

COUNCIL TAX ONLINE – UPDATING YOUR DETAILS

Introduction

This guide provides a step by step instruction on how to use the Council Tax Online Service to update your details such as phone number, email address, name and contact address.

To do this you will first need to have registered to view your Council Tax account. A separate guide 'Registering and Viewing your Account and Notices' is available from <https://www.uttlesford.gov.uk>

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

Step 2 – select 'Manage your Council Tax online'



Step 3 – select 'sign-in here' or 'register here'.

If you already have an account you can [sign-in here](#)
If you do not have an account you can [register here](#)

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

Username

[Forgotten your username?](#)

Password

You will now be taken to your account details.

Council Tax Options

Mr Robin Hood 1 Loxley Road Sherwood Nottingham NG11 9XX	Account reference 52052245 Liability started from 01.01.2018 Account balance £1,611.95 Last payment received £0.00 Next payment due £266.95 due 22-SEP-2018 Method of payment Cash Property band A	Popular services View your bills and recovery notices Account activity Change to Direct Debit Make a payment Help using the Online Service
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Account details	Update
Name	Mr Robin Hood
Contact address	
Paperless billing	No

Step 4 – select the ‘Update’ link as shown

above 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

The page overleaf will be displayed -

Mr Miss Mrs Ms Other

First name

Other name

Last name

Reason for Update
 ▼

Contact address

[I don't know the postcode](#) [Enter an address manually](#)

Please provide at least one phone number

Home telephone number

Work telephone number

Mobile telephone number

Email address
A confirmation email of this notification will be sent to this email address

Preferred method of contact
 Home telephone Work telephone Mobile telephone Email

Would you like paperless billing?
This is a free service
 Yes No

In this example the following update will be carried out –

- Correct spelling of name from Robin to Robert;
- Provide an alternative address to send bills etc.;
- Provide a mobile phone number and select it as the preferred method of contact;

Firstly the correct name is entered and from the drop down the reason for the update is selected. In this example it is a ‘correction’.

First name

Other name

Last name

Reason for Update

- Please select
- Marriage
- Use Maiden Name
- Correction
- Incomplete
- Changed name by Deed Poll
- Change of Gender

Secondly, the postcode for the contact address is entered and ‘Find Address’ selected.

Contact address

The required address is selected from the resulting list.

Contact address

Choose the address from the list below or choose 'search for another add

- 1 Harston Gardens, West Bridgford, NOTTINGHAM, NG2 7UY
- 3 Harston Gardens, West Bridgford, NOTTINGHAM, NG2 7UY
- 5 Harston Gardens, West Bridgford, NOTTINGHAM, NG2 7UY
- 7 Harston Gardens, West Bridgford, NOTTINGHAM, NG2 7UY
- 9 Harston Gardens, West Bridgford, NOTTINGHAM, NG2 7UY
- 11 Harston Gardens, West Bridgford, NOTTINGHAM, NG2 7UY
- 2 Harston Gardens, West Bridgford, NOTTINGHAM, NG2 7UY
- 4 Harston Gardens, West Bridgford, NOTTINGHAM, NG2 7UY

Next a mobile number is entered and selected as the preferred method on contact -

Mobile telephone number

Email address

A confirmation email of this notification will be sent to this email address

Preferred method of contact

Home telephone Work telephone Mobile telephone Email

Finally the 'Finish' button is selected and the updated information is passed to the Council Tax Section.

Troubleshooting

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.