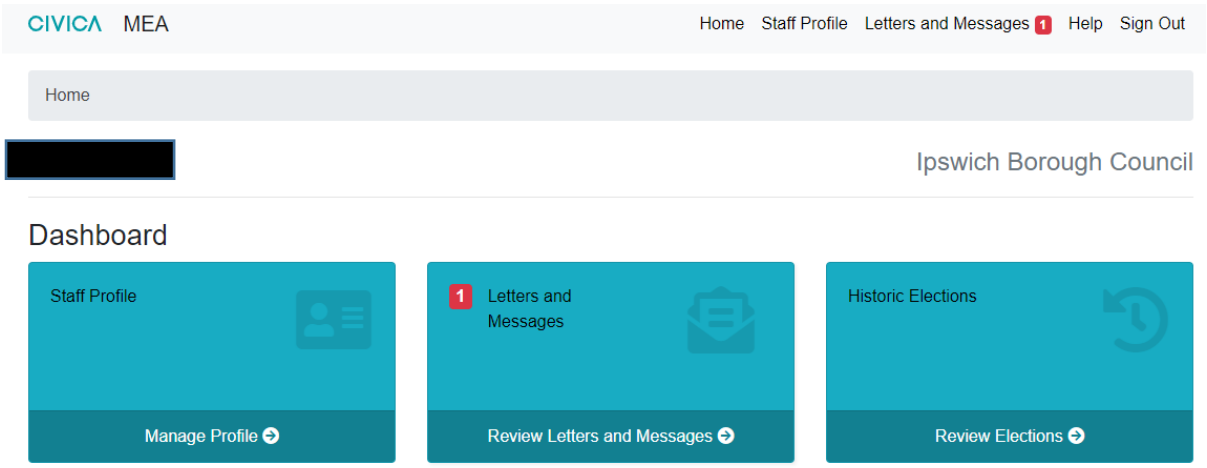
Mobile Election App.

How to respond to Availability Requests.

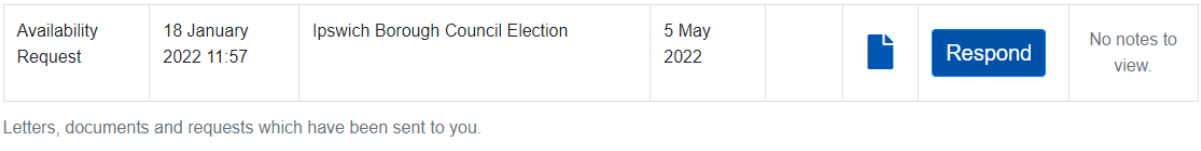
You will receive an email called “Elections Staff – Ipswich – MEA Availability Request Notification” for the upcoming election. In the email will be instructions and a link to access your Staff MEA account.

- Follow the steps in the email by clicking the “here” link at step one to go to the log in page.
- Log in as normal. If you have any issues logging on, please see the guide for changing your Username and Password and make sure you are following the browser advice at the bottom of this guide.
- When you have been sent a request, your account will show a red “1” at the Letters and Messages section as below.

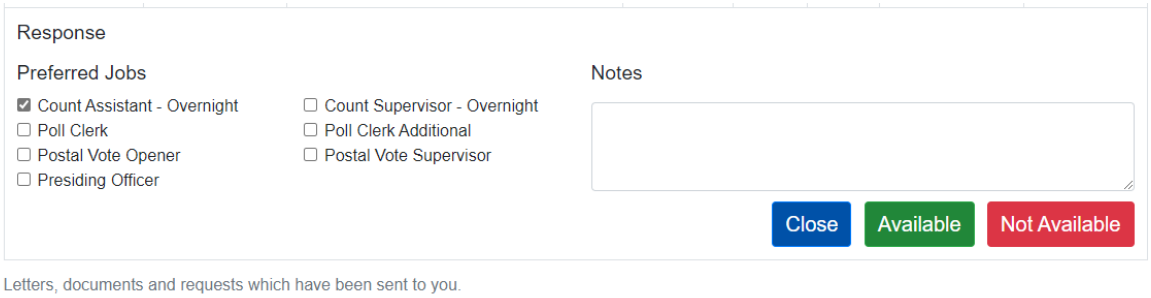


- Click on the *Letters and Messages* tile.
- On the next page your letter will be shown in bold as *Availability Request*.

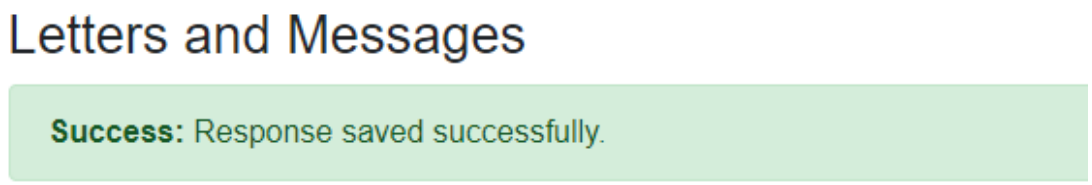
- Please click on the letter symbol in the *View Letter* column.
  Once you have viewed the document, the respond button will now be available.
  NOTE: you will not be able to respond without viewing the document first. You do not need to save the letter as it will remain on your account to view.



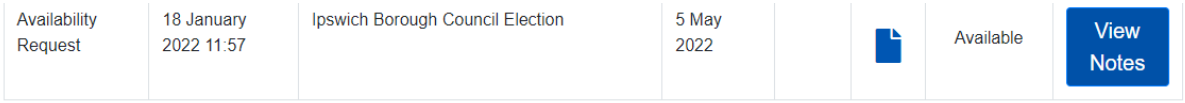
- Now click on the *Respond* button.
- You can then tick your selected job and add any comments to it. Then select either the *Available* or *Not Available* button.



- Once you have selected your response a message will ask you "*Any notes added cannot be edited and the response cannot be changed. Do you wish to continue?*" Select *Yes*.
- Once you have responded, it will show as *Response saved successfully* at the top of the page.



- Your *Availability Request* will now show which response you have given under the *Response* column too.



- If you have saved the wrong option and need to change it, you will need to contact the Elections team at electoral.services@ipswich.gov.uk so that it can be changed for you.

Browsers compatible:

- Desktop: Chrome, Firefox, Edge (Chromium), Safari.
- Mobile: IOS – Safari, IOS - Chrome, ISO – Firefox, Android – Chrome, Android – Firefox
- Not compatible: Internet Explorer, Edge Legacy

GMail

When accessing gmail accounts on a mobile device, it may open the website within gmail meaning you have to close out of the site in order to read the verification code email. To get around this, copy and paste the website URL to another browser such as Safari before you click on the Send Verification Code button.

If you encounter any issues and can't resolve these yourself by checking the detailed user guide, please contact Electoral Services either by email electoral.services@ipswich.gov.uk or by telephone (01473 432000).

MEA is hosted within Microsoft Azure, a PaaS cloud environment offering security and scalability. All MEA services are hosted over a secure HTTPS connection, via CloudFlare which offers real-time protection against common internet attacks such as Denial of Service. Data exchange between Xpress Management and MEA is secured via a unique access token that ensures complete data confidentiality and security over the internet. All data is stored and encrypted at rest within the Azure PaaS environment within a private network that is only accessible to MEA services. Authentication to the MEA is done via OpenID Connect, an industry-standard authentication protocol ensuring secure login and session management.