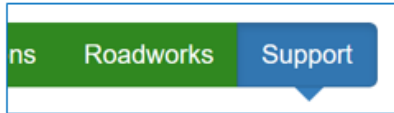


Support Guides

A number of paper and video guides are available to help you use the **Councillor Portal**. The steps below details how to access them.

1

After logging into the portal, select **Support** from the navigation bar



ns Roadworks Support

2

Scroll down the page until you see the section labelled **Help & Support Guides**. Click the links to open that guide – you will have a choice of a printed copy or an instructional video.

- Logging a new case
- Creating shortcuts for you
- Viewing open cases
- Using help & support

Access Councillor Portal



Who We Are

About Us

The Councillor Portal was developed by Hartlepool Borough Council's Digital Services team, in partnership with Granicus.

Contact Us

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Civic Centre
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Hartlepool
TS24 8AY



Councillor Portal

Requesting help & support

Requesting Help & Support

With the **Councillor Portal**, you are able to request help and support 24/7.

You can use the Councillor Portal to request help and support from:

- Members' Services
- Democratic Services
- Corporate IT (CICT)
- Digital and Customer Services

Don't worry if you don't know who you want support from, as the system will determine this by the options you choose. After picking up your request, someone from the relevant team will be in touch.

