

If you have forgotten your password for Anycomms+ please follow this procedure

- 1) Go to the Anycomms+ login page (<https://sst.kirklees.gov.uk>) and click the 'reset your password' link.
- 2) Enter your username (which is usually your firstname and your surname with no space), and the email address linked with the account.
- 3) Enter the requested letters from your memorable word.
- 4) You will be sent an email containing a link, follow the link and you will be able to enter a new password and memorable word.

Password policy: at least 8 characters long, containing upper case letters, lower case letters and numbers. It can not be the same as your last 5 passwords. You will be required to change your password after 365 days.

If you have forgotten other elements of your login details, you will need to contact the IT Servicedesk.

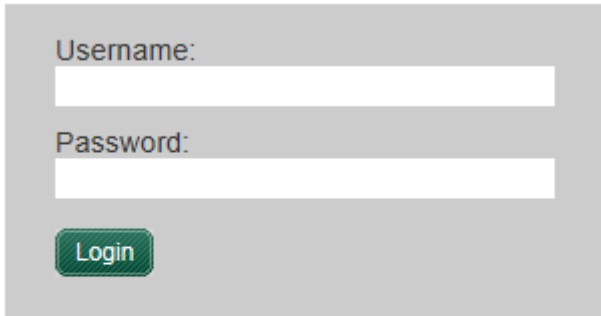
- 1) Phone 46888 (internal) or 01484 414714.
  - 2) State that you are calling for assistance with Anycomms+, and provide your real name, username for Anycomms (if different) and name of your team (internal) or organisation (external). The name of your organisation may be different to the common name you use and some organisations have separate organisation names for normal work and 'Works better'.
  - 3) IT Servicedesk staff will assist you in logging in, and if a password reset is required, the password will be emailed to the email address on your account.
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## Logging in:

Go to the Anycomms+ login page (<https://sst.kirklees.gov.uk>)



Username:

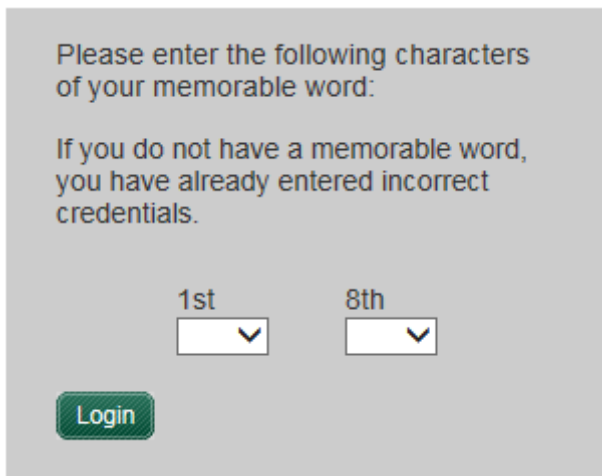
Password:

Login

[Forgotten your password?](#)

[Reset your password](#)

Enter your username (which is usually your first name then your surname, but may be different) into the 'username' box. Enter your password into the 'password' box then click 'login'.



Please enter the following characters of your memorable word:

If you do not have a memorable word, you have already entered incorrect credentials.

1st

8th

Login

You will be prompted for 2 random characters from your memorable word. Enter them in the relevant boxes and click 'login'.

## Uploading files to the local authority:

From the main menu of Anycomms+, click the 'Upload file(s) to local authority' OR 'upload files to a service' button:

**Upload File(s) to the Local Authority**

**Upload File(s) to a Service**

You move to this screen:

## Upload your files...

**Please click the browse button to select a file to send.**

Use the browse button to locate a file to upload (this file should not be open for editing in another program)

This process can be repeated to upload multiple files at once

## Upload your files...

**Please click the browse button to select a file to send.**

**Upload All Files**

Select what type of file you are sending, and select which service you are sending this file to.

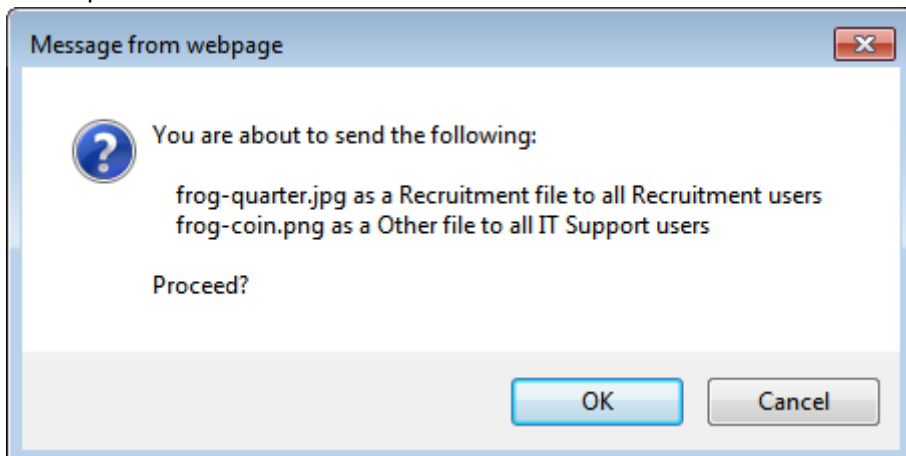
File Name	Remove File	File Type	Service	Description
frog-quarter.jpg	<input type="button" value="Remove"/>	Recruitment	Recruitment	as is traditional
frog-coin.png	<input type="button" value="Remove"/>	Other	Select	
frog-dime.png	<input type="button" value="Remove"/>	Select		

**Upload All Files**

Here you can choose a file type (if known) which will provide a shortlist of services/teams to send the file to, and the optional 'description' field to provide a short message to the team.

If you do not know the file type, choose 'other' from the bottom of the list, then choose the service from the full list.

When you have entered files/file types/services/descriptions, click 'upload all files' and you will be prompted to approve the request:



Click 'ok' to send the file(s).

Afterwards, you will get a notification screen about what you have sent:

Thank you, you have sent the following file(s):

File Name	File Type	Sent To	Date/Time Sent
frog-quarter.jpg	Other	IT Support	17/04/2019 15:39:41

**What would you like to do now?**

[Print a record of this transaction](#)

[Return to the main menu](#)

[Log out](#)

You will also receive a receipt email, if your account is setup to do so.

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## Uploading files to an organisation:

From the main menu of Anycomms+, click the 'Upload file(s) to an organisation' button

### Upload File(s) to an Organisation

You move to this screen:

## Upload your files...

Please click the browse button to select a file to send.

Use the browse button to locate a file to upload (this file should not be open for editing in another program)

This process can be repeated to upload multiple files at once

## Upload your files...

Please click the browse button to select a file to send.

You have selected the following file(s) to send, please indicate the recipient organisation(s) and role.

File Name	Remove File	Recipient Organisation	Recipient Role	Description
frog-quarter.jpg	<input type="button" value="Remove"/>	Calderdale Council (Works Better) <small>Filter this dropdown</small>	Works Bett ▼	<input type="text"/>
frog-coin.png	<input type="button" value="Remove"/>	Select <small>Filter this dropdown</small>	 ▼	<input type="text"/>

Here you can choose a 'recipient organisation' from the list, then a 'recipient role' from a list relating to that organisation. You can optionally enter a 'description' to provide a short message to the recipients.

When you have entered the files/recipient organisation/recipient role/description, click 'upload all files'

sst.kirklees.gov.uk says

You are about to send the following:

frog-quarter.jpg to all Works Better users at Calderdale Council  
(Works Better)

Proceed?

Click 'ok' to send the files.

Afterwards, you will get a notification screen about what you have sent:

Thank you, you have sent the following file(s):

File Name	Recipient Organisation(s)	Role	Date/Time Sent	Sent From
frog-quarter.jpg	Temp	Info	17/04/2019 13:50:33	IT Support

What would you like to do now?

You will also receive a receipt email, if your account is setup to do so.

## Downloading files:

From the main menu of Anycomms+, click the 'download file(s)' button

This will show you the 'new files' tab which is files that have not yet been downloaded:

New Files **Previously Downloaded Files**

File Name	From	Date/Time Uploaded ▼	Download	
frog-quarter.jpg ▼	IT Support	17/04/2019 13:50:33	<a href="#">Download</a>	<input type="checkbox"/>

File Size: 39KB  
Sender: Simon Turnbull

Description:  
as is traditional

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[Download All](#)

Click the right-arrow next to the file name to see more details, and click 'download' or 'download all' to download files.

This takes you to another screen to confirm the download:

## Confirm Download

You have chosen to download the following file:

File Name	Description	Date / Time	Size KB
frog-quarter.jpg	as is traditional	17/04/2019 13:50:33	39 KB

[Click here to confirm you wish to download this file](#)

Once a file has been downloaded, it can be downloaded any number of times in the next 21 days, then it is deleted off the system.

This is done with the other tab 'previously downloaded files':

New Files **Previously Downloaded Files**

File Name	From	Date/Time Uploaded ▼	Download	
frog-quarter.jpg ▶	IT Support	17/04/2019 13:50:33	<a href="#">Download</a>	<input type="checkbox"/>
frog-coin.png ▶	IT Support	17/04/2019 11:31:56	<a href="#">Download</a>	<input type="checkbox"/>

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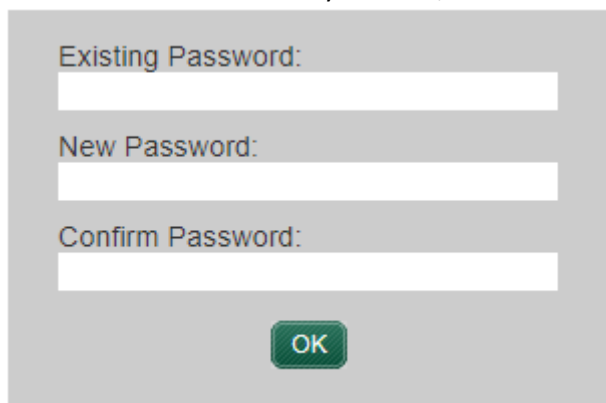
[Re-Download All](#)

[Return to the main menu](#)

Which works the same as the 'new files' tab.

## Changing your own password:

From the main menu of Anycomms+, click the 'change password' button

A screenshot of a password change form. It features three input fields: 'Existing Password:', 'New Password:', and 'Confirm Password:'. Each field is a white rectangle with a light gray border. Below the fields is a green button with the text 'OK' in white.

Enter your old/existing password in 'existing password'

Enter a new password into the 'new password' and 'confirm password' boxes then click 'ok'.

Password policy: at least 8 characters long, containing upper case letters, lower case letters and numbers. It can not be the same as your last 5 passwords. You will be required to change your password after 365 days.

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## Requesting changes to the Anycomms+ accounts for your organisation (external):

Please send an email to 'ITSupportAccessManagement@kirklees.gov.uk' clarifying the name of your organisation on Anycomms+ and giving a brief outline of the changes you want to make.

Kirklees IT staff will send you a form to complete and guidance on how to fill it out. Return this to 'ITSupportAccessManagement@kirklees.gov.uk' and we will process the change.

## Requesting changes to the Anycomms+ accounts for your team (internal):

Please log a request on the IT Servicedesk using the category 'amend what an employee can access' and explain the Anycomms changes you require.

When approved, we will send you a form to complete and guidance to fill it out. Return this to 'ITSupportAccessManagement@kirklees.gov.uk' and we will process the change.