

Frequently Asked Questions

Why have you provided an offline app?

Whilst the use of the online MCSG is encouraged, the app has been designed to provide alternate access to the MCSG, explanatory materials, pronouncements and fines calculator.

Have you tested it/ is this the final version?

We have conducted user testing but this is a beta version and we are seeking feedback from all users. See below for details.

How do I get it?

If you are using an i-Pad, the MCSG app is available free of charge from the app store.

Can I use the app on a different device?

No. This app has been developed as a back up to support the work of the court in the event that wi-fi is not available – and the courts are being provided with i-pads. Offline support is therefore not available for other devices. However, you can access the online MCSG via any device connected to the internet.

Is it available on the Bench Solution?

Installation started on 17 August and should be completed across all sites by the end of August. Regional implementation leads have received guidance.

How does it work?

The app has been designed to echo the online MCSG. As it is an app, some of the navigation will be slightly different - a user guide is provided to help with this.

Are the explanatory materials available too?

Yes, all of the website content is available through the app, including the explanatory materials and additional guidance. The Judicial College's pronouncement cards can also be accessed.

How will the app be updated?

The app will be updated periodically. When an update is available, a message will appear asking if you want to update. You will have to be connected to the internet. We will make updates on a periodic basis. The online version may on occasion show changes earlier than the offline version but this will only be for minor changes.

My question about the app isn't covered here or I want to give feedback about it?

This is a 'beta' version of the app and we would welcome user comments and feedback. Please contact us at MCSGsupport@sentencingcouncil.gsi.gov.uk. Please also use this address to raise any specific question about the app and we will do our best to assist.