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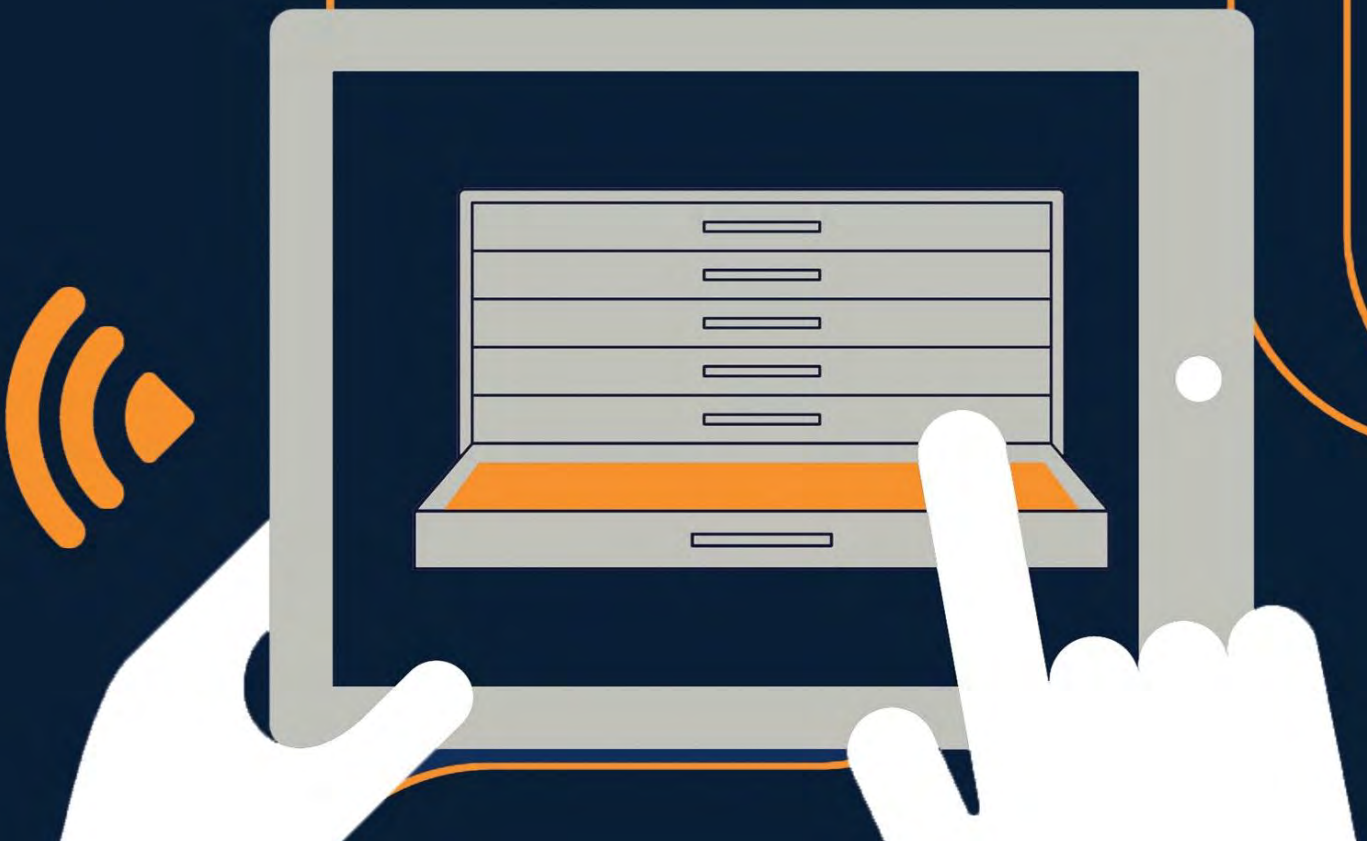




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COUNCIL DIRECT ONLINE USER GUIDE

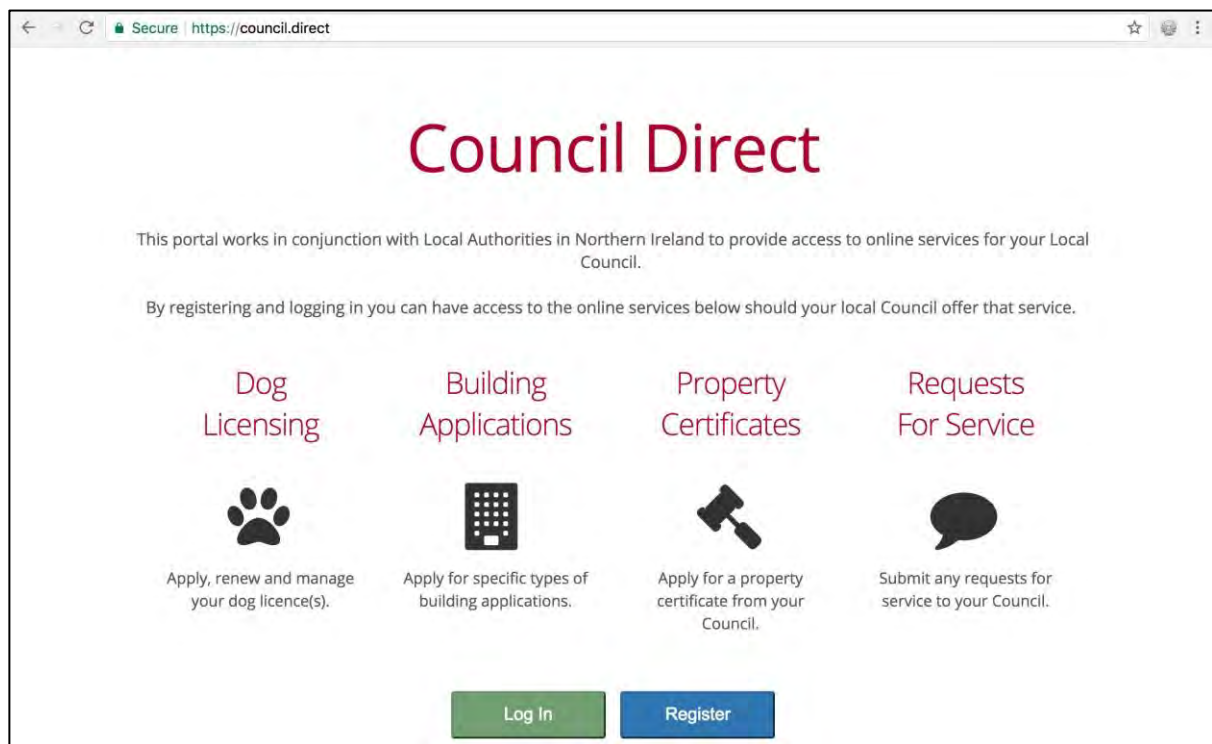
1.0 Introduction

Council Direct is an online portal, working in conjunction with Local Authorities in Northern Ireland to provide access to online services for Local Councils.

This guide is for the purpose of providing support to users when submitting an online Service Request.

The Council Direct portal can be accessed at the following URL:

<https://council.direct/>





2.0 Registering & Logging In

Users will be required to register for Council Direct in order to log in – you can do this by selecting the blue 'Register' button on the landing page.

Registration

| | |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |

Select A Title

Firstname

Surname

Company Name

Building Number

Postcode

Can't find your address? [Click here](#) to enter it manually.


| | |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|

May your Local Council use the following methods to contact you about Council Services e.g. dog licence reminders, emergency procedures, bin collections etc?

Email

SMS

The reCAPTCHA below is a spam filter. Please tick the box to confirm you are a real person before proceeding with the registration.

| | |
|--|---|
| <input type="checkbox"/> I'm not a robot |  reCAPTCHA Privacy - Terms |
|--|---|



When registering, the following fields are **mandatory**:

- Email address
- Password
- Firstname, Surname
- Address
- Either telephone or mobile number

Once the correct details have been entered, you should select 'Register' at the bottom of the form. After doing so, you will be shown the following message:

✓ Congratulations. Your registration was successful. Please click on the verification link emailed to you to log in.

You will then need to check your emails for the verification email that has been sent to you, and click the '**Verify My Account**' link in the email.

If you do not verify your account, you will be unable to make any submissions in the portal and a red error message, as below, will be displayed to you when you are logged in.

Unverified User! Please check your emails and verify your account to use this portal.

Once you have registered for an account, you will be able to log in to the portal at any time. It is important to note that if you forget your password, you will be able to trigger a Password Reset email using the '**Forgot Password?**' option, as indicated below.

Sign In

E-mail Please enter email address

Password

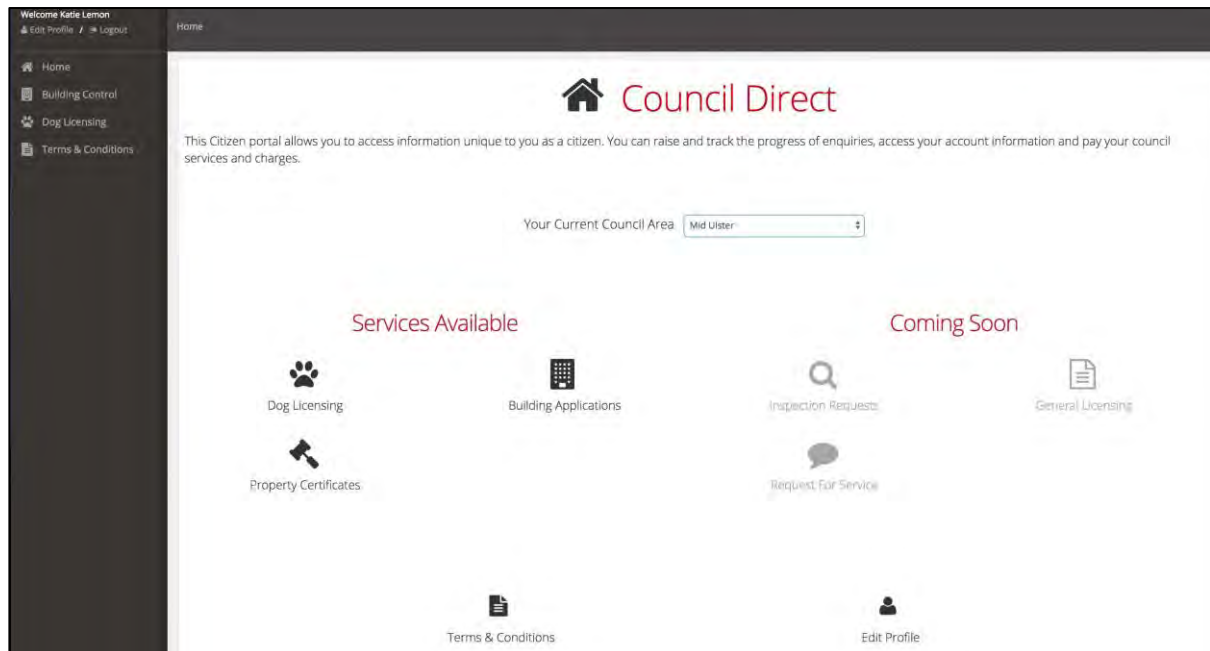
[Forgot password?](#)

[Return to Homepage](#) [Sign in](#)



3.0 Council Direct Homepage

After logging in to the portal, you will be presented with the following home page.



When navigating around the portal, you will have two options. You can use the collapsible menu to the left of the screen, or you can use the various icons in centre.

Should you need to edit your profile details that you registered with, you can do so in the top left-hand corner, using the 'Edit Profile' option. Alternatively, there is an 'Edit Profile' icon at the bottom of the screen.

'Your Current Council Area' will be automatically selected based on the address you entered when registering – however, this can be changed as needed. Changing this will filter the options available for the specific Council you choose.

Once you have selected the Council you would like to submit to, you can then select the appropriate option from the 'Services Available' area.

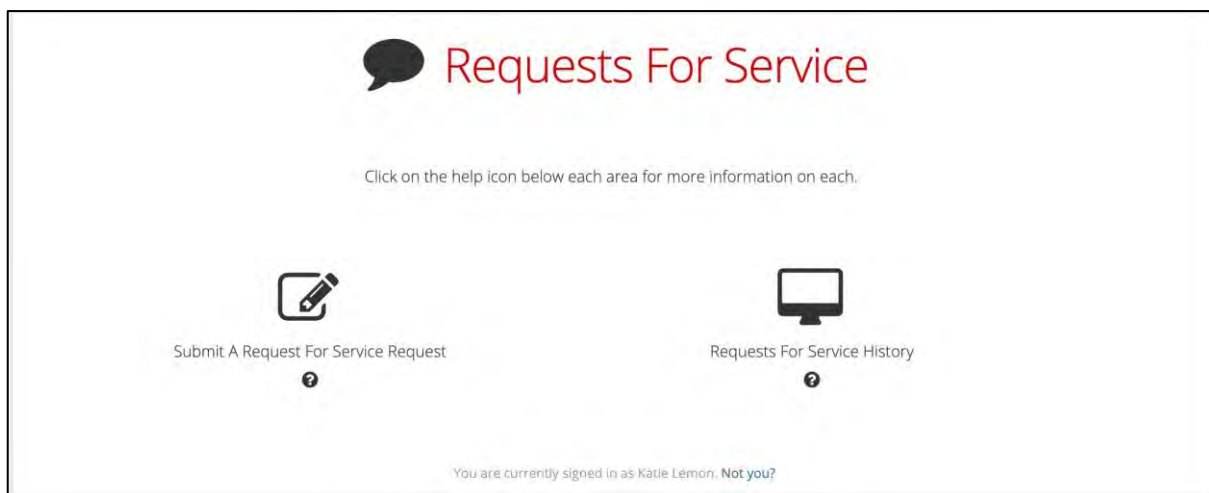


4.0 Requests for Service

After selecting the Requests for Service icon on the homepage of the portal, you will be taken to the Requests for Service homepage & presented with the following options:

- Submit Request for Service
- Requests for Service History

You will also notice small '?' icons beside each of the options, giving you an explanation of what each option contains.





4.1 Submitting a Request for Service

4.1.1 Step One

When you have selected the 'Submit a Request for Service' option, you will be taken to the below screen:

For step one of the submission process, you will need to confirm your Council Area – this is the Council to which you would like to submit the application.

When you have selected your Council Area, you will be asked to provide 'Requester Details'.

These are details of the person who is submitting the Request. Details from your Council Direct user profile will automatically populate here for convenience but can be removed as needed.

Next, you must provide Request Address details – this is simply the address or location that the request relates to. You can select one of the three options from the available drop-down box, which are:

- Requester's Address – this will automatically replicate the Requester details that you have already entered
- A Different Address – this will give you an option to search for a new address
- A Council Maintained Site – this will provide you with another drop-down box, where you can select an option from a list of Council Maintained Sites



Request Address Details

This Request Relates To

- Please Select...
- Requester's Address
- A Different Address
- A Council Maintained Site
- Please Select...

When you have populated your Request Address Details, you can proceed to Step 2 of the submission process.

4.1.2 Step Two

Step Two of the submission process will firstly ask for details surrounding your request.

Submit A Request For Service

Step 1 Step 2 Step 3

Request Details

General Enquiry Area

Enquiry Type

Additional Information

You must select the General Enquiry Area and the Enquiry Type surrounding your request.

Selecting an option for the General Enquiry Area will filter the options available for your Enquiry Type selection.

If the request type that you have selected requires a payment, this will be indicated.

Request Details

General Enquiry Area: Domestic Payment - Request for Service

Enquiry Type: Online - Domestic Black 360L - £48.00 each

If you aren't sure which bin you need, press here.

Estimated Cost: £48.00

The cost shown above is an estimate. You will receive an email from your Council notifying you should payment be required for your request along with any charges to the cost.

Additional Information

Should you need or wish to provide any further details relating to your request, you can enter this into the 'Additional Information' field.



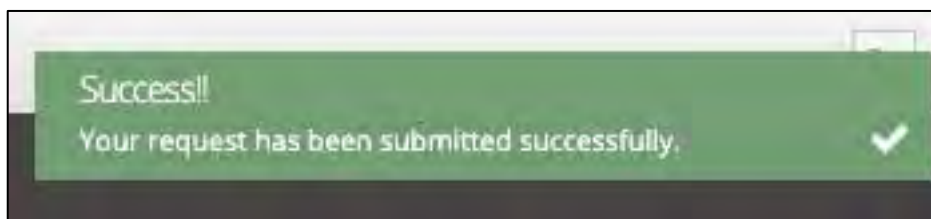
There is also an option to upload any files that relate to your request – you can drag and drop files to this area, or click to upload from your device’s file directory.

4.1.3 Step Three

The third and final step will provide you with a summary of the request details that you have entered.

If you would like to make any amendments, you can navigate back through the process using the ‘Step’ options.

If you are happy with what you have entered, select the ‘Finish’ option to the top right of the screen. Depending on the type of Request, you will be presented with a ‘Submission Successful’ message or you will be redirected to make a payment.



When you have submitted your request, you will receive a confirmation email. You will also be able to see your request within the ‘Requests for Service History’ area of the portal (Section 4.2).



4.2 Requests for Service History

Requests For Service History

Your Current Council Area [Dropdown]

Below is a list of all your requests for service for your selected Council area. Click on a row to see more details about this request.

| Reference | Enquiry Type | Requester Details | Request Address | Submitted | Status |
|-----------|------------------------|-------------------|-----------------|------------|--|
| 000633 | Services FOI | [Redacted] | [Redacted] | 26-04-2019 | Accepted |
| 000623 | Informal Complaint | [Redacted] | [Redacted] | 21-02-2019 | Pending (Awaiting Payment) Pay |
| 000615 | New Waste Bins | [Redacted] | [Redacted] | 06-02-2019 | Pending (Awaiting Payment) Pay |
| 000502 | Playground Maintenance | [Redacted] | [Redacted] | 05-02-2018 | Pending |

Showing 1 to 4 of 4 entries

Filter Previous 1 Next Last

Within the Requests for Service History area of the portal, accessible from the Requests for Service homepage (section 4.0), you will see a list of all of your previously submitted requests and the associated status.

Selecting the Request entry from the History section will display the following screen, where you can view the Online Request details and Council Request details. The Online Request details relate to the details that were submitted initially, while the Council Request details tab will display any updates that the Council have made while processing the request.

View Request For Service

Online Request Details | Council Request Details

These are the details of the request you have submitted to your Council.

Online Reference : 000633

Requester Details : [Redacted]

Request Address : [Redacted]

General Enquiry Area : Services FOI

Enquiry Type : Services FOI

File Uploads :

Submitted : 26-04-2019

Status : Accepted

Close



4.3 Making a Payment

Request Details

General Enquiry Area: Domestic Payment - Request for Service

Enquiry Type: Online - Domestic Black 360L - £48.00 each
If you aren't sure which bin you need, press here.

Estimated Cost: £48.00
The cost shown above is an estimate. You will receive an email from your Council notifying you should payment be required for your request along with any charges to the cost.

Additional Information:

If the request that you have submitted requires a payment, this will have been indicated on Step Two of the submission process.

The request will be submitted to the Council for review – the status of the request will be indicated within the Requests for Service History area of the portal, as below.

| Reference | Enquiry Type | Requester Details | Request Address | Submitted | Status |
|-----------|--|-------------------|-----------------|------------|---|
| 000641 | Online - Domestic Black 120L - £22.00 each | | | 29-04-2019 | Pending (Awaiting Council Confirmation Of Fees) |

When your request has been accepted, you will be notified via email and the request entry will update as below, enabling you to make a payment. Selecting the 'Pay' option here will direct you to the relevant Payment Provider.

| Reference | Enquiry Type | Requester Details | Request Address | Submitted | Status |
|-----------|--|-------------------|-----------------|------------|--|
| 000641 | Online - Domestic Black 120L - £22.00 each | | | 29-04-2019 | Pending (Awaiting Payment) Pay |



Request Details

| | |
|------------------------|---|
| General Enquiry Area | Domestic Payment - Request for Service |
| Enquiry Type | Online - Domestic Black 360L - £48.00 each <small>If you aren't sure which bin you need, press here.</small> |
| Estimated Cost | £48.00 <small>The cost shown above is an estimate. You will receive an email from your Council notifying you should payment be required for your request along with any charges to the cost.</small> |
| Additional Information | <div style="border: 1px solid #ccc; height: 40px;"></div> |

Should you need or wish to provide any further details relating to your request or order free of charge bins with your paid request you should enter this into the 'Additional Information' field.