

## MyAccount User Guide for Members

An account with Chorley council will enable users to report multiple service requests without having to input their details each time. Registered users will receive updates via email or SMS when they report a job and they will also receive confirmation emails and updates when a job has been closed.

My account users can add notes and attachments to the service requests and report on behalf of someone else.

My account is the main customer access platform for many online services. It is accessed via the website [Chorley.gov.uk](http://Chorley.gov.uk)

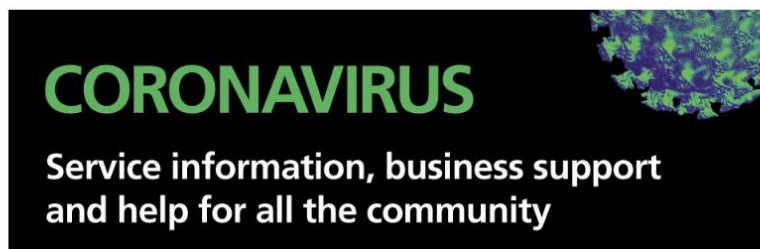
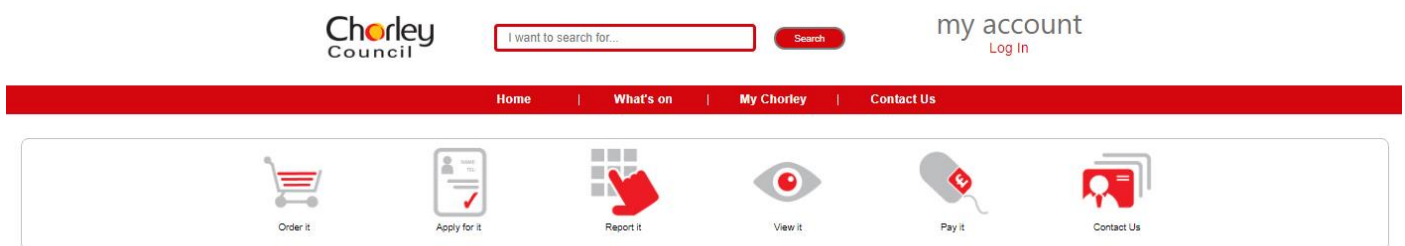
New users will need to register for an online account. To do this visit [chorley.gov.uk](http://chorley.gov.uk)

In the top right corner select My account log in.

### **Chorley.gov.uk**

The home page of the website has several high-level icons which expand to display more.

Access to My account is in the top right corner. Internal users with a [chorley.gov.uk](mailto:chorley.gov.uk) email address will see Start Contact.



### **Registration**

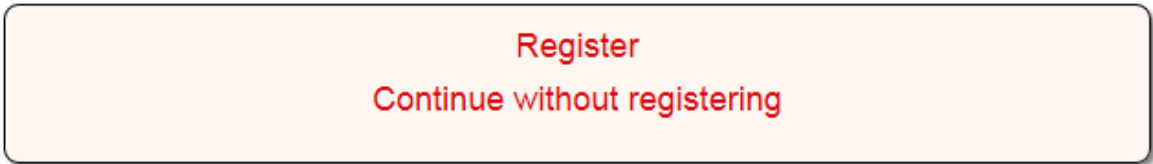
my account  
Log In

Have you registered for my account already?

Yes

No

The first time you use my account you will need to select **No**



## Registration

If you have registered with us already, please [click here to log in](#) to your account.

A registration form with a light orange background and a thin black border. It contains three input fields: "Email Address \*", "Password \*", and "Confirm Password: \*". Each field has a white input box. At the bottom right of the form is a red "Register" button.

Your password must have at least 8 characters and contain 2 out of 4 of the following character types:

- Lower case letter
- Upper case letter
- Numeric digit
- Symbol (e.g. @!#\$%^&\*:,.)

You will be required to enter your name, address and contact details.

You will receive a verification email and you will need to respond to this by clicking the link within the email.

This will validate your account and next time you login in you will be presented with your account.

A form for entering personal details with a light orange background and a thin black border. It includes a "Title" dropdown menu with "None" selected, and input fields for "First Name \*", "Middle Name", "Last Name \*", and "Email Address". At the bottom right is a red "Next" button, and at the bottom center is the text "Address Search" in red.

Within your account you can update your details, change your address, change your password and report service requests online.

**If you are logging into your account on a council device, it will recognise your [.gov.uk](#) email address and you will not be required to enter your password.**

# my account

### My Details

Name  
**Mrs Jane Norris**

Email  
**jane.norris@chorley.gov.uk**

Address  
**Chorley Borough Council  
Civic Offices  
63 - 65 Union Street  
Chorley  
Lancashire  
PR7 1AL**

Property does not have a garden waste subscription for 2019/20

Home Phone  
**01257123456**

Work Phone

Mobile Phone  
**07505 084771**

Preferred Contact Method  
**E-mail**

---

[Do It Online](#)

[View Outstanding \(incomplete\) Forms](#)

[Update Account Details](#)

[Update Contact Preferences](#)

[Change Address](#)

[Change Password](#)

[Log Out](#)

[Administer Account](#)

### Case History

**Sort By** [\[Date\]](#) [\[Status\]](#) [\[Request Type\]](#) [\[Location\]](#) [\[On Time\]](#)

Case CAS-001040976 [Click to view](#)

Change of Address - Within Borough		
Location	51 Redwood Drive, Chorley, PR7 3BW	
Submitted	01/04/2020	Contact Centre
Closed	01/04/2020	
Resolution	Completed on first contact	

Case CAS-001036908 [Click to view](#)

Fly Tipping		
Location	Bolton Road, Chorley	
Submitted	21/03/2020	Website
Closed	21/03/2020	On Time
Resolution	Completed - but not a fly tip	

Case GWR2020-034238 [Click to view](#)

Garden Waste Subscription Renewal 2020/21		
Location	51 Redwood Drive, Chorley, PR7 3BW	
Submitted	Unknown	
Cancelled	Cancelled	
Resolution	Cancelled by customer	

Case CAS-001016368 [Click to view](#)

Customer Call Back		
Location	51 Redwood Drive, Chorley, PR7 3BW	
Submitted	12/12/2019	Contact Centre
Due no later than	16/12/2019	Late

Case CAS-001016367 [Click to view](#)

Customer Call Back		
Location	51 Redwood Drive, Chorley, PR7 3BW	
Submitted	12/12/2019	Contact Centre
Closed	12/12/2019	On Time
Resolution	Closed by back office.	

Your case history and previous contacts are now displayed. These can be sorted by

### Case History

**Sort By** [\[Date\]](#) [\[Status\]](#) [\[Request Type\]](#) [\[Location\]](#) [\[On Time\]](#)

The status of each case is displayed in the resolution box. More detail can be seen by selecting the case. This will show all the notes added by different users. It will show any action with the case.

## Create a case

This includes requests for street cleaning, fly-tipping, grass cutting, missed bins and many other services.

[Do It Online](#)

Do it Online will take you to the icons which displays service requests

Once you have logged in multiple service requests can be completed using the same contact details.

Many of the forms go straight through to the service teams to action. This ensure a faster response time with minimal or no intervention.

Many have a map where the location can be selected. This determines which team the job is directed to. Some forms such as (Grounds Maintenance- Grass Cutting) in the report it section have intelligence behind them linked to the assets own maintenance schedule.

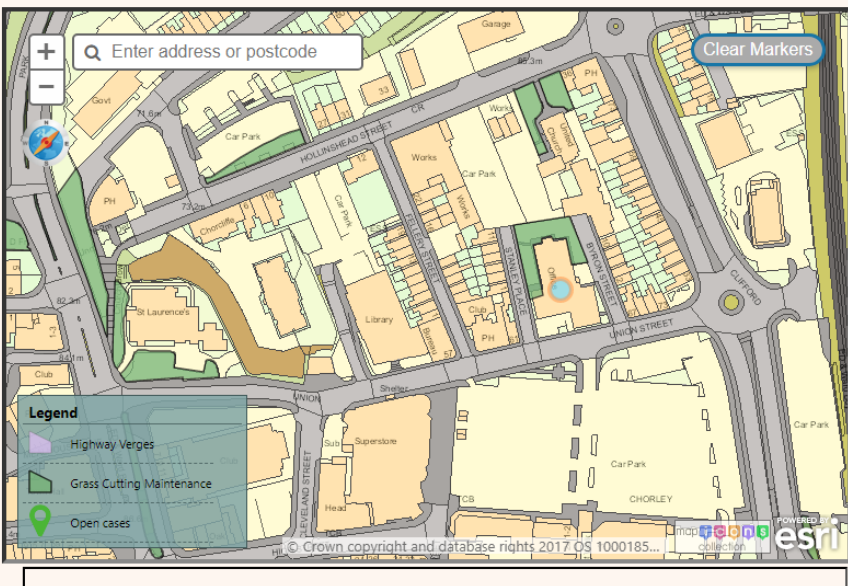


### Report a problem with a grassed area

 Frequently a

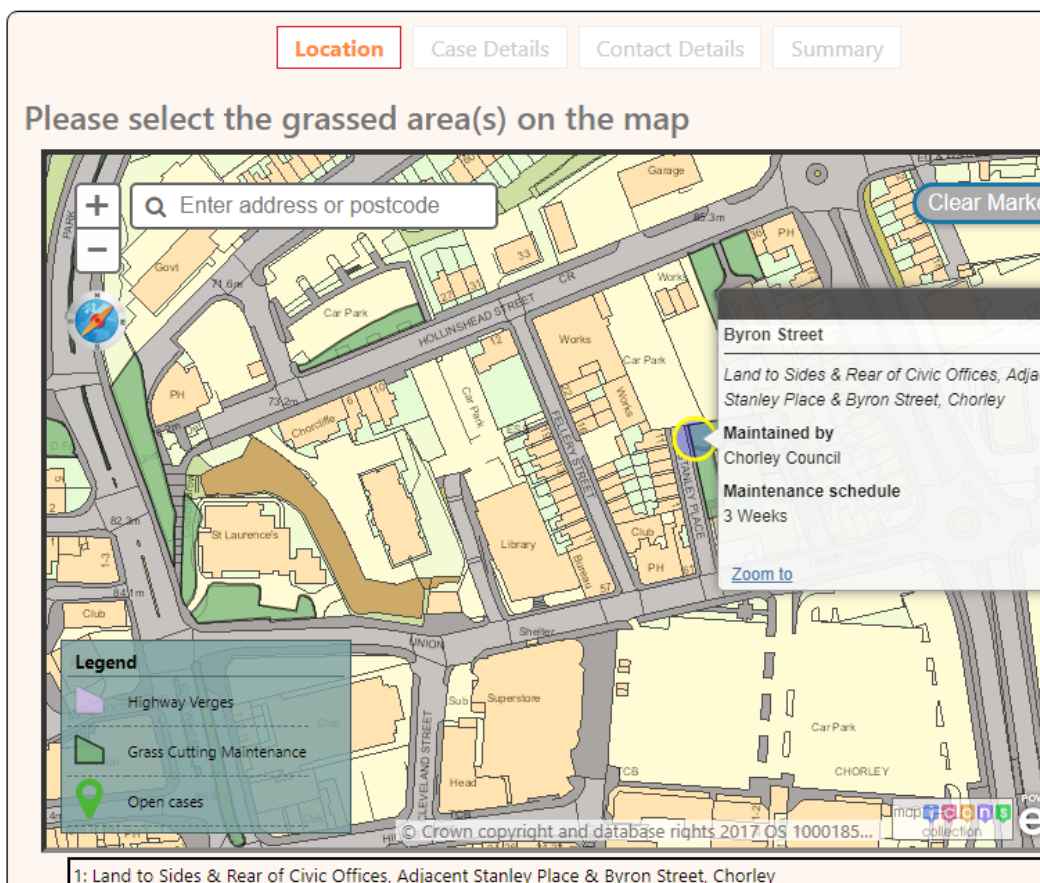
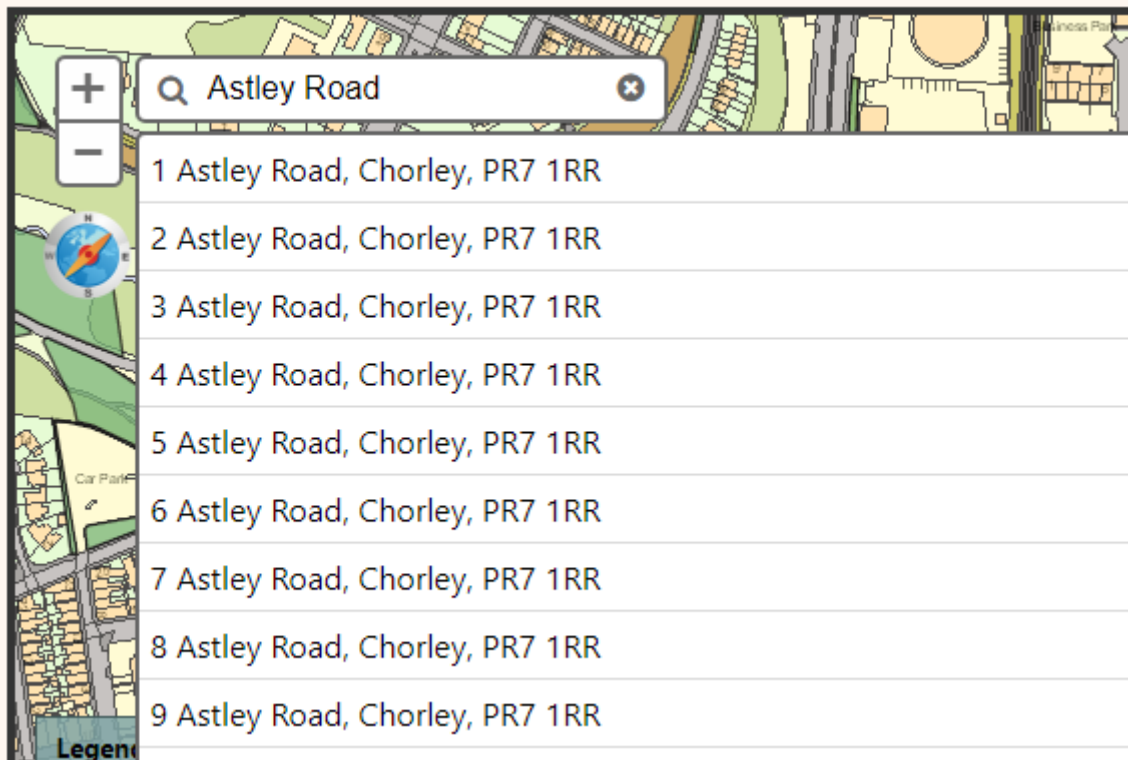
**Location** Case Details Contact Details Summary

Please select the grassed area(s) on the map



© Crown copyright and database rights 2017 OS 1000185... esri

Search for an address or postcode and click on the asset which requires maintaining. The map will only allow you to select an asset that is maintained by CBC.



Location Case Details Contact Details Summary

### What is the issue with the grass?

Problems with the grassed area(s)

- Grass not cut
- Poor quality cutting
- Area left untidy after cutting

Additional information

Add additional notes HERE! These will be seen by the response team.

Cancel Previous Next

Here you can create a case on behalf a resident by selecting Yes below

Location Case Details Contact Details Summary

Are you contacting us on behalf of somebody else?

No  Yes

Name  
**Mrs Jane Norris**

Address  
**Chorley Borough Council  
Civic Offices  
63 - 65 Union Street  
Chorley  
Lancashire  
PR7 1AL**

Email  
**jane.norris@chorley.gov.uk**

Phone  
**07505 084771**

Preferred Contact  
**E-mail**

Cancel Previous Next

Search for the resident's address by selecting [Try another address](#)

Location Case Details **Contact Details** Summary

Are you contacting us on behalf of somebody else?  
 No  Yes

Please tell us who you are contacting us on behalf of.

Name \*  
Emma Marshall

Email Address  
jane.norris@chorley.gov.uk

Phone Number  
01257515151

Address:  
**Chorley Borough Council  
Civic Offices  
63 - 65 Union Street  
Chorley  
Lancashire  
United Kingdom  
PR7 1AL**

If this is not the correct address you can [try another address](#) or [enter address manually](#).

Preferred contact method:  
 Do Not Contact  E-mail  Telephone

Cancel Previous Next

You can add an attachment or photograph by selecting [Click here](#) under File attachment

Location Case Details Contact Details **Summary**

**Grass**

1 area selected

1. **GM\_3690**

- Location: Land to Sides & Rear of Civic Offices, Adjacent Stanley Place & Byron Street, Chorley
- Maintenance schedule: 3 Weeks

**Problem**

- Grass not cut

**Additional Information**

Add additional notes HERE! These will be seen by the response team.

**Contact On Behalf Of**

Emma Marshall  
51 Redwood Drive  
Chorley  
Lancashire  
PR7 3BW  
Email: jane.norris@chorley.gov.uk  
Phone: 01257515151  
Preferred Contact: E-mail

**Service Level Agreement**

We aim to have resolved your request no later than 15 April 2020

**Notification**

Send case progress notifications?

- Email to jane.norris@chorley.gov.uk
- SMS to 07505 084771
- No notifications

**File attachment**

If you would like to upload files in support of your case, please [click here](#).

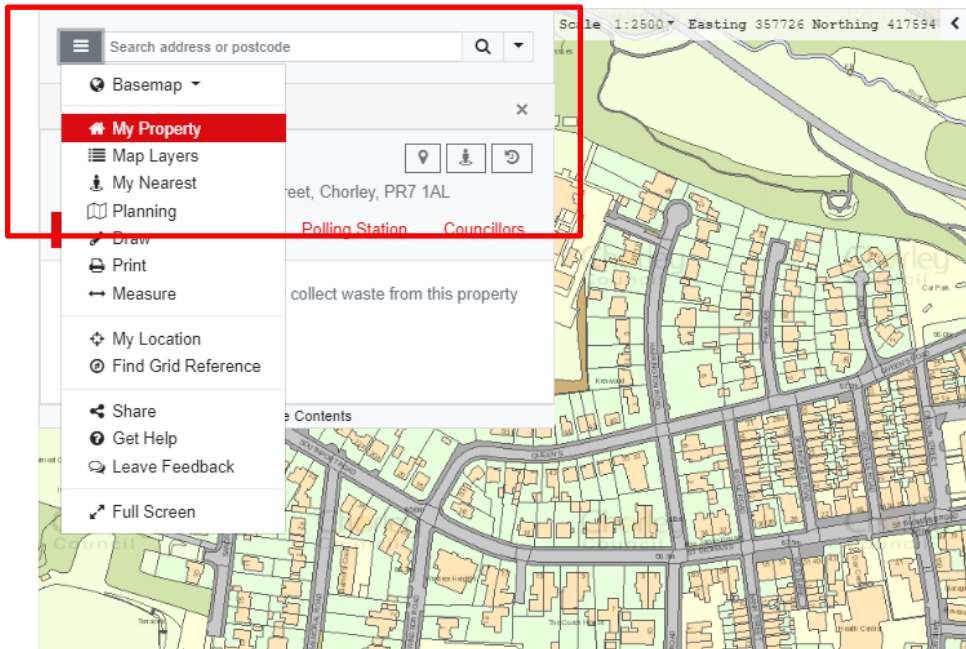
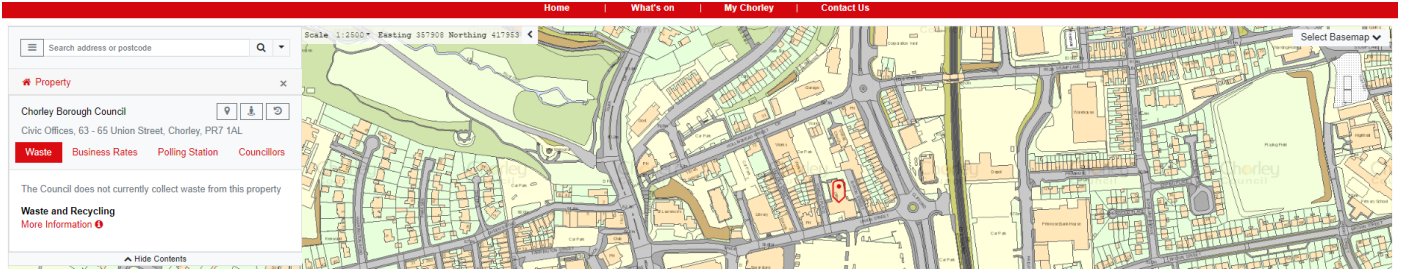
Once you submit the case you will receive an email or SMS from [MyAccount@chorley.gov.uk](mailto:MyAccount@chorley.gov.uk) and also receive updates when notes are added or the case is closed.

The case and its status can be viewed in case history on your account. Even if you reported it on behalf of a resident.

## MY CHORLEY

My Chorley is the Councils main mapping system which holds a variety of information and layers relating to properties.

The map will zoom to the location of the customer selected in my account. You can view bin collections, councillors by selecting them from the menu.



### Search

To search for a different address select search and enter the address or postcode of the property.

### Search



Layer selection tab

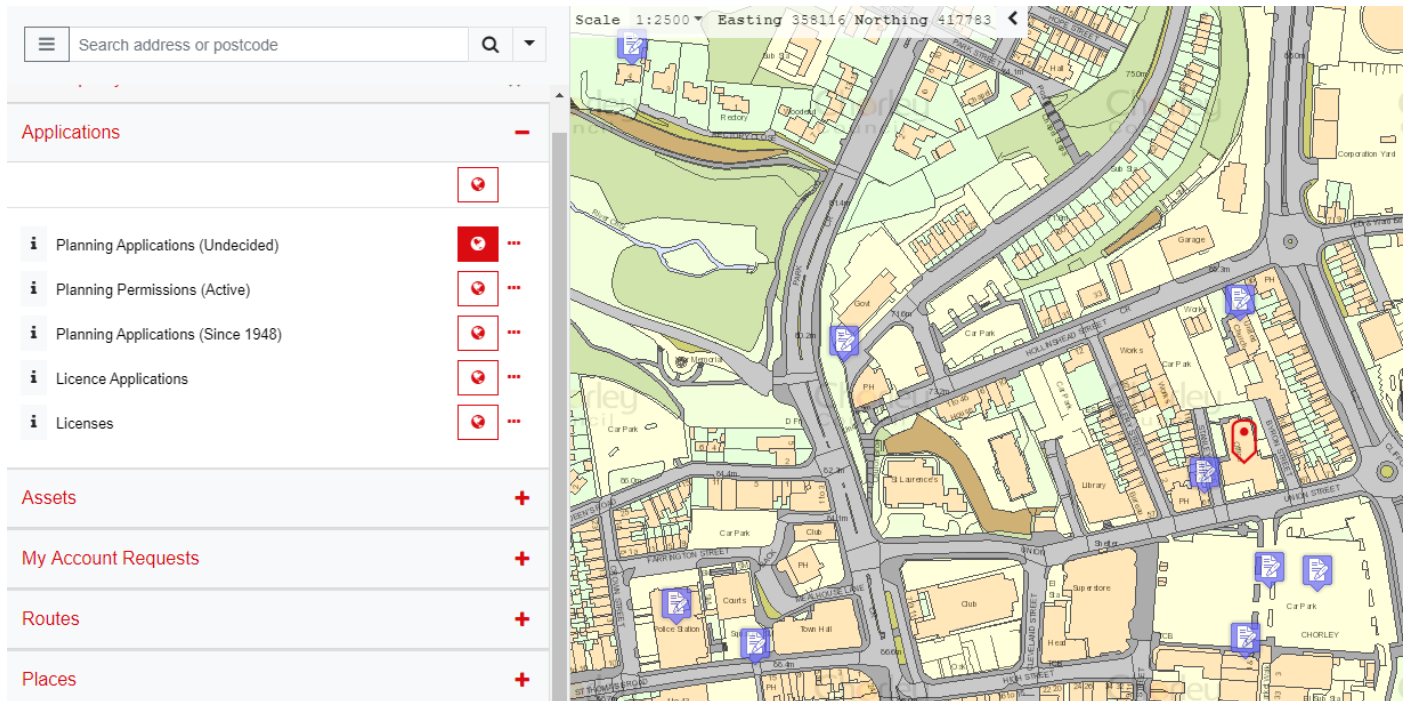
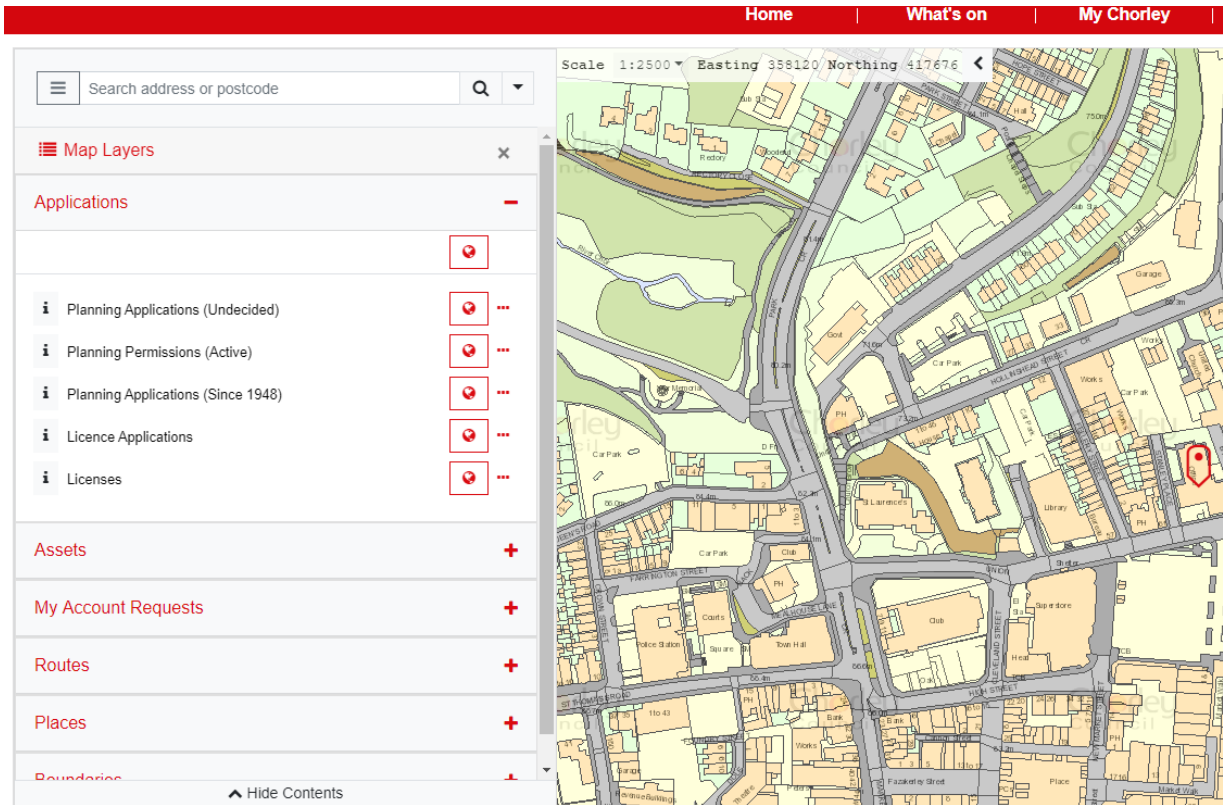


Will turn on and off the various layers



# Applications

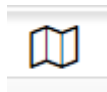
This will add layers for planning and licensing applications.



Several options are available, each one can be selected and deselected by expanding the tabs.

View planning applications, Assets, existing service requests etc.


## Planning weekly list



To view the Planning weekly list select the folder icon. More information opens up Planning Online.



Select the icon to zoom to the application site on the map.

Select the  case reference to go to the application on Planning Online.



Select the map icon for more information. If there are several applications relating to the selected property you will see an arrow in the corner which will display all the applications.


Application information is displayed

The screenshot shows a map interface with a popup window titled "Planning Applications (Undecided) (1 of 3)". The popup contains the following information:





- REFERENCE** 5/1/00669
- PROPOSAL** Change of use from dwellinghouse to h.w. stores and lecture room for church leds brigade.
- ADDRESS** Water Street Chorley
- STATUS** Under Consideration
- ISSUED DATE**
- VALID DATE** 26/10/1954
- EXPIRY DATE**
- Full Details** [More Information](#) ⓘ

At the bottom of the popup, there is a "Zoom to" button. The popup window has a red border and a close button (X) in the top right corner. A blue arrow icon is visible on the map, pointing to the location of the application.

## More information

More Information 

Takes you to Planning Online where documents and comments can be viewed

 Search ▾ 
  My Profile ▾ 
  Login 
  Register

### Planning – Application Summary

 [Help with this page](#)

5/1/00669 | Change of use from dwellinghouse to h.w. stores and lecture room for church leds brigade. | Water Street Chorley

 Track 
  Print

To view documents associated with this application, please click the documents tab below.

[Details](#)
[Comments \(0\)](#)
[Constraints \(0\)](#)
[Related Cases \(1\)](#)
[Map](#)
[Documents \(0\)](#)



---



[Summary](#)
[Further Information](#)
[Contacts](#)
[Important Dates](#)



Reference	5/1/00669
Alternative Reference	-
Application Validated	Tue 26 Oct 1954
Address	Water Street Chorley
Proposal	Change of use from dwellinghouse to h.w. stores and lecture room for church leds brigade.
Status	Awaiting decision




There are 0 documents associated with this application.



There are 0 cases associated with this application.

 Search address or postcode  ▾

 Planning 

Week Ending Friday 03/04/2020  Validated 


Filter « Ward »  « Parish »  

**Application no.**  
20/00312/PDE  

**Case Officer**  
 Eleanor McCleary - 01257 515176


**Ward**  
 Adlington And Anderton


**Proposal**  
 Notification of a proposed single storey rear extension (conservatory) measuring 4.5m in depth, with eaves height of 2.25m, and a maximum height of 3.34m (following demolition of existing conservatory)

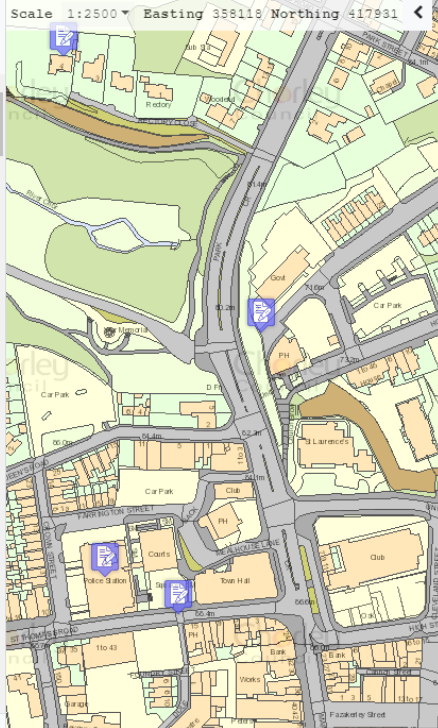
**Location**  
35 Westhoughton Road Adlington Chorley PR7 4EU 

**Applicant**  
 Mrs Lisa Ashworth - 35 Westhoughton Road Adlington Chorley PR7 4EU

**Agent**  
 Mr Peter Entwistle - 40 Queensway Euxton Chorley PR7 6PW

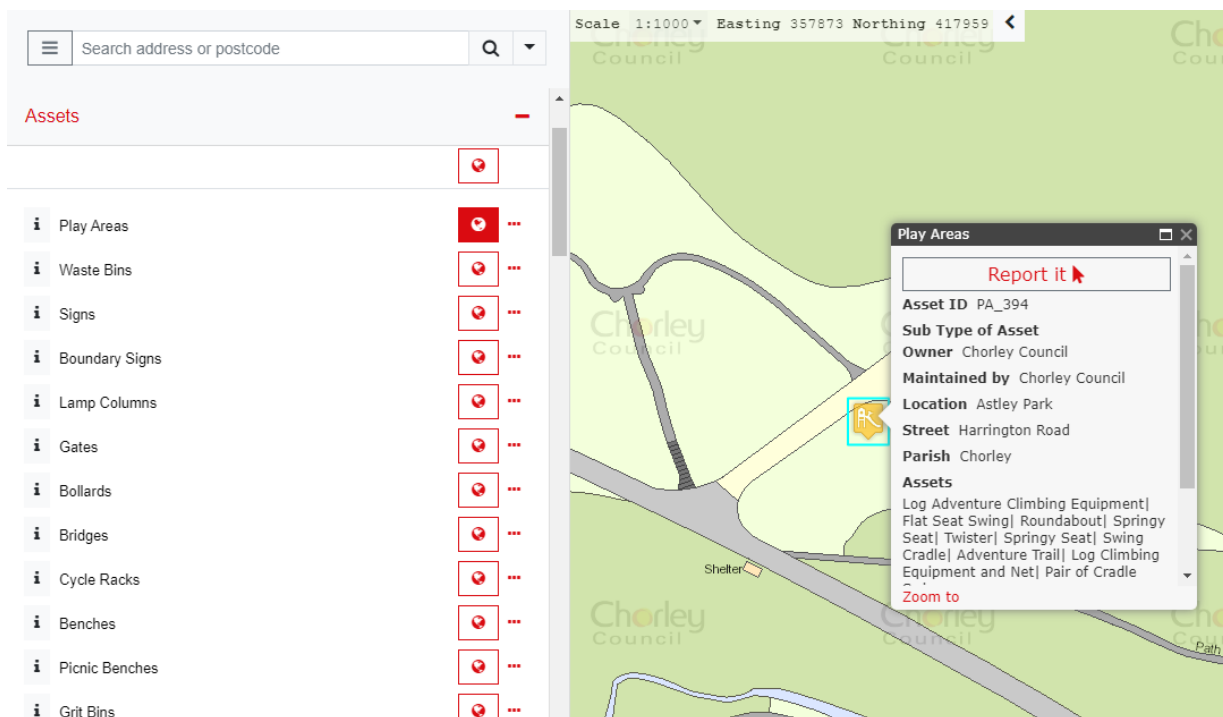
 Hide Contents

Scale 1:2500 ▾ Easting 358118 Northing 417931 



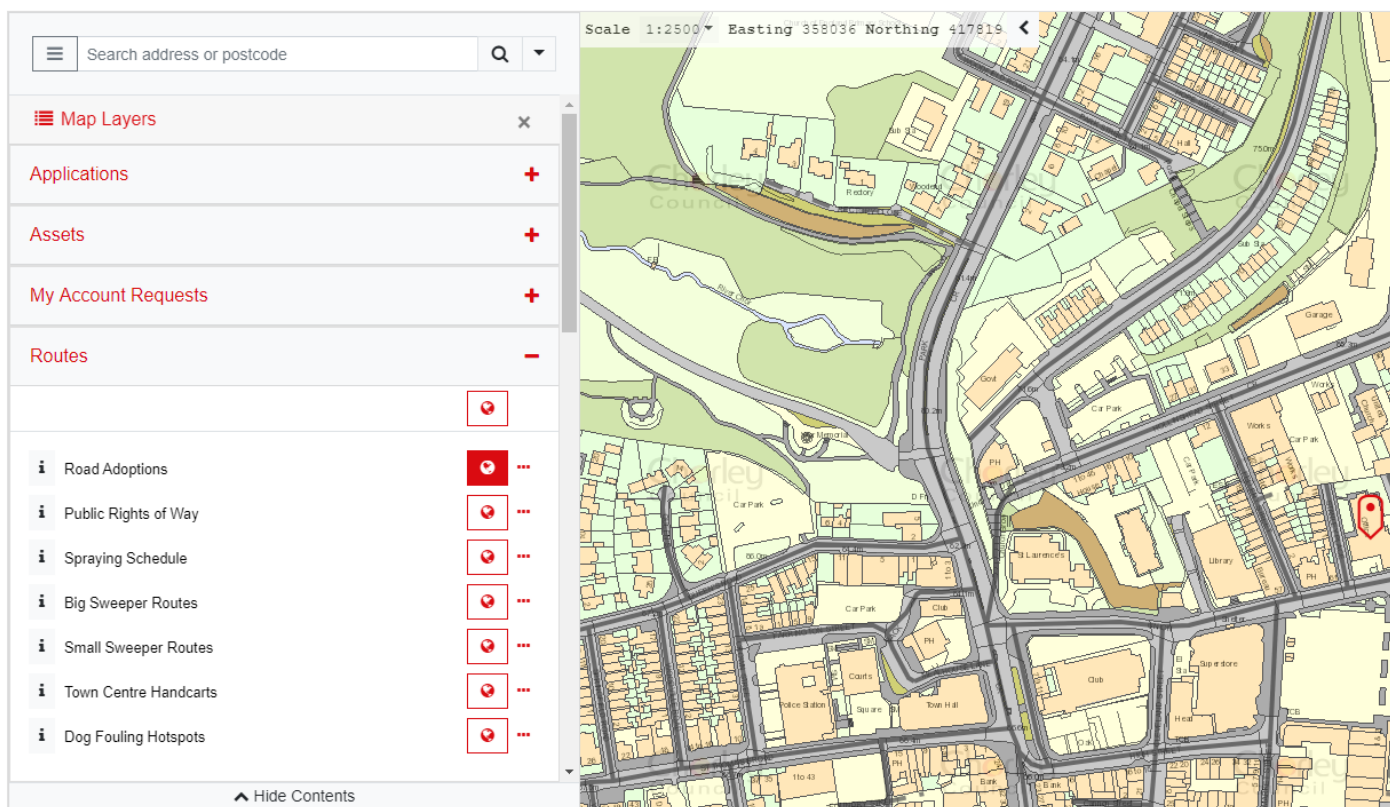
## Assets

This will add layers for Chorley Council assets. From here you can select the asset on the map to view the asset information including next maintained date and schedule information.



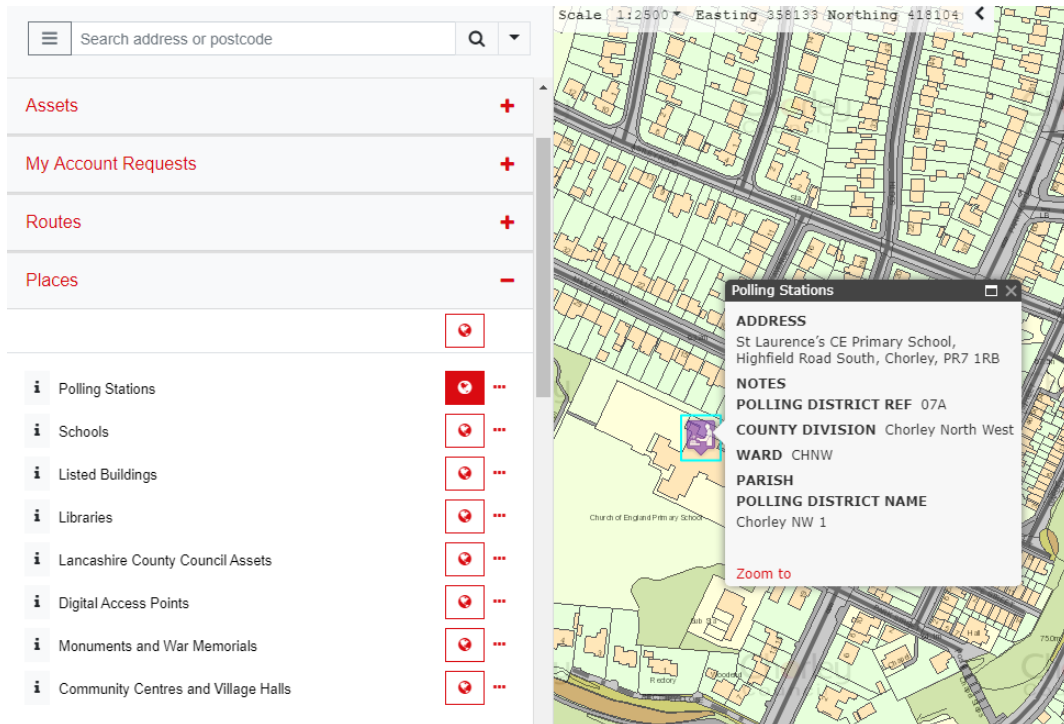
## Routes

This will add layers such as Road adoptions, sweeper routes and public rights of way.



## Places

This will add layers such as Polling Stations, Schools and Listed buildings.



## Boundaries Tab

This will add various layer to the map such as land ownership and TPO's. It is possible to select more than one at once.

