

## COUNCIL TAX ONLINE – SELECTING PAPERLESS BILLING

### Introduction

This guide provides a step by step instruction on how to use the Council Tax Online Service to select paperless billing. Once set up you will be notified by email once a bill is ready for you which you can view online or download it.

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 on the Uttlesford District Council website.

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

**Step 2** – select



**Step 3** – select ‘Sign in or Register for an account’. The following guidance is used after you have registered.

[Sign in or Register for an account](#)

**Step 4** – enter your username and password and select ‘sign In’

|   |
|---|
| <p>Username</p> <input type="text"/>            |
| <p><a href="#">Forgotten your username?</a></p> |
| <p>Password</p> <input type="password"/>        |
| <p><a href="#">Forgotten your password?</a></p> |
| <p><input type="button" value="Sign in"/></p>   |

You will now be taken to your account details.

# Council Tax Online

## Community Services

### Dept

8 Stortford Road  
Leaden Roding  
Dunmow  
Essex  
CM6 1QX

## Account reference

**309402779**

Liability started from 25.08.2019  
Account balance £0.00  
Last payment received £0.00  
Next payment due £0.00 due 01-OCT-2019  
Method of payment Ctax Cash/Cheque  
Property band D

## Popular services

- [View your bills and recovery notices](#)
- [Account activity](#)
- [Change to Direct Debit](#)
- [Contact us about your account](#)
- [Make a payment](#)

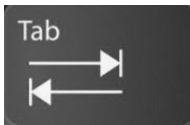
## Account details

[Update](#)

|                   |                         |
|-------------------|-------------------------|
| Name              | Community Services Dept |
| Contact address   |                         |
| Paperless billing | No                      |

**Step 5** – select the 'Update' link as shown above

**Step 6** – enter your email address to be used for paperless billing and click on tab on the keyboard. This will bring up a second email box so you can enter your email again.



**Step 7** - You will be required to select your preferred method of contact if this is the first time you've updated anything here.

### Preferred method of contact

Home telephone

Work telephone

Mobile telephone

Email

This is also your opportunity to add any other detail like contact phone numbers.

**Step 8** - Select 'Yes' for 'Would you like paperless billing?' and 'Yes' again to confirm you want us to use your email and select 'Finish'

**Email address**

  
**Confirm 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

**Please confirm that you wish to use the email above**

Yes     No

**Finish**

[Cancel](#)

You are now set up for Paperless Billing.

## **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.