

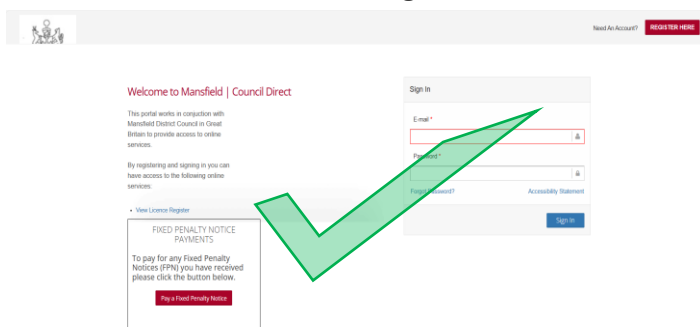
Mansfield District Council - Selective Licensing Application – FAQ and Troubleshooting.

I cannot access my account.

- Firstly, please ensure you are using the correct link. The council has two systems; council services and **application portal**.
- The **correct** portal link is: [Mansfield | Council Direct Login](#)



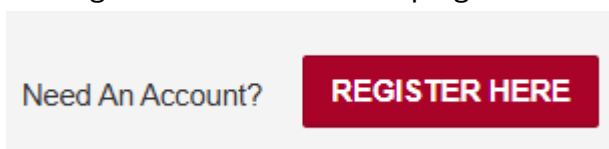
- Attempting to sign in using this option is incorrect – this is the council services log in.



- This is the application portal.

I am using the correct portal – I still can't access my account!

- If this is your first time using this portal you will need to **Register**.
- The register button is in the top right hand corner of the page



- This is a new service and you will need to register even if you have registered for council services before.
- If the portal says that your email address is already in use – you have already registered correctly previously.

I am registered... I still cannot log in!

- Please ensure that **after** you have filled out the registration form, you have **verified** your email.
- A email will be sent to yourself with a link; please click the link to **verify**.
- If you cannot see the email do not panic... it could be in your junk/spam folder.

The portal cannot find my address?

- As the portal states, if the location is outside of Mansfield you will need to enter the address manually. To do so, simply click the link below.

If The Location Is Outside Of The Receiving Councils Borough You Will Need To Enter Your Address Manually

[Can't find your address and need to add it manually?](#)

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How do I upload documents and certificates to the portal?

- We are happy to accept any form of documents so long as they are valid and show the date and address clearly.
- This means that files (such as pdfs or even Microsoft word documents) can be accepted.
- This also means that we are happy to accept physical photos of the documents!
- Photos can be uploaded directly from smartphones or sent to personal email accounts.
- You do not need to necessarily scan all documents in.

How do I get photos onto the portal though?

- If you are using a smartphone, you can simply take a photo of the certificate and upload it directly to the portal! You will simply need to select 'gallery' or 'photo library' from the options.

14:47 4G 57

online.mansfield.gov.uk

Not including kitchen sinks

Is the proposed licence holder a member of a recognised professional or national housing or landlord organisation?

Please provide a copy of the Energy Performance Certificate (EPC) of the property *

[Drop files here or click to upload.](#)
Maximum filesize permitted is 8MB

Fire Safety

Select the description that best fits the fire safety measures installed within the property *

14:47 4G 57

online.mansfield.gov.uk

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Is the proposed licence holder a member of a recognised professional or national housing or landlord organisation?

Please provide a copy of the Energy Performance Certificate (EPC) of the property *

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Photo Library

Take Photo

Choose Files

Select the description that best fits the fire safety measures installed within the property *

Please advise the floors where smoke alarms are present *

- Alternatively if you are not using a smart phone you will need to **email** the pictures to yourself at your personal email account.
- Here you can save the picture on your laptop (somewhere easy to find!).
- Then select 'Drop files here to upload'

property name: *

How many wash hand basins does the property have? *
Not including kitchen sinks

Is the proposed licence holder a member of a recognised professional or national housing or landlord organisation?
☐ Yes ☒ No

Please provide a copy of the Energy Performance Certificate (EPC) of the property *
[Drop files here or click to upload.](#)
Maximum filesize permitted is 8MB

Fire Safety

Select the description that best fits the fire safety measures installed within the property *

Please advise the floors where smoke alarms are present *

For example, Habitable basement (not including cellars that are not part of living space), Ground floor, First floor, Second floor, Third floor or floors above the third floor.

- And select the photo from the location you saved it from.

How many toilets does the property have? *

[Drop files here or click to upload.](#)
Maximum filesize permitted is 8MB

Select the description that best fits the fire safety measures installed within the property *

Please advise the floors where smoke alarms are present *

For example, Habitable basement (not including cellars that are not part of living space), Ground floor, First floor, Second floor, Third floor or floors above the third floor.

