

Member's Portal Guidance Notes

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Learn how to login and access the features of the Member's Portal and how to track your Member Requests.

Member's Portal link: <https://brentwood-selfmember.achieveservice.com/en>

The mobile responsive design enables easy reading and navigation of the Member's Portal via a range of devices. The online forms have the added benefit of auto-filling therefore removing the need for you to enter your personal details, such as your name each time you complete a form.

Once you have followed the link above you will see the option to **Register for an Account** or to **Login**.

Register an Account

If you do not already have an account, please click the 'Register an Account' option. You will then be asked to enter your email address and create a password for your login. This will send a verification email to the email address provided with instructions on how to complete your registration.

Password Requirements:

- Must be at least 9 characters
- Contain both lowercase & uppercase letters
- Contain numbers

After following the link contained in your verification email, you will be prompted to create a basic user profile. The following details are required to complete your profile registration:

- First name and Surname
- Address

You have the option to provide additional information, though it is not essential to provide, this information will auto-fill when you complete the online forms on the Portal.

Login to your Account

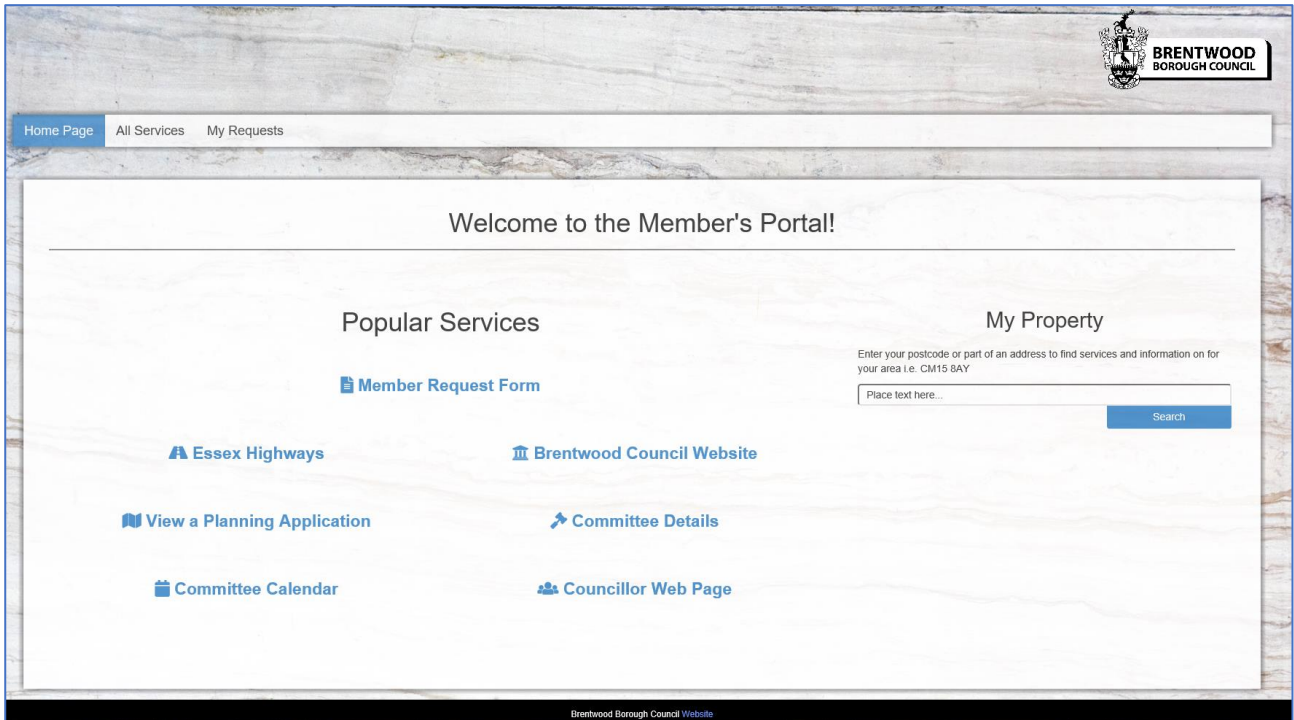
Once you have fully setup your account, simply click the Login option. Then, in the boxes provided, enter your email address as the username, and the password you created when you registered your account.

If at any point you have forgotten your password click the '**Forgotten Your Password?**' link on the login page. This will then send you an email with instructions on how to create a new password.

Home Page

Your homepage contains several Popular Services and quick links that you may find useful. The Member Request Form can also be found here.

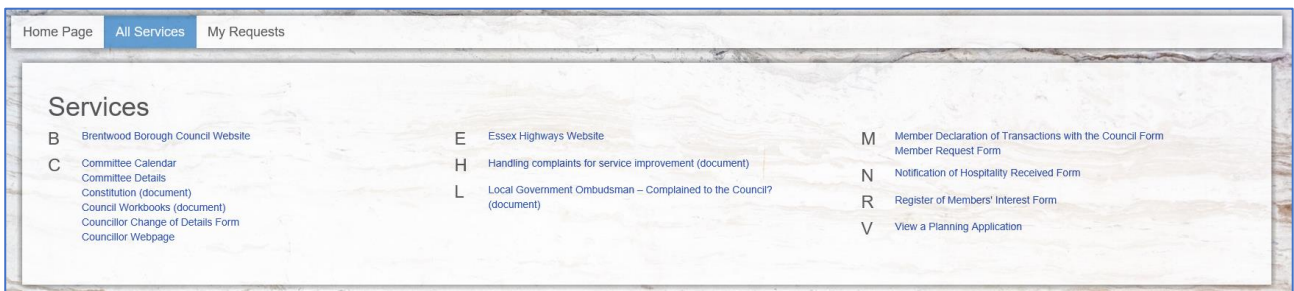
Example:



Please note: The layout of your Member's Portal may differ from the above screenshot.

All Services

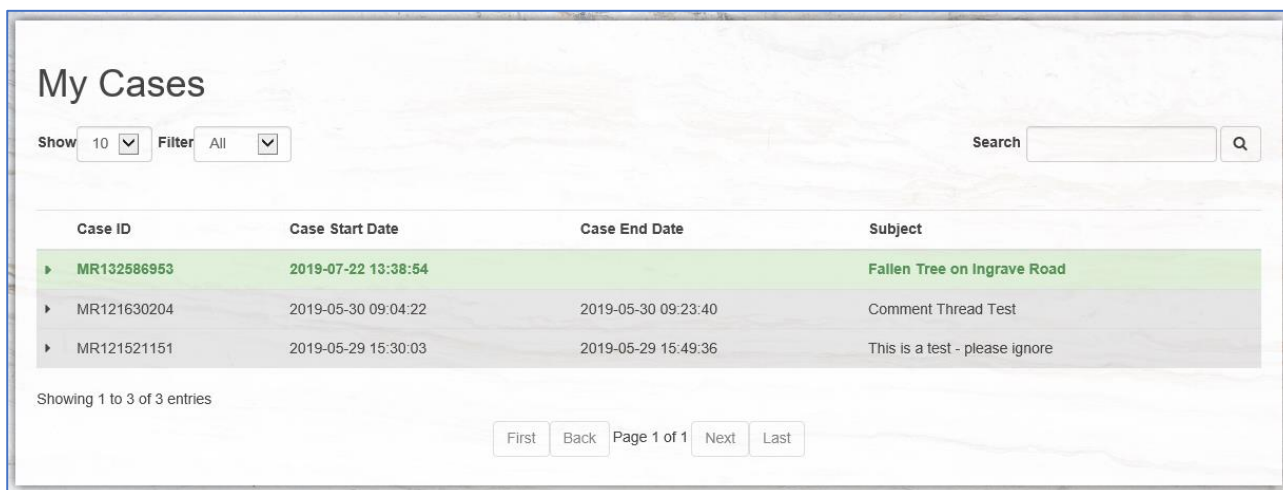
The All Services page lists documents and online forms available in addition to the Popular Services found on the Home Page.



This list will be updated as more Services become available for the Member's Portal.

My Cases

The My Cases page provides you with the facility to view and track your submitted online forms. This will list all the online forms and Member Requests that you have submitted while logged in on the Member's Portal.



The screenshot shows the 'My Cases' interface. At the top, there is a search bar and filters for 'Show' (set to 10) and 'Filter' (set to All). Below this is a table with the following data:

Case ID	Case Start Date	Case End Date	Subject
▶ MR132586953	2019-07-22 13:38:54		Fallen Tree on Ingrave Road
▶ MR121630204	2019-05-30 09:04:22	2019-05-30 09:23:40	Comment Thread Test
▶ MR121521151	2019-05-29 15:30:03	2019-05-29 15:49:36	This is a test - please ignore

Below the table, it says 'Showing 1 to 3 of 3 entries' and there are navigation buttons: First, Back, Page 1 of 1, Next, Last.

There are a number of ways that you can filter this list to find the case you are after.

[Row Colours](#)

There are two colours that help distinguish the status of a case:

1. **Green** highlighted rows indicate an **open** case
2. **Grey** highlighted rows indicate a **closed** case

[Filter](#)

- **Show:** change how many items are displayed per page in the list on your screen.
- **Filter:** Shows form cases that are still open, closed, or all.
- **Search:** Search by Case ID (reference number), form name, address or subject.

[Columns](#)

- **Case ID:** The reference number provided when you complete an online form or as provided in any emails received after completion of an online form.
- **Case Start Date:** This will indicate the date and time that the system has received your online form submission.
- **Case End Date:** This will indicate the date and time that the case has been closed, for example when a caseworker has indicated that your Member Request has been resolved and has closed the case. If the case is still open, this will be blank.
- **Subject:** The far-right column will display the subject of your submitted Member Requests. This is also searchable in the box mentioned above. This will only have information for submitted Member Requests. (Older versions of this form may not display information in this column.)

My Cases (cont'd)

To access forms associated with your case, click on the relevant row of the case. This will expand to show you the list of related forms. Completed forms can be viewed with the **View** button, and any forms that you are to action will be shown with **Continue** button, which will open up a form to complete:

The screenshot displays the 'My Cases' interface. At the top, there is a search bar and a filter dropdown set to 'All'. Below this is a table with columns: Case ID, Case Start Date, Case End Date, and Subject. The first row is highlighted in green and shows Case ID MR132586953, Case Start Date 22/07/2019 14:38:54, and Subject Fallen Tree on Ingrave Road. Below the table, there are two sections: 'More Information Required' and 'Form Submitted'. Each section contains a table with columns: Task ID, Start Date, Completed Date, and Action. In the 'More Information Required' section, the first row shows Task ID New Task, Start Date 22/07/2019 15:51:42, and a green 'Continue' button. In the 'Form Submitted' section, the first row shows Task ID MR132586953, Start Date 22/07/2019 15:38:54, Completed Date 22/07/2019 14:38:54, and a blue 'View' button. At the bottom of the interface, there is a pagination bar showing 'Page 1 of 1' and buttons for 'First', 'Back', 'Next', and 'Last'. Two blue arrows originate from the text above: one points to the 'Continue' button and the other points to the 'View' button.

Case ID	Case Start Date	Case End Date	Subject
MR132586953	22/07/2019 14:38:54		Fallen Tree on Ingrave Road

Task ID	Start Date	Completed Date	Action
New Task	22/07/2019 15:51:42		Continue

Task ID	Start Date	Completed Date	Action
MR132586953	22/07/2019 15:38:54	22/07/2019 14:38:54	View

MR121630204	30/05/2019 10:04:22	30/05/2019 10:23:40	Comment Thread Test
MR121521151	29/05/2019 16:30:03	29/05/2019 16:49:36	This is a test - please ignore

Showing 1 to 3 of 3 entries

First Back Page 1 of 1 Next Last

Member Requests

With the Member's Portal you have been provided the facility to submit and track your requests.

To submit a request, select the **Member Request Form** found at the top of the 'Home Page' on your Member's Portal. This is also listed in the 'All Services' tab.

The Member Request form is a simple to use form for you to send an enquiry or request to the relevant service area to action. Many of the boxes will auto complete with your details, saving you time with each request that you submit. When you submit your form you will receive an email confirmation containing a case reference number.

You also have the facility to copy other Members into your request:

Would you like to Cc others into the responses for this request? *

The subject, comment and any attachments that you submit will be sent to the recipients that you add below.

I want to use another Member's email

Please select a Member *

Email Address *

Ticking the box labelled **I want to use another Member's email** will present a dropdown list of the current Members. Simply select the Member you want to Cc and the form will add this to the 'Email address' box below it. Alternatively, you can manually enter in an email address.

Please note: The subject, comment and any attachments that you submit will be sent to those copied into your request.

[Member Requests \(cont'd\)](#)

There are 4 stages that you will see in your MyCases:

1. Form Submitted
2. More Information Required
3. Case Close Confirmation
4. Request an Update

Form Submitted

This is the Member Request that you submitted. You will be able to see the details you have entered in a read-only format. The information on this cannot be changed, but you are able to provide additional information concerning your case by other means described below.

More Information Required

The caseworker handling your request may require more information to progress your case. They will assign your case back to you on the portal. You will receive a notification email with a Member's Portal login link when this happens, with a form to complete in your MyCases.

IMPORTANT: Please make sure you use this form and not the Request an Update form for this.

Case Closed Confirmation

The caseworker handling your request may indicate that the work has been carried out and the request is now closed. You will receive an email notification with a link to login to your Member's Portal account to confirm. Your case is not closed until you confirm this on your form.

If the work has not been carried out, you can indicate this on your form:

Has your Member Request been resolved? *

Please describe why this Member Request has not been resolved *

File ▾ Edit ▾ Insert ▾ View ▾ Format ▾ Tools ▾

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If not closed, this will send the case back to the caseworker to action. **IMPORTANT: Please make sure you use this form and not the Request an Update form for this.**

Request an Update

This form provides you with the facility to request an update from the officers handling your case, even when it has not been assigned to you to action. You may also find that you would like to provide further information along the way. With this form you can write a message that will be added to the 'Correspondence Thread' and include additional attachments. This will close automatically once the case has been confirmed closed on your **Case Closed Confirmation** stage.

IMPORTANT: Please do not use this form if the case has been assigned to you complete with one of the above stages i.e. More Information Required or Case Close Confirmation forms.

This form does not reassign the case for you but is only for providing/requesting additional updates.

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