



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.

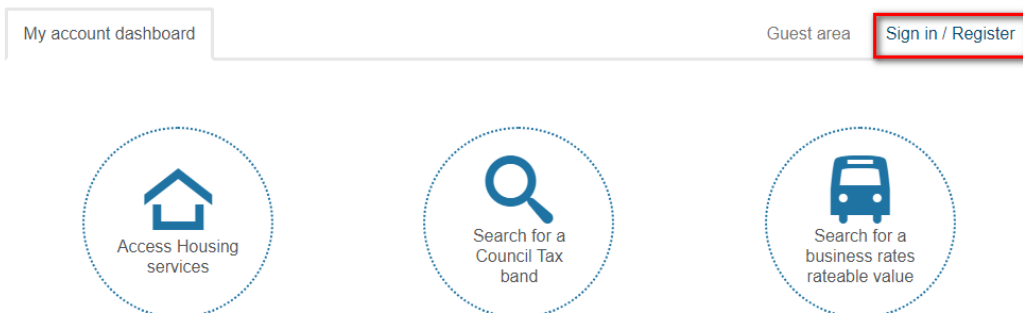
Once complete, you will be able to view your accounts for:

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

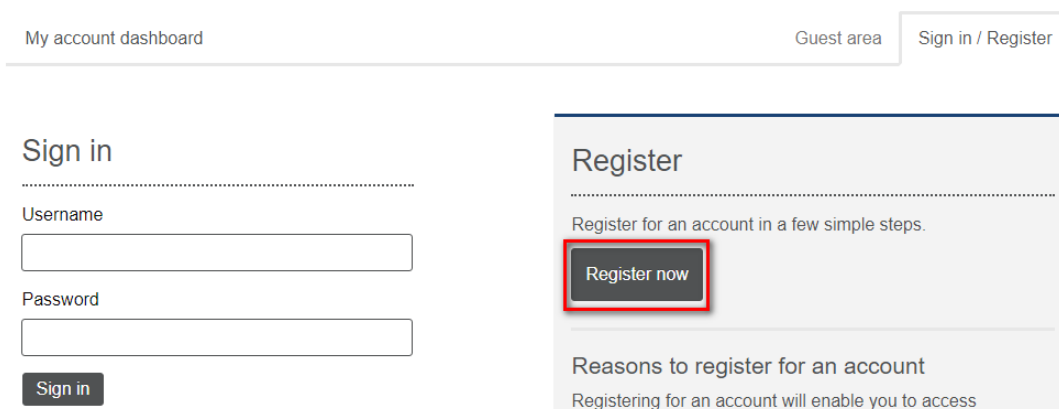
If you're on the housing register, you will be able to view and update your housing account, bid for properties using the new choice based lettings system and view your previous bidding history.

Step 1

Visit www.woking.gov.uk/myaccount 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'.

Step 1 of 4

Next

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 Sign in / Register

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

Next

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](#)

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.

Thank you for registering to access the Council's online services.

Before your account can be activated you need to click on the link below to verify your email address.

<https://selfservicetest.woking.gov.uk/publicaccesstest/selfservice/citizenportal/registration/registrationcomplete.htm?code=986b09d30cce3204>

If the link above does not show as a link, copy and paste it into your web browser.

If you have not registered with us and have received this email, please notify the Council immediately so we can take appropriate action.

Many Thanks,
Admin Team

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

Sign in

[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.

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](#)