

How to set up and use your Council Tax self-service account

Our self-service system allows you to manage your Council Tax account online, at a time that suits you.

Using self-service, you can:

- Check your Council Tax balance and payments
- View bills and adjustment notices online
- Set up, amend or manage a Direct Debit
- Report a change of address
- Apply for or manage discounts where available

Before you start

You will need:

- A **valid email address**
- Your **Council Tax account number** (shown on your bill)
- Your **postcode exactly as shown on your bill**

Step 1 – Register for self-service

1. Go to the self-service page and select **Sign in / Register**
2. Select **Register Now**
3. Enter your personal details
4. Create a username and password
 - Your email address will be your username
 - Your password must be at least 8 characters and include a mix of letters, numbers or symbols
5. Select **Next**

Step 2 – Verify your email address

Your account **will not be active** until this step is completed.

- An email titled “**Registration Activation**” will be sent to the email address you provided
- Follow the link in the email to activate your account
- If the email does not appear in your inbox, please check your **junk or spam folder**

Once confirmed, your self-service account will be active.

Step 3 – Add your Council Tax account

Important

Registering for self-service does **not** automatically show your Council Tax details. You must add (link) your Council Tax account separately.

To add your Council Tax account:

1. Sign in to self-service
2. Select **Add Service**
3. Choose **Council Tax**
4. Enter your **Council Tax account reference number**
5. Select **Continue**

Security questions

When you add your Council Tax account, you will normally be asked a short series of **security questions** to confirm your identity.

- These questions help keep your information secure
- Please answer the questions as accurately as possible
- You may skip optional questions, but enough information must be provided to confirm your identity

If you are unable to complete the security questions, you will need to contact us so we can help.

PIN letters (only if prompted)

When you add your Council Tax account, the **usual method** of confirming your identity is through security questions.

If your identity **cannot** be confirmed using those questions, the system may ask you to use a **PIN** instead.

If this happens:

1. Select the link **“I have been sent a PIN letter”**
2. Enter the PIN shown on your letter
3. Follow the on-screen instructions

You do **not** need a PIN to register for self-service.

A PIN is only required **if the system asks for one** when adding your Council Tax account.

Going paperless (optional)

Once your Council Tax account is linked, you may be offered the option to receive bills and notices by email instead of post.

You can:

- Choose to sign up at that point, or
- Set this up later through your self-service account

What you can see once your account is set up

After your Council Tax account is linked, you can:

- View your current balance
- See payments received
- Check instalments due
- View bills and adjustment notices
- Manage your Direct Debit
- Add or remove services from your account

Common problems

I've registered but can't see my Council Tax account

→ You still need to add your Council Tax account using your account number.

My details don't match

→ Check the account number and make sure your postcode matches the bill exactly.

I didn't receive the activation email

→ Check your junk or spam folder.

I can't get past the security questions

→ You will need to contact us so we can assist.

When to contact us

Please contact us if:

- You do not have an email address
- You do not know your Council Tax account number
- You are unable to complete registration after following the steps above