

MyAccount – Guidance for new users

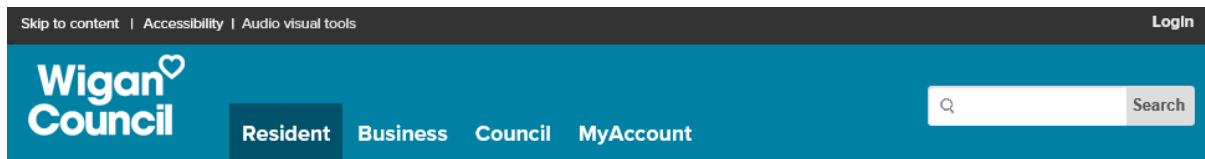
How to register for a MyAccount and resetting your password

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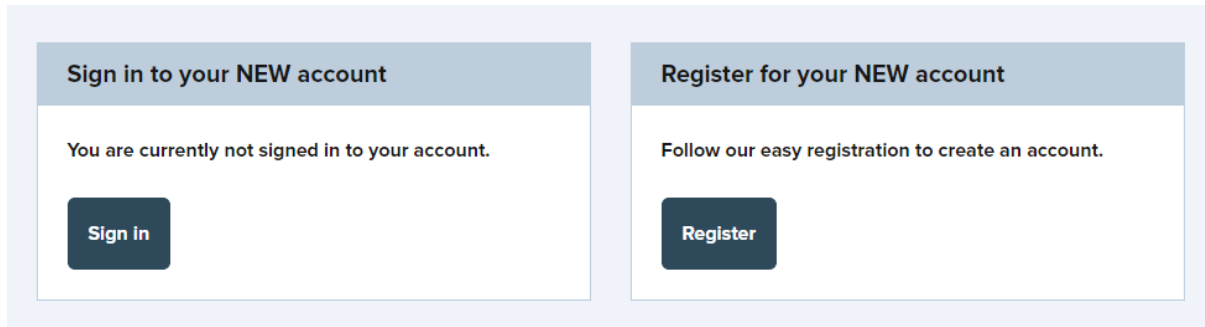
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Register for a new MyAccount

From www.wigan.gov.uk click Login in the top right-hand corner of the page.



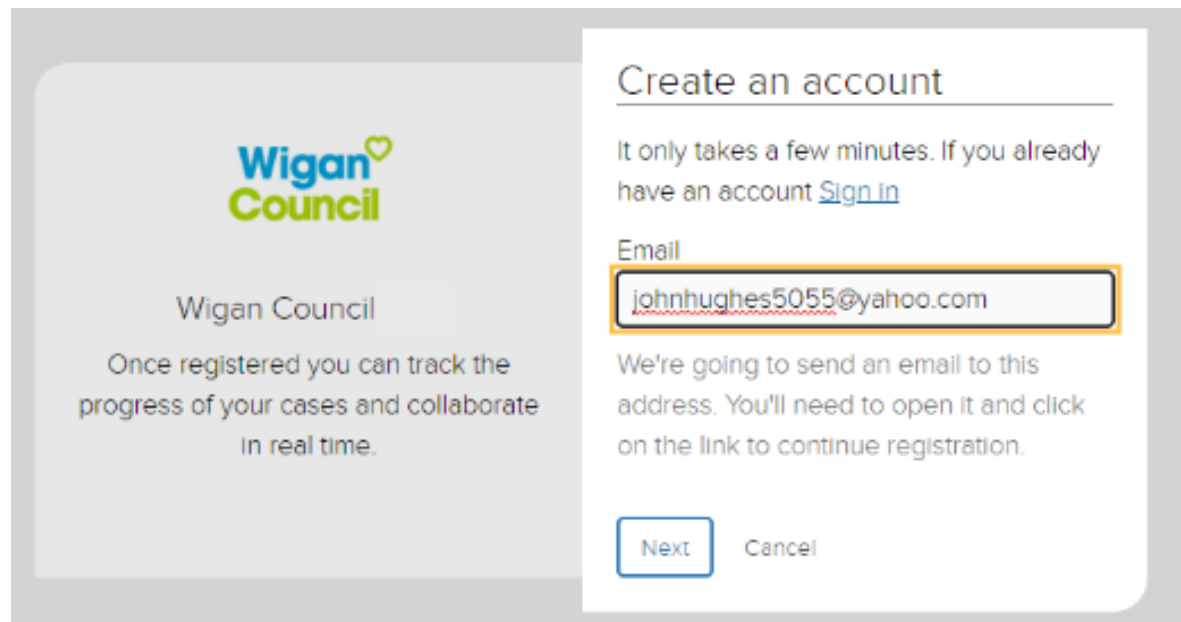
Then click 'Register', to register for a new account.



You will be taken to a new screen and prompted to enter your email address.

This is the email that your account will be registered to.

Enter your email address in the blank field, then click 'Next'.



Wigan Council

Wigan Council

Once registered you can track the progress of your cases and collaborate in real time.

Confirm your email

Before you can continue you'll need to confirm your email address.

Click the link in the email we sent to **johnhughes5055@yahoo.com** to continue registration (it might take a few minutes to arrive and don't forget to check your spam folder).

[Resend Email](#) [Cancel](#)

An email will be sent to the email address entered. You will need to open it and click on the 'Confirm email address' to continue registration. Please remember to check your spam folder if the email is not received.

Wigan Council

To continue setting up your account with Wigan Council UAT please confirm your email address by clicking the button below.

For security reasons and to receive updates on our services, it's important that we have an accurate valid email address.

Confirm Email Address

You will be taken to a new screen to complete the registration process and create your account. You will need to fill in your details and create a password.

The screenshot shows a registration form titled "Create an account" for Wigan Council. On the left, the Wigan Council logo is displayed above the text "Wigan Council" and "Once registered you can track the progress of your cases and collaborate in real time." The main form area contains the following fields and elements:

- Title (optional)**: A text input field.
- First name**: A text input field.
- Middle names (optional)**: A text input field.
- Last name**: A text input field.
- Postcode**: A text input field with a "Find" button to its right.
- Telephone (optional)**: A text input field.
- Create a password**: A text input field with a "SHOW" button to its right.
- Min 8 characters, at least 1 upper and 1 lowercase character, 1 symbol and 1 number**: Password requirements text.
- I agree to the [Privacy Policy](#).
- Create Account**: A blue button at the bottom.

For the postcode field, enter your postcode and click 'Find'.

A close-up view of the "Postcode" field. The text "WN1 1YN" is entered into the input field, which is highlighted with a yellow border. A red dashed underline is visible under the first two characters "WN". To the right of the input field is a "Find" button.

Postcode
WN1 1YN Find

Select an address
2 addresses found

- Town Hall, Library Street, Wigan, WN1 1YN
- Wigan And Leigh Register Office, Town Hall, Library Street, Wigan, WN1 1YN

Create a password
SHOW

Min 8 characters, at least 1 upper and 1 lowercase character, 1 symbol and 1 number

I agree to the [Privacy Policy](#)

Create Account

Select your address by clicking on the arrow (drop down menu) and clicking on the appropriate address.

For security reasons, your password must contain:

- A minimum of 8 characters,
- At least 1 upper and 1 lowercase character,
- 1 symbol, and
- 1 number.

Click the checkbox to agree to our privacy policy and select 'Create account'.

You have now successfully created your MyAccount. Click 'Sign in' to access your newly created account.

Wigan Council

Wigan Council

Once registered you can track the progress of your cases and collaborate in real time.

Account created

You have successfully created your account.

Sign In


MyAccount

Sign In to your account

You are currently not signed in to your account.

[Sign In](#)

Use your email address and MyAccount password to Sign into your account.



Wigan Council

Once signed in you can track the progress of your cases and collaborate in real time.

Sign in

Don't have an account? [Register](#), it takes less than a minute.

Email address

Password

 [SHOW](#)

[Problems signing in?](#)

[Sign In](#)

You have now successfully created and signed in to your MyAccount and can begin using the service.

MyAccount

Hello, John Hughes

Keep track of your activities and details right here.

Your personal details

[Change your details](#)

[Change your password](#)

[Sign out](#)

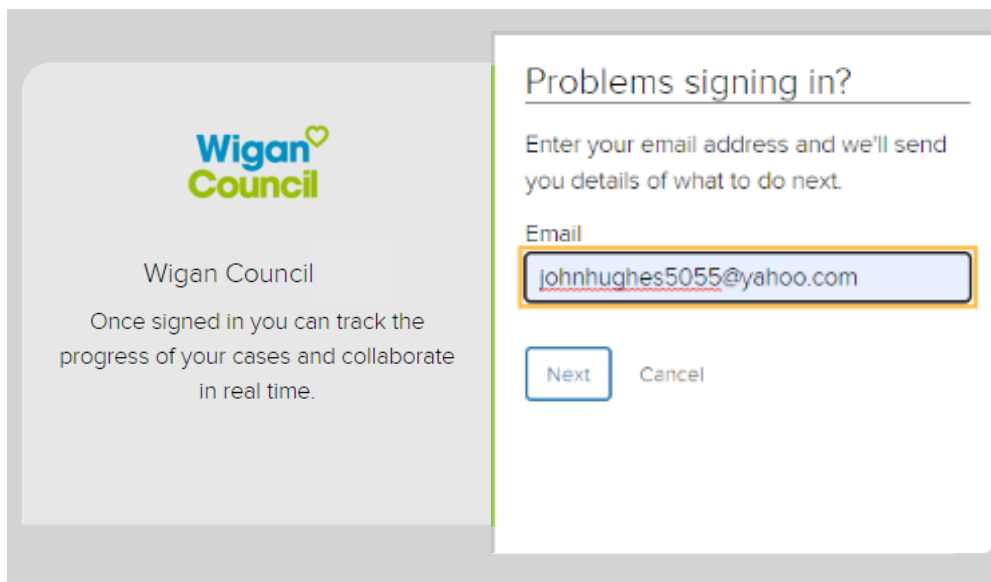
Your contact details

Town Hall
Library Street
Wigan
WN1 1YN

Reset your password

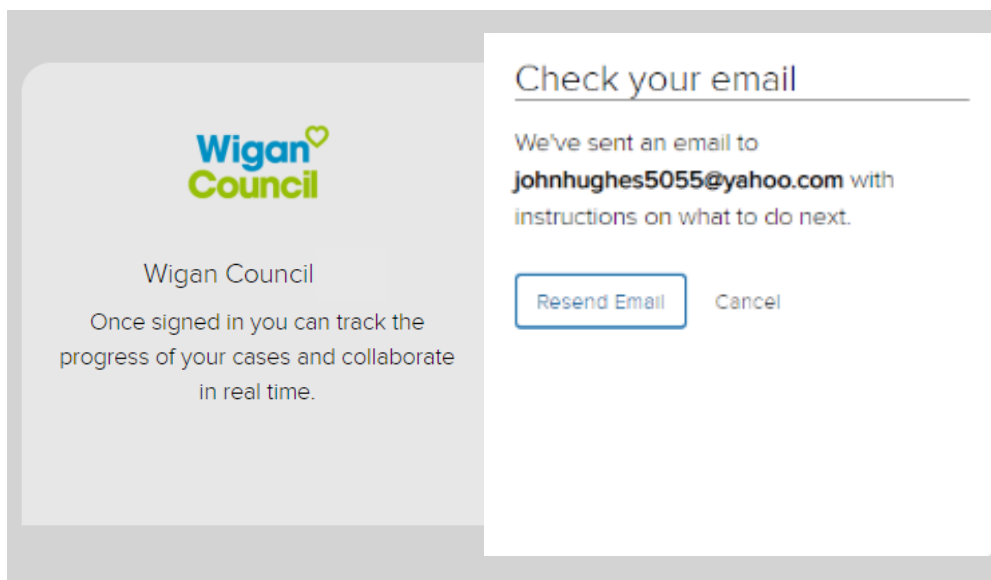
To reset your password. Click 'Problems signing in' from the [log in page](#).

Enter the email address you used to create your account. Then click 'Next'.



The screenshot shows a web form titled "Problems signing in?". On the left, the Wigan Council logo is displayed above the text "Wigan Council" and "Once signed in you can track the progress of your cases and collaborate in real time." The main form area contains the instruction "Enter your email address and we'll send you details of what to do next." Below this is an "Email" label and a text input field containing "johnhughes5055@yahoo.com". At the bottom of the form are two buttons: "Next" and "Cancel".

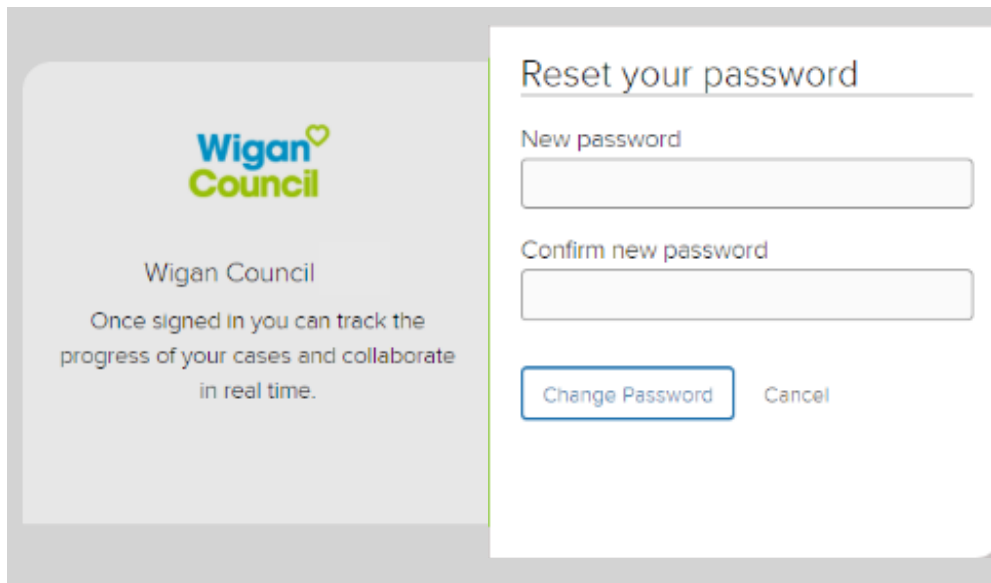
An email will be sent to your inbox with details on how to reset your password. (If you don't receive the email, you can click 'Resend email'. Don't forget to check your spam folder.



The screenshot shows a web form titled "Check your email". On the left, the Wigan Council logo is displayed above the text "Wigan Council" and "Once signed in you can track the progress of your cases and collaborate in real time." The main form area contains the instruction "We've sent an email to johnhughes5055@yahoo.com with instructions on what to do next." Below this are two buttons: "Resend Email" and "Cancel".

Click 'Password reset' in the email you receive.

Enter your new password and confirm your new password, then click 'Change password'.



The screenshot shows a web interface for resetting a password. On the left, there is a grey sidebar with the Wigan Council logo (a blue heart above the text 'Wigan Council') and a message: 'Wigan Council. Once signed in you can track the progress of your cases and collaborate in real time.' The main content area is white and titled 'Reset your password'. It contains two text input fields: 'New password' and 'Confirm new password'. Below these fields are two buttons: 'Change Password' (highlighted with a blue border) and 'Cancel'.

You have now successfully updated your password and can log in to your account using the new password.