COUNCIL TAX ONLINE GUIDES

COUNCIL TAX ON LINE – REGISTERING AND VIEWING YOUR ACCOUNT and NOTICES

Contents

Introduction

This guide provides a step by step instruction on how to use the Council Tax Online Service to register, log in and view your Council Tax account and Notices. It includes a trouble shooting guide to help with any problems.

To do this you will need to provide –

- ✓ Your name and address as it appears on your Council Tax Bill;
- ✓ Your 8 digit Council Tax Number; and
- ✓ Your 10 character On Line Key as shown on your latest Council Tax Bill or Notice.

A. How to register

Step 1 – go the Council Tax home page at www.uttlesford.gov.uk/counciltax

Step 2 – select 'Manage your Council Tax online'

Council Tax On Line – Registering and Viewing your account

Step 3 – select 'register here' or 'Sign in or Register for an account'

View your Council Tax account

Sign into your council tax account to:

- view your up to date account information
- check your balance, payments and bills
- switch to paperless billing
- update your contact details

If you already have an account you can sign-in here
If you do not have an account you can register here

To register for this service you will need to enter the details as on your latest Council Tax bill or if you have signed up for paperless billing the email with the link to view your latest bill online.

Step 4 – Indicate if you are a person or an organisation

Step 5 – enter your name and Council Tax account and select 'Next'.

Step 6 – enter the online key that can be found on your latest bill or recovery notice and the postcode of the property for which you are the Council Tax Payer and then select 'Next'

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Security questions

Please enter the key from your latest bill and answer at least one of the other following questions.

Key

This can be found at the bottom right hand side of your last paper bill or within the new bill notification email if you have signed up for e-billing.

DCTBTFNTBJ

Current postcode

CB11 4ER

Last three digits of your telephone number

618   ✕

Last three digits of your bank account number

999

Next

Step 7 – enter tor email address twice and then create a Username and Password and indicate that you agree to the terms and conditions. Then select 'Submit'

Important: The password must contain at least 8 characters including an uppercase letter, a lowercase letter, a number and a special character

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Register

Email address

| d.day@mailprovider.co.uk |

Confirm email address

| d.day@mailprovider.co.uk |

Username

Username can only contain letters, digits and the following special characters: @ . _

| DORIS.DAY |

Password

This must contain at least 8 characters including an uppercase letter, a lowercase letter, a number and a special character
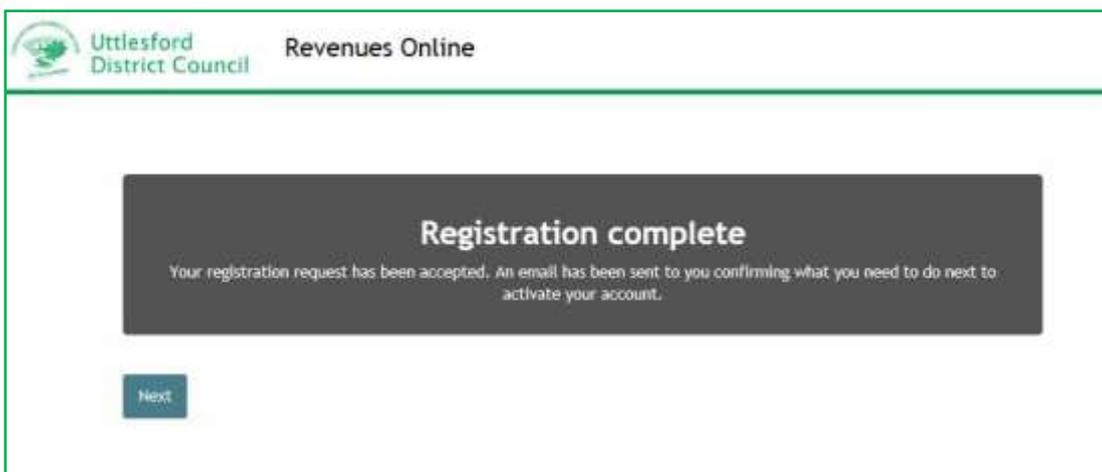
| ••••••••• |

Re-enter password

| ••••••••• |

☑ I agree with the terms and conditions

Submit

Step 8 – an email will be sent to you to activate your account. Select the link in the email to proceed. If you cannot see this email, check your trash/junk email mail boxes.
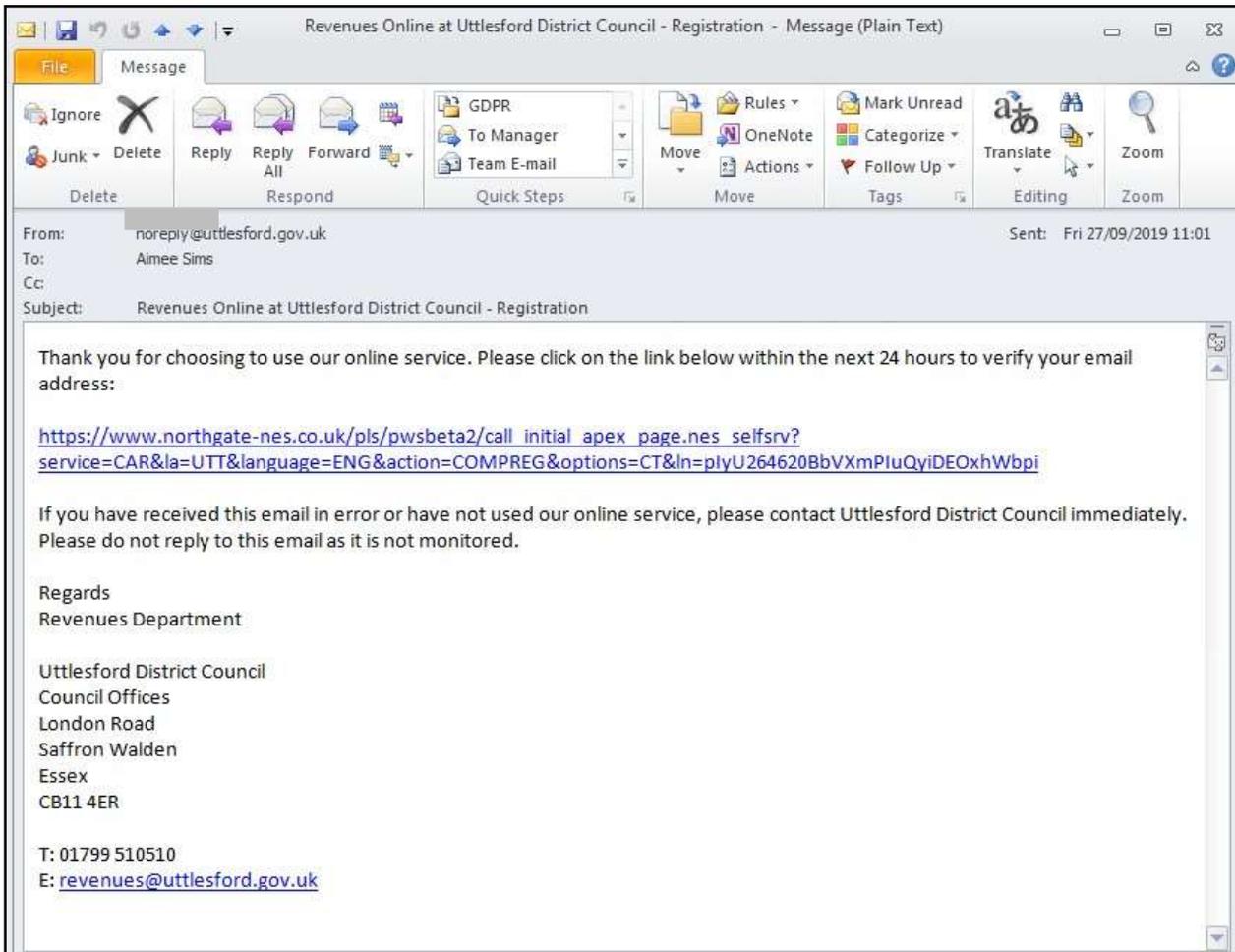
Step 8 – Click 'done' to return to the log-in screen

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B. How to sign in

Step 1 – select 'sign-in here' or 'Sign in or Register for an account'

View your Council Tax account

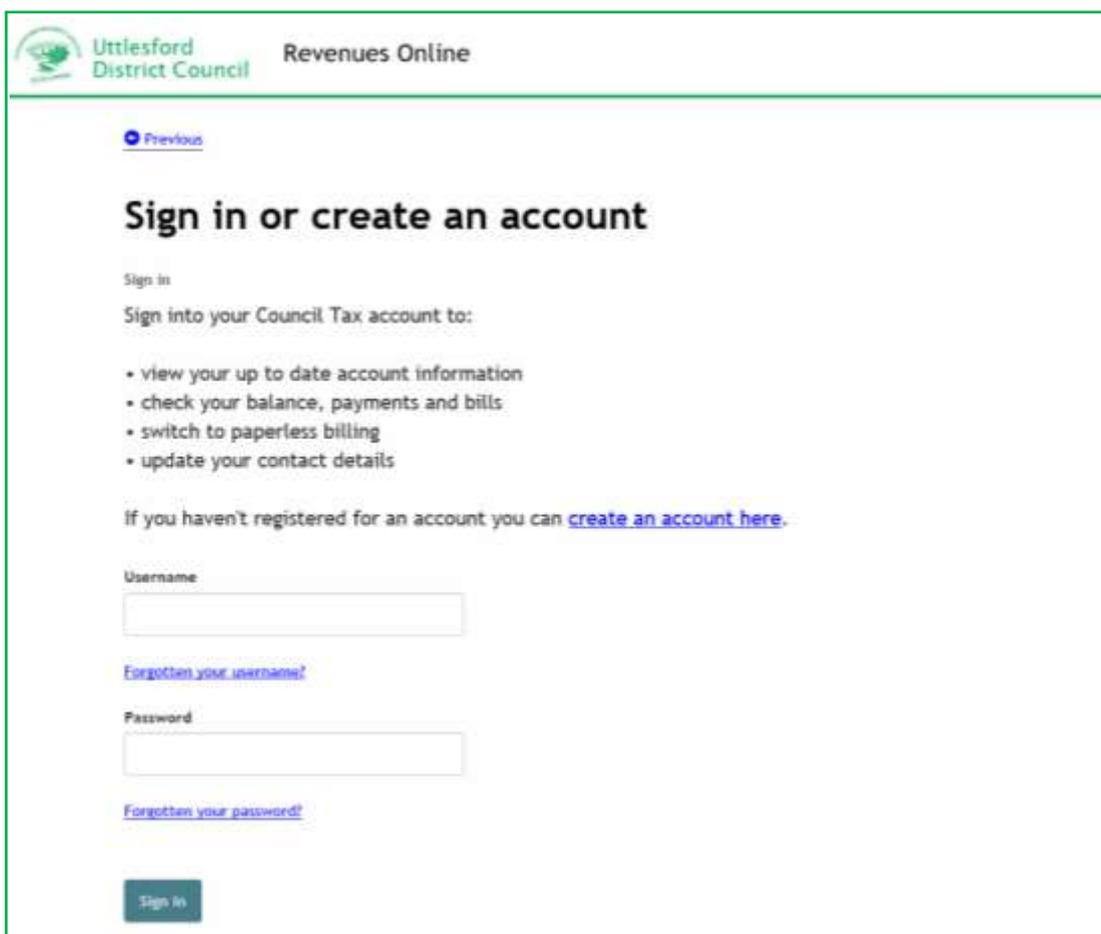Sign into your council tax account to:

- view your up to date account information
- check your balance, payments and bills
- switch to paperless billing
- update your contact details

If you already have an account you can sign-in here
If you do not have an account you can register here

To register for this service you will need to enter the details as on your latest Council Tax bill or if you have signed up for paperless billing the email with the link to view your latest bill online.

Step 2 – enter your username and password and select 'sign In'

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Sign in or create an account

Sign in

Sign into your Council Tax account to:

- view your up to date account information
- check your balance, payments and bills
- switch to paperless billing
- update your contact details

If you haven't registered for an account you can create an account here.

Username

Forgotten your username?

Password

Forgotten your password?

Sign In

You will now be taken to your account details.

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C. Viewing your account etc.

After logging in the screen below will be displayed –

This provides a summary of your account showing the current balance, when the last payment was made and the date the next is due.

Several links are shown on the right hand side as described below –

View your bills and recovery notices

This enables you to view and download online representations of bills, reminders, final and summonses that may have been issued. When selected the following is displayed –

In this example click on 'View Bill' and it will be downloaded as a PDF document. You will need to have Adobe Acrobat Reader or similar software installed on your device.

Account Activity

This provides a more detailed summary of your account showing all payments made and due. You can view your account details for any previous years.

Change to Direct Debit

If not already paying by Direct Debit select this link to set this up. A separate guide to Direct Debits is available.

Make a payment

This takes you to the online payment service.

Help using the online service

This takes you to a help page including a number of guides to using the online service.

D. Updating your details.

From your account screen you can update certain details -

Account details   Update

Name	Mr Robin Hood
Contact address	
Paperless billing	No

From here you can –

- Update/Correct your name
- Supply or update a contact phone number
- Provide an alternative contact address where bills etc. will be sent
- Supply or update an email address
- Sign up for Paperless Billing

A separate guide to updating your details is available on the help page
www.uttlesford.gov.uk/counciltax

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Troubleshooting

Q. I don't have an on line key. Where is it?

A. On line keys are printed on all bills and notices, such as reminders. You need to use the one shown on your latest bill or notice. This is a security device to ensure that taxpayers can only access their records. If you can't find a key contact the Council Tax section who will send a new bill with a new key.

Q. The name shown on the bill is incorrect e.g. misspelt. What do I enter?

A. Enter the name as it appears on the bill. You can correct it by selecting 'update' once you have accessed your account online.

Q. I have forgotten my username

A. On the log on page select 'Forgotten your username'. An email will then be sent to the same email address originally used to register stating your username

Q. I have forgotten my password

A. On the log on page select 'Forgotten your password. An email will then be sent to the same email address originally used from which you can set up a new password.

Q. I have put in all my details but they are not being accepted –

A. Check the name entered is the same as shown on your bill. Ensure you have entered the full 8 digit account number and the full 10 character online key.

If that does not work, go to your browser settings and clear your browsing history.

If you are still having difficulties please send details of what you were trying to do and, if possible, screen prints to uconnect@uttlesford.gov.uk.