



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.

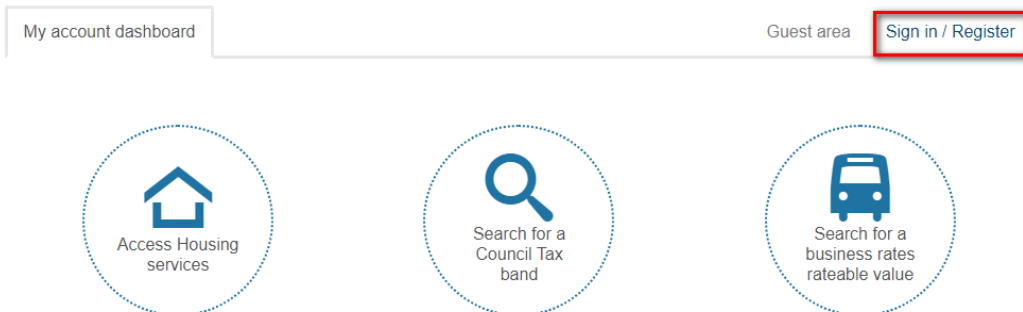
Once complete, you will be able to view your accounts for:

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

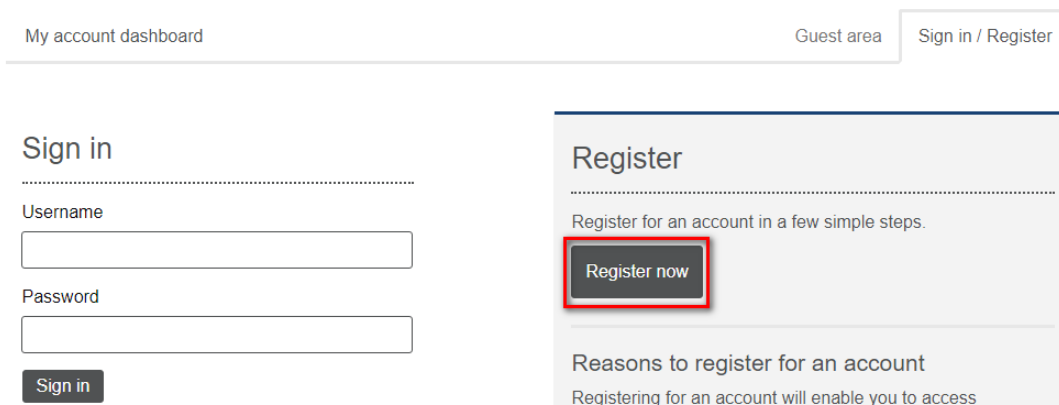
If you're on the housing register, you will be able to view and update your housing account, bid for properties using the new choice based lettings system and view your previous bidding history.

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'.

Step 3

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

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

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'.

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](#)

[Sign in / Register](#)

Step 3 of 4 - Verify email

An email has been sent to _____ containing a link which will activate your account.

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

ⓘ You must activate your account with 24 hours

The email 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.

Sign in

Username

Password

[I've forgotten my username](#)

[I've forgotten my password](#)

Step 4

[My account dashboard](#)

[My services](#)

[My activity](#)



✓ Your account is now active and ready to use.

Choose a service

Choose the service you would like to add to your online account.

Note: If you are a landlord wanting to view details of benefit payments being made directly to you, please link the Landlord : The Housing Benefit service is only for claimants accessing their own claim information.

Council Tax

Council Tax

For Individuals

Housing Benefit

Open Housing

For Businesses

Business Rates

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.



✓ Your account is now active and ready to use.

What happens next

You can add more services to your online account, including additional open housing accounts, by using the My Services

[My services](#)

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