

## **Advice on Browser Support**

Our online complaint service has been designed to support commonly used browsers running on desktop PCs, laptops, tablets and phones.

If you do experience some performance issues, we firstly recommend that you clear your cache. You can do this by going to your browser settings.

Recommended Browsers / Platforms

We recommend you use the following supported browsers / platforms:

- Google Chrome (latest version) — Windows, Mac OS X, iOS, Android
- Apple Safari (latest version) — Mac OS X, iOS
- Microsoft Internet Explorer 11+ — Windows
- Microsoft Edge (latest version) — Windows
- Mozilla Firefox (latest version) — Windows, Android
- Opera (latest version) - Window, Mac OS

If you are not using any of the combinations above, you should still be able to use the online complaints service. However, it might not display the site as designed, nor provide you with the best experience of using the website.

We would recommend upgrading your browser and operating system to the latest versions. Later versions often have higher levels of security and better functions.

Most browsers / platforms will allow you to upgrade for free and may offer automatic upgrades. Later versions often have higher levels of security and better functions.

Browsers that do not display the site properly

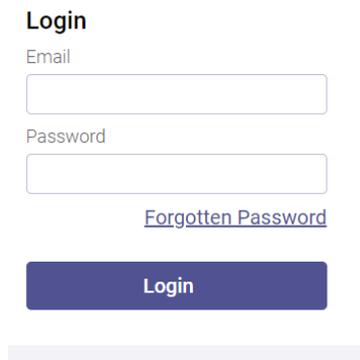
The online complaints service has been developed according to recognised standards set down by the World Wide Web Consortium (W3C). We have done this to support as wide a range of browsers as possible and allow users of all abilities (including those with a visual impairment or physical disability) to access the service.

Some browsers, particularly earlier versions, either do not or only partly support W3C standards. These browsers might not display the text and graphics properly.

## **I have forgotten my password, how can I access my account?**

If you have forgotten your password:

1. Go to the login page, click on 'forgotten password'.
2. Enter your email address on the forgotten password page.
3. You will be sent an email with instructions and a link on how to reset your password for your account.



The image shows a login form with the following elements:

- Login** (Section Header)
- Email** (Label) above a text input field.
- Password** (Label) above a text input field.
- [Forgotten Password](#) (Link)
- Login** (Button)

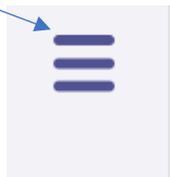
## **Why are you asking for my mobile number?**

We ask for your mobile number for security reasons, as we are using Two Factor Authentication. When you attempt to log into your account, you can choose to receive your access code via SMS (Text message) or Email Address. We also may contact you directly if we need to discuss something over the phone.

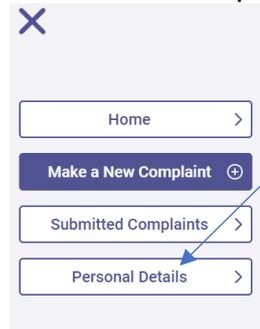
## **How do I change my personal details? (Name, address)**

Personal details can be changed by first logging into your account and viewing the Portal homepage.

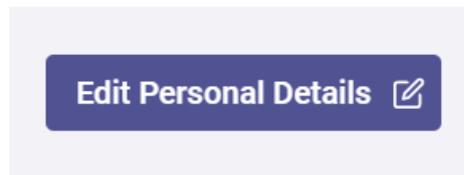
1. Click on the menu button on the top left side of the portal homepage.
2. This opens the side navigation menu.



3. Click on the 'personal details' button which opens the personal details page.



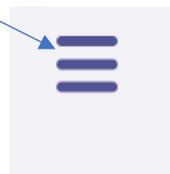
4. Click on the blue 'edit personal details' button.



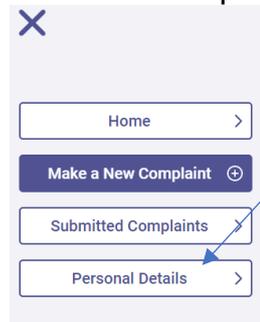
### **How do I change my password?**

Passwords can be changed by first logging into your account and viewing the Portal homepage.

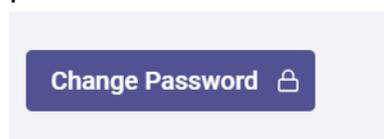
1. Click on the menu button on the top left side of the portal homepage. This opens the side navigation menu.



2. Click on the 'personal details' button which opens the personal details page.



3. Click on the blue 'change password' button.



### **I am not receiving my verification email.**

We recommend adding our address (lgo.org.uk) to your safe senders list to ensure you receive our emails smoothly.

Find [more information on how to add our address to your safe senders list](#)

If you do not receive our verification email, and have checked your spam folders, you can call our helpline and speak to one of our advisors. Our opening hours can be found at <https://www.lgo.org.uk/contact-us>

### **I want to bring my complaint to you now, why won't you allow me to register?**

We check some information about your complaint during registration. Before we can create an account for you, we need to ensure you have complained to the organisation first and you will need to give them a chance to sort out your problem. The law says that, before investigating a complaint, we must normally be satisfied you have made a formal complaint and the organisation has had an opportunity to investigate and reply.

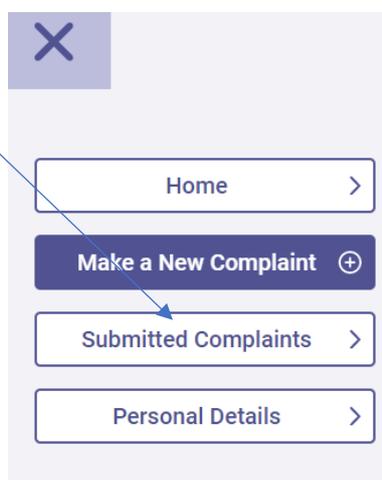
### **How long do I have to complete my online complaint?**

Once you have registered, you can save your complaint form and come back to it at any time, by clicking 'Save and Continue Later'. We recommend regularly saving your form to avoid losing any information. For security reasons, your form may time-out after 2 hours of not being saved.

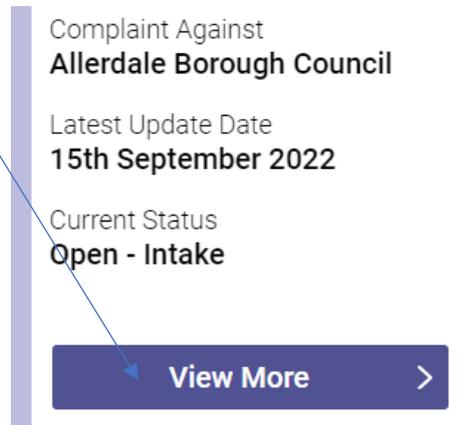
### **How can I send a message and attach my documents?**

Once we have accepted your complaint, you will be able to communicate with us via the messaging facility within your online account.

To message us, you will need to log in to your account and go to the 'Submitted Complaints' section.



Click on 'View More' for the complaint you wish to contact us about. Finally, click on 'Case Messages'.



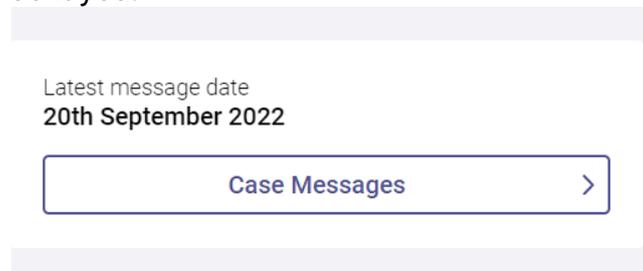
Complaint Against  
**Allerdale Borough Council**

Latest Update Date  
**15th September 2022**

Current Status  
**Open - Intake**

[View More](#) >

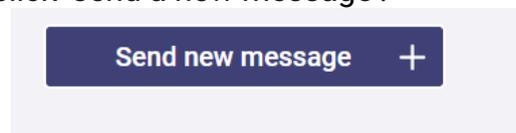
Here you will be able to send us messages, upload your documents and see any messages we have sent you.



Latest message date  
**20th September 2022**

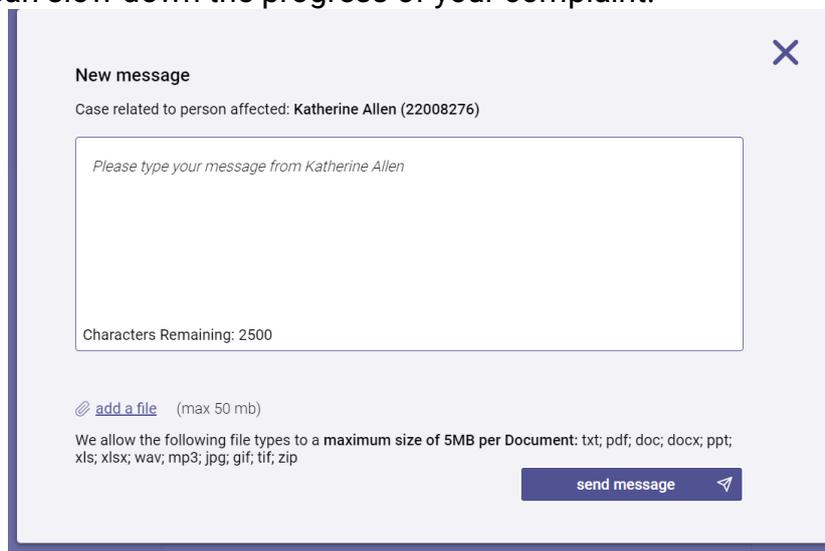
[Case Messages](#) >

To submit documents, click 'send a new message'.



[Send new message](#) +

A new message box will then open, and you can attach your documents. Please do not send any documents that we have not requested. Sending large amounts of documents can slow down the progress of your complaint.



**New message** [X]

Case related to person affected: Katherine Allen (22008276)

Please type your message from Katherine Allen

Characters Remaining: 2500

[add a file](#) (max 50 mb)

We allow the following file types to a maximum size of 5MB per Document: txt; pdf; doc; docx; ppt; xls; xlsx; wav; mp3; jpg; gif; tif; zip

[send message](#) [send icon]

## **How to scan documents using Google Drive – Android**

You can scan documents using Google Drive.

1. Open the Google Drive app.
2. In the bottom right, tap Add.
3. Tap Scan.
4. Take a photo of the document you'd like to scan. To:
  - Adjust the scan area: Tap Crop.
  - Take the photo again: Tap Re-scan current page.
  - Scan another page: Tap Add.
5. To save the finished document, tap Done.

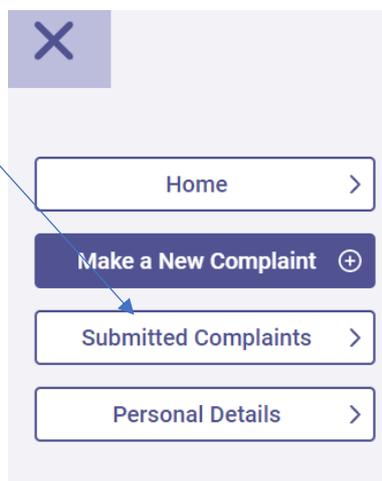
## **How to scan documents using Iphone or Ipad**

1. Open Notes and select a note or create a new one.
2. Tap the Camera button, then tap Scan Documents.
3. Place your document in view of the camera.
4. If your device is in Auto mode, your document will automatically scan. If you need to manually capture a scan, tap the Shutter button or one of the Volume buttons. Then drag the corners to adjust the scan to fit the page, then tap Keep Scan.
5. Tap Save or add additional scans to the document.

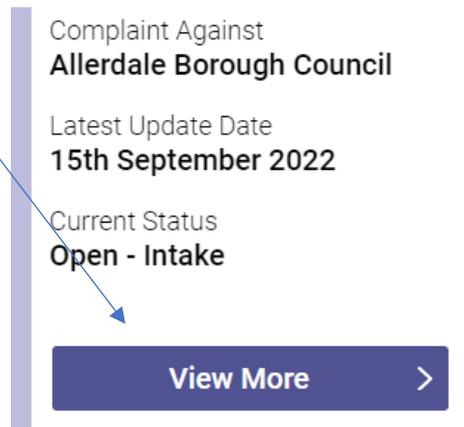
## **Do you have an email address?**

No, we do not provide an email address for new complaints or for existing online users. Once we have accepted your complaint, you will be able to communicate with us via the messaging facility within your online account.

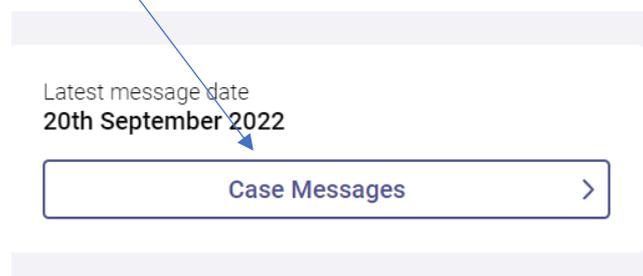
To message us, you will need to log in to your account and go to the 'Submitted Complaints' section.



Click on 'View More' for the complaint you wish to contact us about.



Finally, click on 'Case Messages'. Here you will be able to send us messages, upload your documents and see any messages we have sent you.



### **I would like to upload an email thread, how can I do this?**

There are a number of ways to do this –

- Emails can be copied and pasted a word document and attached in the form or to a message once the form has been submitted.
- You can save the emails as a file on your computer and upload this to the form or to a message once the form has been submitted.
- An email thread can be exported into a pdf document that you can upload to the form or to a message once the form has been submitted.

### **How do I download the documents that you send to me?**

The messages and documents we send to you can be found in the Case Messages section of each complaint.

All documents are sent to your account in PDF format. If you are having problems downloading them, you may need to obtain the necessary software for your device.

Please contact us if you still cannot download your documents or you would like us to send them to you in a different format.