

Discover the digital you

Report It App

Downloading

The Report IT app is available for smart phones and tablets. Go to your app store and search for 'Wigan Report It' then download the app.

Registering your device

Open the Report IT app and tap settings.

Type in your email address and then tap validate. The registration process requires activation by email which will be sent to the email address you supply.

The email will ask you to confirm you have registered for Report it. Please tap on 'Yes I asked for this confirmation,' this will then take you to the Love Clean Streets confirmation page.

Return to the Report IT app and tap 'Confirm'.

You are now registered to use the app

Submitting a report – Location

When reporting for the first time, tap 'allow' which will enable the app to access your current location.

You need to ensure that the location shown is the location of the issue you are reporting.



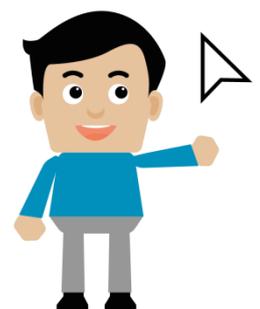
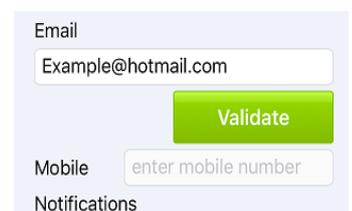
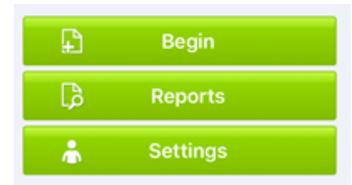
The blue dot is your current location



The red pin identifies the report location

You can also use the search function bar at the top of the screen, using a postcode or street name.

After selecting the location, tap 'Next' to continue to navigate through the next steps.



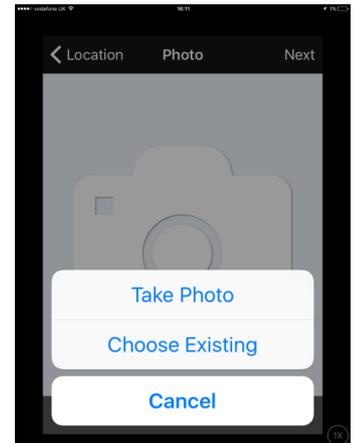
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Submitting a report - Attaching a photo

You have the option to attach a photo to each report you submit.

You can either take a photo or choose an existing photo you have already taken. Photos are optional.

Tap 'Next' at the top of the screen.



Submitting a report - description and selecting a category

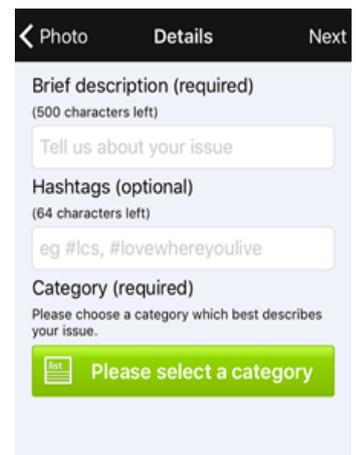
Tap in the brief description box and type a summary of the report. Any sensitive information will not be shared publicly.

Tap on 'Please select a category' and select the category you are reporting. When choosing your category some additional questions may be asked.

Tap 'Next' at the top of the screen.

You will then be asked to review your report before sending it. If any details are wrong, you have the opportunity to change this by tapping 'details' and returning to the previous screen.

Tap 'send' to submit.



Accessing previous reports

Tap reports to access previous reports or saved reports.

This will show reports from the last 30 days.

