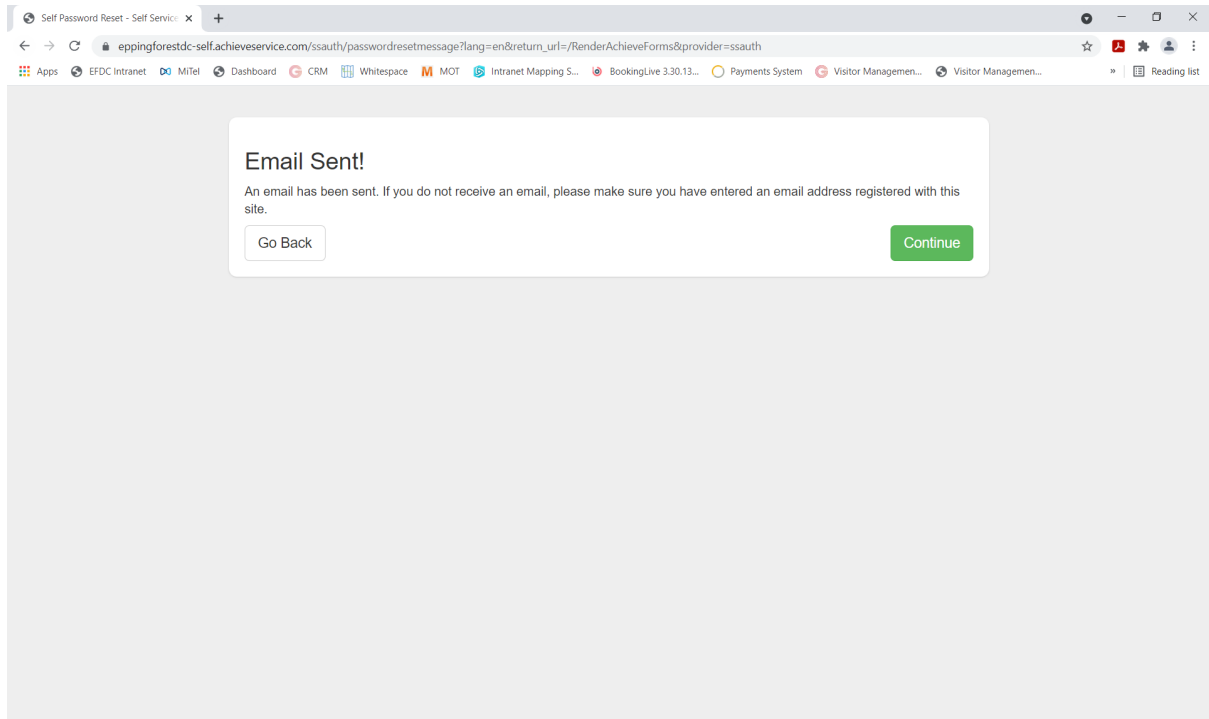
[Forgotten Your Password?](#)

OR


Office Login



5. You will then receive an email with an automated password.



6. The email below is an example of the email you will receive. Open the email and click the link in the email.

Reply Reply All Forward IM

Thu 27/01/2022 14:43



noreply@eppingforestdc.gov.uk

Replacement login information for
Cllr.skane@eppingforestdc.gov.uk at My Epping Forest Profile

To Cllr.S Kane

Cllr.skane@eppingforestdc.gov.uk,

A request to reset the password for your account has been made at My Epping Forest Profile.

You may now log in by clicking this link or copying and pasting it to your browser:

[http://eppingforestdc-self.achieveservice.com/en/?
recover=496012/1643294564/uTKoPDeiH9IHx8g3Qv4zTnhBtMumqEtRCOoiy9vimEs8
3A//eppingforestdc-self.achieveservice.com/en/](http://eppingforestdc-self.achieveservice.com/en/?recover=496012/1643294564/uTKoPDeiH9IHx8g3Qv4zTnhBtMumqEtRCOoiy9vimEs83A//eppingforestdc-self.achieveservice.com/en/)

This link can only be used once to log in and will lead you to a page where you can set your password. It expires after one day and nothing will happen if it's not used.

-- My Epping Forest Profile team

7. When asked if you think the link is safe, click 'it's safe'.

Do you think the link is safe?

We've randomly selected this link for training purposes. Review the details before deciding whether it's safe.

Link Clicked

http://eppingforestdc-self.achieveservice.com/en/?recover=496012/1643294564/uTKoPDeiH9IHx8g3Qv4zTnhBtMumqEtRCOoiy9vimEs&provider=ssauth&lang=en&return_url=http%3A//eppingforestdc-self.achieveservice.com/en/

Message Subject

Replacement login information for Cllr.skane@eppingforestdc.gov.uk at My Epping Forest Profile

Message Sender

Epping Forest dc

Email Address

noreply@eppingforestdc.gov.uk

It's Safe

It's Harmful

8. Click continue to page.

 Safe link

Well done, this link is safe

You can continue to the page.

Safety Tips

[< Previous](#) [Next >](#)



Trust your instincts. If you have a feeling something is wrong, it's always safest to not open the email, click the link, or download the attachment.

Continue to Page

9. Enter your new password twice and click submit. You have now changed your password. Go back into the Member Contact form and you can now log in and log enquiries.

Set My Password

Password: *

Confirm Password: *

 Cancel

 Submit