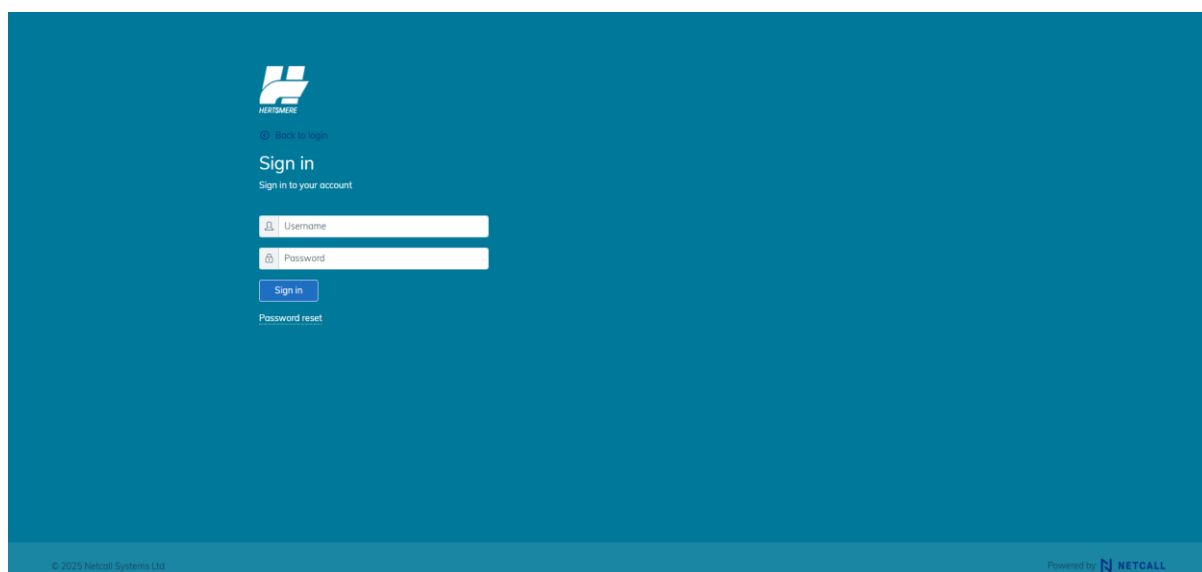


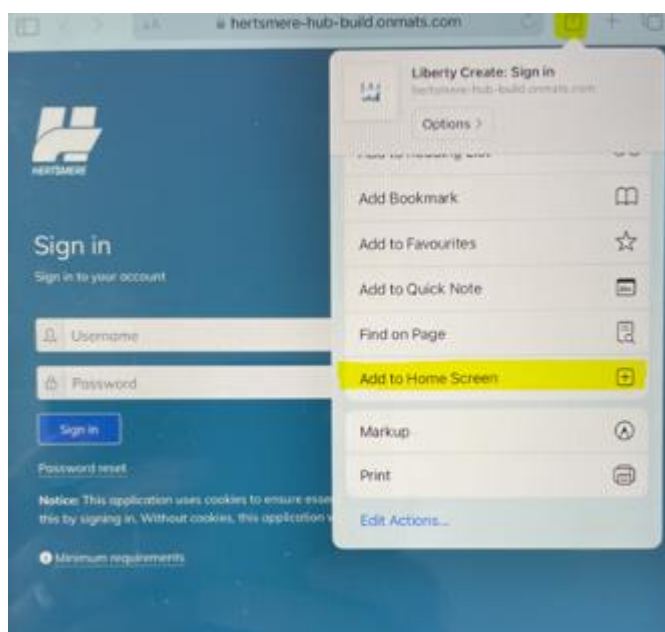
Councillor portal

Councillor guide

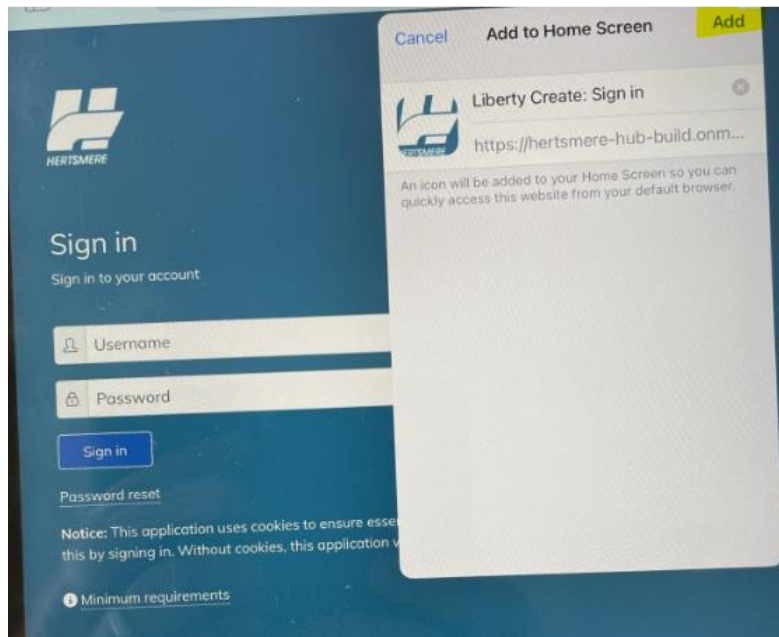
1. You will be sent a link that will take you this screen.



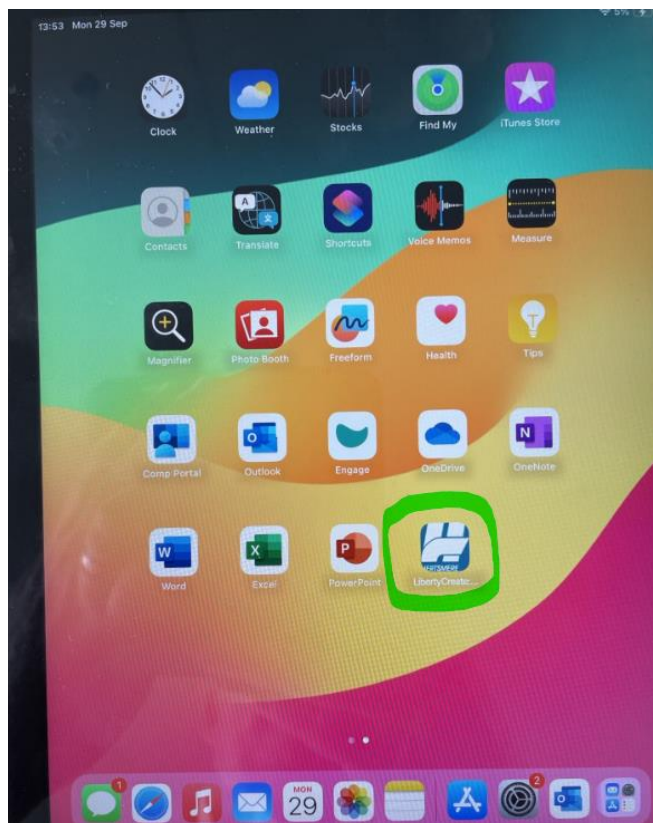
To create a shortcut link/ app on your iPad at the top of the screen click on the square with the arrow up and then “Add to Home Screen”



Then select add

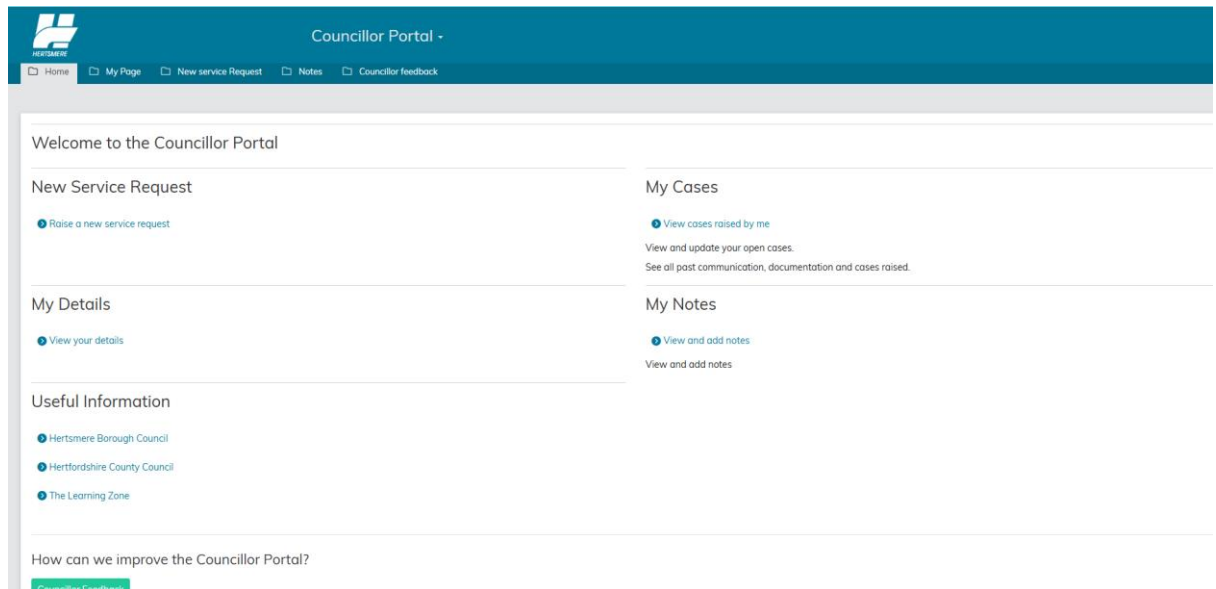


This will add a shortcut link/app to your iPad

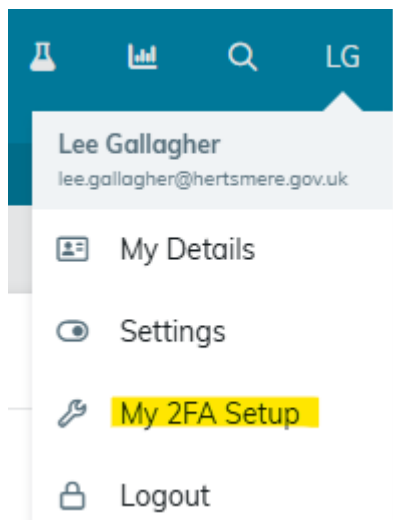


When you click on this link your username will be your email address for example cllr.lee.gallagher@hertsmere.gov.uk and your password will have also been sent to you and can be changed once you login.

2. When you sign in you will see the below homepage



3. In the top right hand side of the screen you go to the initials and select “My 2FA Setup”



You need to

- a) toggle on Email
- b) Send a test code (this will send a test code to your Councillor email)
- c) Enter the test code received, within two minutes, press verify and once verified
- d) Press continue

Set up Two Factor Authentication

Two Factor Authentication (2FA) adds a higher level of security to your account by using a second device - usually your phone - to verify that you are the correct user.

Email
Enabled?



1. Update your email address

lee.gallagher@hertsmere.gov.uk

Update

2. Send a test code

Send authentication code

3. Input the code received

Enter the 6 digit number in the email

Verify



4. New Service Request

Councillor Portal -

Home My Page **New service Request** Notes Councillor feedback

New Service Request

New Service Request

- Clir Fly-Tipping
- Clir Street Cleansing
- Clir Graffiti
- Clir Abandoned Vehicles
- Clir General Enquiry
- Clir Waste Services

Councillors can add service requests for the services listed.

For Cllr General Enquiry you can raise a case for any service listed in Appendix A and upload files/ photos against that case.

Cllr General Enquiry

[Cancel Case](#)

Details about the issue and relevant service area

Description *

Service Area *

Please select...

Upload files

Description Document [Add new](#)

By proceeding, you confirm that you have understood and accept our [Corporate Privacy Notice](#)

[Submit](#)

This will generate an email to the service area who will have service level agreement SLA of 5 working days to reply and update the case.

Any cases that are not responded to within SLA will generate a reminder email to the service area.

5. My Cases

Councillor Portal -

[Home](#) [My Page](#) [New service Request](#) [Notes](#) [Councillor feedback](#)

My Page

Case Reference

Category

[Submit](#)

Filter by Deadline

Overdue 0

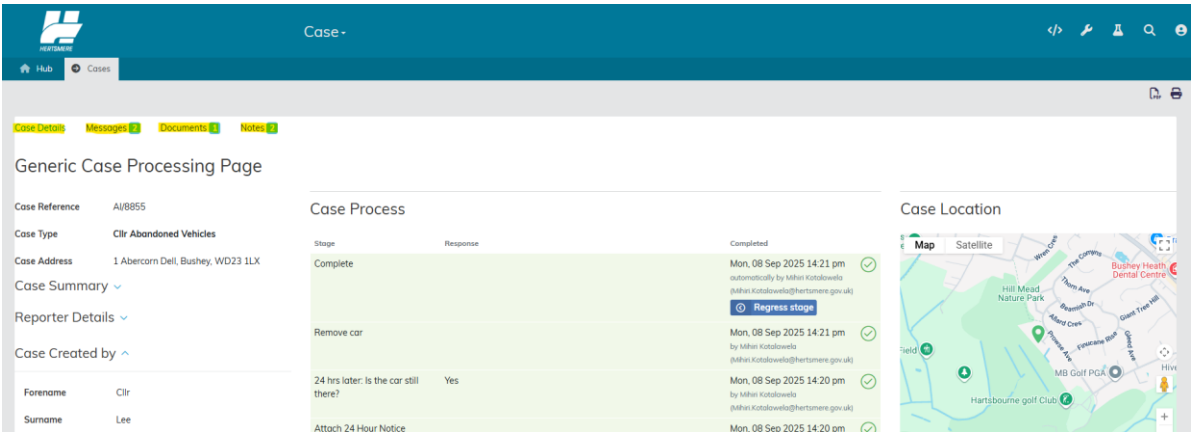
Deadline 2 days away 0

Deadline more than 2 days away 0

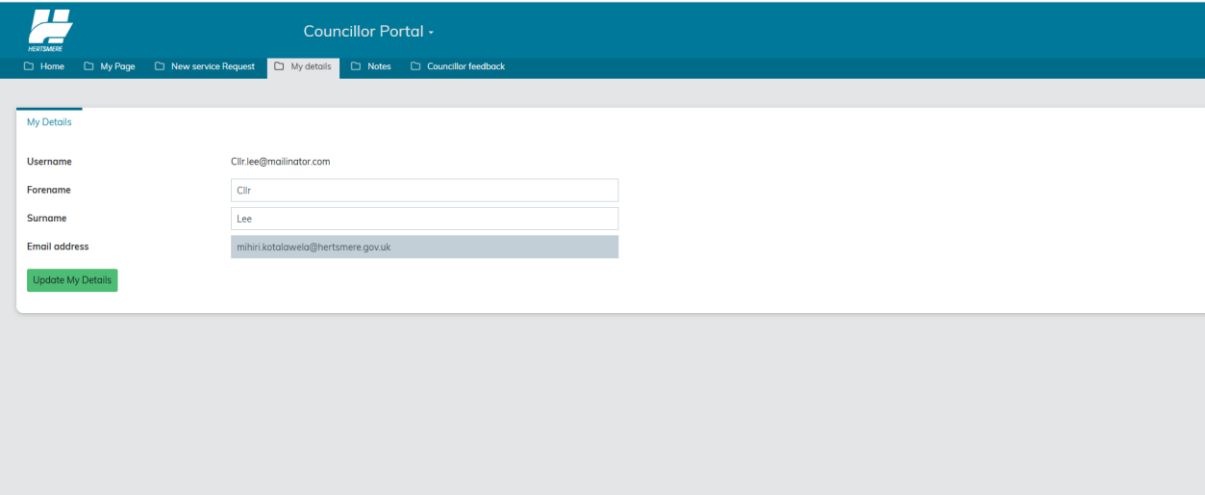
Reference	Category	Raised Date	Deadline Date	Case Status	Current activity
AI/8858	Cllr Street Cleansing	Mon, 08 Sep 2025 15:37 pm	Fri, 12 Sep 2025	Cancelled	Where is the issue?
AI/8857	Cllr Fly Tipping	Mon, 08 Sep 2025 15:24 pm	Fri, 12 Sep 2025	Cancelled	-
AI/8856	Cllr Fly Tipping	Mon, 08 Sep 2025 15:22 pm	Fri, 12 Sep 2025	Cancelled	What is in the fly-tip?
AI/8855	Cllr Abandoned Vehicles	Mon, 08 Sep 2025 14:16 pm	Mon, 08 Sep 2025	Completed	-
AI/8854	Cllr Graffiti	Mon, 08 Sep 2025 12:07 pm	Fri, 12 Sep 2025	Completed	-
AI/8853	Cllr Street Cleansing	Mon, 08 Sep 2025 11:52 am	Fri, 12 Sep 2025	Completed	-
AI/8852	Cllr Street Cleansing	Mon, 08 Sep 2025 11:37 am	Fri, 12 Sep 2025	Active	What is the issue?
AI/8851	Cllr Fly Tipping	Mon, 08 Sep 2025 11:24 am	Fri, 12 Sep 2025	Completed	-
AI/8850	Cllr Fly Tipping	Mon, 08 Sep 2025 11:03 am	Fri, 12 Sep 2025	Completed	-
AI/8849	Cllr Fly Tipping	Mon, 08 Sep 2025 10:27 am	Fri, 12 Sep 2025	Cancelled	What is in the fly-tip?
AI/8848	Cllr Abandoned Vehicles	Mon, 08 Sep 2025 10:07 am	Mon, 08 Sep 2025	Cancelled	Confirm Tax, MOT and insurance status
AI/8845	Cllr Street Cleansing	Fri, 05 Sep 2025 15:58 pm	Thu, 11 Sep 2025	Cancelled	Where is the issue?
AI/8844	Cllr Fly Tipping	Fri, 05 Sep 2025 14:24 pm	Thu, 11 Sep 2025	Cancelled	What is in the fly-tip?

Councillors can view all the cases they have raised and see the status of each case.

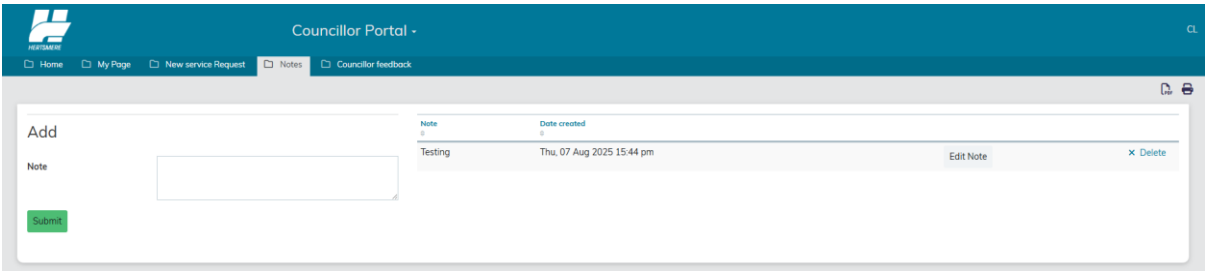
When you select a reference number it will take you into the case where you can see any messages, documents and notes on that case.



6. My Details

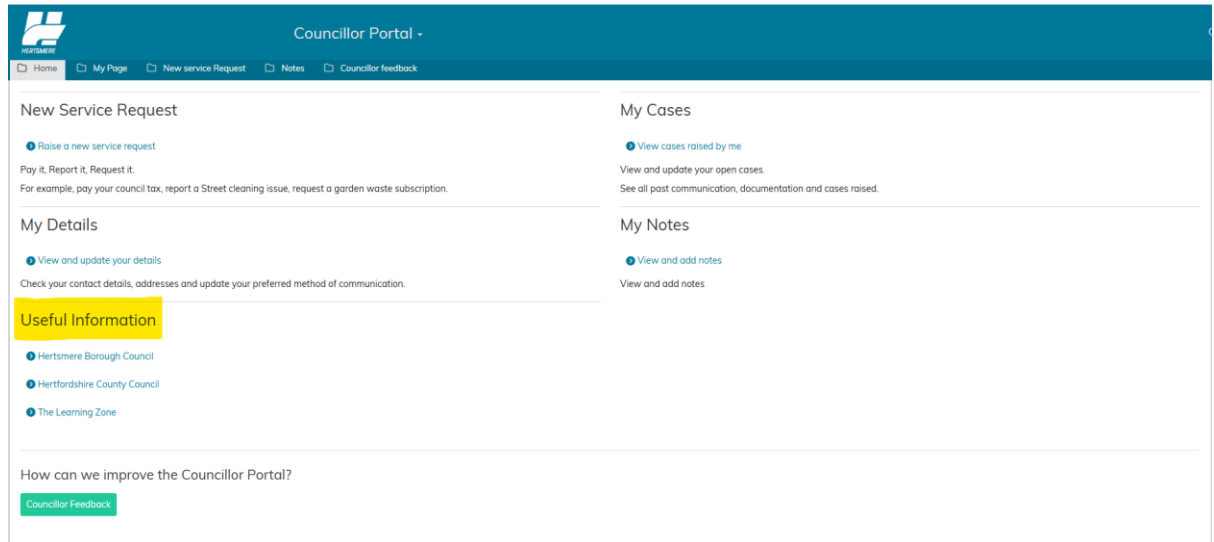


7. My notes



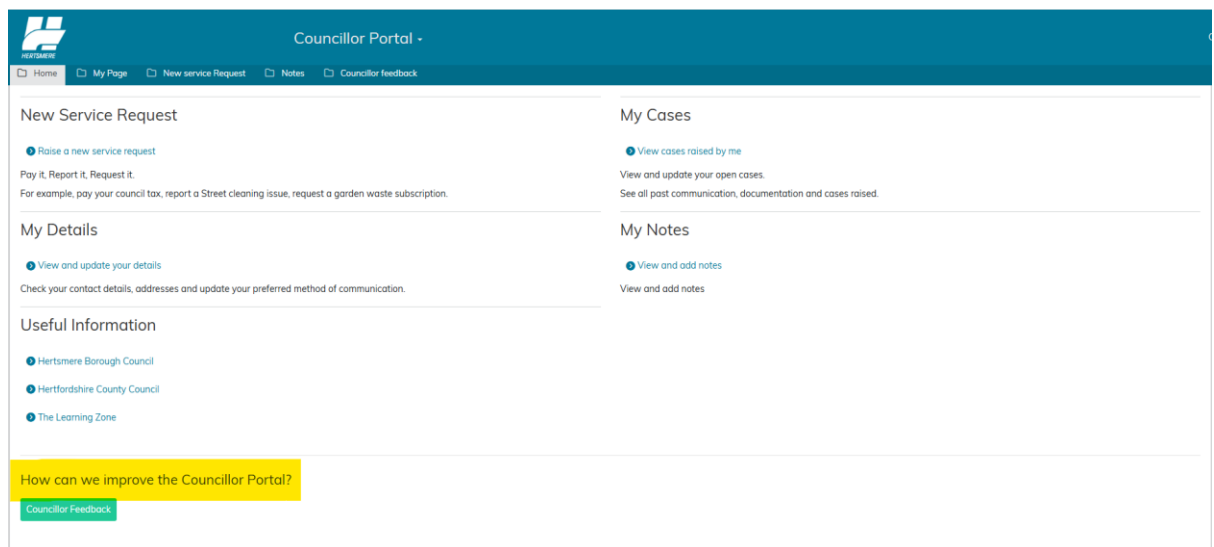
You can add your own notes to the system

8. Useful Information



There are links to other useful websites and systems. If you would like any others please complete the feedback form.

9. Councillor feedback



Councillor Portal -

Home My Page New service Request Notes Councillor feedback

Councillor Feedback

Were you able to do what you wanted on the portal? *

☐ Yes ☐ No

How useful was the portal? *

Please select...

● scale of 1 to 5, 1 being the least and 5 being the most

How would you improve this?

[Submit feedback](#)

You can provide feedback on the portal.

Officer guide

10. Officer process

When a Councillor raises a Cllr General Enquiry case an email will be sent to the email address associated with the service area selected in shown in Appendix A.

The service level agreement for Officers to respond to Councillor cases raised is 5 working days.

The email will look like similar to the below

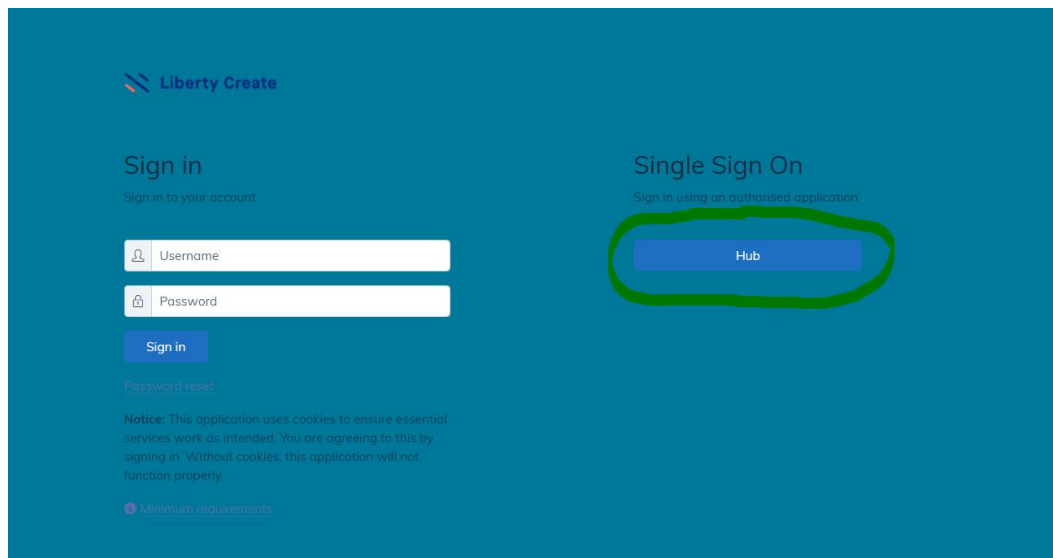
General Enquiry submitted with the Reference Number [AI/9140](#) on Fri, 26 Sep 2025 14:44 pm
 Description: Testing emails
 Service Area: Customer Services

Councillor Details

Title: Cllr
 First Name: Cllr
 Last Name: Lee
 Email Address: mihiri.kotalawela@hertsmere.gov.uk
 Mobile Number: 07515710977

Kind regards
 Cllr Lee

11. When you click on the case reference number this will take you to a log in page, **press Hub**



Liberty Create

Sign in

Sign in to your account

[Sign in](#)

[Password reset](#)

Notice: This application uses cookies to ensure essential services work as intended. You are agreeing to this by signing in. Without cookies, this application will not function properly.

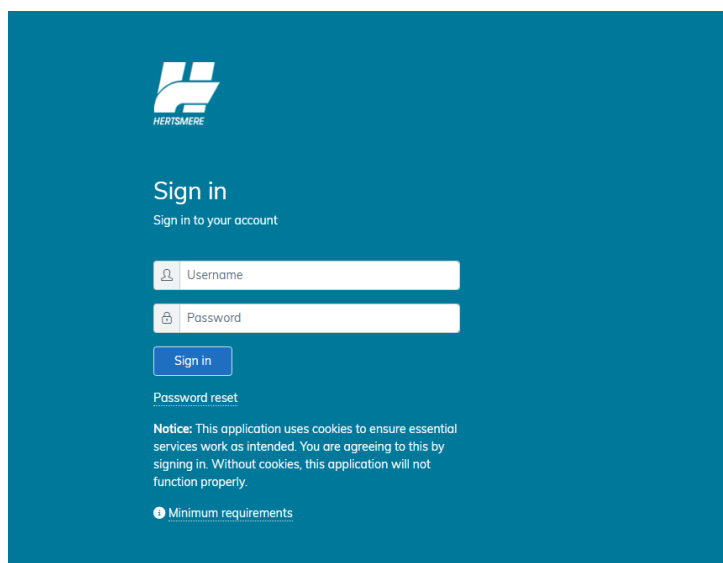
[Minimum requirements](#)

Single Sign On

Sign in using an authorised application

[Hub](#)

Then login using your login details



HERTSMERE

Sign in

Sign in to your account

[Sign in](#)

[Password reset](#)

Notice: This application uses cookies to ensure essential services work as intended. You are agreeing to this by signing in. Without cookies, this application will not function properly.

[Minimum requirements](#)

12. The service need to either
- Assign to the correct service area, if the Councillor has not picked the correct service, please read the **NOTE** before doing this, or
 - Provide a resolution/ response to the case within 5 working days. Whatever is typed in this box will go into the email response to the Councillor and press complete.

Case Process

Stage	Response	Completed
Awaiting resolution	<p>NOTE : If you assign the case to a different service area, please close the window. You don't have to add anything under 'Resolution' or complete the case</p> <p>Assign to correct service Area</p> <p>This case was raised by a councillor, you need to provide a resolution which will be included in the case completed email.</p> <p>Workings days since date created 0</p> <p>Resolution deadline Tue, 14 Oct 2025 12:47 pm</p> <p>Resolution *</p> <div></div> <p>Complete</p>	
Start		<p>Tue, 07 Oct 2025 12:47 pm automatically by -1146 ()</p> <p></p>

Dear Cllr Lee

Thank you for submitting a report on Fri, 26 Sep 2025 14:44 pm.

Your case reference number AI/9140 has now been completed.

The officer added the following resolution:

Whatever is typed in this box will go into the email response to the Councillor

Kind regards

- c) If a response is not provided within 5 working days a reminder email is sent

The 5 working day SLA for councillor enquiries has been breached on this case.

General Enquiry submitted with the Reference Number **Case Reference** on **Date created**

Description: **Summary**

Service Area: **Service Area**

Councillor Details

Title: **Title**

First Name: **Forename**

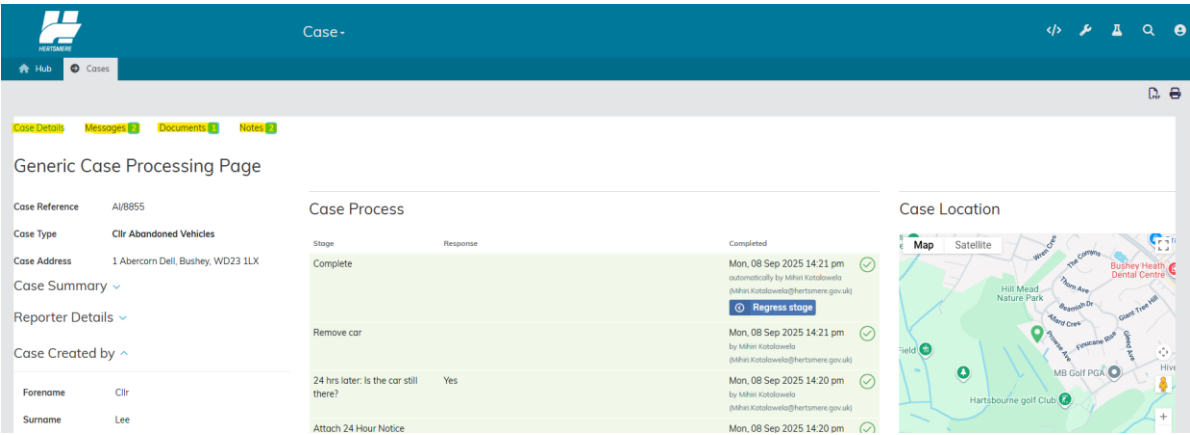
Last Name: **Surname**

Email Address: **Email address**

Mobile Number: **Mobile number**

Kind regards

- d) Councillors will have visibility of documents, messages and any notes added to cases they have raised



- e) A report can be generated to look at Cllr General Enquiry cases raised and numbers of breached cases by service area.

Cllr General Enquiries

From: To:

	Total enquiries raised by Councillors	Closed enquiries within SLA	Open enquiries still within SLA	Closed enquiries SLA breached	Open enquiries SLA breached
Asset Management	10	8	6	0	2
Binwells	5	1	4	0	0
Council Tax	6	1	5	0	0
Customer Services	10	6	4	0	0
Engineering	1	0	1	0	0
Information Digital Services	1	0	1	0	0
Street Services - Asset collection	1	0	1	0	0
Street Services - Bin delivery	1	0	1	0	0
Street Services - Clinical Waste	1	0	1	0	0
Street Services - General Enquiry Compliance Dept	1	0	1	0	0
Street Services - General Enquiry Street Scene	1	0	1	0	0
Street Services - Pothole Control	1	0	1	0	0
Street Services - Special Collection	1	0	1	0	0
Street Services - Supermarket work	1	0	1	0	0
Street Services - Trade Waste	1	0	1	0	0

Appendix A- List of email addresses general enquiries are sent to

Asset management	asset.management@hertsmere.gov.uk
Benefits	benefits@hertsmere.gov.uk
Community Services	community.services@hertsmere.gov.uk
Corporate Communications	corporate.communications@hertsmere.gov.uk
Council Tax	Revenues@hertsmere.gov.uk
Customer Services	Customer.services@hertsmere.gov.uk
Democratic Services	Democratic.Services@hertsmere.gov.uk
Electoral Services	electoral.registration@hertsmere.gov.uk
Engineering	Engineering.services@hertsmere.gov.uk
Environmental Health	environmental.health@hertsmere.gov.uk
Finance	sundry.debtors@hertsmere.gov.uk
Garages	garages@hertsmere.gov.uk
Housing – Homeless	homeless.prevention@hertsmere.gov.uk
Housing – Housing Options	housing.options@hertsmere.gov.uk
Housing – Private sector	private.sector@hertsmere.gov.uk
Housing – Temporary Accommodation	temporary.accommodation@hertsmere.gov.uk
Human Resources	Human.Resources@hertsmere.gov.uk
Information Digital Services	is.servicedesk@hertsmere.gov.uk
Legal	legal.department@hertsmere.gov.uk
Licensing Services	licensing.services@hertsmere.gov.uk
Parking Services	CPZ@hertsmere.gov.uk
Parks	Parks@hertsmere.gov.uk
Planning	members.planning@hertsmere.gov.uk
Planning Enforcement	Enforce.planning@hertsmere.gov.uk
Planning Trees	Planning.Trees@hertsmere.gov.uk
Street Scene- General Enquiry Street Scene	Street.Scene@hertsmere.gov.uk