

Mobile Election App.

How to Respond to Availability Requests.

You will receive an email like the one below.

Hello

A secure availability request has been sent to your MEA account.

To respond, please do the following:

1. Click [here](#) to log into your MEA account
2. Enter your username and password
3. Navigate to the My Requests  icon
4. Go to the Availability Requests section of the My Requests page
5. Click on the PDF icon to review the correspondence
6. Review the correspondence and close the document
7. In the acceptance column select Accept or Decline
8. Optional: add notes to your response
9. Select Finish & Save

Useful tips

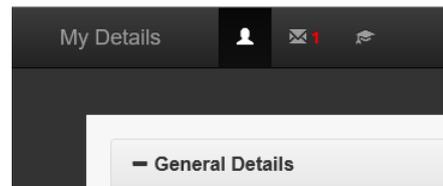
1. Your username is your email address
2. If you have forgotten your password, navigate to the MEA login screen and select the option Forgot Password and follow the onscreen prompts

If you have any difficulties accessing or responding to your secure correspondence, please see the user guide on Ipswich Borough Council Website [here](#), or please contact us.

Follow the steps in the email by clicking “[here](#)” at step one to go to the log in page.

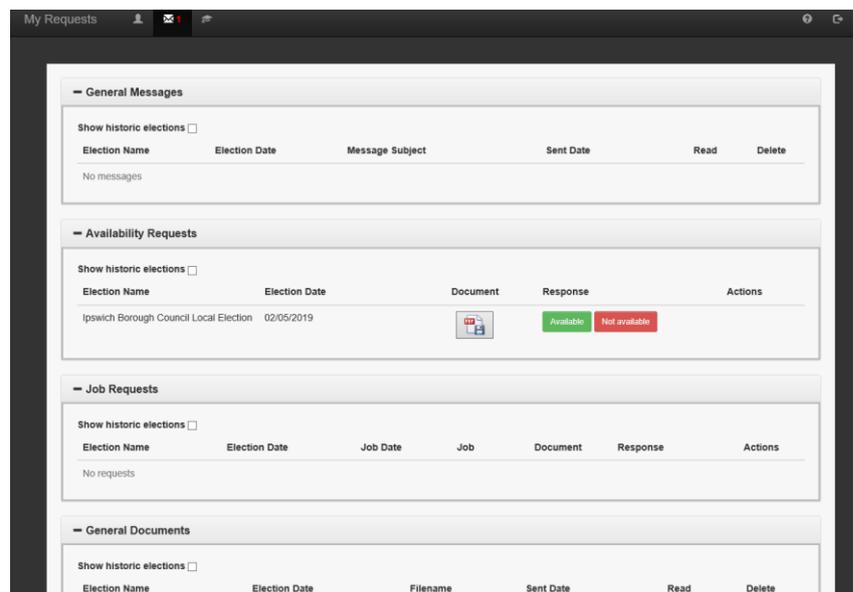
Log in as normal.

When you have been sent a request, your account will show a red “1” near the message tab at the top of the left hand corner of the page.



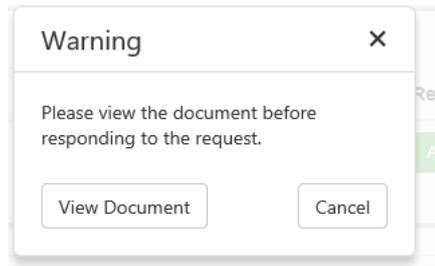
- Click on the message/requests icon with the “1”.
- This will take you to the message page where you will be able to see any “General Messages,” “Availability Requests,” “Job Requests” and “General Documents.”
- The Availability Section will feature the Election to which the request is regarding, the date, a document, and also “Available” and “Not available” buttons for you to respond.

NOTE: you will not be able to respond without viewing the document first.



If you try to select either “Available” or “Not available,” without viewing the letter first, then a Warning will pop up requesting you to view the document.

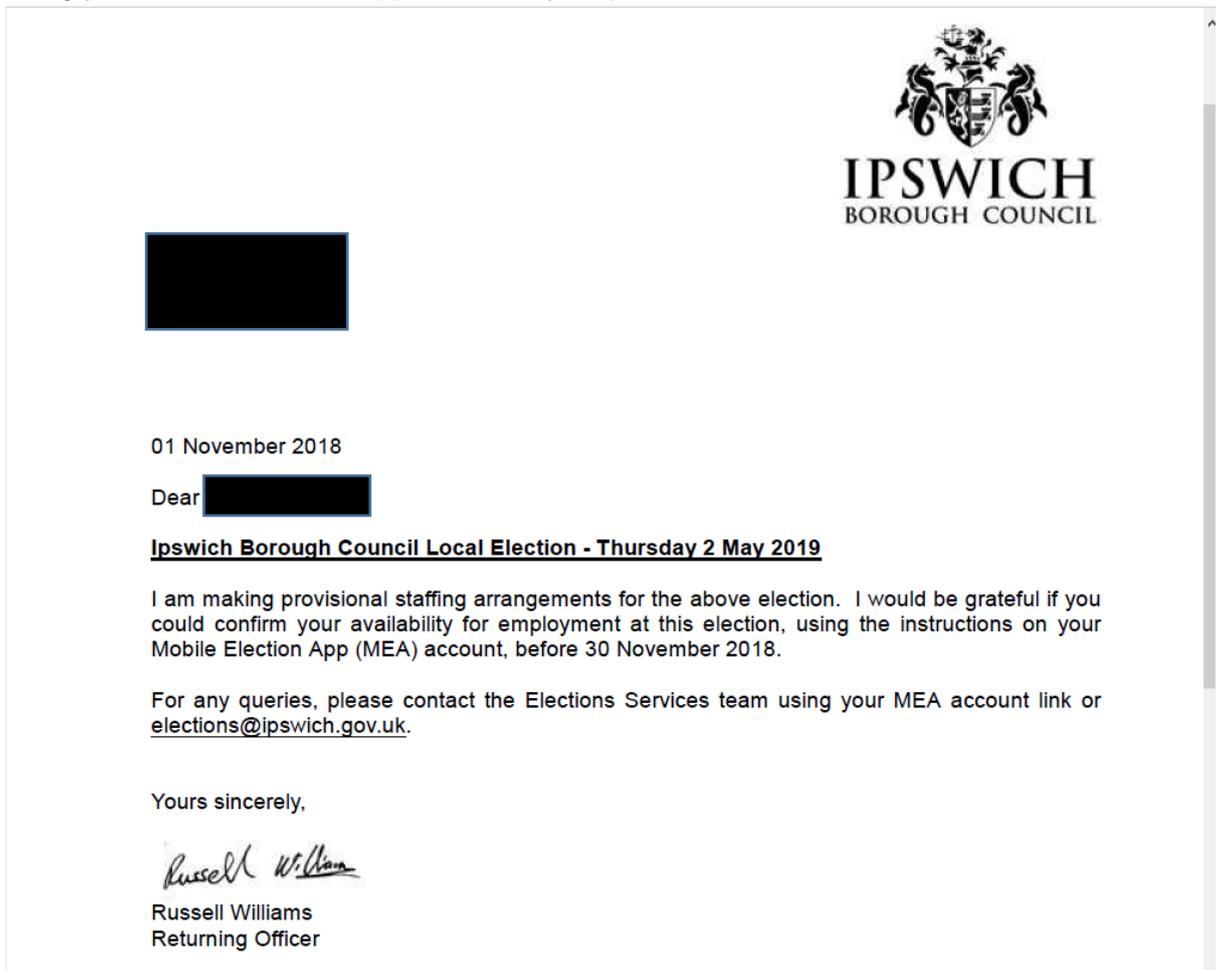




- Press View document on the warning, or click on the PDF Document. Select either open or save (depending on which you would like to do) on the bar that pops up at the bottom of the screen.



- The document will be a headed Ipswich Borough Council letter addressed to you, stating the name and date of the election it is referring to, and will ask you respond using your Mobile Election App account by a specified date.



- When you select either "Available" or "Not Available," you will get an option to tick your preferred job role, and a chance to write any notes. Once done, press "Finish & Save", or if you have pressed the wrong option, please press "Cancel".

— Availability Requests

Preferred Jobs

Presiding Officer

Poll Clerk

Counting Assistant

Please enter your notes here...

Finish & Save

Cancel

- Once you have pressed “Finish & Save” you will not be able to change your selection but you are able to edit your notes under “Actions”, “Edit Notes,” on the right hand corner of the “Availability Requests” box.

— Availability Requests

Show historic elections

Election Name	Election Date	Document	Response	Actions
Ipswich Borough Council Local Election	02/05/2019		Not available	Edit Notes 
Ipswich Borough Council Local Election	02/05/2019		Available	Edit Notes 

- If you have saved the wrong option and need to change it you will need to contact the Elections team at Electoral.Administration@ipswich.gov.uk so that they can change it for you.