


MyAccount

Glasgow City Council asks customers to register to use online services through the "myaccount" system. The "myaccount" system is Scotland's national secure sign in service and is provided by the Scottish government. This allows citizens to sign in to pre-populate their requests with all their name and address information, making the process quicker and more convenient.

The "myaccount" service is a simple, secure way to access a range of Scottish public services online using just one username and password. Provided by the Improvement Service and funded by Scottish government, it is completely free and entirely voluntary. More information including a list of "Frequently Asked Questions" is available by navigating to <https://signin.mygovscot.org/home/> and clicking on "What is myaccount?".

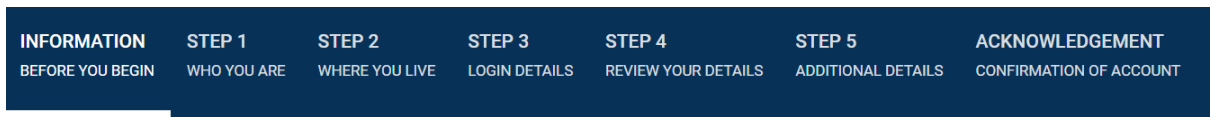
Registering for MyAccount

- Users can register by simply clicking the  button on the Home page
- From here, they can select to Register, and to register with the Yoti App. Information on MyAccount and Yoti is available here for customers to choose before proceeding



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- The Registration Process is a simple 5 step process –



- After reading the Information on MyAccount, the customer should press

START

- On the next page, the customer is required to complete their personal details – Name, a valid email address, Gender and Date of Birth. All Mandatory Fields are marked - *

- Once completed, press

NEXT STEP

- The next step asks for Address Details. Input Postcode, then

FIND YOUR ADDRESS

- Now select the appropriate House Number from the Drop Down and

USE ADDRESS

- Step 3 concerns user details – the customer can set their email address as their username, or make up another if preferred. They should then choose a password, adhering to the criteria shown over Password length and special characters. The green bar will show when the password chosen is acceptable.

When this has been done, click

NEXT STEP

- The final step shows all the customer details entered and asks them to confirm they are correct. If they are not, they can be amended by clicking

NO, I WANT TO EDIT MY DETAILS

- If the details are correct, tick the Terms and Conditions box and then

YES, MY DETAILS ARE CORRECT

- The final step asks the customer to complete any optional Details such as phone number(s) and preferred name.

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- Once completed, the customer should click

COMPLETE REGISTRATION

- This completes the registration process, the customer will be sent a Verification email to activate their account. Once this is received, click the link and the customer will receive an Acknowledgement that their account has been successfully activated.

Using MyAccount on the Glasgow City Council Website

Once the account has been activated, customers can use their account to send in requests via online forms on the website, such as Bulky Waste Uplifts, Missed Bin Requests, Pupil Absence Reporting etc. **IMPORTANT** – The Customer should always **sign in** to their MyAccount before submitting a form, other wise they will be directed back to the MyAccount homepage. This is a common mistake.

Issues with MyAccount

If customers are experiencing issues with “myaccount” then unfortunately, as the service is delivered by the Scottish Government, they will need to raise this with their helpdesk by doing the following:

- Visit <https://signin.mygovscot.org/home/>
- At the foot of the screen, click “Help”
- At the foot of the next screen, under the heading “What do you need help with?”, you will see some options.
- If none of these help, they can click the part that reads “Above sections have not answered my query” which will take them to a page showing a “CONTACT HELPDESK” button. They should click it and then the “myaccount” helpdesk will be able to assist.

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