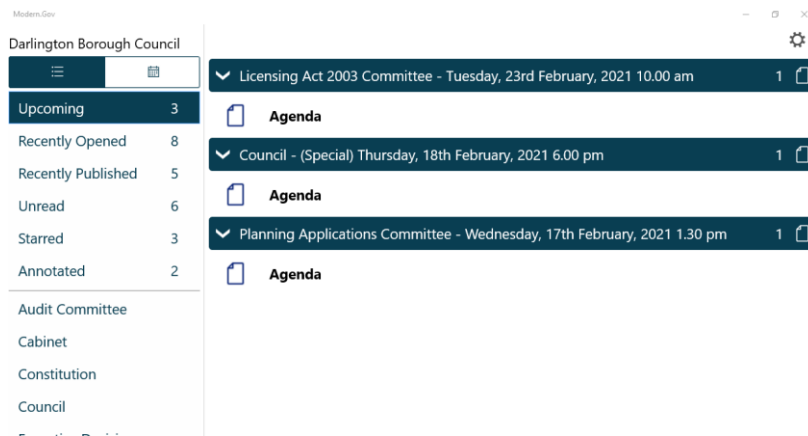


## Registering the App - Windows

1. Open Microsoft Store and write modern.gov in the search. The option for the Modern.Gov App should appear and can be downloaded to your device.
2. The landing page of the app will open and in the upper right corner there will be a cog icon. Tap the cog icon and the Settings screen will open.

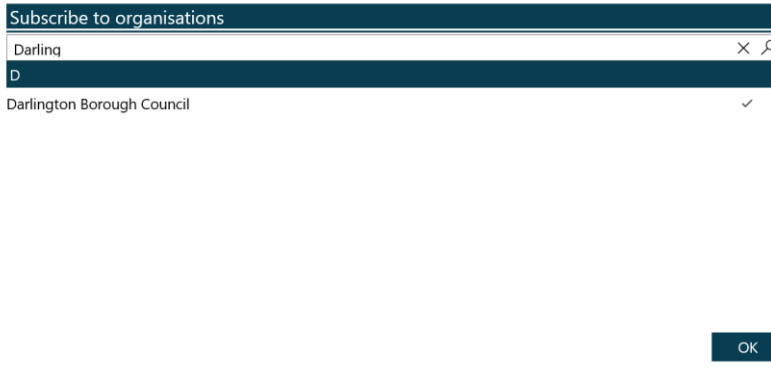


3. In the settings screen, click on the Retention period and select the length of time the documents should remain available on the app. This will only apply for documents going forward.



N.B. there is a way to reserve specific agendas for a longer period of time, therefore the retention duration does not need to be very long.

4. Click on the Subscribe to organisations and in the search field type in the name of the organisation. If you are accessing the restricted app select the “name of the organisation private” option as this will give access to both public and private papers.

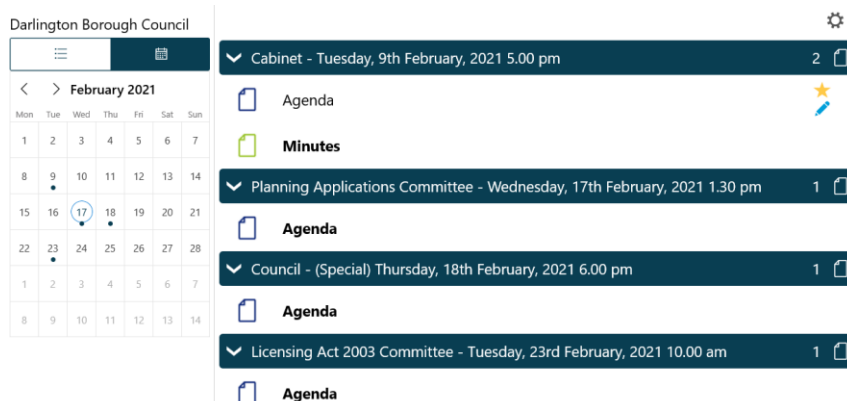


- When the organisation has been selected, the committees for the organisation will appear. Select the Committees to have access to and click OK.

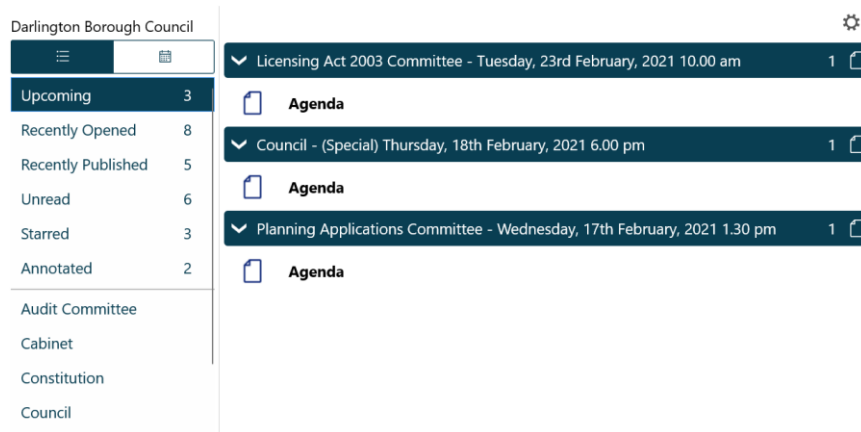


- The landing page can be viewed in two different layouts:

**Calendar view** – which will highlight dates where a meeting for one of the selected committees has been published. The agenda will display to the right of the calendar.



**Document View** – provides different ways of viewing the documents for the selected committees.



7. **Document view** and **calendar view** details:

Toggle between document view and calendar view by clicking on the icon **Upcoming meetings** - with or without documents (there will be some overlap with results from Recently published documents).

**Recently opened documents** - (10 most recent meeting documents and 10 most recent Library items).

**Recently published** – documents (there will be some overlap with results from Upcoming meetings).

**Unread** - documents (there will be some overlap with results from Upcoming meetings).

**Starred** – documents you have marked as important to you appear in this list automatically (including Library items)

**Annotated** – documents you have annotated appear in this list automatically (including Library items)

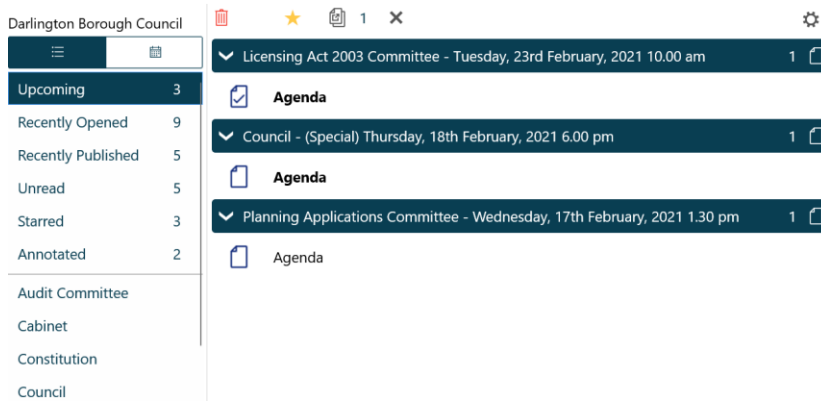
**Library** of other (non-meeting) documents published by the organisation.

**(this is set up as a Committee and then appears in the list of ‘committees’.**

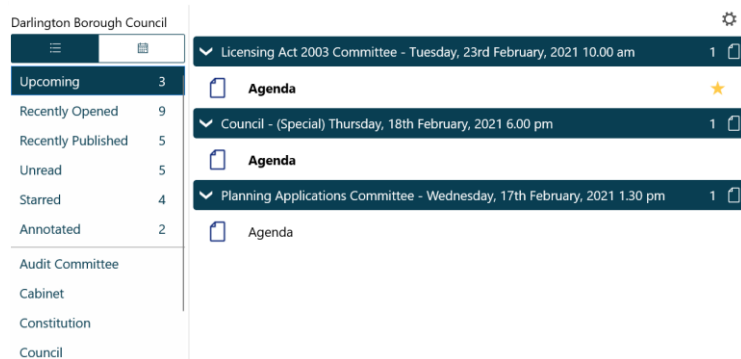
**See the web library manual for details on how to set this up.)**

**Subscribed committees** will be listed alphabetically. Tap a committee name to see the documents only for that body.

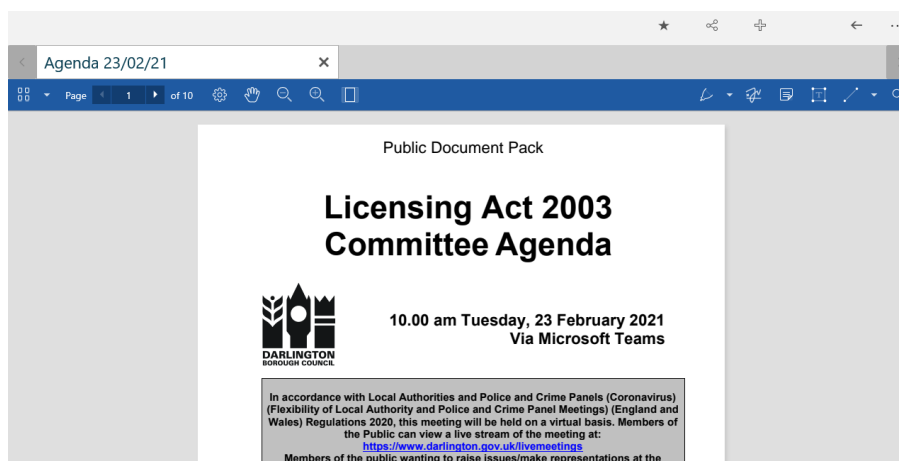
8. Select the document by tapping or clicking its name and the document will open. Or open multiple documents by (1) tapping or clicking on one or more document icons to tick them, then tap the Open Documents icon at the top of the page; or (2) long-pressing or clicking and holding on a meeting or folder name to open all documents for that meeting or in that library folder. The Document Viewer will open.



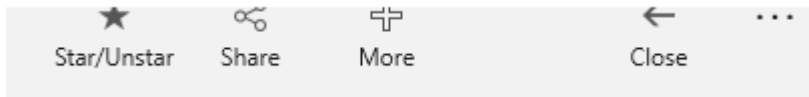
9. If a document had been starred then a gold star will appear to the right of the document.



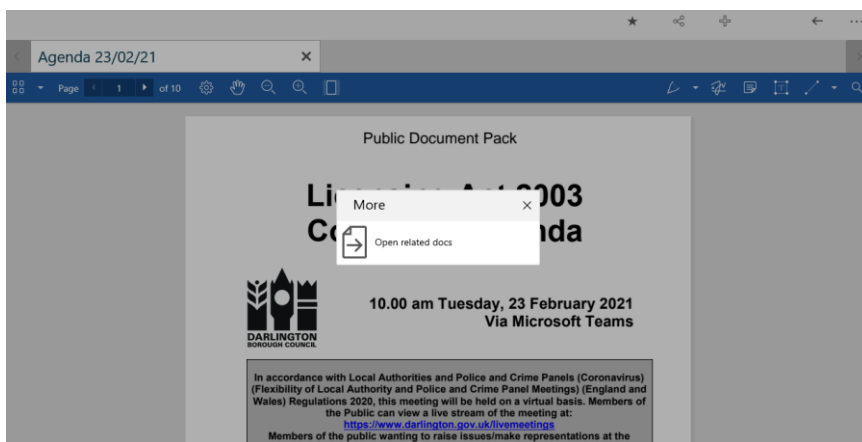
10. The document(s) will open and be displayed as follows:



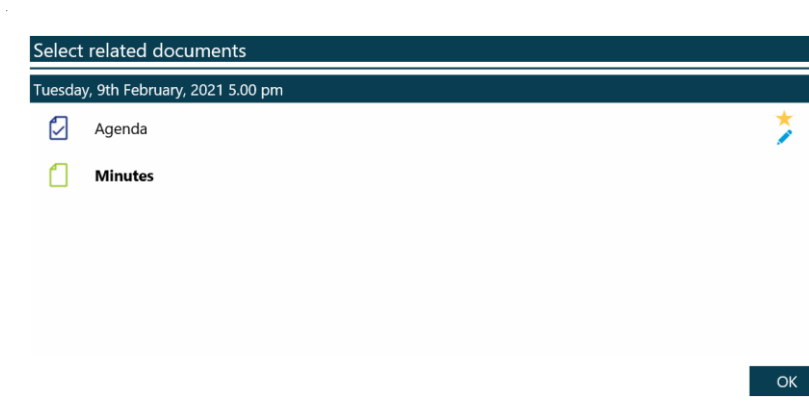
11. The navigation toolbar is visible at the top left of the page and the annotation toolbar is visible at the top right of the page.
12. **Top Toolbar (tap or click the ... and the titles for the following icons will be displayed)**



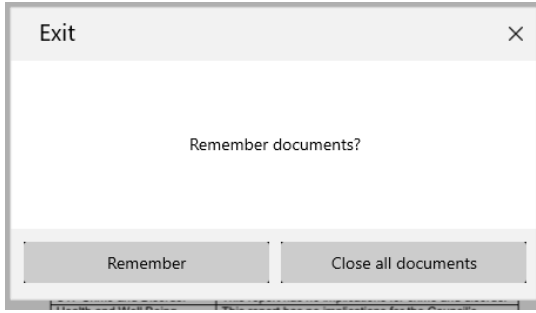
13. **Star/Unstar** the document becomes starred and can be accessed under the Starred menu on the main page. Starred documents do not automatically delete from your device at the end of the retention period you define in the Settings menu.
14. **Share** this allows the sharing of annotated documents, or opening the document in another programme on your device, either in full or in part, with or without annotations.
15. **Plus sign** select related documents for this meeting.



Tap or click to tick any additional documents to be opened and tap OK. The extra documents will appear as tabs at the top of the page.



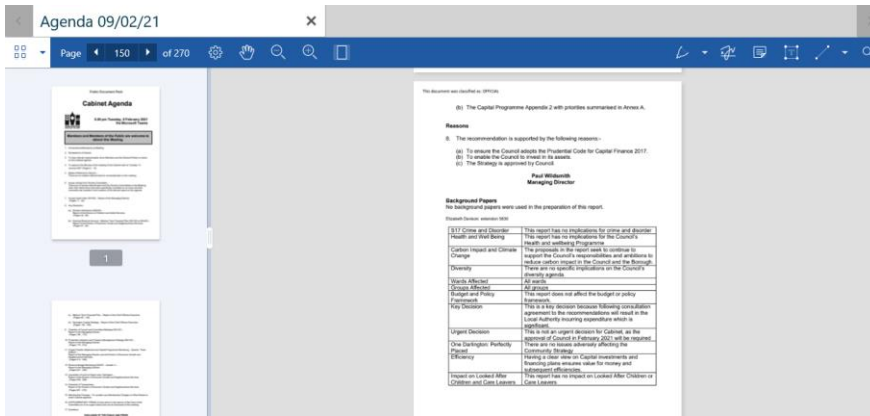
16. **Arrow pointing to the left** to return to the home screen. You will be asked to Close all documents, which will close all open documents and return to the home screen or Remember all documents which will remember where you are within the documents the next time you go into the document viewer. You can have a maximum of ten documents open at any one time.



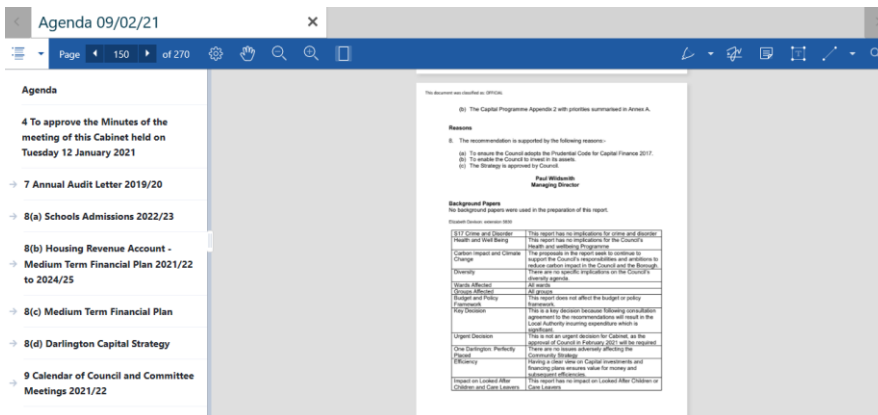
**Navigation Toolbar (blue with white icons)**

**17. Four squares (this will expand if you click the drop down arrow)**

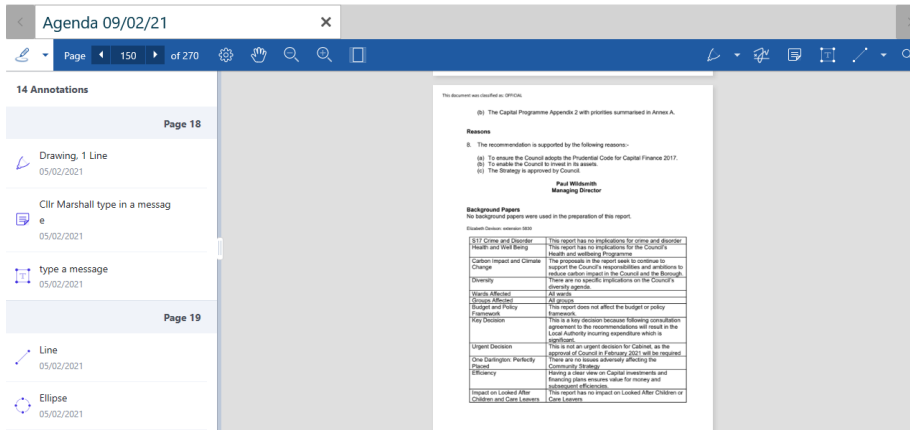
**Thumbnails** - of the all pages within the document. Scroll through the thumbnails and tap or click on one to jump straight to that page.



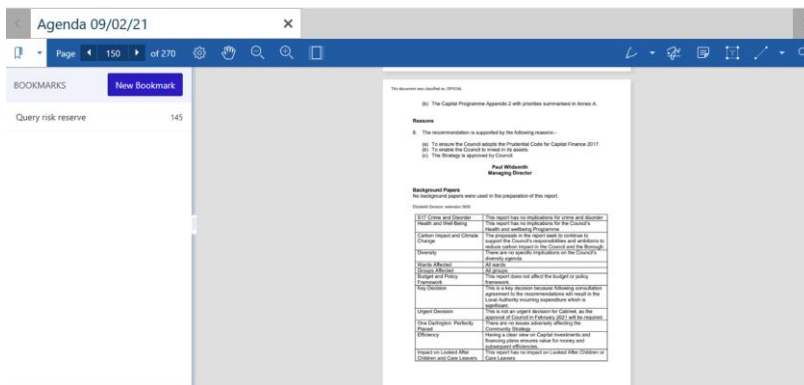
**Outline** - or table of contents, if one is available in the document. If there is an arrow to the left of the item then there are documents, which will be listed. Tap or click on any title to jump straight to that page



**Annotations** - lists all of the annotations and the pages which they are located on. Tap or click on any annotation to jump straight to that page.



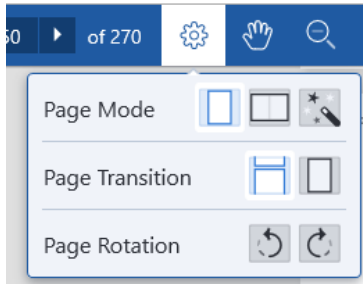
**Bookmarks** - lists all existing bookmarks and have a button which will allow a bookmark to be added to a page. If you have created bookmarks, tap or click on them here to jump straight to that page.



18. **Page** – Displays the total number of pages in the document. Use the arrow buttons to move page by page, or enter a page number in the middle field and click enter to move to that specific page.



19. **Page Layout - Page mode** – display one or multiple pages at a time (how many depends on the size of your screen) – click the magic wand button to let the app choose the best layout for the current document.
  - Page Transition** – offers either a continuous display of pages or individual pages.
  - Page rotation** – turn documents 90 degrees each click either clockwise or counter clockwise



- 20. **Hand** – This allows you to tap or click and then drag to scroll through the document.



- 21. **Zoom out** – Make the document appear smaller on the screen to view more content.



- 22. **Zoom in** – make the document appear closer on the screen to view more specific content.

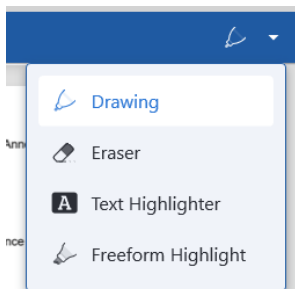


- 23. **Fit Page** – Tap or click to see the full page. Tap or click again to revert to the default zoom level.



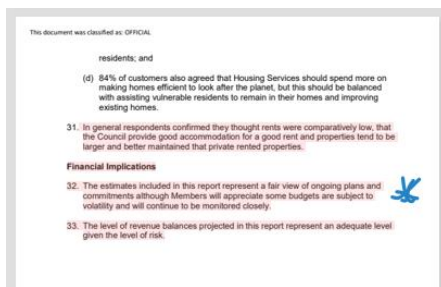
## Annotation Toolbar (blue with white icons)

- 24. **Pen** – Tap or click the arrow to choose your annotation type

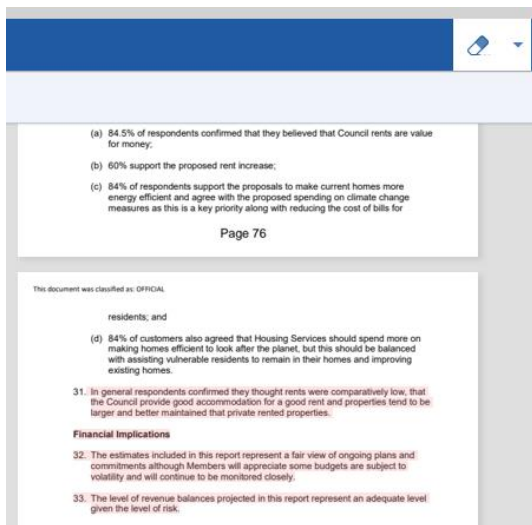




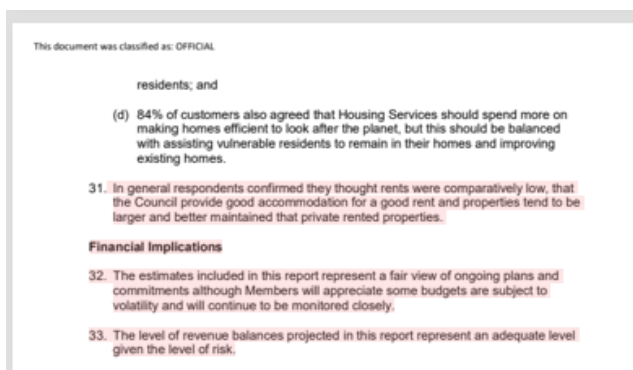
**Drawing** – this allows you to write freehand text or to draw on the papers



**Eraser** – this allows you to remove freehand text or freeform highlights.



**Text Highlighter** – this will highlight text in the document



**Freeform Highlight** – tap the icon to highlight anything in the document. Unlike the above highlighter, this does not snap to the typed text – it is all freehand and can be used anywhere, including on blank spaces and graphics.

|   | Weekly Charge (20/21) | Weekly Charge (21/22) |
|---|-----------------------|-----------------------|
|   | £                     | £                     |
| Garage Rents                                      | 8.01                  | 8.07                  |
| Building Cleaning – Flats                         | 1.85                  | 1.88                  |
| Building Cleaning – Sheltered Schemes             | 3.81                  | 3.94                  |
| Building Cleaning – Extra Care                    | 12.02                 | 12.25                 |
| Grounds Maintenance – General Housing             | 1.76                  | 1.80                  |
| Grounds Maintenance – Blocks of Flats             | 1.76                  | 1.80                  |
| Heating – Comprehensive schemes                   | 11.46                 | 11.46                 |
| Heating – Blocks of flats                         | 1.50                  | 1.53                  |
| Administration – Leaseholders                     | 1.74                  | 1.75                  |
| Furnishings and Fittings – Comprehensive Schemes  | 2.01                  | 2.03                  |
| Furnishings and Fittings – Good Neighbour Schemes | 0.92                  | 0.93                  |
| Lifeline Response                                 | 5.78                  | 5.98                  |
| Lifeline – Sheltered and Extra Care Housing       | 17.92                 | 18.35                 |
| Pavement Crossings and Hard standings             | 4.32                  | 4.35                  |
| Mid-day Meal – Extra Care (Residents only)        | 34.21                 | 35.24                 |
| Mid-day Meal – Extra Care (Non-Residents only)    | 41.11                 | 42.34                 |
| Guest Rooms in Sheltered Schemes                  | 85.60                 | 87.31                 |
| Door Entry Systems                                | 0.72                  | 0.72                  |
| TV Aerials  | 0.19                  | 0.19                  |
| Housing Plus Service                              | 19.01                 | 19.39                 |

Consultation

29. A consultation exercise was carried out with the Tenants Board in January 2021. The Board support the proposed increase of 1.7% on the annual rent charge and believe the increase is value for money and a fair reflection of services provided. They agreed that the proposed increase would continue to help Housing Services to progress with their promise on delivering good, quality affordable social housing in the Borough. They further support the spending priorities in that the focus should be on building new Council homes and making existing homes as energy efficient as possible through window, door and boiler programmes. The Board particularly backed the plans by Housing Services to continue to support the more vulnerable residents to remain in their homes through adaptations.

30. An online and postal survey of current tenants was carried out in December 2020 and January 2021. Details are follows.

Tap or click the icon again to finish and save your annotations.

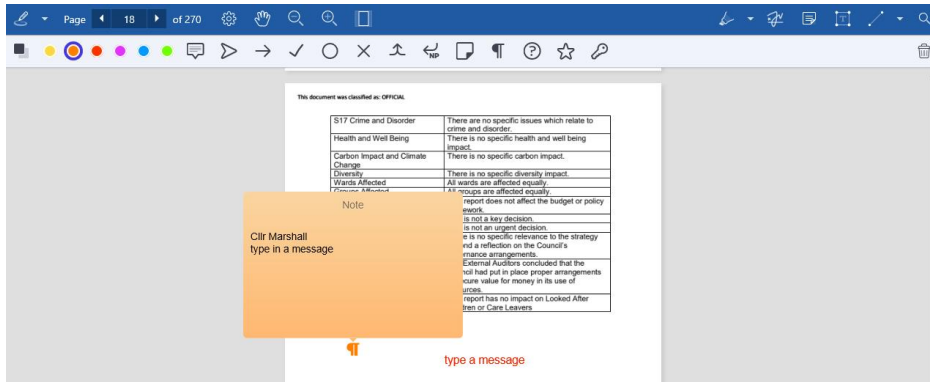
Tap or click on any annotation to bring up the annotation customisation menu to change colours, line styles or even to delete the annotation. The app will ask you for confirmation before deleting any of your annotations.

- Sign** – Insert an electronic signature into the document. Tap or click the icon and a box will appear for the electronic signature to be entered into. The signature can be stored for use on another occasion. [NOTE: this annotation type is likely being removed in the next version.]



- Sticky Note** – Press the sticky note icon and tap or click the location within the document where it is to be appear. Type a message or, if dictation is enabled on your device, dictate a message.



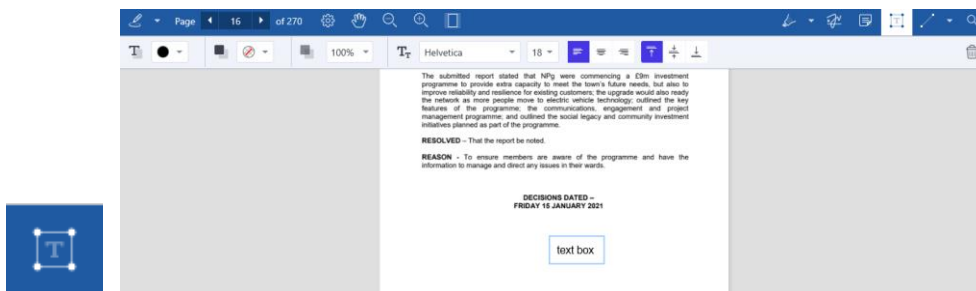


Change the colour of the sticky note using the colour option. Different icon choices for this sticky note can help with identifying different types of messages.

To close the sticky note, tap or click elsewhere on the document. To re-open it to read, edit or delete it, simply tap or click its icon.

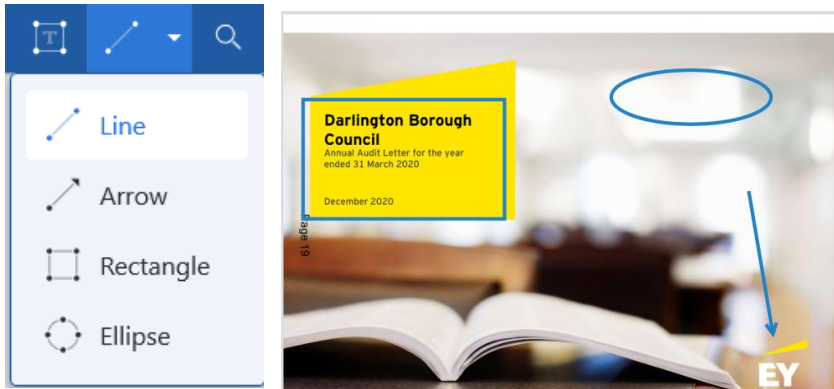
Any text you add using this tool is searchable.

- Text box** – will create a text box. Tap or click anywhere on the document and start typing to add a comment. This will remain visible. Any text you add using this tool is searchable.



- Insert Shapes** – click and hold or press and hold the icon and it will expand and offer a line, arrow, rectangle or ellipse. Then click or tap and drag your mouse or fingertip anywhere on the document to draw your shape.

Tap or click the icon again to save your annotations and turn the feature off. Tap or click annotations to customise it further.



- 29. **Search documents** – allows you to search for a specific word, including annotations made in text boxes and sticky notes, but not handwritten notes made with the drawing tool.

