

How to access services



Woking Borough Council has launched a series of online services that will transform the way you interact with the Council. This factsheet is one of a number that has been designed to help you access these services.

What services can I access online?

You can access details on your Council Tax bill, Business Rate charges and Housing Benefit entitlement, providing you with an up-to-date and convenient way to access personal information.

What information can I view online?

You can view details on how the Council calculates your charges, payments you have made, letters sent to you by the Council, make payments online and more.

Do I have to register?

Yes, to use the services you will need to register with Services Gateway, the Council's tool that allows you to access your information securely. Once you have registered, you can access any current and future services without the need to re-register. If you currently have a Services Gateway (formerly known as My Woking) username and password you do **not** need to register again.

How do I register with Services Gateway?

Go to www.woking.gov.uk, click on 'Services Gateway', 'Access services or register' and then 'Register', which is located in the top left-hand corner of the page. Follow the simple registration process, which includes creating a username and password.

Please remember your **username** and **password**, as you will need them each time you log in to Services Gateway.

Woking Borough Council,
Civic Offices, Gloucester Square, Woking, Surrey GU21 6YL
Phone: 01483 755855 Fax: 01483 768746
Email: customers@woking.gov.uk Website: www.woking.gov.uk

If you forget your password or PIN, you can request a reminder by using the links located on the Services Gateway homepage.

How do I access the online services?

Once you have registered with Services Gateway, you will need to request a Personal Identification Number (PIN) from the Council to access your personal information. To do this, click on 'My profile', and then 'Interactive services'. Now request the PIN for the service you require.

Please note: Once requested, your PIN will be sent to you by post and should arrive within seven working days.

When your PIN arrives, log in to Services Gateway. Select the required service, where you will be prompted for your PIN and reference number (which can be found on your bill or award letter). If your account number contains a letter, please input as a capital letter.

Will I need to enter my PIN and reference each time I log-in?

No, once you have registered with the online service you will not be required to enter your reference number or PIN again. If you wish to change service while logged into Services Gateway, simply close your current window, return to the Services Gateway homepage and click on the required service.

Please note: If a service window is untouched for more than five minutes, the system will automatically log you out.

If you have any further queries regarding Services Gateway or any of the online services, please contact the Council using our online contact form at www.woking.gov.uk/contact, by phone on **01483 755855** or email at customers@woking.gov.uk



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