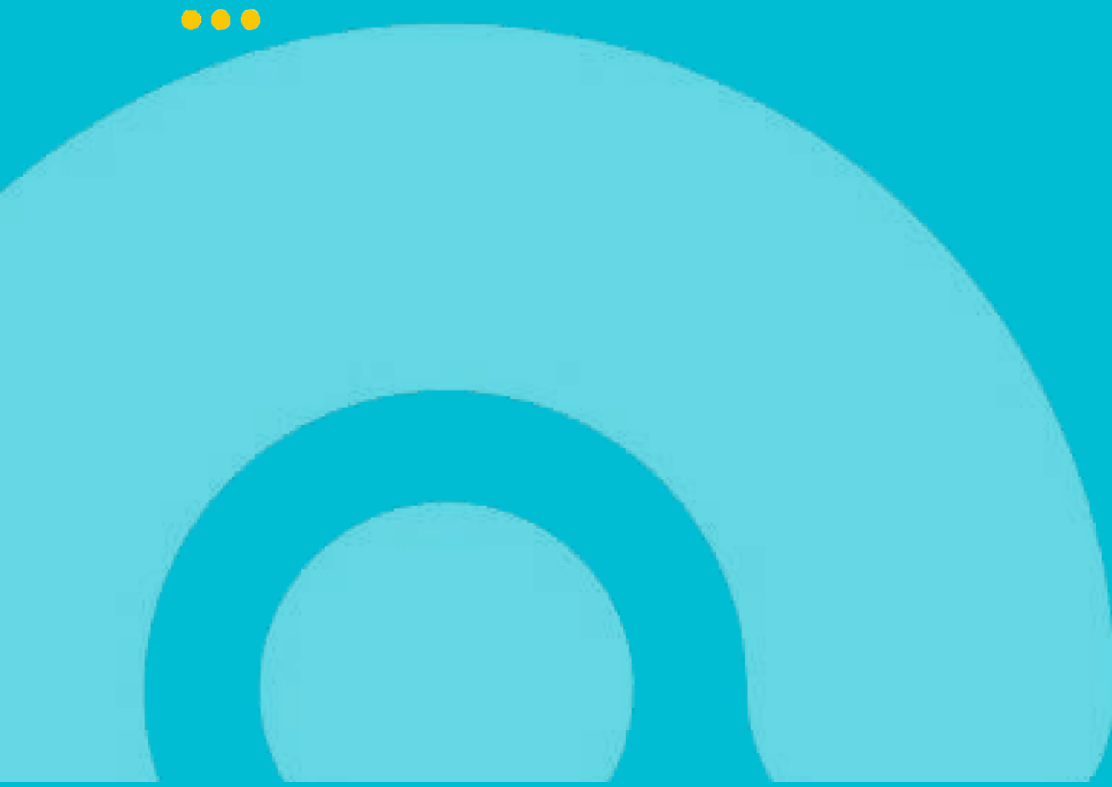# EVERY

HELP GUIDE

ISSUES ONLY USERS

How to Log into the "Every system"

● ● ●

Either select the quick link opition on your school website

"Premisis property reporting" option

or

Use the use the following url in your web brouser https://www.every.education/

When prompted enter your email address as your username and your default password is WUTC@123

Please note. you will be prompted to change this passowrd on your first login to the system.

If you ever forget your password select the forgotten passowrd option and the system will send you an email with instructions.

Login to Every

smayes@thatrust.org.uk

••••••••••

Forgotten password?   Login

or

▦ Login with Office 365

G Login with Google Workspace

For more information or help: weareevery ⬈

Issues Only Users Guide

● ● ●

This guide shows users with Issues Only access, how to sign in and log an issue.

Once logged into Every you will see a page in which you can log your Issue.

To log an issue, you will need to complete the following information below.

- **Title** – What the Issue is.
- **Description** – A brief or detailed description of the issue you are reporting.
- **Logged by** – Type in your first name and surname.
- **Issue Category** – Choose a category from the pre-populated drop-down list, as to what area your issue would fall within. e.g. If it's a broken computer, please select IT.
- **Location** – Description of exactly where the issue is located.
- **Upload Files** – You have the option here to attach any supporting documents relating to this issue, or a picture of the issue itself.

Once all relevant information is complete press the **SAVE** button, in the bottom right-hand corner of the screen. The issue will then be sent to the user responsible for managing the category you have selected.

You will receive an email when there is any status change or action taken.

Existing Issues

Once the Issue has been logged, you will only be able to see your open and closed **Existing Issues** and have access to any updates that may have occurred after you logged this.

You will receive a notification email when there is any status change or action taken on your issue raised.

You can access your existing open and closed issues at any time and add further information or attach any documents or pictures.

To access an issue, simply click on the title of the issue you want to view, this will take you into the issue where you can edit the relevant information. Click on **SAVE** once complete to update.

Completed Issues

Once your logged issue has been completed by the relevant user/department, you will receive a notification email (providing your email preferences are set up correctly within your profile) and your Issue will be move into the "**Closed Issues**" tab.

Don't forget

If you have any questions or queries, please email me smayes@thatrust.org.uk