

# How to use My Wiltshire

You can use the My Wiltshire system to report a number of issues affecting your local area or changes that would affect the services you receive.

You can access My Wiltshire via your internet browser on your desktop/laptop or download the mobile app on to your smartphone or tablet.

You can report issues either by being a registered user or anonymously.

To receive responses to your reports you will have to be a registered user with an email address.

How to access the system via:

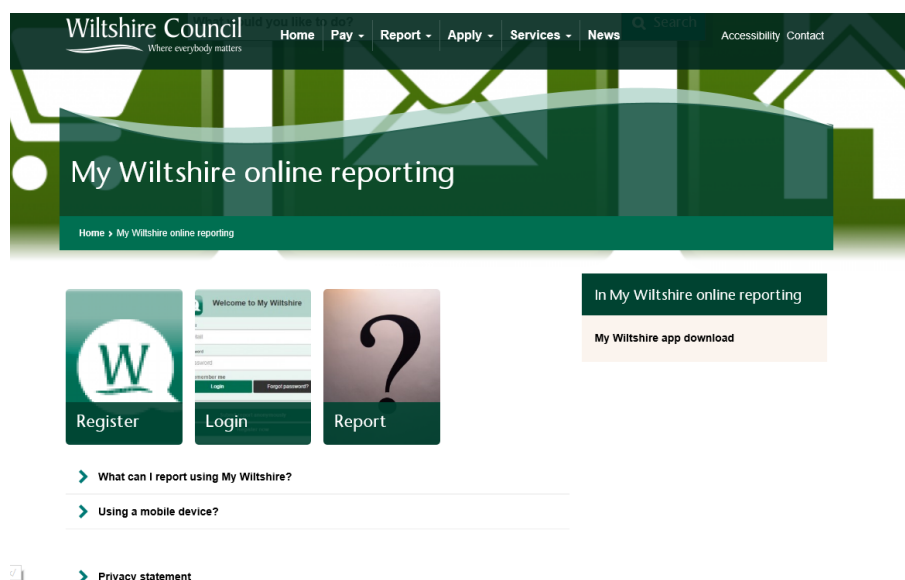
[Smart Phone/Tablet](#)

[Desktop/Laptop computer](#)

## How to access the system on your desktop/laptop computer

1. Go to [My Wiltshire](http://www.wiltshire.gov.uk/mywiltshire-online-reporting) (<http://www.wiltshire.gov.uk/mywiltshire-online-reporting>)

You will see this screen. Here you will find a wealth of information. Including the privacy statement.



2. If you are already a registered user click on the 'Login' box. You'll see this screen.

\* Language  
English

**W** Welcome to My Wiltshire

\* E-Mail  
E-Mail

\* Password  
Password

Remember me

Login Forgot password?

Submit report anonymously

Register now

Use the email address and password you created when you registered.

3. If you are not registered click on the 'Register' box. You will see this screen.

\* Language  
English

**W** Welcome to My Wiltshire

\* E-Mail  
E-Mail

\* Password  
Password

Remember me

Login Forgot password?

Submit report anonymously

Register now

Click 'Register now'

You will be presented with the privacy statement, you can see the full statement by clicking on the link or click 'I agree' to continue.

You will see the screen below.

Fill in as much detail as you like although you will have to submit an email and create a password.

**Customer notice**  
Wiltshire Council Local Highways operating hours are 8.30am to 4.30pm Monday to Friday.  
If the matter is urgent and cannot wait until the following working day then please call the out of hours emergency service on 01684 312083.

- [Register and report online](#) - create an account and track all your reports
- [Sign in](#) - login to your account and view any issues you have reported
- [Report an issue anonymously](#) - submit without logging in or registering (no tracking of your report will be available)
- [What can I report?](#)

**Register** Back Register

**Login credentials**

\* E-Mail

\* Password

Password not entered

\* Retype password

**Personal information**

Title

\* First name

\* Last name

Mobile

Phone

Photo

**Agency information**

\* Country:


\* Region:

\* Organisation:


**Your address details**


4. Once logged in, you will see a screen similar to this one.

Please explore the options under each button to see where the different functions are. For example de-register is under 'My Account'.


**Wiltshire Council** Where everybody matters You can log out here 

[Home](#) [What would you like to do?](#) [About Wiltshire Council](#) [My Account](#) [More](#)

**What would you like to do?**  
 Report issues, inform us, view information

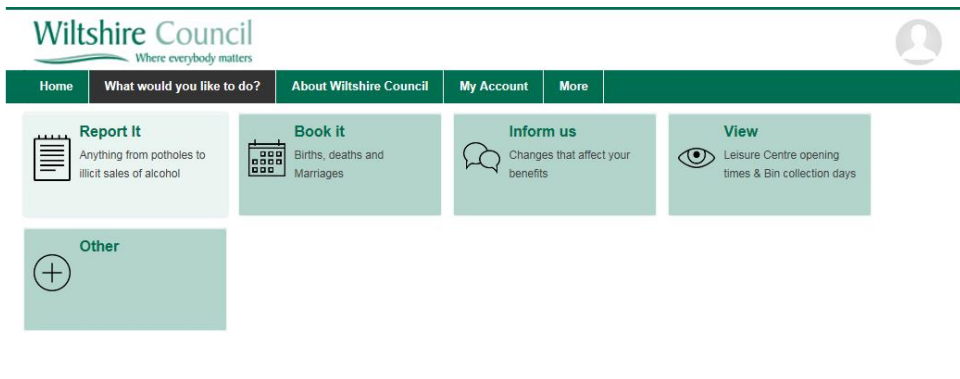
**About Wiltshire Council**  
 Information about Wiltshire Council

**My Account**  
My reports, drafts, messages, etc.

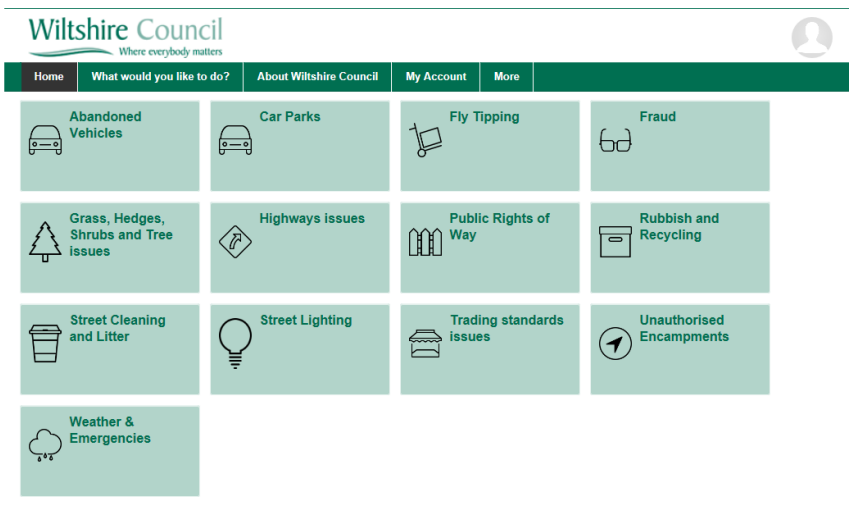
**User details**  
 Update user details

5. Here's how to submit a pothole report.

- a. Select 'What would you like to do?'  
You will see a screen similar to this one.



- b. Select 'Report it'  
You will see a screen similar to this one.



- c. Select 'Highways issues'. Here you can see all the services you can report on.  
You will see a screen similar to this one.



- d. Select 'potholes'. You will see a screen similar to this one. Here you will have to fill in all the relevant boxes. You may have to scroll down to make sure you submit all that is required and submit. Once submitted you will get updates to your inbox on what is happening with the issue you reported.

The screenshot shows the Wiltshire Council website's 'Potholes' reporting form. At the top, the Wiltshire Council logo is displayed with the tagline 'Where everybody matters'. Below the logo is a navigation menu with links for 'Home', 'What would you like to do?', 'About Wiltshire Council', 'My Account', and 'More'. A progress indicator shows three steps: 'Category', 'Potholes' (the current step), and 'Confirmation'. The main form area is titled 'Potholes' and includes a 'Cancel' button and a 'Next' button. The form content is as follows:

**Category:** Potholes Service request # 930569

**Details**

If this issue is dangerous or hazardous to health please call 0300 456 0105. Outside normal working hours this number will transfer to the duty engineer service. If this report can be dealt with during a normal working day (Mon – Fri) please continue to submit this report.

**Wiltshire Council are not responsible for maintenance of trunk roads - A303, A36, A419 and M4. Any problems in relation to trunk roads should be reported to Highways England.**

Phone: 0300 123 5000 Email: [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk) Web: [www.gov.uk/highways](http://www.gov.uk/highways)

\* Incident date

\* Where is the pothole?

Please provide additional information about the pothole which you feel is relevant.

**Location**

Please tell us where the incident is

**Step 1.**

Pinpoint on the map. An address will appear in the location box and be used as the incident location. If on the map you cannot pinpoint the exact location add more detail in step 2.

# How to access the system on your smartphone or tablet

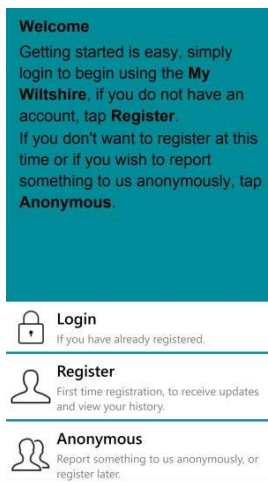
1. The My Wiltshire app is available on Apple, Android and Windows operating systems



2. Go to your app store and download the My Wiltshire app



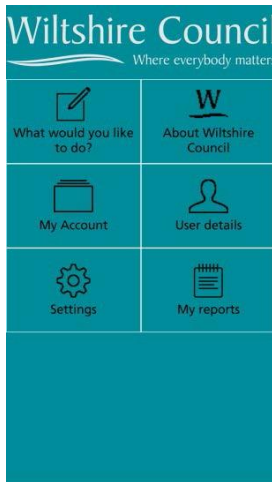
3. Once you have the app on your mobile device, launch the app.
4. You should see a screen similar to this one.



If you have previously registered via a web browser, you can use the same email and password. If you haven't then please register, use your email address and make up a password.

5. Once logged in, you will see a screen similar to this one.

Please explore the options under each button to see where the different functions are. For example de-register is under 'My Account'.



6. Here's how to submit a pothole report.

a. Select 'What would you like to do?' You will see a screen similar to this one.



b. Select 'Report it'  
You will see a screen similar to this one.



- c. Select 'Highways issues'. Here you can scroll down to see all the services you can report to. You will see a screen similar to this one.



- d. Select 'Potholes'  
 You will see a screen similar to this one. You may have to scroll down before you get to these text boxes. Fill in the detail required and submit.  
 Once submitted you will get updates to your inbox on what is happening with the issue you reported.

### Potholes

**\*Incident date**

**\*Where is the pothole?**

**Please provide additional information about the pothole which you feel is relevant.**

**Location**

**Please tell us where the incident is**

**Step 1.**

Pinpoint on the map. An address will appear in the location box and be used as the incident location. If on the map you cannot pinpoint the exact location add more detail in step 2.

**\* Map**

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