

Logging an enquiry on an Android device

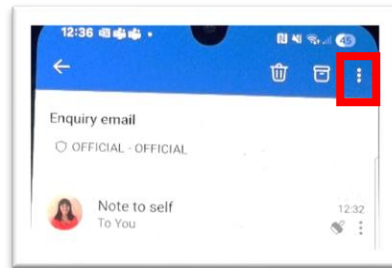
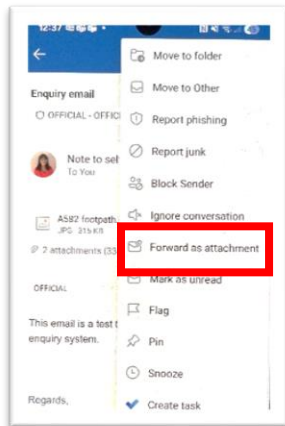
Saving an email/attachment to OneDrive

In order to be able to upload an email or an attachment as supporting documentation into an enquiry that you are logging in the enquiry system, you first need to save the email to OneDrive. Due to Microsoft security restrictions, to be able to save an email to OneDrive, you must first forward it to yourself as an attachment.

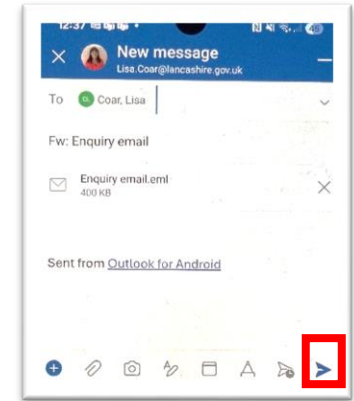
1. Open **Outlook** on your **Android** device, and select to **open** the email

Saving an email

1. Click on the **3 dots** at the top right of the email screen
2. Select **Forward as attachment** from the menu



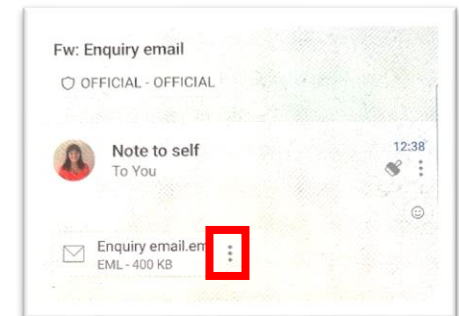
3. Enter your own name in the **To box** and then press **Send**



Saving an attachment

1. Open up the email that you have just forwarded to yourself
2. Select the **3 dots** to the right of the attached file

Be careful not to click on the actual attached file – it needs to be the 3 dots



3. Select **Storage account**
4. Select your **OneDrive** account, which will have a **blue cloud** and your email address
5. The attachment will now be saved into the **Attachments** folder of your **OneDrive** account ready for uploading into the Council Enquiry system

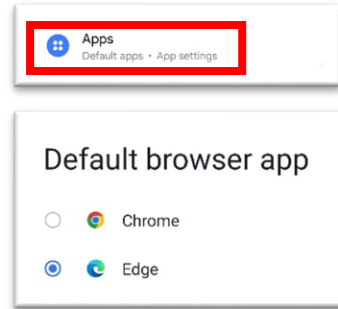
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Logging an enquiry

To use the enquiry system on a mobile device, the default browser must be set to Edge. Follow these steps to make sure that Edge is your default browser.

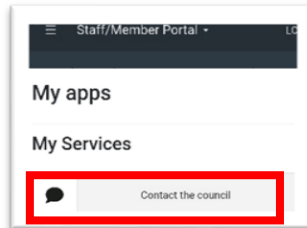
Setting up your default browser

1. Open up **Settings**
2. Tap **Apps**
3. Tap **Choose default apps**
4. Tap **Browser app** at the top
5. Select the **Edge** checkbox



Logging an enquiry

1. Launch the **Council Enquiry System** (Staff Portal)
2. Select **Contact the council**



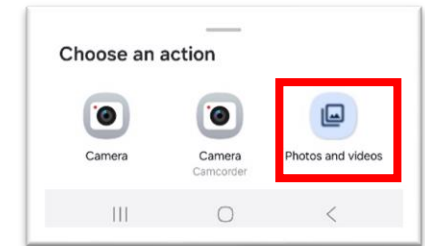
3. Choose type of feedback **Enquiry** and then **Next**
4. Complete the enquiry field details, as appropriate

Adding the saved file in to the enquiry

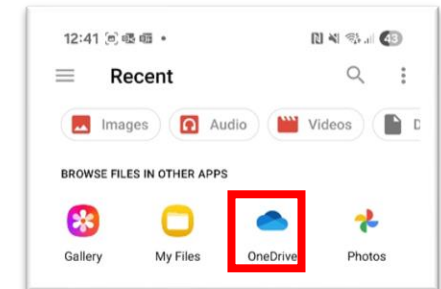
1. At the add attachment stage, click on the **Drag and Drop files or Click to browse files** button



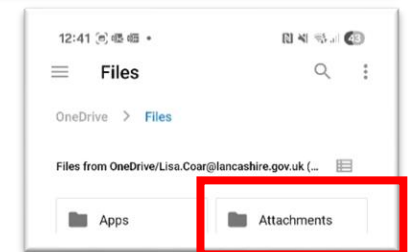
2. Choose **Photos and videos** from the list of actions



3. Now select **OneDrive** from the section labelled "**Browse files in other apps**"



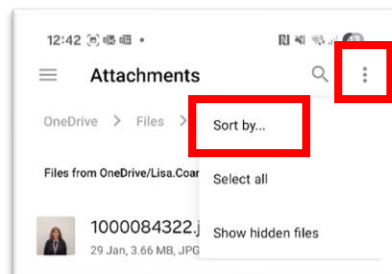
4. Choose Files and then select the **Attachments** folder



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The attachments folder will display its contents in alphabetical order. To find the file that you have just saved, it might be easier to change the sort order to Date modified. To do this:

5. Click the **3 dots** at the top right corner of the screen and choose **Sort by...**
6. Select **Modified (newest first)**
7. You should now be able to see the attachment that you saved earlier at the top of the list – select it to insert it into the enquiry that you were logging
8. Complete the rest of the enquiry and choose **Submit**
9. The enquiry is now logged, you will receive an email containing a case reference number



Viewing your enquiry requests in the enquiry system

1. Launch the **Council Enquiry System** (Staff Portal)
2. Select the **3 lines** at the top left of this screen
3. Select **My Requests** from the menu
4. A list of all your outstanding enquiries will be displayed
5. You can select the **Reference number** link to review any of your enquiries in more detail
6. Use the tabs across the top to view messages, add notes and upload more documents as required

