

## How to 'Rate & Review' a record on the Reading Services Guide

All users of the Reading Services Guide can rate and review the records available on the site. It's a simple process and gives us feedback on the record quality and service.

- You can rate a record using the 'star' ratings
- You can review the record by completing the comments box

### How to Rate and Review a record

The screenshot shows the 'Family Information Service' record page on the Reading Services Guide. At the top, there is a search bar with 'Keyword(s)' and 'Location' fields, and a 'Search' button. Below the search bar, the title 'Family Information Service' is displayed, along with a 'Back to results' link. The main content area includes a description: 'A free information service for families living and working in Reading.' Below this, there are sections for 'Who to contact' (Telephone: 0118 9373777, E-mail: [fis@reading.gov.uk](mailto:fis@reading.gov.uk), Website: <http://www.reading.gov.uk/fis>) and 'Where to go' (Address: Reading Borough Council, 19 Bennet Road, Reading, Postcode: RG2 0QX). On the right side, there are two utility boxes: 'Record Actions' (Add to shortlist, Print Document, Print Document (Large Print), Send as text message) and 'Journey Planner' (Address: Reading Borough Council, 19 Bennet Road, Reading). Below these is a map showing the location of Bennet Rd and Whitley Har. At the bottom of the page, there is a 'Reviews' section with a table of star ratings (5 Star to 1 Star, each with a count of 0) and a 'Rate this record' button. The browser's address bar shows 'View RG2 0QX on a map' and the page is displayed at 100% zoom.

1. Select the record you would like to rate or review
2. Click on the 'Rate this record' button
3. Which will take you to the screen below

The screenshot shows a web browser window displaying a form titled "Rate this record". At the top, there is a navigation bar with links for RESIDENTS, BUSINESSES, LEISURE AND VISITORS, and ABOUT THE COUNCIL. A "My List 0" button is also present. Below the navigation bar is a search bar with "Keyword(s)" and "Location" input fields and a "Search" button. The main content area contains the "Rate this record" form with the following fields:

- Your Name \* (text input)
- Your Email \* (text input)
- How do you rate this provider? (dropdown menu with "Select a rating" selected)
- Please enter a title for your review \* (text input)
- Your review \* (text area)

Below the text area is a rich text editor toolbar with icons for Bold (B), Italic (I), Underline (U), ABC, Undo, Redo, Bulleted List, and Numbered List. A "Save Rating" button is located at the bottom left of the form. The browser's taskbar at the bottom shows "Done", "Internet", and a 100% zoom level.

4. If you have already registered on the Reading Services Guide and are logged in while completing the rate and review the system will automatically complete the top two boxes, 'your name' and 'your email'
5. If you are not registered or logged in on the Reading Services Guide you will have to complete this information
6. All fields marked with a red start \* are mandatory field and must be completed before you click the 'Save Rating' button
7. You **do not** need to complete the mandatory fields if you just want to 'star' rate the record
8. Once you have clicked the 'Save Rating' button the information will be sent to our teams to process

User feedback is very important to us; it helps us review records and improve services.