

E -Petitions FAQ

Registering an account

Question:

"It wouldn't accept my details and kept going back to the beginning, refreshing my page and losing all my data"

Answer:

Please ensure all fields/text boxes are filled in when registering an account.

When signing a petition this information will be recorded to verify signatures from those who Live, Work or study in Bristol.

Logging in

Question:

*"I have an account and am trying to log in to sign a petition,
but I keep being sent back to the log-in page? "*

Answer:

When signing in please use your username given when creating an account.

Question:

"I think I have an account and it won't let me login to sign the petition?"

Answer:

Please note user accounts for petitions and subscribing to committee papers are different to those for other parts of the council website.

E.g. an account used to pay council tax will not work when signing a petition; a new account will need to be created.

Signing petitions

Question:

"I've logged in but there is nowhere to actually sign it, keeps saying log in?"

Answer:

You have already signed the petition on an earlier date.

The petition end date has happened.