



FAQs – Local Authorities

Whatever your enquiry is, we're happy to help. We've compiled answers to your frequently asked questions on a variety of subjects for Authority users.

Registering for My Account

How do I register my account?

You will be sent an email invitation by STS, with a link to register. Once you have clicked the link, you will be redirected to the STS Registration Portal. You will be asked to provide an email address and password. STE Support will send you an email with a link to activate your account confirming successful registration, once you have logged in, you will be able to start using the app.

TIP: It is a good idea to bookmark the login page, so you have this saved for future login sessions.

I have registered, but have not received an account activation email.

Check your Junk Email folder as our email may have been delivered there. If you do not receive an email within an hour of registering, contact the STS Support team, and we will send you a new registration activation email.

The link to activate my account does not work. What should I do?

Please check that you have clicked on the most recent account activation link that we have sent to you. If you continue to experience problems, contact the STS Support Team .

I have lost the email containing the account activation link.

Check your Junk Email folder as our email may have been delivered there. Alternatively contact the STS Support team, and we will send you a new email containing a new registration activation link.

Logging in to My Account

How do I log into my account?

You will be asked to enter the email address and password that you used when you registered your STS Account. There are two ways to login to your account:

1. Click on the Registration success email link you received which confirmed your account activation.
2. You can login to your account from the [login page](#) or by going directly to any page in your account (from a bookmark, for example).

How do I logout of my account?

To logout, simply click the side menu within the app. Then select logout.

What do I do if I receive an error message when logging into my account?

You must enter both the email address and password that you used to register for the account. The password field is case sensitive, but your email address is not, you should enter your details as you did when you created it. After 5 attempts your account will be locked out. You will need to contact the STS support team to request a new password, before you can attempt to log in again.

What do I do if I have forgotten my username?

From the login screen, select the 'Forgotten your username?' link. This will prompt you to enter your email address. Alternatively contact the STS Support team, and we will send you a new email containing a link to your username.

What do I do if I have forgotten my password?

From the login screen, select the 'Forgotten your password?' link. This will prompt you to enter your email address. We will then send you an email containing a link to reset your password.

How can I change my password?

Select the "Change Password" option in the side bar menu within the STS app.

I reset my password but I still can't log in?

You will need to contact the STS support team to request a new password, before you can attempt to log in again.

What browser is the STS app compatible with?

Whilst the STS app is accessible on most browser versions, we recommend using the latest versions:

- Firefox: 48.0.2 or later
- Chrome: 54.0.2840.71 or later
- Internet Explorer: IE10 or later
- Microsoft Edge: any version
- Safari: version 6.x or later

TIP: It is useful to review your privacy and security site settings, including blocked and allowed sites and camera settings before accessing the app.

What device is the STS app compatible with?

The STS app is accessible on most devices, tablets and mobiles including IOS (iPhone and iPad), Android and Window devices.

Using My Account

Are there any STS user guides or training available?

Learn more and make the most of the STS app by visiting our website for useful “how-to” user guides and video tutorials. Alternatively, you can get in touch with our STS support team for information about demos and upcoming training workshops and events.

Authority App Specific FAQs

What is a Super User?

The Super User is an allocated administrator for each local Authority app. The administrator will be able to add and remove users and reset accounts where they have become locked. An email invitation to register, with a link will be activated, providing access to an account confirming successful registration, once you have logged in, you will be able to start using the app. For more information a “How to Register a New User” guide is available on the Help section of the STS website.

How do I become a Super User?

Only one administrator can be allocated for each Local Authority app. Contact the STS Support team, confirming a name for an administrator for each LA System, and we will have this set up for you.

I can't view an image or documentation that has been uploaded?

It is useful to review your individual and group privacy policy and security site settings, including blocked and allowed sites and camera settings before accessing the app. Contact the STS Support team, and we will send you a new registration activation email. Alternatively, contact us via our feedback form at the foot of the page.

Still need help?

Did you find what you were looking for on this page? Or Do you need to get in touch with us? Use our contact form below or contact the STS Support: supportSTS@ealing.gov.uk