

# CIVICA



**MEA Staff template guide – for amendment by administrators**

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## Mobile Election Application (MEA) - Overview

The Mobile Election Application (MEA) is a web-based application included as part of the Xpress Management system, which is used to run the elections by your authority.

One of the main advantages of using MEA is the ability to quickly communicate with the Elections Office through a secure portal. MEA is beneficial to you and the Elections Office as there is no need to print and send letters, any responses or changes made by you in MEA portal will update the main system in the Elections office.

The main features for staff

- you can self-serve and update your own details
- you can receive letters and requests through the portal, an email notifies you of this
- responses to communications can be sent back instantly to the Elections Office
- training sessions can be booked or notified using the portal

Any device that is portable and has a connection with the internet can be used. The layout is fully responsive and will resize to match the screen size of the device being used.

## Creating an MEA account

### Confirm Your Details

The first screen presented is to verify that the email has been sent to the intended user by verifying some basic information.

#### Account Activation

Please confirm your details below. You will then be redirected to the registration page where you will need to choose a username (must be unique) and password.

First Name Required

Last Name Required

Postcode Required

### Enter Your Email Address

After confirming your details, enter your email address and click the 'Send verification code' button. The verification code will be sent to your email address, as entered on this screen.

<
Cancel

# CIVICA

Account Creation

Verify Email

Enter an email address to register with MEA:

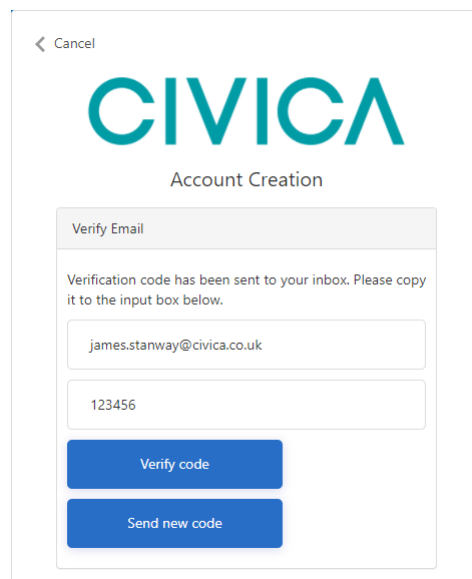
james.stanway@civica.co.uk

## Enter Your Verification Code

After pressing the 'Send verification code' button, the screen will change, as below. The verification code can take up to five minutes to arrive in your email inbox. Make sure to check your junk mail folder as well if you have not received it.

After five minutes, if the code has not arrived, double check that your email address is correct on screen, amend if necessary, press the 'Send new code' button and check your email inbox again.

When you receive your verification code, enter it in the field below your email address and press the 'Verify code' button.



The screenshot shows a mobile application interface for account creation. At the top left is a back arrow and the word 'Cancel'. The CIVICA logo is centered at the top, with 'Account Creation' below it. A section titled 'Verify Email' contains the following elements: a message stating 'Verification code has been sent to your inbox. Please copy it to the input box below.', an input field containing the email address 'james.stanway@civica.co.uk', another input field containing the verification code '123456', and two blue buttons at the bottom: 'Verify code' and 'Send new code'.

## Set Up Your Username and Password

Now create a username and password to access your account. There are constraints on both the username and the password. These can be viewed on screen by pressing the 'Username Requirements' or 'Password Requirements' buttons. Those constraints are also shown below, in this document. Press the 'Create Account' button to be taken into your new MEA account.

< Cancel

# CIVICA

Account Creation

Account Credentials

Please enter a username / password below. You will use this to log into the MEA.

**Username Requirements**

**Password Requirements**

**Create Account**

## Username Requirements



### Characters Allowed:

- A - Z
- a - z
- 0 - 9
- # \$ % ^ & \* - \_ ! + = { } | \ : \ ' , . ? / ~ " ( ) ;
- blank space

### Username Restrictions:

- A minimum of 1 character and a maximum of 64 characters.
- **Usernames in email address format are not permitted.**

Close

## Password Requirements ×

---

Characters Allowed:

- A - Z
- a - z
- 0 - 9
- @ # \$ % ^ & \* - \_ ! + = [ ] { } | \ : \ ' . , ? / ~ " ( ) ;
- blank space

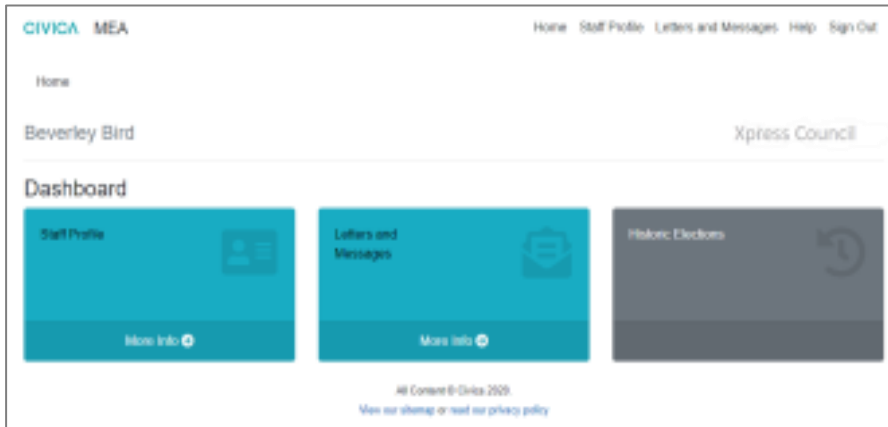
Password Restrictions:

- A minimum of 8 characters and a maximum of 16 characters.
- Requires three out of four of the following:
  - Lowercase characters.
  - Uppercase characters.
  - Numbers (0-9).
  - Symbols.

---

Close

Your new MEA account will now open on the Home page. The username and password created will be needed each time you sign into MEA.



**NOTE:** If two or more people are sharing one device to access their MEA accounts, they **MUST** log out of one account before opening the second one

**NOTE:** If you work for more than one council who use MEA you will need a separate MEA account for each council.



## Signing back into the MEA website

The Elections Office will send you an email with a link to the MEA sign in screen each time they send communications to you through MEA. However, you can access MEA anytime if you need to update your details.

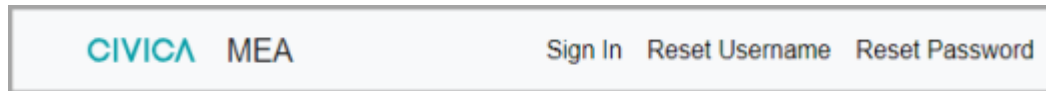
It is recommended to bookmark the website address in your browser, so you can access the site when needed.

## The web address for the sign-in screen

<https://mea.civica-xpress.co.uk/>

## Forgotten your username or password?

If you forget your username or password, go to the MEA site and use the Reset Username or Reset Password options at the top of the screen and then follow the instructions given.



If the account password needs to be reset and you can no longer access your email account, please contact the Elections Office.

## Home Page

On Signing into to your MEA account it will open on the Staff Home page, the Staff Profile and Letters tiles are displayed in blue and are available for editing.

In the example shown below, the Historic Elections tile is displayed in grey, this is because if you have not used MEA before for a previous election there is no history to display.



If a live election was ongoing this would be displayed as a separate tile on the home page.

## Changing your details

After creating an MEA account you can update your personal details in the **Staff Profile** tile. The details are held within four tabs, General, Address, Employment and Bank Account.

The screen may not look the same as the screenshot below depending on the settings used by your Elections Office.

Some of the fields may be locked and you will not be able to edit them.

The screenshot shows a 'My Profile' form with four tabs: General, Address, Employment, and Bank Account. The 'General' tab is active. Fields include Username (johnsmith), Date of Birth (01/01/1970), Forename (John), Surname (Smith), Email Address (john@smith.com), Home Phone Number (01482223333), Work Phone Number, and Mobile Number. On the right, there is a Date of Birth field, an NI Number field (highlighted in red with a red 'x' and 'Required' label), Gender (radio buttons for Male, Female, Not Specified), and a section for 'Are you registered disabled?' with 'No' selected. A 'Cancel' button and a 'Save General Details' button are at the bottom right.

Some fields may be mandatory and require details to be entered before information can be saved.

If after pressing the **Save General Details** button, a field on the screen is highlighted in red, the information must be completed in this field to be able to **Save General Details**

Work through each of the four tabs in the Staff Profile tile, amending details as required.

- General
- Address
- Employment
- Bank Account

Use the **Save** buttons on each screen to save your changed information as you go along.

## Work eligibility in staff profile

Your Elections office may ask you to send through proof of your eligibility to work in the UK.

To do this using MEA you will need to scan or photograph your proof (as instructed by your Elections Office) and save to your device.

1. Sign into your MEA account.
2. Select the **Staff Profile** tile or menu option.
3. Select the **Employment** tab
4. Use the **Choose File** button and go to where you have saved your copied evidence and open to upload the document.
5. In the **Document Type** field select the type of document being submitted.

The screenshot shows the 'Employment' tab in the MEA system. The 'Work Eligibility' section is highlighted with a red box. It contains a 'Choose File' button for the 'Work Eligibility File' and a dropdown menu for 'Document Type' which is currently set to 'Passport'. Below this is a 'Tax - New Starter Form' section with another 'Choose File' button. At the bottom right of the form, there are 'Cancel' and 'Save Employment Details' buttons.

This is a close-up of the 'Document Type' dropdown menu. The selected option is 'Passport'. Other visible options include 'Please select', 'Birth Certificate', 'National Identity Card', 'Resident Permit', 'Naturalisation Certificate', and 'Other'.

6. Press the **Save Employment Details** button
7. A note on screen will confirm that the eligibility evidence has been supplied. Additional evidence can be submitted by following the same process.

The screenshot shows the 'My Profile' page with the 'Employment' tab selected. A green message box at the top of the 'Work Eligibility' section says 'You have supplied a work eligibility form.' Below this, the 'Work Eligibility File' field has a 'Choose File' button and 'No file chosen' text. The 'Document Type' dropdown is now set to 'Please select'. A blue arrow points from the confirmation message to the dropdown menu.

**Tax - New Starter Form**

1. Your Elections office may ask you to send a form from the HMRC called a New starter form or P46.
2. Access the form as instructed by your Elections office and copy the completed form to your device.
3. Sign into your MEA account.
4. Select the **Staff Profile** tile or menu option.
5. The Tax – New Starter Form section appears in the **Employment tab**
6. Use the **Choose File** button and go to where you have saved the completed Tax – New Starter Form on your device and open to upload the document.
7. Select the **Save Employment Details** button to submit the form.

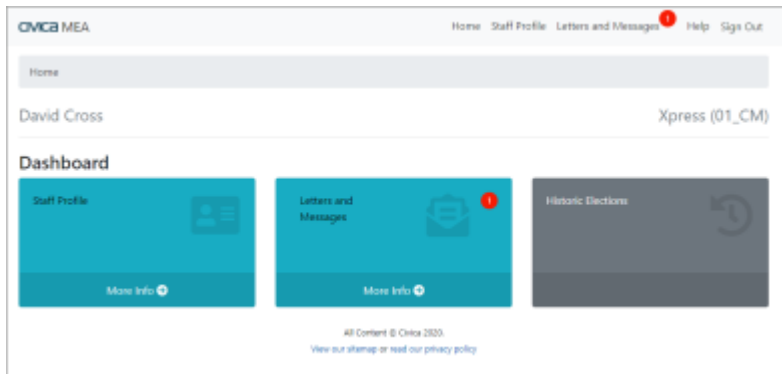
The screenshot shows the 'Employment' tab in a web application. The 'Tax - New Starter Form' section is highlighted with a red box. It includes a 'Choose File' button and a 'Save Employment Details' button. Other sections include 'Work Eligibility' and 'Creditor Number'.

## MEA Availability requests

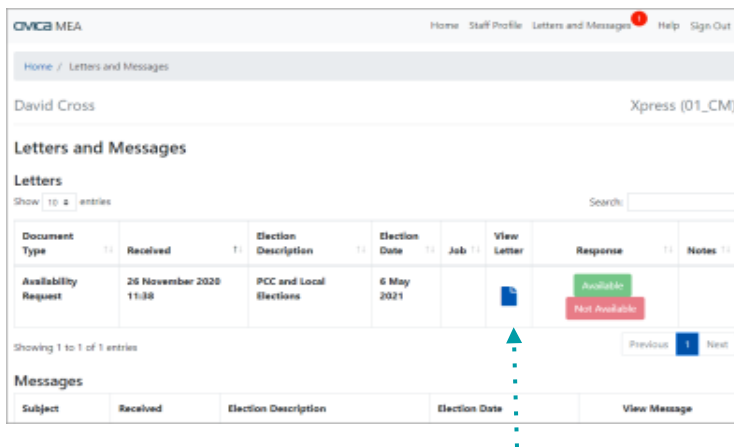
The Elections office may want to know if you are available to work at the upcoming election and will send you an MEA Availability Notification email.

The email will contain a link to the MEA sign in screen.

Once you have signed into your MEA account, a red circle indicates a letter is available in the Letter and Messages tile, and in the top menu.



Click on the Letter and Messages tile or menu option to open the screen below.



Click on the **blue paper icon** in the View Letter column to view the letter as a pdf.

You must open and read the letter for the Available or Not Available options to become available.

Select **Available** or **Not Available** as required

Your Elections office may want you to select the roles you would be willing to fill at the election.

Document Type	Received	Election Description	Election Date	Job	View Letter	Response	Notes
Availability Request	26 November 2020 11:38	PCC and Local Elections	6 May 2021			<div style="display: flex; justify-content: space-between;"> <span style="background-color: green; color: white; padding: 2px;">Available</span> <span style="background-color: red; color: white; padding: 2px;">Not Available</span> </div>	

**Response**  
Available

**Preferred Jobs**

Car Park Assistant     Count Assistant

Poll Clerk

**Notes**

I don't mind working at any location. Looking forward to it!

Once the Submit button has been pressed, a note appears on screen to confirm the information has been saved.

The Response column shows the response made, this cannot be changed. **Contact the Elections Office directly if you have made a mistake or are no longer available.**

A notes field is available if you want to pass a comment to the Elections Office.

**Letters and Messages**

Success | Data saved successfully. ✕

**Letters**

Show  entries Search:

Document Type	Received	Election Description	Election Date	Job	View Letter	Response	Notes
Availability Request	26 November 2020 11:38	PCC and Local Elections	6 May 2021			Available	<input type="button" value="Edit Notes"/>

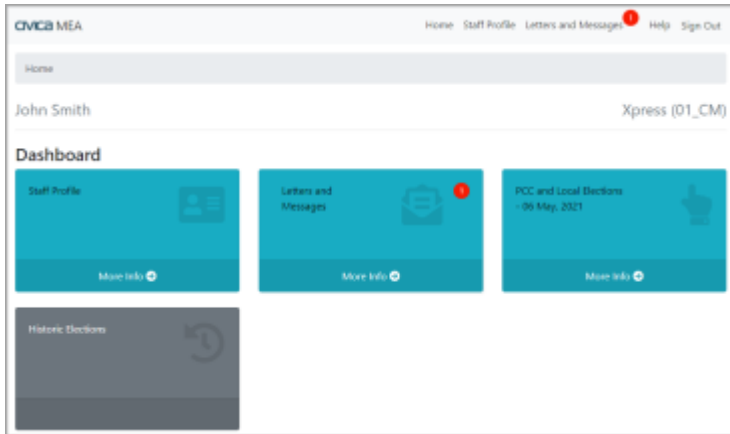
Showing 1 to 1 of 1 entries

## MEA Job requests

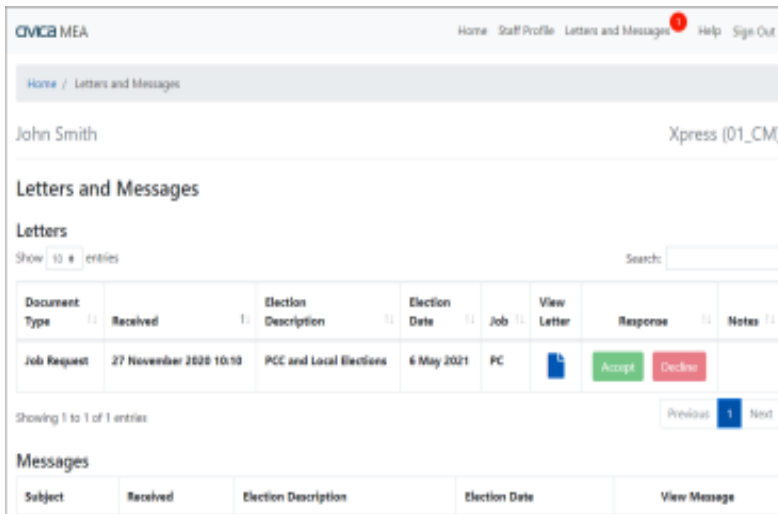
If you are allocated to a role the Elections Office will send you an MEA Job Request Notification email.

The email will contain a link to the MEA sign in screen.

Once signed in a red circle indicates a letter is available in the letter and messages tile, and menu option.



Click on the Letter and Messages tile or menu option to open the screen shown below.



Click on the blue paper icon in the View Letter column to view the letter as a pdf.

The letter must be read for the Accept or Decline options to become available.

If Accept or Decline is selected, the relevant response is shown in the screen and the Notes field becomes available. The response can still be changed at this stage.

The notes area can be used to send a general message to the Elections Office



CIVICA MEA Home Staff Profile Letters and Messages Help Sign Out

Home / Letters and Messages

John Smith Xpress Council

### Letters and Messages

Letters

Show 10 entries Search:

Document Type	Received	Election Description	Election Date	Job	View Letter	Response	Notes
Job Request	20 January 2021 14:12	PCC and Local Elections	6 May 2021	PC		<input type="button" value="Accept"/> <input type="button" value="Decline"/>	

Response  
Accepted

Notes

I'm happy to pick up the keys from the booking agent again

Letters, documents and requests which have been sent to you.

Showing 1 to 1 of 1 entries Previous **1** Next

Once the **Submit** button has been pressed the Response column shows the response you have made. **The response cannot be changed once submitted. You must contact the Elections office directly if you have made a mistake or cannot work as required.**

CIVICA MEA Home Staff Profile Letters and Messages Help Sign Out

Home / Letters and Messages

John Smith Xpress (D1\_CM)

### Letters and Messages

Success: Data saved successfully. ✕

Letters

Show 10 entries Search:

Document Type	Received	Election Description	Election Date	Job	View Letter	Response	Notes
Job Request	27 November 2020 10:10	PCC and Local Elections	6 May 2021	PC		Accepted	<input type="button" value="Edit Notes"/>

Showing 1 to 1 of 1 entries Previous **1** Next

### Messages

Subject	Received	Election Description	Election Date	View Message
---------	----------	----------------------	---------------	--------------

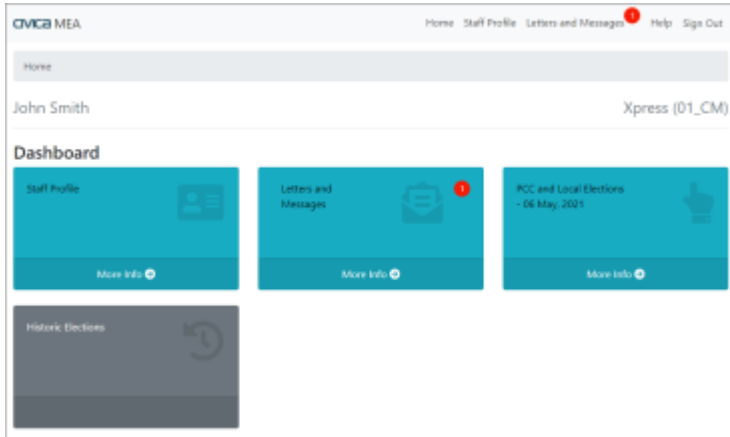
You can still add or edit a note using the Edit Notes option in the Notes column, press **Submit** to save the note

## Other communications

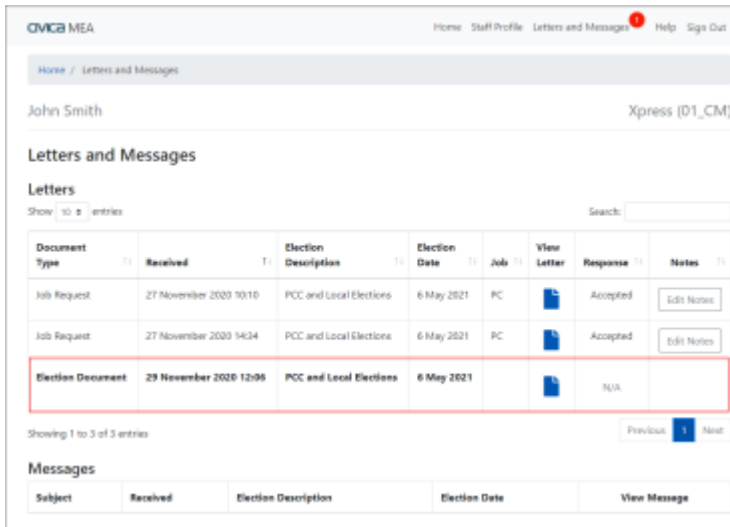
The Elections Office may send you other communications

A Notification email will be sent to you containing a link to the MEA sign in screen.

Once signed in, a red circle indicates a letter is available in the letter and messages tile, and in the top menu.



Click on the **Letter and Messages** tile or **menu option** to open the screen shown below.



**Unopened communications are highlighted in bold.**

Click on the **blue paper icon** in the View Letter column to see the letter as a pdf.

When the letter has been read, it is no longer highlighted in bold text.

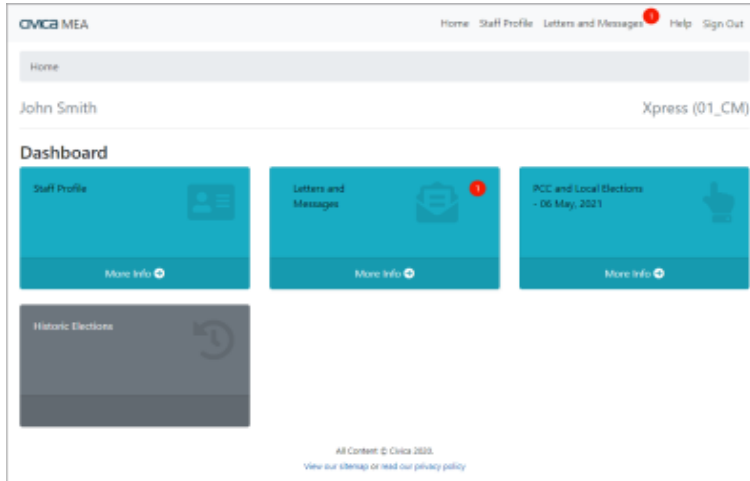
These types of communications are for information only and do not require a response.

## Direct Messages

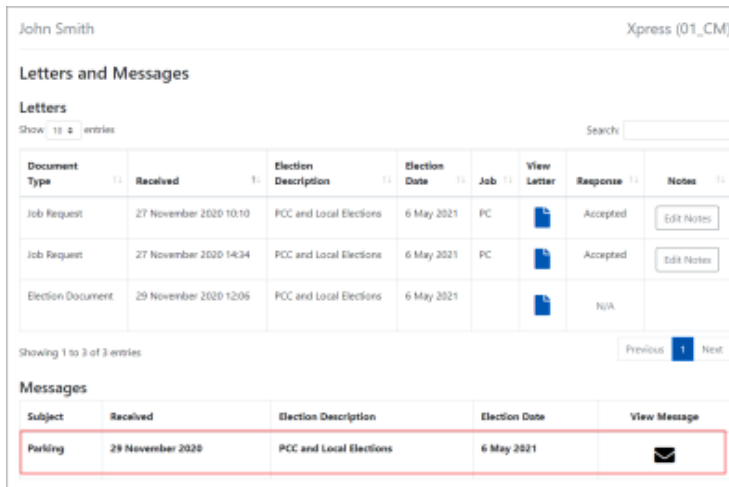
An email alerts you to sign in to MEA and read the message in your account.

The MEA Message email will be sent to you and will contain a link to the MEA sign in screen.

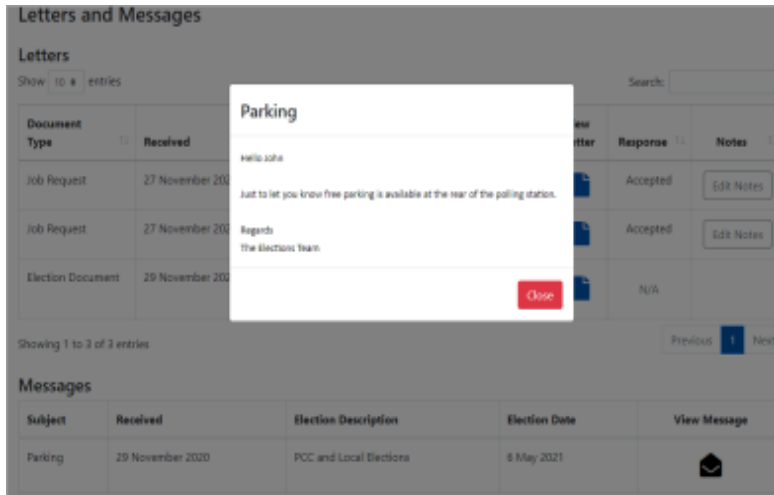
Once signed in a red circle indicates a communication is available in the **Letter and Messages tile** and in the **menu option** at the top of the screen. **Click on one of these options.**



New Messages appear in the Messages area highlighted in bold.



View the message by clicking on the **envelope icon** in the **View Message** column, the message instantly displays on the screen.



The **Close** button will close the message.

The message will remain in the Letters and Messages tile and will no longer be highlighted in bold.

At the present time there is no facility to send a message back to the Elections Office, **please contact the Elections Office directly if required.**

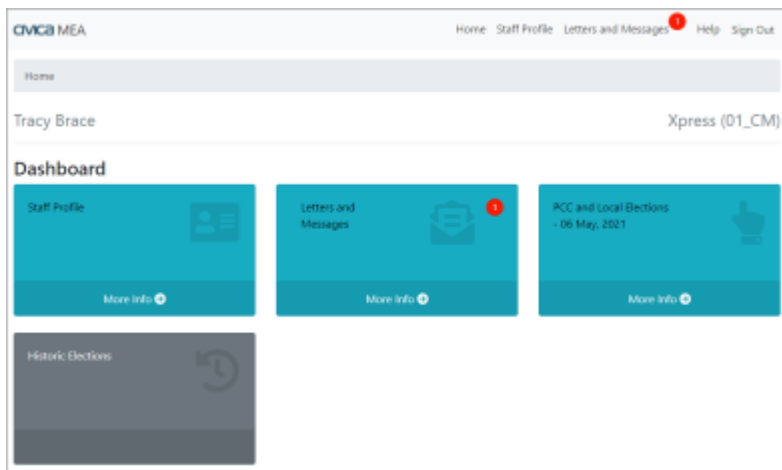
## Training, Ballot Box Collection and Job sessions

You may be required to attend a training session, pick up a ballot box or book into a postal vote opening session or count venue. **The Elections Office will invite you to book onto these sessions.**

### Self-serve - Book a session

You will receive a Notification email containing a link to the MEA sign in screen.

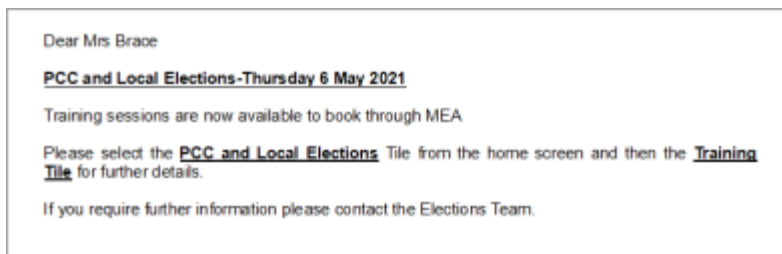
When you have signed in a red circle indicates a letter is available in the **Letter and Messages** tile and the top **menu option**.



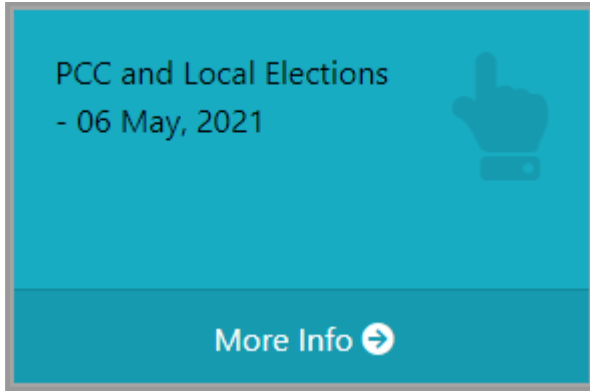
Select the **Letters and Messages** tile



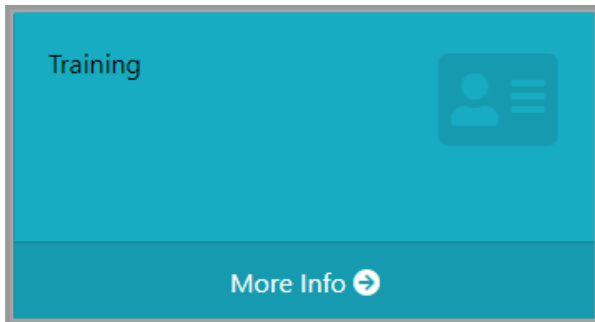
Click on the **blue paper icon** in the **View Letter** column to open the letter as a pdf.



Click on the **Election Tile**



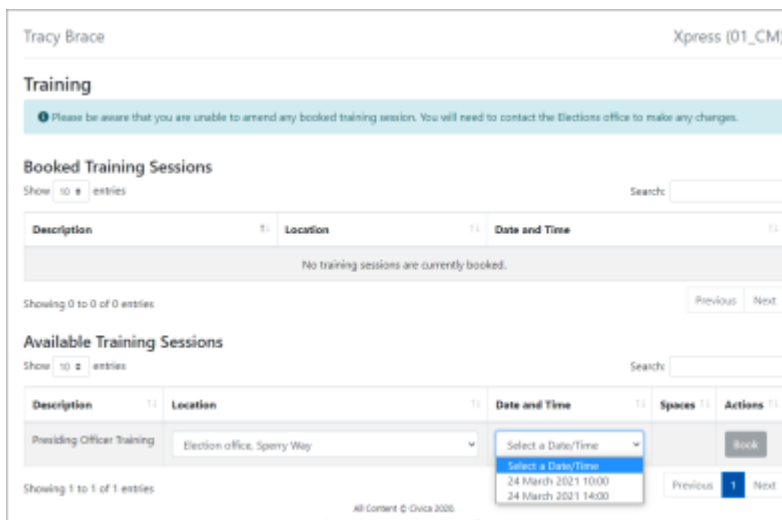
and then select the **Training Tile** from within



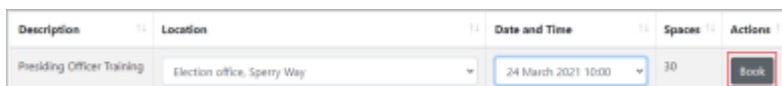
The Training page opens showing the Available Training Sessions at the bottom of the screen.

The location(s) of training sessions will display (use the drop-down arrow in this field to view if there are multiple locations where the training is being held), **select a location**.

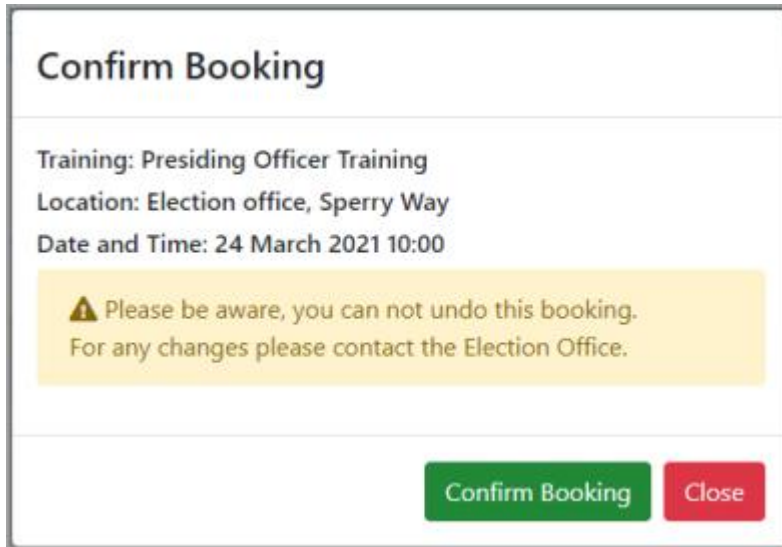
Next, select the drop-down arrow in the Select a Date/Time column, this reveals the dates and times of courses available.



**Select a date and time**, the number of spaces available on the selected session will be displayed, select **Book**

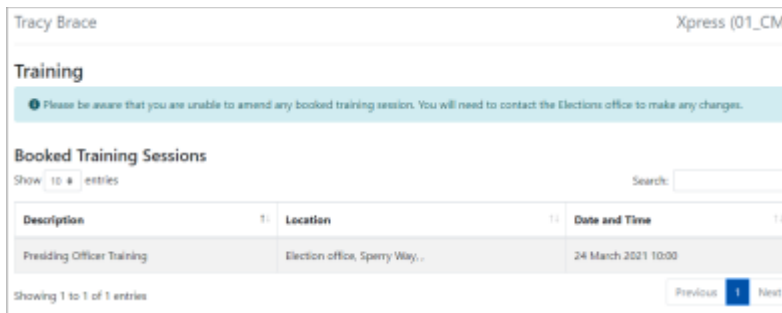


A summary of the booking appears. Once this has been confirmed it cannot be undone using MEA and you would need to contact Elections Office to make a change.



Click **Confirm Booking**, or Close and choose another session.

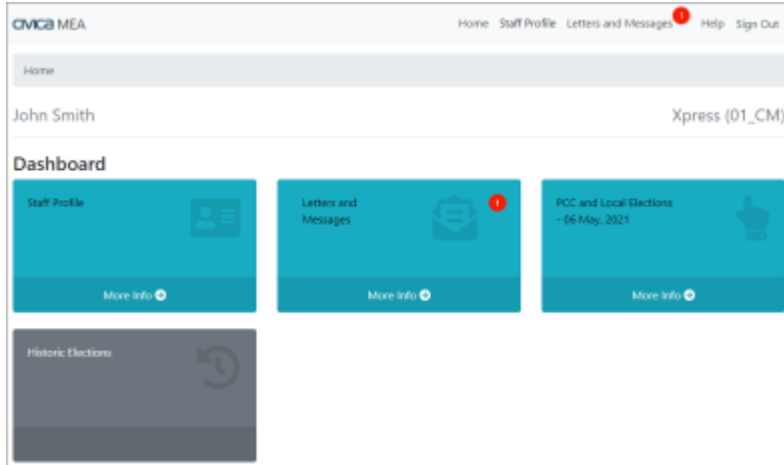
The booking details move to the Booked Training Sessions Area and will stay visible here until the end of the election.



## View the sessions allocated to you

A Notification email will be sent to you that will contain a link to the MEA sign in screen.

Once signed in, a red circle indicates a letter is available in the **Letter and Messages** tile and the top **menu option**.



Select the **Letters and Messages** Tile

John Smith Xpress (01\_CM)

**Letters and Messages**

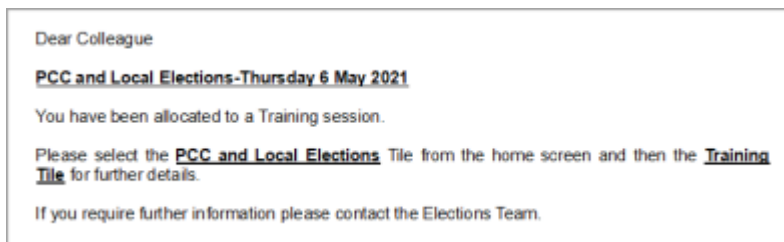
**Letters**

Show 10 entries Search:

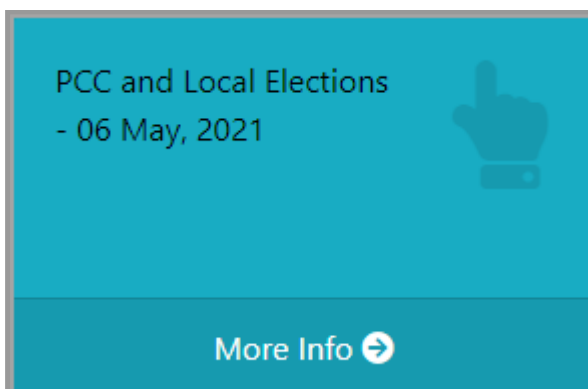
Document Type	Received	Election Description	Election Date	Job	View Letter	Response	Notes
Job Request	27 November 2020 10:10	PCC and Local Elections	6 May 2021	PC		Accepted	<input type="button" value="Edit Notes"/>
Job Request	27 November 2020 14:34	PCC and Local Elections	6 May 2021	PC		Accepted	<input type="button" value="Edit Notes"/>
Election Document	29 November 2020 12:08	PCC and Local Elections	6 May 2021			N/A	
<b>Training Request</b>	<b>30 November 2020 15:10</b>	<b>PCC and Local Elections</b>	<b>6 May 2021</b>			N/A	

The Document Type is shown as **Training Request**. Any unread messages are highlighted in bold.

Click on the **blue paper icon** in the **View Letter** column to open the letter as a pdf.

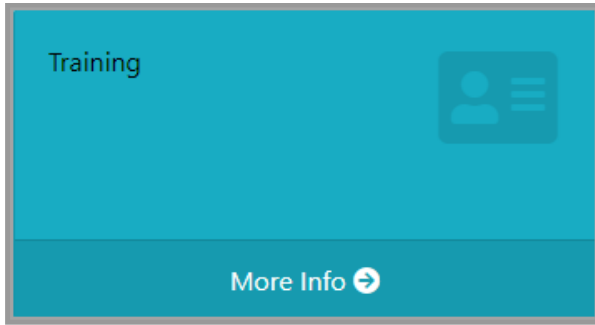


Click on the **Election Tile**





and then select the **Training Tile** from within



The Training page opens showing the booked session in the Booked Training Sessions area.

CIVICA MEA Home Staff Profile Letters and Messages Help Sign Out

Home / PC and Local Elections / Training

John Smith Xpress (01\_CM)

### Training

**Please be aware that you are unable to amend any booked training session. You will need to contact the Elections office to make any changes.**

#### Booked Training Sessions

Show 10 entries Search:

Description	Location	Date and Time
Poll Clerk Training	Election office, Sperry Way	23 March 2021 10:00

Showing 1 to 1 of 1 entries Previous 1 Next

#### Available Training Sessions

Show 10 entries Search:

Description	Location	Date and Time	Spaces	Actions
You are booked on to all available training sessions.				

Showing 0 to 0 of 0 entries Previous Next

Make a note of the date in your diary. If this time is not convenient contact the Elections Office.