

Welcome to



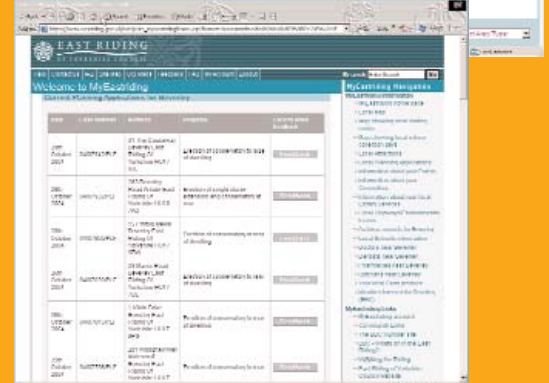
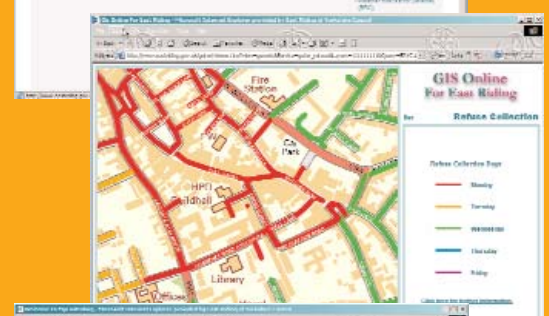
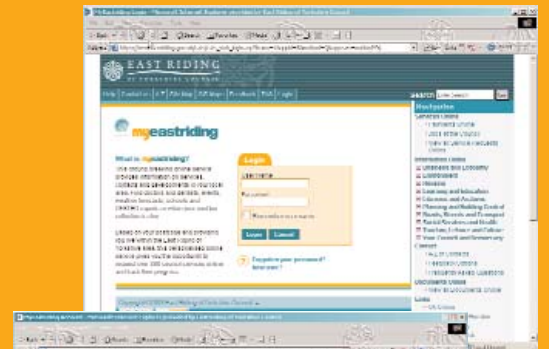
a web service from
East Riding of Yorkshire Council



USER GUIDE

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Welcome to MyEastriding

Thank you for signing up for a MyEastriding account.

If you are reading this you will have received your username, password and accompanying letter for MyEastriding, which has been sent to you through the post. Your account is now activated and can be accessed immediately.

We recommend that you read the online user guide which contains information on MyEastriding and how to get the most from the service.

What is MyEastriding?

Usage of the Internet has increased dramatically in recent years, and people now expect to get access to many services through the web. East Riding of Yorkshire Council has responded to this demand by adding more interactive facilities to its website. MyEastriding is one of these facilities.

MyEastriding gives customers access to transactional services and is primarily a web portal for East Riding residents (although some facilities are available to non-residents).

Through MyEastriding you can access a wealth of useful information about your local area and make requests for services that will immediately notify the relevant Council department. All interactions through MyEastriding are recorded in the Council's CRM (Customer Relationship Management) system. This allows service areas within the Council to deal with your issues more efficiently and allows you to review and track your requests via your MyEastriding account.

MyEastriding is a secure environment and uses internet security protocols. This means that no other person, apart from Council employees directly involved with your request, will have access to the information entered whilst logged into MyEastriding. All passwords within MyEastriding are encrypted to ensure total security and prevent unauthorised persons using your account.

The Council also provides an E-mail service informing you of updates to MyEastriding facilities as they become available.

WARNING

If you should receive E-mails claiming to be from the East Riding of Yorkshire Council asking you for personal or bank details **PLEASE DO NOT RESPOND** but let us know immediately by calling (01482) 393939.



Browser Requirements

In order to use MyEastriding efficiently we recommend that you use Internet Explorer version 5.0 or above or Netscape Navigator version 6.0 or above (see Appendix B).

You will need scripting and cookies enabled on your browser. If you have problems using MyEastriding it could be because the settings are wrong on your computer, please see Appendix A for instructions on how to ensure scripting and cookies are enabled on your browser.

How do I login to MyEastriding?

To login to the MyEastriding system, you need to visit East Riding of Yorkshire Council website at :

<http://www.eastriding.gov.uk>

There are two ways in which you can access MyEastriding. You can use the MyEastriding login in the top menu bar, or you can click on the MyEastriding logo link below (as shown on the image right). When you click on either of these you will be directed to the MyEastriding login screen.

Enter your username and password and click 'Login'.

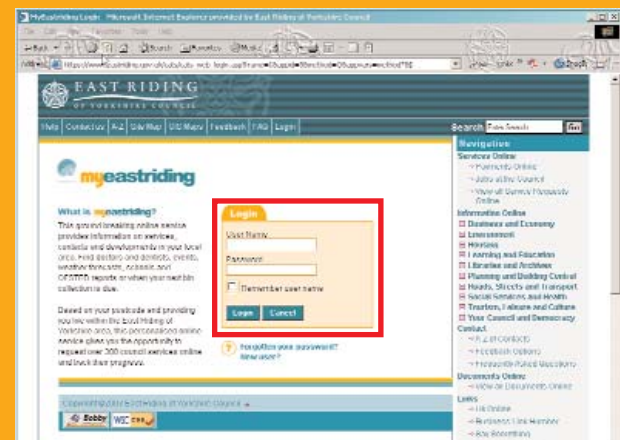
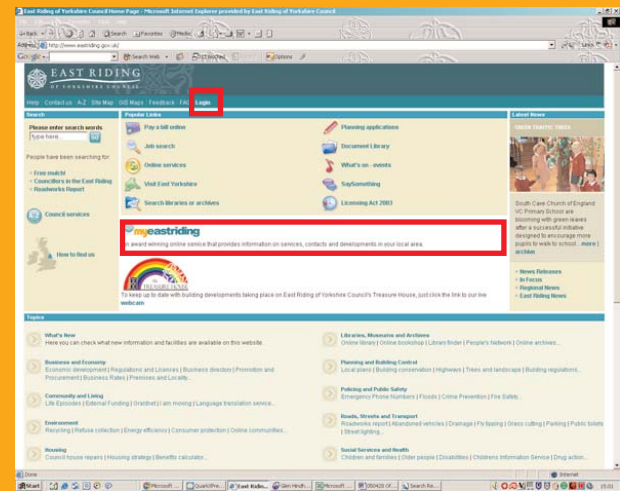
The username and password are not case sensitive, so using upper or lower case does not matter. If you type your username and/or password incorrectly you will be prompted to try again. There is no limit on the number of login attempts you may have.

There will be areas on the website that are only accessible to MyEastriding customers. If you click on a link or visit a page that is for MyEastriding customers only, and you have not logged in, you will be prompted to login before you can progress. You can use the login in the menu bar from anywhere on the site (as shown on the right).

Once logged into MyEastriding you can navigate anywhere you wish on East Riding of Yorkshire Council website and remain logged in. For example, you may wish to browse the A-Z and then visit the My EastRiding site, you can go into the A-Z area on the website and then browse across to the My EastRiding site without having to login again.

There is a built in 'timeout' on your MyEastriding account. If you stay logged in, with no activity for 10 minutes, your account will timeout. If you then attempt to access one of the MyEastriding facilities you will be asked to login again.

If you navigate away from the East Riding of Yorkshire website, you will still be able to access MyEastriding if you return to the



website within the 10 minutes, otherwise you will be asked to log in again.

We have built in an additional security feature designed to prevent unauthorised access to your account. This is especially useful when accessing public computers, for example those within your local library.

If you close your browser without logging out of MyEastriding you will not be allowed back into your account until it times out, the timeout is set to 10 minutes. When restarting your browser and trying to access MyEastriding a message will inform you that your account is locked until it has timed out. After this time has passed you will be able to log back in and access your account.

This feature also prevents two people using the same account at the same time. It is good practise to logout of MyEastriding before closing your browser or leaving the website, especially if you are using a public computer.

Have you forgotten your password?

If you have forgotten your password, click on the 'Forgotten your password? link' below the login box on the MyEastriding login screen (as shown on the right).

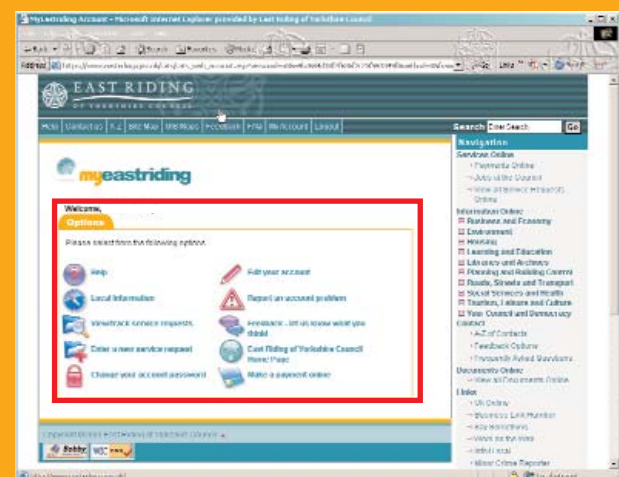
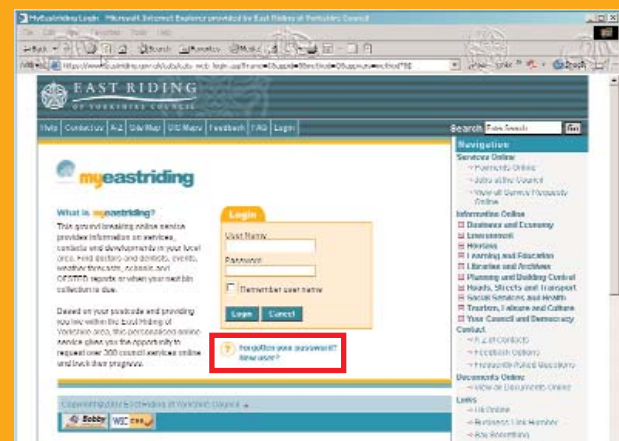
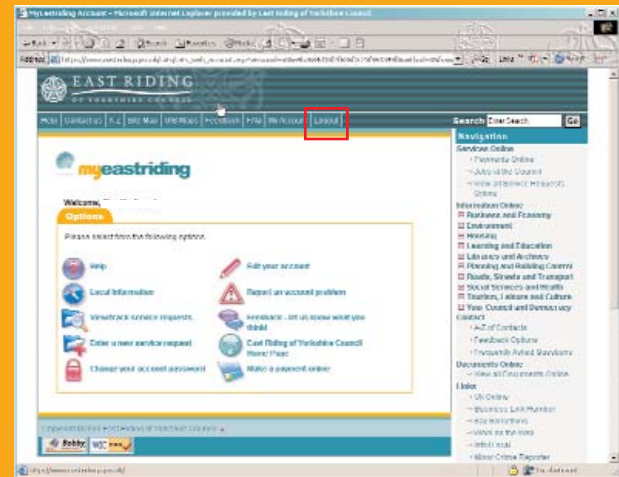
You will be asked to enter your username and E-mail address. The E-mail address you enter must be the same as the one you used initially to register for your MyEastriding account. If your username and E-mail address are entered correctly you will be prompted with a security question which you provided when you registered. Enter the answer to the question (this can be in either upper or lower case). If the answer is entered correctly, you will see a message informing you that a new password has been sent to your E-mail account, you can now use this to log into MyEastriding.

MyEastriding user account menu

When you have successfully logged in you will see the MyEastriding user account menu. This is your account area, from here you can manage your account and access the MyEastriding services. If you wish you do not have to stay on this page, you can now navigate East Riding of Yorkshire Council website and remain logged in to MyEastriding. The facilities available on the MyEastriding menu are as follows :

Help - Directs you through to this online user guide and helps to answer any questions or problems you may have.

Local Information - The My EastRiding Local Information pages allow registered users to access information that is specific



to the place they live, including local events, developments, facilities and issues in your area. This facility will be regularly updated with new features and MyEastriding users will receive an E-mail when a new development or service has been added to the website.

After you have logged into the site you will see the My EastRiding homepage menu. One of the selections available to you is the Local Information link, when you click on this link and move to the Local Information page a new navigation bar will appear on the right. The new navigation will supply you with a varied choice of information relating to your area.

At this time the My EastRiding Local Information options are as follows:

Local Map

Clicking this option will open a new browser window, which will display a map of your street with a red dot indicating your home. You can zoom in and out of the map in your local area or move further afield to look at a different part of the East Riding of Yorkshire. You are unable to view maps outside the East Riding boundary.

The map facility allows you to view the location of places of interest in your locality, such as Schools, Leisure Centres, Libraries, and Recycling facilities.

Further useful map based information includes local refuse collection days and for the winter months local salting routes centered on your home.

Local Attractions

Clicking on this option will display a list of attractions/events within a 10 mile radius of your home. Each attraction/event is then linked to more detailed information.

Local Planning Applications

Clicking on this option will display a table of current planning applications for your Town/Village. Within each individual entry there is a button that will allow you to send feedback, relevant to the application, to our Planning Department.

Information about your Parish

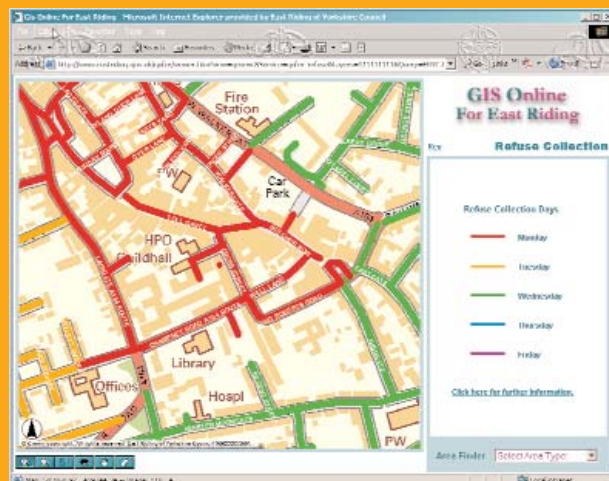
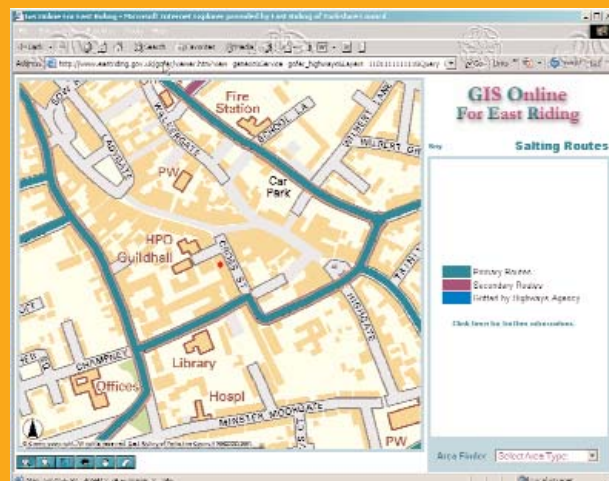
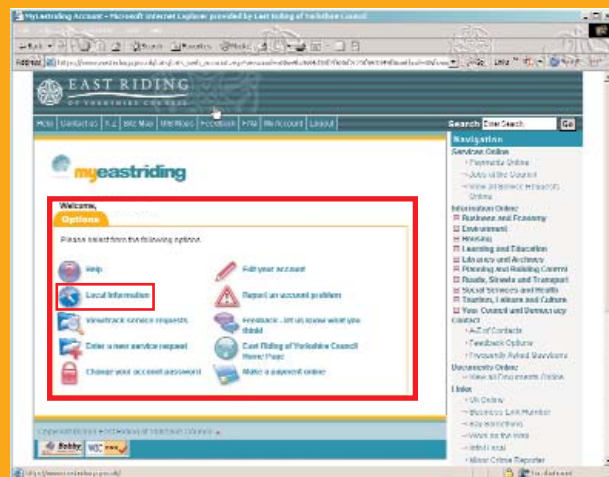
This option allows you to view details about your Parish, including relevant contact information.

Information about your Councillors

Clicking on this option will display contact information and photographs of your local Councillors.

Local Library Services

Click on this option and information will be displayed about your local libraries and/or mobile Library services. This will include location, opening times and library facilities.



Change your account password - This option allows you to change your MyEastriding account password.

Edit your account - This option provides the facility for changing various aspects of your account (change of address and change of E-mail address)

Report an account problem - If you are having problems with your MyEastriding account you can report it using this form. The form is also available from the 'Online services' area on the homepage of the Council website, you do not need to be logged in to MyEastriding to use the form from this location.

Feedback / let us know what you think - Feedback allows you to comment on the site, and report any issues and problems you may be having. We also welcome suggestions for future development of this service.

East Riding of Yorkshire Council homepage - this takes you back to East Riding of Yorkshire Council website home page. You will still be logged into MyEastriding and can return to the MyEastriding account menu at anytime via the link in the menu bar at the top of each page.

Make a payment online - payments can be made relating to many of the Council services provided, this link will take you to our online payments facility.

Council Tax balance facility - this new facility allows you to see your current Council Tax balance along with the last six payments you have made. To use this facility you must add your Council Tax reference number into your MyEastriding account profile - see 'Editing your account' on page 9.

Review your service request

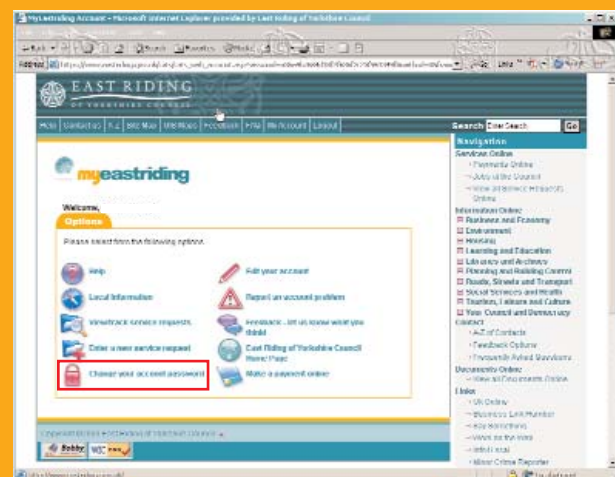
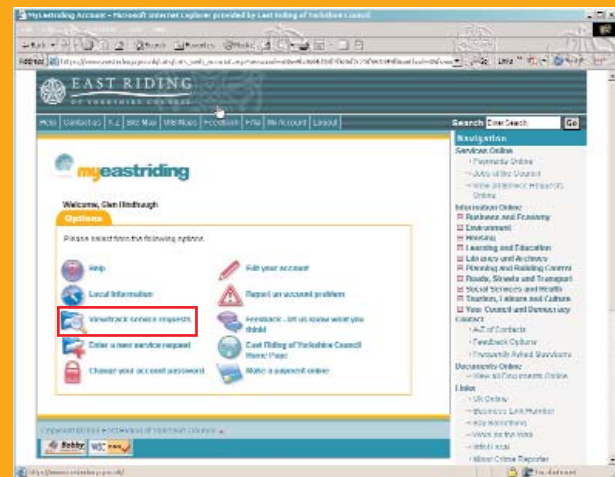
MyEastriding customers, having made a request for a Council service, can keep an eye on the request in the 'Review your service requests' facility in the MyEastriding account menu.

When you click on this option you will see a list of items with reference numbers. These reference numbers relate to requests for services, forwarded by you, that have been logged with the Council.

You will not only be able to see requests logged via the website, but also the facility to see requests made by other methods, for example visiting a Customer Service Centre or by telephone through our Contact Centre.

Whatever method you choose, all of your contact is recorded in our Customer Relationship Management system. The system enables us to deal with your enquiries quickly and efficiently by feeding your requests directly to the relevant Council department for action.

We are currently expanding this facility by introducing an option enabling you to track your requests. At this moment in time there are eighteen services for which an update is available. For example, if you report a street light fault you will be able, via this



facility, to see the status of your request. Other services include abandoned vehicles, cycle routes enquiry and road signs enquiry. MyEastriding customers will be informed via E-mail when further services are available.

How to change your password

You can change your password at anytime from the MyEastriding user account menu. If you select this option you will be asked to provide your current password, and then to supply a new password. The new password must be at least 6 characters long and not contain any spaces, you are required to enter the new password twice to confirm it. We recommend that you use a combination of letters and numbers in your password. When a password has been changed successfully, a pop-up message box will confirm your change of password.

Editing your account

This facility currently allows you to change your E-mail address within your MyEastriding account. Further development in this area will give you more options and facilities. Details of new options will be E-mailed to MyEastriding users as they become available.

To change your E-mail address, click 'Change your E-mail address'. Enter the new address and click 'Change E-mail'. You will see a message informing you that the address has been changed and a confirmation E-mail will be sent to you.

Editing your account profile - This facility allows you to enter or remove information in your MyEastriding account. Currently you can store your Council Tax reference number but in future you will be able to all kinds of information here, giving you access to additional services and make dealing with the Council via the internet much easier.

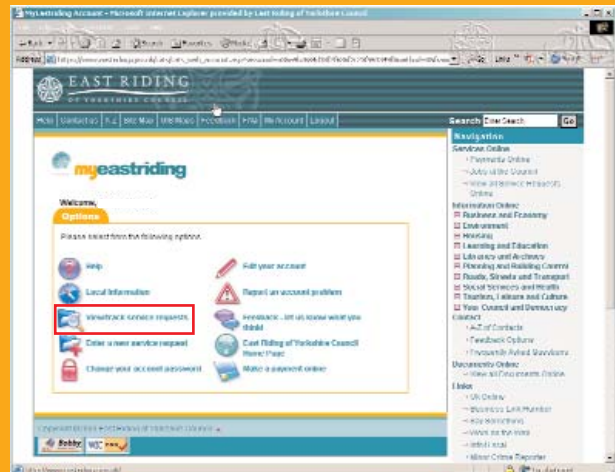
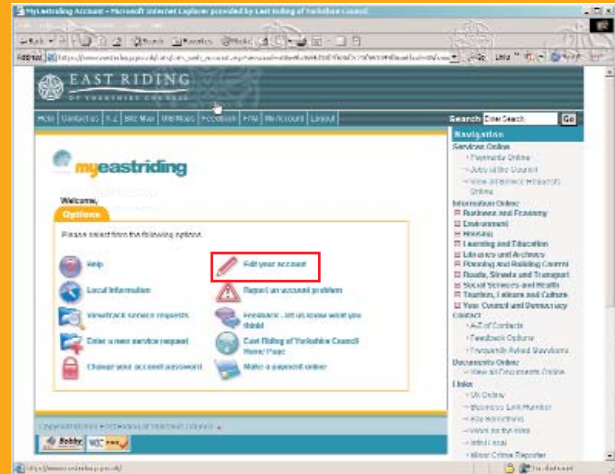
If you enter your Council Tax reference number into your profile, you can make use of the Council Tax balance facility within MyEastriding. To enter your reference click 'Edit your account profile' in the 'Edit your account' area. Click 'Council Tax reference number' and a box will appear... put in your Council Tax reference number and click 'change'.

Automated E-mail update service - This facility allows you to subscribe to some or all of our e-mail update service (you can unsubscribe at any time). Currently the services available are:

- A weekly e-mail giving details of planning applications logged in the previous week.
- Press releases sent direct to your inbox as soon as they are released.

To sign up for these services click 'Automated e-mail update service' in the 'Edit your account' area and simply tick the box for the service(s) you wish to subscribe to. To unsubscribe simply untick the required box.

Please note the press release e-mail option can take up to 48 hours to be accepted and 48 hours for your unsubscription to be registered.



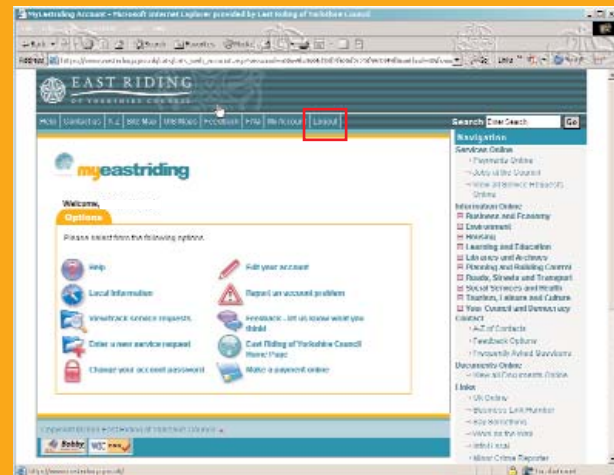
Reporting a problem with your MyEastriding account

If you have a problem with your MyEastriding account, you can fill in a form online and report the problem to us. This form is available from the MyEastriding account menu. If your problem involves you not being able to login, you will need to select the form in the 'Online Services' area on the homepage of East Riding of Yorkshire Council website. This facility does not require you to be logged into your MyEastriding account to fill in the form.

Fill in the requested details on the form and describe your problem to us as clearly as possible (any error messages should be included), then click 'Submit', this will send your report to our Support Team who will investigate the matter. Alternatively you can telephone East Riding of Yorkshire Council Contact Centre on (01482) 393939, or visit one of our Customer Service Centres, and report your problem.

Logging out of MyEastriding

To log out of MyEastriding use the logout button in the menu bar (as shown right).



APPENDIX A

Browser settings for scripting/cookies

There are many web browsers available to users, unfortunately we can only provide information for the most commonly used browsers which are Microsoft Internet Explorer and Netscape Navigator.

If you happen use any other browser and need to adjust your security settings, you will need to use the browser's help files or contact the supplier.

To ensure scripting/cookies are enabled on **Microsoft Internet Explorer** :

- From the Internet Explorer menu bar, select 'Tools'
- Select 'Internet Options'
- Select the 'Security' tab, click the "Trusted Sites" icon and then click the 'Custom Level' button
- Set the custom settings level to 'Low' or 'Medium'
- Click 'OK' then click the 'Sites' button.
- Add the following website address :
<https://www.eastriding.gov.uk/cats/>
- Click 'OK' then click on the 'privacy' tab to set the cookies.
- Set the slider to 'High' and click 'OK'.

MyEastriding does not require ActiveX controls to be enabled on the browser,.

To ensure scripting/cookies are enabled on **Netscape Navigator** :

- From the Netscape Navigator menu bar, select 'Edit' and then 'Preferences'
- Select 'Privacy & Security', then 'Cookies' and ensure cookies are set to 'Enable cookies for the originating website only'
- Select 'Advanced', 'Scripts & Plugins' and ensure the 'Enable JavaScript for Navigator' is ticked.
- Click 'OK'

MyEastriding can be used with most other web browsers though older versions of some browsers may cause problems, it is recommended you upgrade to the latest version of your browser.

APPENDIX B

Links to download the latest version of Internet Explorer/Netscape Navigator

For the latest version of Microsoft **Internet Explorer** use :
<http://windowsupdate.microsoft.com>

For the latest version of **Netscape Navigator** use :
<http://www.netscape.com/uk/download/index.html>

