

Using the 'Love Clean Streets' app

Love Clean Streets

Love Clean Streets is a phone based app that enables you to quickly report environmental and highways issues to Lancashire County Council

Setting up

1. The "Love clean streets" app will appear on your desktop
2. Once installed tap to open - you will see the welcome screen – tap **Next** at the bottom to read through all of the introduction pages or **skip** at the top
3. Tap either **Allow** or **Allow when using the app** to confirm that the app can use the device location
4. The screen will zoom to your location on a map
5. Tap the **Person icon** in the lower right hand corner of the screen
6. Enter your **Corporate** LCC email – tap on the **VALIDATE** button
7. Go to your email inbox on a **corporate** PC or Laptop and click on the **link** in the love clean streets email to confirm registration on the app
8. Return to the App and tap **Confirmed**
9. The app on your device will now show as **Confirmed** and you can tap to set how you wish to receive **notifications** – by **email** or via the **app**
10. You will now receive an alert regarding the app sending you notifications, tap **Allow**
11. You can now choose to view recent notifications, view the privacy policy and other help documents, if required



Reporting an issue

1. Open the app by tapping on the icon
2. Tap, the red **Pointer** icon in the lower left hand corner to view the map
3. The map will centre on your location - move the map around until the red pointer is at the area of concern, if needed
Press 1 finger on the screen and move the map around or 'Pinch' 2 fingers to zoom in and out.
4. Tap the **green banner** across the bottom of the screen "**Start report at this location**" – the location shown on the map.



5. Tap to take a photo of the issue or use an existing photo or **continue** with no photo - if you choose to use an existing photo you will have to confirm access to your phones files
6. The nearest address will be shown – tap the **arrow** to the right of the address to return to the map if you need to change location – the 'what3words' tag will also be shown. Exact location details can be added in the description box
7. Tap **Category** and choose from the drop down list – pick from the **sub list**
8. Enter up to 500 characters in the **brief description** box to explain what the issue is
9. **Save** the report to send later or tap "**Send**" – you will be asked to tap send again to confirm
10. A message will pop up on the screen confirming that the issue has been reported and confirming the reference number
11. Tap **View** or **Dismiss** as appropriate
12. A red number will appear next to the person icon – this confirms the number of recent notifications you have received about issues reported



View existing issues reported

You will receive emails to your LCC corporate account with details of the issues you have submitted via Love Clean Streets but you can also manage your reports via the app

1. From the home screen tap the **clipboard** icon at the bottom of the screen
2. You will have four options -



My Reports – here you can see all the issues you have reported - tap on a specific one to see more details

Saved Report – this is a list of any issues you have saved and not yet submitted – you can carry on and complete the submission from here or delete them

Nearby Report – This is a list of issues that have been reported in your locale

Loved Reports – all the positive issues that have been raised in your locale

3. Tap the **Information** icon to get access to the LCC external web page and news

