

User Guide

Customer Registration

Version 1.0.0

Introduction

This guide is to support customers to register to the My Council Services portal. The guide will outline how to find the registration page through the use of the Westmorland and Furness website. It will also identify when there is a need to be registered to access forms. Finally, it will provide a brief guide on access accounts which have been migrated from the previous system.

Form access

Some the online forms within our web portal require users to be registered and logged in, in order to subject the request. There are some forms which do not require this level of access. Identifying which forms require login access is very easy. When accessing the form, if a page showing a login / register form appears, this means an account is require to submit this request. If no registration page appears then this form can be submit with standard public access.

The registration page

The registration page consists of a variety of standard user information fields (see appendix fig.1). You will require an email address to register to the portal along with including your First Name and Last Name. Finally, you will need to set a password for your account. There is a link to the “Password Policy” which you must follow when selecting a password.

Account already exists

There may be times when using an email address that a response saying “This email address is already in use. Please click on 'forgot password' to reset your password”. This means that an account already exists on the system with the email address being used. This could be because the account and recently been created or because when migrating to the new portal, user data was also moved.

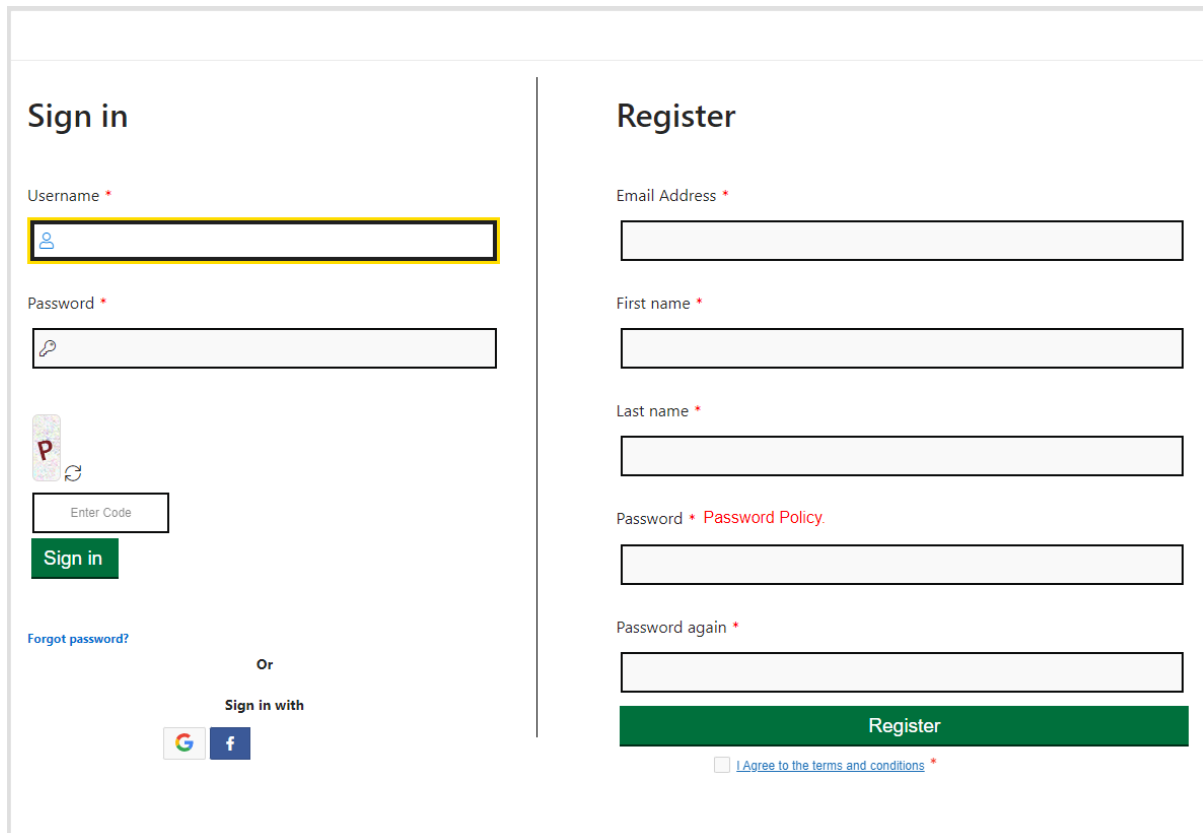
Accessing a migrated account

Accounts which have been migrated are already active, however, they do not have a password assigned to them. To gain access to these accounts, a password reset will need to be carried out. Clicking the “Forgot password link”, which resides on the left hand side of the sign in / registration page (see appendix fig.2), will begin the process and will provide access to the migrated accounts.

Any other issues please contact customer services.

Appendix

Fig.1 – Registration Page



The registration page is divided into two main sections: 'Sign in' and 'Register'.

Sign in section:

- Username ***: A text input field with a user icon on the left. This field is highlighted with a yellow border.
- Password ***: A text input field with a password icon on the left.
- Two-Factor Authentication:** A small image of a security key with a red 'P' and a refresh icon. Below it is an 'Enter Code' input field and a green 'Sign in' button.
- Forgot password?**: A blue link.
- Or**: A separator.
- Sign in with**: Social login options for Google and Facebook.

Register section:

- Email Address ***: A text input field.
- First name ***: A text input field.
- Last name ***: A text input field.
- Password ***: A text input field with a red link to 'Password Policy'.
- Password again ***: A text input field.
- Register**: A large green button.
- [I Agree to the terms and conditions *](#)

Fig.2 – Forgot Password Link

