**When to use MS Forms and when to use Citizen Space**

**Microsoft Forms for Internal Use**

For internal surveys, forms or polls, we recommend **Microsoft Forms.**

**Microsoft Forms for External Use**

An example of when you would use an MS Form externally might be to get feedback from a partner organisation or to run a skills assessment on a trainee.  If you are unsure about external use, please email [M365Project@midlothian.gov.uk](mailto:M365Project@midlothian.gov.uk)

**Citizen Space**

Use Citizen Space, rather than MS Forms, for public and external consultations, a powerful, secure and user-friendly platform that provides a good customer experience for external surveys/consultations. If you would like training or access to Citizen Space, then please contact: [BusinessApplications@midlothian.gov.uk](mailto:BusinessApplications@midlothian.gov.uk).

**MS Forms should not be used** to replace e-forms in existing systems.  Examples include iTrent and Integra.  Please ensure you discuss any changes with the Business Applications Team or the process owner.

**MS forms can be used** to replace a form that is currently in Word or Excel to allow for a more automated process. If you need any assistance with MS Forms, please email the M365 mailbox.

**More information**

To learn more, [watch a recording of a recent Microsoft Forms training session](https://midlothiangovuk.sharepoint.com/:v:/r/sites/Training/Shared%20Documents/General/Internal%20Video%20Library/M365%20Applications/MS%20Form%20Training%20Session%20(repeat).mp4?csf=1&web=1&e=Qg9oMO). If you have any further questions relating to Microsoft Forms, then please contact: [M365Project@midlothian.gov.uk](mailto:M365Project@midlothian.gov.uk)

We will be issuing guidance on how to access and use forms prior to 28 February.