# Logging an enquiry on an iPhone 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.

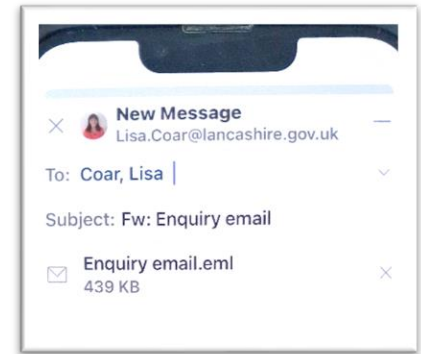1. Open **Outlook** on your **iPhone** device, and select to **open** the email

Saving an email

1. Click on the **3 dots** at the very top of the email screen
2. Select **Forward as Attachment** from the menu
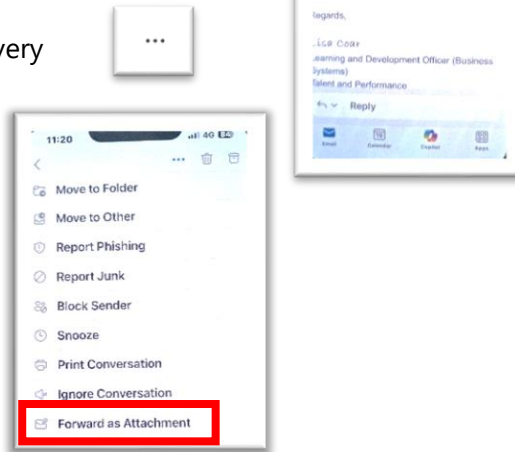
3. Select include to include all attached files with the email

4. 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 attachment (.eml file) to open this up
3. Select the **Upload** icon top right

4. Choose **Save to Account**
5. Select your **Onedrive**

The attachment will now be saved into the **Attachments** folder of your **OneDrive** account ready for uploading into the Enquiry system.

Please note: Before you will be able to upload this attachment in to the Enquiry system, you will need to launch OneDrive on your phone and complete authentication (which should happen automatically as soon as you launch OneDrive)
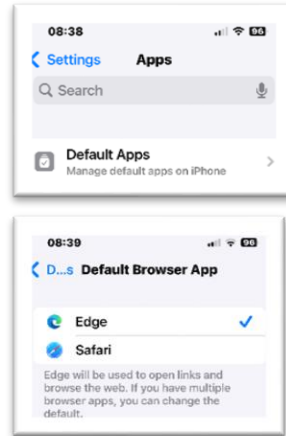
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Logging an enquiry

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.
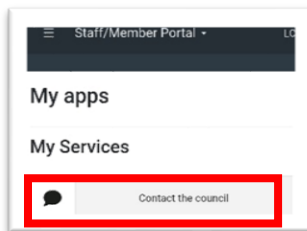
Setting up your default browser

1. Open up **Settings**
2. Scroll down and Tap **Apps**
3. Tap **Default apps**
4. Tap **Browser app**
5. Select **Edge**
6. Close Settings

Logging an enquiry

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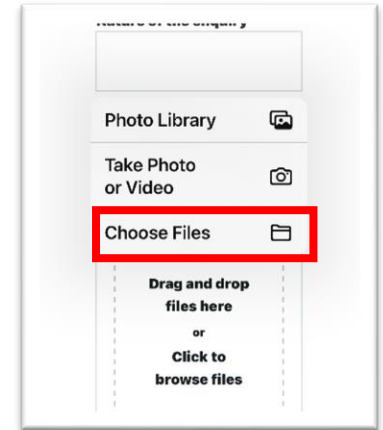2. Select **Contact the council**

3. Choose type of feedback **Enquiry** and then **Next**

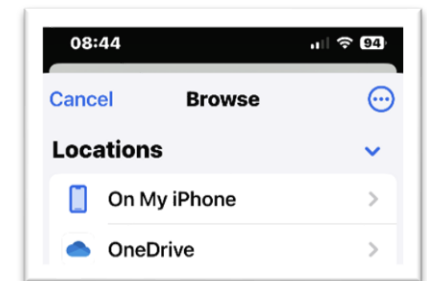4. Complete the enquiry field details, as appropriate

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
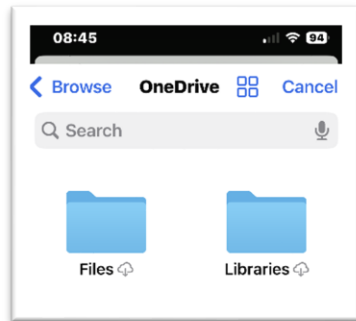

2. Select **Choose Files** from the list of actions
3. Select **Browse** at the bottom right

4. In locations choose **OneDrive** and then select the **Files** folder
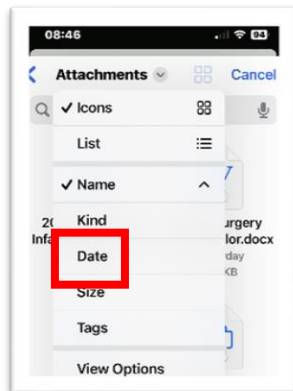

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5. Then select the **Attachments** folder (you may need to scroll to find this folder)

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:
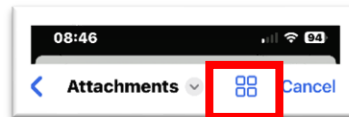
6. Select the **4 square** icon top right and change to **Date**

7. You should now be able to see the attachment that you saved earlier at the top of the list – select it and then choose **Open** 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