

East Lothian Council

FOI Ref: 2018/537623

1. Is it compulsory for your citizens to create a MyAccount via the MyScot.gov / Improvement Service to be able to use on line services?

My Account registration is not mandatory for use of all online services, however, it is mandatory for accessing East Lothian Council (ELC) online school payments.

1a. If yes, can you confirm the number of MyAccounts users registered for your local authority?

2,757

1b. How many fully trusted accounts have been created where identity assurance has been provided?

566

2. Do you provide a 'local' login facility for your citizens to use when accessing services on line?

No

2a. If yes, can you confirm the name of the 3rd party who provides the technology (e.g, Civica) that makes this possible? 2 or 3 examples is more than enough.

Not applicable

3. Can you confirm what Customer Relationship/Case Management System your local authority uses when receiving customer service requests on line?

ELC is in the process of replacing its CRM system as the existing CRM system has no online service management provision.