

CIVICA



MEA Account Creation Process

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Background

This document explains the process to create an account on the Civica Xpress MEA platform. When an Electoral Services department would like a member of staff to create an MEA account, a setup request email will be sent with a link to create an account. This document follows the process assuming that the email has been received and the link has been clicked.

Confirm Your Details

The first screen presented is to verify that the email has been sent to the intended user by verifying some basic information.

Account Activation

Please confirm your details below. You will then be redirected to the registration page where you will need to choose a username (must be unique) and password.

First Name Required

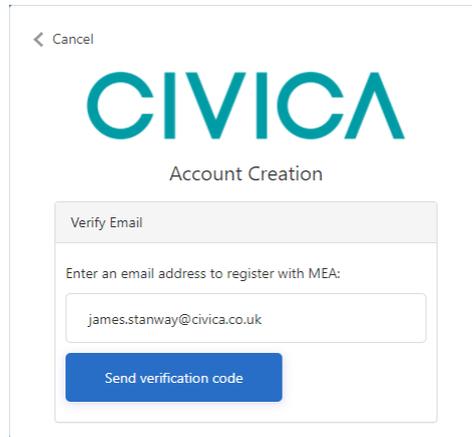
Last Name Required

Postcode Required

[Confirm Details](#)

Enter Your Email Address

After confirming your details, enter your email address and click the 'Send verification code' button. The verification code will be sent to your email address, as entered on this screen.



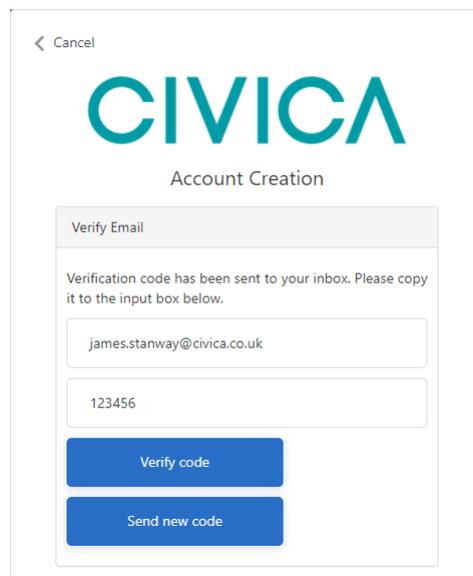
The screenshot shows a mobile application interface for account creation. At the top left is a back arrow and the text 'Cancel'. The CIVICA logo is centered at the top. Below the logo is the text 'Account Creation'. A section titled 'Verify Email' contains the instruction 'Enter an email address to register with MEA:'. Below this is a text input field containing the email address 'james.stanway@civica.co.uk'. At the bottom of the section is a blue button labeled 'Send verification code'.

Enter Your Verification Code

After pressing the 'Send verification code' button, the screen will change, as below. The verification code can take up to five minutes to arrive in your email inbox. Make sure to check your junk mail folder as well if you have not received it.

After five minutes, if the code has not arrived, double check that your email address is correct on screen, amend if necessary, press the 'Send new code' button and check your email inbox again.

When you receive your verification code, enter it in the field below your email address and press the 'Verify code' button.



The screenshot shows a mobile application interface for account creation. At the top left is a back arrow and the word 'Cancel'. The CIVICA logo is centered at the top, with 'Account Creation' below it. A section titled 'Verify Email' contains the following elements: a message stating 'Verification code has been sent to your inbox. Please copy it to the input box below.', an input field containing the email address 'james.stanway@civica.co.uk', another input field containing the verification code '123456', and two blue buttons: 'Verify code' and 'Send new code'.

Set Up Your Username and Password

Now create a username and password to access your account. There are constraints on both the username and the password. These can be viewed on screen by pressing the 'Username Requirements' or 'Password Requirements' buttons. Those constraints are also shown below, in this document. Press the 'Create Account' button to be taken into your new MEA account.

Username Requirements ✕

Characters Allowed:

- A - Z
- a - z
- 0 - 9
- # \$ % ^ & * - _ ! + = { } | \ : \ ' , . ? / ` ~ " () ;
- blank space

Username Restrictions:

- A minimum of 1 character and a maximum of 64 characters.
- **Usernames in email address format are not permitted.**

Close

Password Requirements



Characters Allowed:

- A - Z
- a - z
- 0 - 9
- @ # \$ % ^ & * - _ ! + = [] { } | \ : \ ' , . ? / ` ~ " () ;
- blank space

Password Restrictions:

- A minimum of 8 characters and a maximum of 16 characters.
- Requires three out of four of the following:
 - Lowercase characters.
 - Uppercase characters.
 - Numbers (0-9).
 - Symbols.

Close

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