

# **My Doncaster**

## **User Guide**

Version: Release 2 for My Doncaster 2.0  
Date: 13/03/2008

## Introduction

My Doncaster is an online service that gives citizens, Council Officers, Council Members and Partners access to a wide range of information about services and facilities in the local area.

My Doncaster allows you to do a search on a property or area and find out more about it, including information about Planning Applications. You will also be able to find out what local services are available and how to make reports directly to the council over the internet.

To use My Doncaster to go [www.doncaster.gov.uk/MyDoncaster](http://www.doncaster.gov.uk/MyDoncaster)

**Please read the copyright and limitations page before you start to use the service.**

If you need any help to use My Doncaster or have any suggestions or comments please contact our Customer Services team:

E-mail: [customer.services@doncaster.gov.uk](mailto:customer.services@doncaster.gov.uk)  
Phone: 01302 – 736000  
Minicom: 01302 – 736252

## **Getting Started**

My Doncaster provides you with information about the area around a selected location.

You can select the location by typing in an address, part of an address or a postcode, and then by selecting the correct one from a list. You can also click on a map to select a location.

Once My Doncaster has a valid address (or map location), it will display information relevant to that location.

### **How to find information about a location**

#### **Location Details**

This provides access to Council information for the selected address. This may include details such as planning constraints, boundary information, waste collection and local representatives. Some results will have hyperlinks. Click on these links for further information on related web pages.

#### **Find The Nearest**

This provides a quick look-up for the services and amenities nearest to the selected address. The name, details and distance from the selected address are listed in a table.

#### **In The Area**

This provides lists of services and amenities within a specified distance of the selected address.

#### **On The Map**

Shows a map centred on the selected address.

#### **Report a Fault**

You can report incidents such as abandoned vehicles, potholes and graffiti directly through to the ICouncil. You can tell us the location of the incident using an address search or map location.

## Location Details

The *Location Details* tab at the top of the page provides access to information related to your chosen address. This can include details such as planning constraints, boundary information and local representatives.


To view information for the selected area or to change the search address:

1. Select an address (see [Search for an Address](#) for more details)
2. My Doncaster will automatically update or display relevant details according to the address selected

Some of the details in the table may contain hyperlinks to further information.

## Searching for an Address

### Enter address details

To find an address, go to the main page or the *Location Details* tab. Then enter information such as house number, street and town into the address details box, then click on the "Search" button .

If there's more than one match, My Doncaster will show you a list of possible addresses.

### Select the matching address

Click on the address that is the closest match. More matches for the address will continue to be displayed until you find the address you're looking for.

### Why can't I find an address?




If you are having problems finding an address, some of the following hints may help:

- **Use wildcards**  
Wildcards, written as \*, are useful if you are not sure of the spelling for a particular name. You can use them to replace any number of letters, numbers or spaces that you're not sure of e.g. Neth\* could be used to find Nether Hall Road.
- **Enter less information**  
If you have a very long address and there is no match, try cutting out some of the information.
- **Enter just a postcode**  
You can find an address by entering just a postcode. This will return all the properties found in that postcode area. You can then select an address from the list.

## Find The Nearest

The **Find The Nearest** tab provides a quick look up of the nearest services and amenities to the selected address.

To find the nearest local services and amenities:

1. Enter an address using the *Location Details* tab (see [Search For An Address](#) for more details) or select a location using the *On The Map* tab.
2. Click on **Search** and select the matching address from the list.
3. Services results will appear in a table under the *Find The Nearest* tab. You can see them on a map by clicking the service's blue "Locate" arrow .
4. Click on the blue "Widen search" arrow  next to a service to widen the search if required.
5. You can use the menu next to "Distance" to change the way distances to services are displayed: you can choose either miles or kilometres. Just select the option you want then click the blue "Go" arrow  next to the menu.



Services are split into sub-categories such as Council Services, Healthcare, Planning and Environment. The service type and name are given together with details such as the service's full address and the distance from the location you've selected.

## In The Area

The **In The Area** tab at the top of the page provides access to services within a specific distance of a chosen address. This can include doctors, schools and hospitals.


Some results will have hyperlinks. Click on a link for further information from related web pages.

To find services for the selected area:


1. Click the *In The Area* tab.
2. Choose a service from the list on the left
3. All the services near the chosen location will appear, together with an address and the distance from the location. Click on the blue "Locate" arrow  to be shown the service on a map.
4. If you'd like to be shown services that are further away, use the "Change search area to:" menus to pick a new range, then click on the blue search arrow to search for the services within your chosen distance .
5. If you want to search for other services, go back to step 2 and click on another service type from the list on the left.

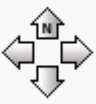
## On The Map

The **On The Map** tab shows a static map highlighted and centred on the selected address.



You can change the address selected by clicking on the "Set location" tool  in the toolbar and clicking on the map at the new location.

### Moving around on the map


If the new location isn't on the map, you can use the "Pan" tool  to move the map to another area by clicking and dragging it.

You can also use the arrows of the "Map compass" tool  to move the map in the corresponding direction.

### Zoom in and out


If you want to zoom into the map for more details, you can use the "zoom in" tool ; you can zoom out to see a wider area with the zoom out tool . You can also click on the + and - buttons on the map scale tool to zoom in and out.

### Getting information

If you want to find information about an item on the map, click on the "Information Request" tool  in the toolbar then click on the map point you want information about.



### Zoom to location

This provides a way to search for an address and display it on the map without switching tabs. It works like the [address search](#) on the *Location Details* tab. To make it appear, you should click on "Zoom to location" on the left of the screen.

There is also a menu of areas you can choose from as a quick way to move the map to one of the regions listed. Just select an area then click the "Zoom to area" button .

### View map layers

This lets you display services on the map.

1. Click "View map layers"
2. Click on the type of service you'd like to display on the map
3. Click the "Display on map" button  and any services in the area will appear on the map.
4. Use the information tool  to get more information about an item.

## Report a Fault

The **Report a Fault** tab allows you to report incidents such as abandoned vehicles, potholes and graffiti to your Council. You can provide the location of the incident by using an address search or by locating a point on the map.

There are three steps involved in this process.

### Step 1 - Choose incident type

The incidents are arranged by categories in a list. Select the type of incident that is the closest to the problem you wish to report. If there is no appropriate type, use the 'Other' option from the bottom of the list.

### Step 2 - Choose incident location

The My Doncaster service gives you three ways to record the location:

1. Using an address you have already selected
2. By selecting a point on the map
3. By searching for an address

If you are having problems finding an address, refer to **Searching for an Address** section above

### Step 3 - Complete incident details

The final step is to complete the incident report. The information you'll be asked for will depend on the incident type you selected in Step 1:

1. Check that the incident type and incident location are as accurate as possible. If you need to change the information you entered, click on "Update Incident Type" or "Update Incident Location" and repeat the relevant step.
2. Enter as much information as you can into the incident and contact details sections. This will help the Council deal with your request as quickly as possible.
3. Click on **Submit**.

After you have completed your incident report, a summary page will appear containing contact and incident details. There will also be a unique reference number (report ID) for the problem - use this number if you need to contact the Council about the problem in the future.