

## Text transcript for Find out about MyAccount video

Timecode		Description of caption
From	To	
00:01	00:05	Find out about MyAccount from the Borough Council of King's Lynn & West Norfolk
00:07	00:11	Use MyAccount to submit and track your requests for council services
00:13	00:17	MyAccount allows you to securely access our services at any point during the day
00:19	00:23	Access your information on any device, whenever you choose
00:25	00:29	View personalised information about your accounts
00:31	00:35	Submit requests, reports and track their progress
00:36	00:39	Registering for an account is easy
00:40	00:49	Demonstration of a customer registering for an account
00:51	00:55	You just need an email address and answer a few basic questions
00:57	01:02	Or use your Facebook or Google account
01:04	01:08	Check your email inbox to activate your account
01:09	01:13	Once activated, you can sign in and access our services
01:14	01:19	Get answers to a range of frequently asked questions
01:20	01:32	Demonstration of a customer using MyAccount
01:34	01:37	Submit a request from a wide range of forms
01:39	02:00	Demonstration of a customer completing a form within MyAccount

02:01	02:06	You can save forms and come back to them later
02:07	02:12	Once submitted, you can track a form's progress
02:13	02:27	Demonstration of a customer checking the progress of a completed form within MyAccount
02:29	End	To sign up and find out more, visit <a href="https://www.west-norfolk.gov.uk/myaccount">https://www.west-norfolk.gov.uk/myaccount</a>