



Registering for a council services online account

Registering for a council services online account is easy and takes just a couple of minutes – all you need to get started is a valid email address.

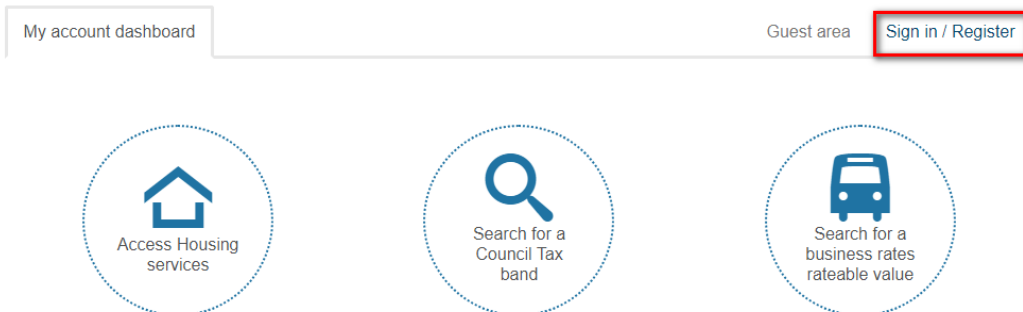
Once complete, you will be able to view your accounts for:

- Council Tax
- Business rates (if applicable)
- Housing benefits (if applicable)
- Housing services (if applicable)

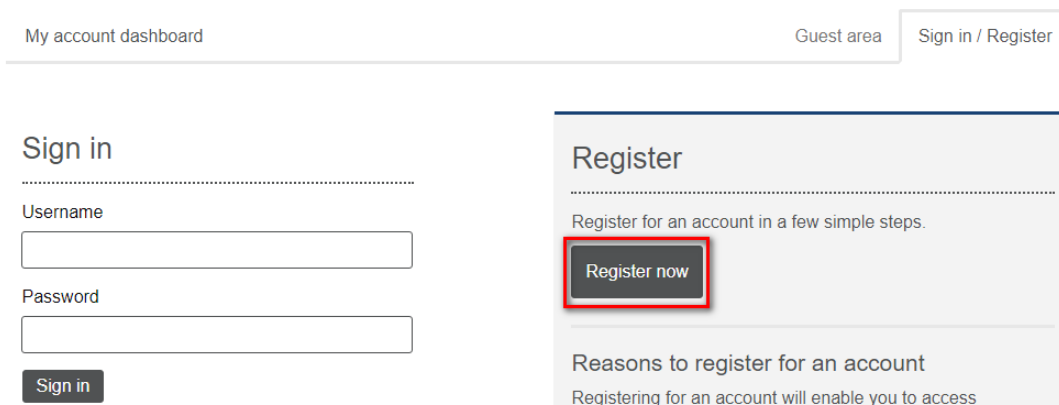
If you're on the housing register, you will be able to view and update your housing account, bid for properties using the new choice based lettings system and view your previous bidding history.

Step 1

Visit [the councils website](#) and select 'Sign in / Register' in the top right-hand corner of the page.



A new screen will open, select 'Register now'



Step 2

Complete all the fields shown below and when complete, click 'Next'.

Step 1 of 4 - Your Details

Already have an account? [Sign in](#)

Personal Details

Title

Forename

Surname

Address

Before completing your personal details, please double check the email address is correct. (After you've completed the online registration, you will be required to activate your account via an automated email – sent to the email address inputted by you.)

Please use a secure email address to register. Temporary email addresses should not be used.

Email Address

Confirm Email Address

Username

Enter a password which should contain a mixture of letters, numbers and symbols.

Password
Password must be at least 8 characters long.

Retype Password

Select a memorable security question and type in your answer.

Security Questions

These will be used to confirm your identity should you need to reset your password.

Question:

Answer:

Once you have completed the above registration information, click on 'Next'.

OPTIONAL STEP – TWO FACTOR AUTHENTICATION

We have introduced Two factor Authentication to increase security of your account. This is optional and can be switched on and off as required.

Step 1 of 4

Next

A new additional security option is available

We have introduced Two Factor Authentication to increase the security of your account

How does it work?

Signing in to your account will work a little differently. Whenever you sign in, you'll enter your password as usual. In addition you will then be asked for a code generated by the Google Authenticator mobile application. The next few pages will guide you through the short setup process.

To start using Two Factor Authentication on your account click the Sign Up button. More information on Two Factor Authentication can be found [here](#).

Step 1 of 3 - Install Google Authenticator on your smartphone

To get started select your smartphone operating system from the list below.

Android

iOS

Windows Phone

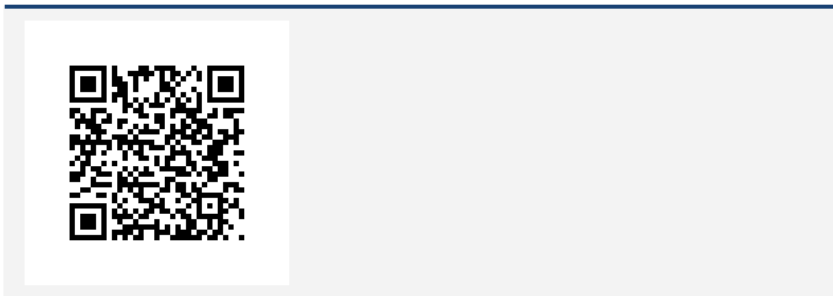
Step 1 of 3

Cancel

Next

Step 2 of 3 - Add this site to Google Authenticator

To complete the sign up process, from the Authenticator app scan the QR code below.



If you are using a smartphone to register [go to this link](#)

Step 2 of 3

Cancel

Next

Step 3 of 3 - Enter the code displayed in the Authenticator app

To complete the setup enter the six digit code generated from your Authenticator app and click Sign in.

Code

Step 3 of 3

Cancel

Sign in

Two Factor Authenticator can be switched on or off as required.

After logging into your self-service account, Go to My account – Two factor Login – Setup / Update and follow the on screen instructions.

Step 3

Now you can add a service or services to your account. This can be done by selecting the relevant service from the list. The services available are:

- Council Tax
- Business rates (if applicable)
- Housing benefits (if applicable)
- Housing services (if applicable)

Depending on the service you select, you will need to provide additional information to gain access to the individual service areas.

If you want to skip this step for now, scroll to the bottom of the screen and click 'Next'

My account dashboard Guest area

Step 2 of 4 - Add services

Optional - Choose services you would like to sign up to. Don't worry if you do not want to add any now; this can be done at anytime.

Step 2 of 4

Step 4

Check your email account for the activation email and click the highlighted link. This should arrive within a few minutes.


If you haven't received it, please check your junk and/or spam folders. Alternatively, contact us so we can help you.

[Contact us](#)

My account dashboard Guest area

Step 3 of 4 - Verify email

An email has been sent to [REDACTED] containing a link which will activate your account.

 Your account will not be active until you follow the link in your email.

The e-mail sent to you for activation may appear in your 'Junk' folder instead of your 'Inbox'.
Now please close this page and go to your email account.

Step 3 of 4

Click on the link outlined in the email to complete activation of your account.

Step 5

After clicking the activation link, the 'Sign in / Register' page will open.

Enter your username and password that you created in step 2 and click 'Sign in'.

Sign in

Username

Password

[I've forgotten my username](#)

[I've forgotten my password](#)

If you've forgotten your password, click 'I've forgotten my password'. By doing so, the system will send a temporary password to your email address, allowing you to log in to your account.

You are now successfully logged into your account and can securely access a range of services.

[My account dashboard](#)

[My services](#)

[My activity](#)

[Andrew](#) ▾

Step 4 of 4 - Complete

✓ Your account is now active and ready to use .

Step 4 of 4

Optional tour

Once you have registered and logged in, we advise you to take an optional tour of the system which will explain how to navigate the system and access services.

You can view the tour at any time and by visiting the following link.

[Take the tour](#)