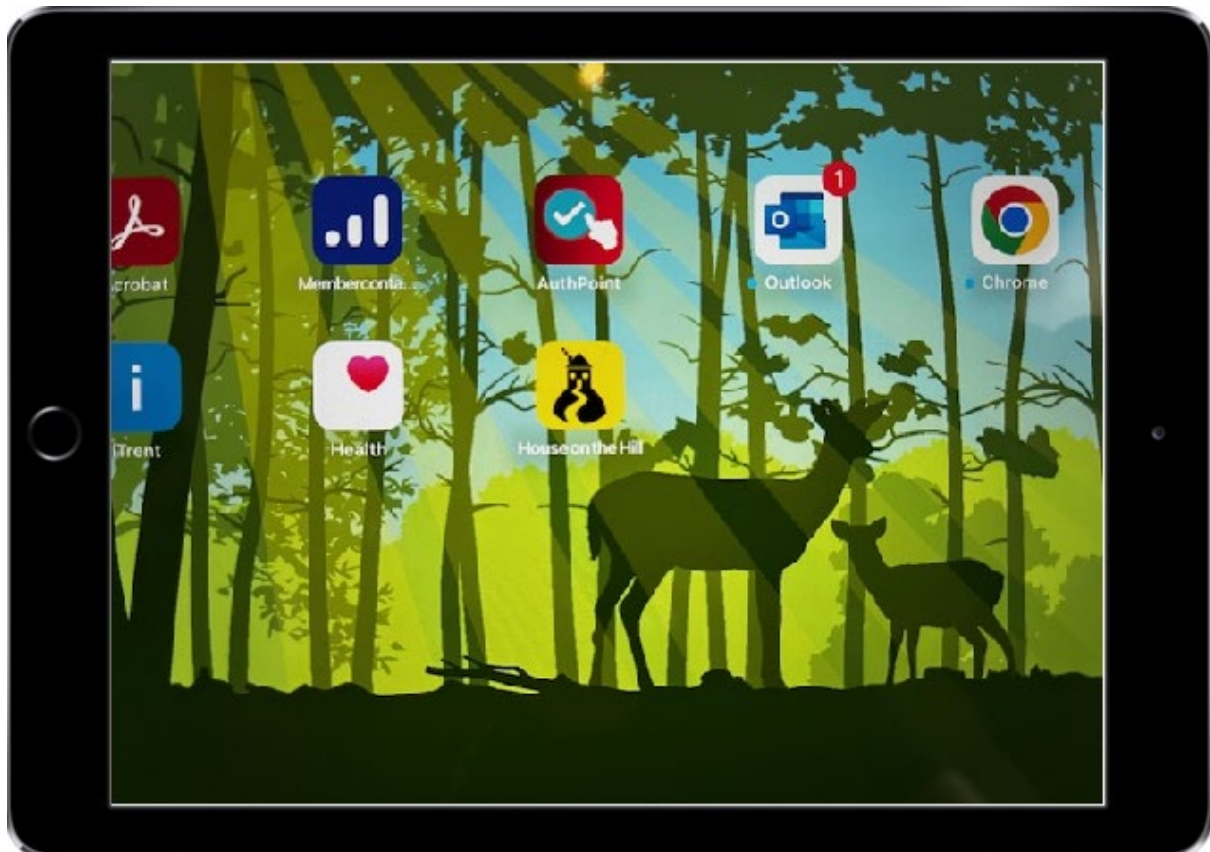


ICT have deployed the “House on the Hill” web link as an app to all co-operate owned iPads any other devices such as personal devices that members have enrolled with us can download the app from the Company Portal store if they wish too.

1. Once the app is download it will appear as the following on the iPad:



2. On the login page the member will enter there email address [cllr.\\*\\*\\*\\*\\*@eppingforestdc.gov.uk](mailto:cllr.*****@eppingforestdc.gov.uk) followed by the password which is “Member1\$”

**Note: the password is generic so please make sure that this is not shared with the rest of the Members.**

Welcome to the Epping Forest District Council SupportDesk



Welcome to House-on-the-Hill



Keep me signed in

Sign in

[Forgot your Password](#)

3. Once they have successfully logon to the app the page should look like this - see below

Here they can click on “New ticket” to raise an issue with ICT, Check progress of the ticket and access the knowledge base.

 Hello Cllr. , Welcome To Epping Forest DC SupportDesk 

Log a Service Request ...

**NewsFeed**  
 ICT Communications - Conference Room  
 Have you booked the conference room for a meeting?  
 Please ensure you arrive early to test any equipment you might be using before your meeting begins.  
 Any issues should be reported to the concierge team first, and they can escalate to IT if necessary.  
 Please note that some issues require assistance from our supplier symby, who are not always on hand immediately. Please ensure you have a back up option in the event of technical issues.  
 Thank You

**Service Updates**

Citrix Servers	Online
Data Services	Online
Email Service	Online
House On The Hill	Online
MFD Print Management	Online
Power Services	Online
Remote Access	Online
Satellite Sites	Online
Telephony	Online
WiFi	Online

**My Open Summary**

Reference	Open Date	Type	Status	Summary
0 Tickets in Total				

Let me know if you have any questions.

Best Regards,

Ammir