Mobile Election App.

Creating your account

You will receive an email to set up your account. It will contain the following instructions

How do I create my account ?

To create an MEA account, please do the following;

1. Click here
2. Enter your First Name and Last Name in the boxes
3. Enter your postcode
4. Select Confirm Details
5. Enter your email address and select Send verification code
6. You will then receive another email with the verification code
7. Copy the code into the verification box and select Verify code
8. If the code is not used within 5 minutes then another can be generated but selecting Send new code
9. The email address is now verified. Select Continue
10. Create a Username (this cannot be an email address and can be made up of any combination of alpha'numeric/symbols, with or without spaces)
11. Create a Password (minimum length 8 characters, containing at least one number and one symbol)
12. Select Create
13. Congratulations! You have successfully created your account

- Follow the instructions on the email by clicking on the link.
- That will take you to the account activation screen.
- You will need to enter your First Name, Last Name and Postcode.
- Select Confirm Details.

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

Confirm Details

CIVICA

Verification is necessary. Please click Send button.

beverley@bird.com

Send verification code

Continue

- You will then need to enter your email address into the verification screen.
- Select Send verification code.
- An email will then be sent containing a verification code which will need to be copied and entered into the verification code box. (see below)
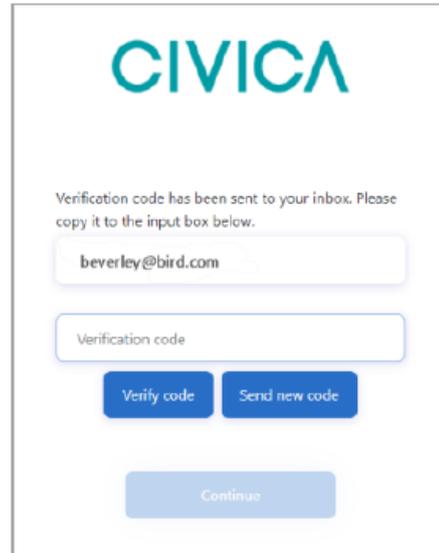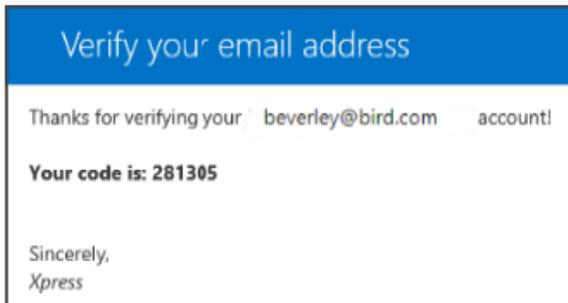
- Select Verify Code to complete the verification process.
- If the code is not used within 5 minutes, then a new code will be required. This can be generated by selecting Send new code.
- Select Continue.
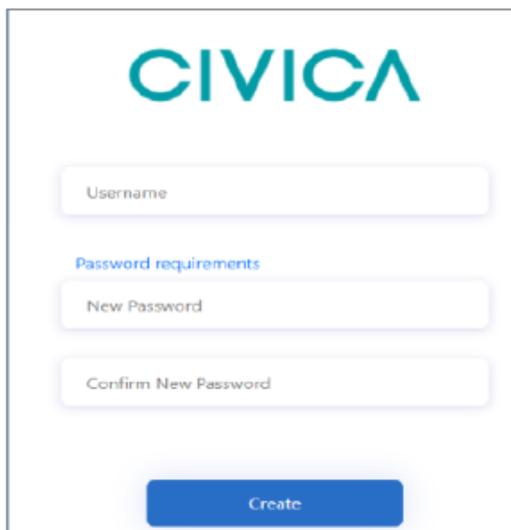
- Next a username needs to be created. This cannot be an email address. It can be made up of any combination of alpha/numeric/, with or without spaces.
- If your username is already in use, then a note will appear requiring you to create a new one:

A user with the specified ID already exists. Please choose a different one.
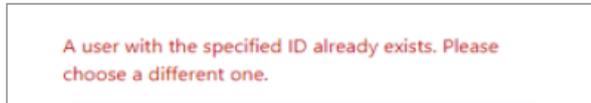
- Passwords need to be a minimum of 8 characters and must contain at least one letter, one number and one symbol. (The link "Password requirements" will inform you what is required)

- Select Create.
- Any problems with the username or password will cause prompts to request for them to be changed.
- Your account is now created, and the Home page will now open.
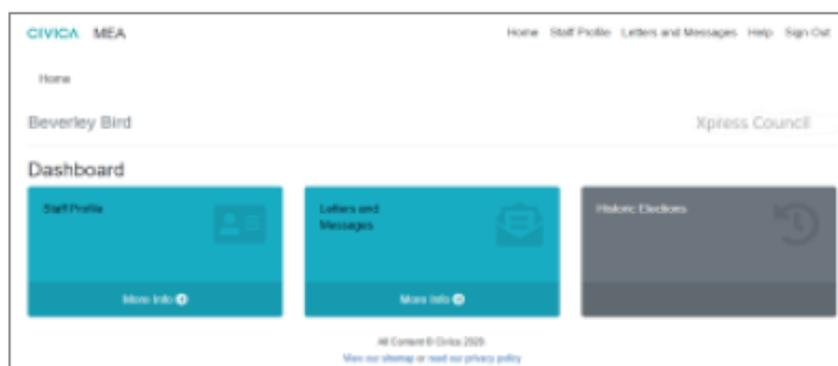
- To enter, review or change your details use the Staff Profile Page.

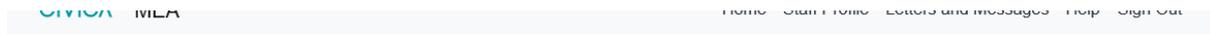- Four tabs will be listed for General, Address, Employment and Bank Account.
- Please input any missing details into the boxes under each tab and review any existing information that has been carried across.
- Select the green save button at the bottom of each page to save the information.
- PLEASE NOTE: if you are a non-Ipswich Borough Council Employee then you will be required to upload your work eligibility under the employment section.

- Under Document type is a drop-down list where you can select what you are uploading.
- Then select browse to select the file for upload.
- Select Save Employment details.

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 when setting up your account 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.