

Frequently Asked Questions

Why have you provided an offline app?

Whilst the use of the online MCSG is encouraged wherever possible, 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 tablets. There is of course no restriction on accessing the online MCSG via any device connected to the internet.

Is it already available on the Bench Solution?

At this time it is not available through the Bench Solution.

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.

How will the app be updated?

The app will be updated periodically to reflect any significant changes made to the content of the online version. When an update is available, a message will appear in the app asking if you want to update. You will have to be connected to the internet to do this. We will seek to make updates on a periodic basis. The online version may on occasion show a newer version than the offline version but this will only be the case for minor, non substantive 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.