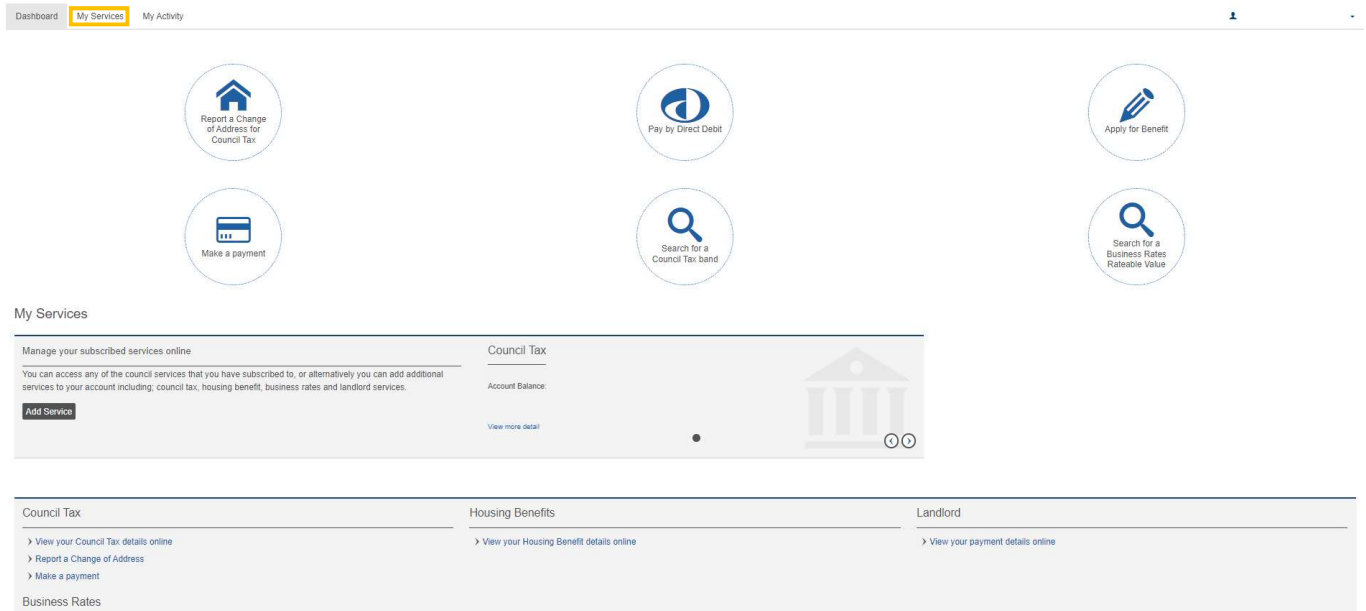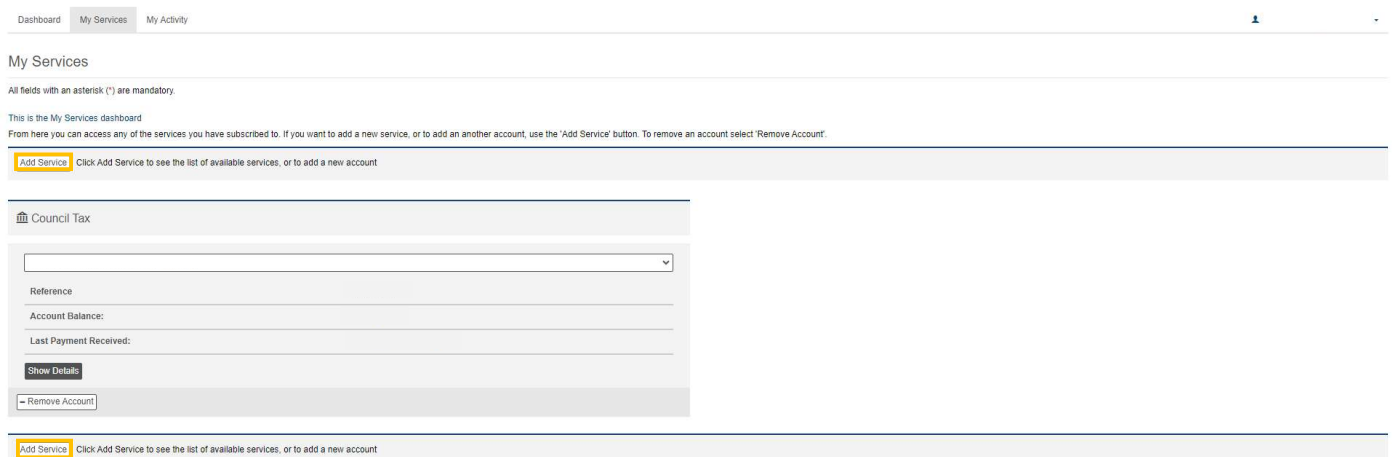To add a service and/or account please follow the process detailed below:

> **Please note: Users accessing our online services with a mobile or tablet may find the layout of the screens/options slightly different to those shown in this guide, however the adding a service/account process itself, will be the same. The menus/options that are not instantly viewable by mobile/tablet users should be available by selecting the ▤ icon.**

- Log into your online account and from the 'Dashboard' select the **'My Services'** tab:

- To add a service (**Council Tax, Business Rates, Housing Benefits or Landlord**) to your user account, select the **'Add Service'** button.

- Select the service that you wish to add from the list of services available & select **'Continue'**

> If you want to link an account to a service that you already have, select the same service. For example if you want to link a Council Tax account for a second home, and you have already have the Council Tax Service with your main Council Tax account linked to it, still select the 'Council Tax' service from the options available at this point & select **'Continue'**.

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 service. The Housing Benefit service is only for claimants accessing their own claim information.

Council Tax
○ Council Tax
For Individuals
○ Housing Benefit
For Landlords
○ Landlord
For Businesses
○ Business Rates

[Continue] [Skip]

- Enter the reference number of the account/claim you want to link to your service and select **'Continue'.**

  Your account/claim reference number can be found on documentation you have received from us in relation to the relevant account/claim, for example a Council Tax bill.

What is your council tax account reference number?

All fields with an asterisk (*) are mandatory.

Council Tax Reference Number *

You can find this number on your council tax bill.

[   ]

[Continue] [Cancel]

- Select **'Continue'**
  (*or if you have received a PIN letter for this account select 'I have been sent a PIN letter' & then skip to here*).

Keeping your account secure

We need to confirm your identity to give you access to this service.

We will do this by asking you a short series of questions. You must answer mandatory questions correctly, if you cannot answer an optional question, click 'Skip question' to answer the next question.

If you have a PIN letter, you can confirm your identity by selecting 'I have been sent a PIN letter'.

[Continue] [I have been sent a PIN letter]

- Answer the questions that then follow & select **'Continue'** after each one.

  If you are able to answer the questions correctly and authenticate your identity, you will be given access to your account details
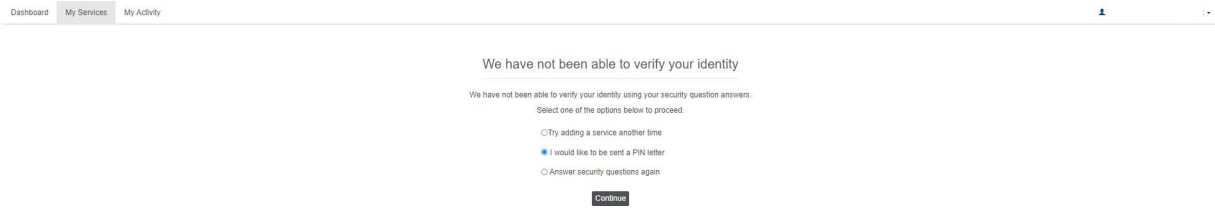

✓ Your account is now active and ready to use.

What happens next

You can add more services to your online account, including additional council tax accounts, by using the My Services page.

Would you like to go paperless? (It only takes 30 seconds)

[My Services]

> *Please note* - *If you are unable to answer the questions correctly, or we do not hold enough information to authenticate your identity for the account that you are trying to link in this way, you will be directed to a page where you can select to either try answering the security questions again, or request a PIN letter to be sent to you, to enable you to gain access to this account online.*
>
>
>
> *If you opt to be sent a PIN letter - when you receive the letter, skip to* [here](#)*.*

- Your account will now have been added to the relevant 'Service'. You can either select **'My Services'** to access your account and view your details, or (if you haven't already signed up) you can select **'Would you like to go paperless?'** and follow the instructions to sign up for our 'Paperless Billing' service, so that you can receive bills and documentation electronically.

- If you select **'Would you like to go paperless?'** you will be directed to the 'Paperless Billing Sign-Up' page where you will be asked to read terms and conditions, and tick to confirm that you have read and accepted them, finally select the **'Continue'** button to complete the sign up process.

  Paperless billing is optional, you can still view your account details online without registering for this option.
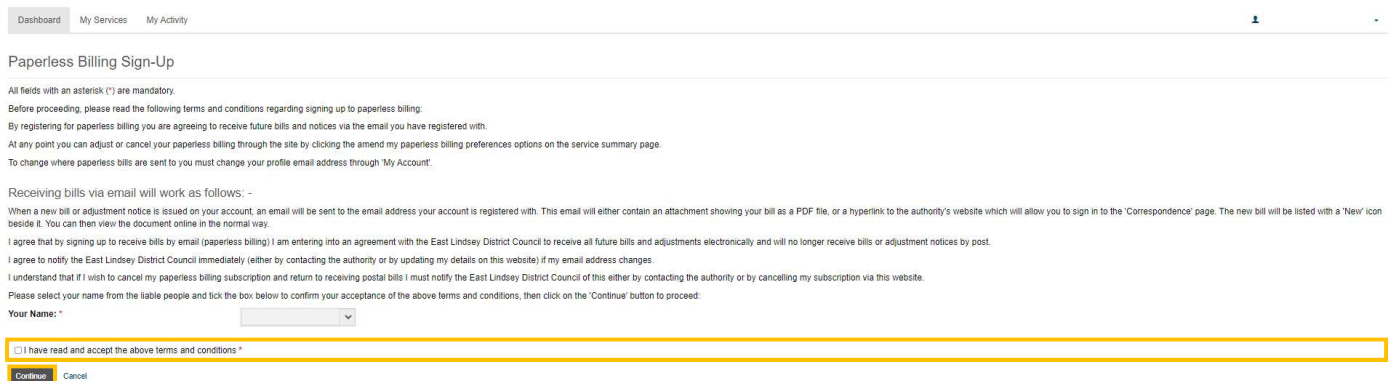
- If you select **'My Services'** you will be directed to the **'My Services dashboard'.**

  Select the property/account you wish to view from the drop-down list and select 'Show Details'.

My Services

All fields with an asterisk (*) are mandatory.

This is the My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service, or to add an another account, use the 'Add Service' button. To remove an account select 'Remove Account'.

[Add Service] Click Add Service to see the list of available services, or to add a new account

🏛 Council Tax

Reference

Account Balance:

Last Payment Received:

[Show Details]

[– Remove Account]

[Add Service] Click Add Service to see the list of available services, or to add a new account

- This will take you into your online account, and allow you to view your correspondence, instalments etc.

- Log into your online account and from the 'Dashboard' select the **'My Services'** tab:

- To add a service (**Council Tax, Business Rates, Housing Benefits or Landlord**) to your user account, select the **'Add Service'** button.

- Select the service that you wish to add from the list of services available & select **'Continue'**

If you want to link an account to a service that you already have, select the same service. For example if you want to link a Council Tax account for a second home, and you have already have the Council Tax Service with your main Council Tax account linked to it, still select the 'Council Tax' service from the options available at this point & select 'Continue'.

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 service. The Housing Benefit service is only for claimants accessing their own claim information.

Council Tax
◉ Council Tax
For Individuals
○ Housing Benefit
For Landlords
○ Landlord
For Businesses
○ Business Rates

Continue Skip

- Enter the reference number of the account/claim you want to be able to view and select **'Continue'.**

   Your account/claim reference number can be found on documentation you have received from us in relation to the relevant account, for example a Council Tax bill.

What is your council tax account reference number?

All fields with an asterisk (*) are mandatory.

Council Tax Reference Number *

You can find this number on your council tax bill.

Continue Cancel

- Select **'I have been sent a PIN letter'**

Keeping your account secure

We need to confirm your identity to give you access to this service.

We will do this by asking you a short series of questions. You must answer mandatory questions correctly, if you cannot answer an optional question, click 'Skip question' to answer the next question.

If you have a PIN letter, you can confirm your identity by selecting 'I have been sent a PIN letter'.

Continue I have been sent a PIN letter

- Enter the **PIN** (6 digit number) detailed within the 'Viewing your account online' letter, that we sent to you, in the field under **'PIN'** and then select the **'Continue'** button.

Use a PIN to add a Council Tax service

All fields with an asterisk (*) are mandatory.

Enter the PIN number that was sent to you by post for this Council Tax. *

PIN

Continue Cancel

- Your account will now have been added to the relevant 'Service'. You can either select **'My Services'** to access your accounts and view your details, or **(if you haven't already)** you can select **'Would you like to go paperless?'** and follow the instructions to sign up for our 'Paperless Billing' service so that you can receive bills and documentation electronically.

✓ Your account is now active and ready to use.

What happens next

You can add more services to your online account, including additional council tax accounts, by using the My Services page.

Would you like to go paperless? (It only takes 30 seconds)

My Services

- If you select **'Would you like to go paperless?'** you will be directed to the 'Paperless Billing Sign-Up' page where you will be asked to read terms and conditions, and tick to confirm that you have read and accepted them, followed by selecting the 'Continue' button to complete the sign up process.

   Paperless billing is optional, you can still view your account details online without registering for this option.

Dashboard   My Services   My Activity

Paperless Billing Sign-Up

All fields with an asterisk (*) are mandatory.

Before proceeding, please read the following terms and conditions regarding signing up to paperless billing:

By registering for paperless billing you are agreeing to receive future bills and notices via the email you have registered with.

At any point you can adjust or cancel your paperless billing through the site by clicking the amend my paperless billing preferences options on the service summary page.

To change where paperless bills are sent to you must change your profile email address through 'My Account'.

Receiving bills via email will work as follows: -

When a new bill or adjustment notice is issued on your account, an email will be sent to the email address your account is registered with. This email will either contain an attachment showing your bill as a PDF file, or a hyperlink to the authority's website which will allow you to sign in to the 'Correspondence' page. The new bill will be listed with a 'New' icon beside it. You can then view the document online in the normal way.

I agree that by signing up to receive bills by email (paperless billing) I am entering into an agreement with the East Lindsey District Council to receive all future bills and adjustments electronically and will no longer receive bills or adjustment notices by post.

I agree to notify the East Lindsey District Council immediately (either by contacting the authority or by updating my details on this website) if my email address changes.

I understand that if I wish to cancel my paperless billing subscription and return to receiving postal bills I must notify the East Lindsey District Council of this either by contacting the authority or by cancelling my subscription via this website.

Please select your name from the liable people and tick the box below to confirm your acceptance of the above terms and conditions, then click on the 'Continue' button to proceed:

Your Name: *   [_____ ▾]

☐ I have read and accept the above terms and conditions *

[Continue]   Cancel

- If you select **'My Services'** you will be directed to the **'My Services dashboard'.**
  Select the property/account you wish to view from the drop-down list and select **'Show Details'**.

Dashboard   My Services   My Activity

My Services

All fields with an asterisk (*) are mandatory.

This is the My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service, or to add an another account, use the 'Add Service' button. To remove an account select 'Remove Account'.

[Add Service]   Click Add Service to see the list of available services, or to add a new account

🏛 Council Tax

[_____]

Reference

Account Balance:

Last Payment Received:

[Show Details]

[− Remove Account]

[Add Service]   Click Add Service to see the list of available services, or to add a new account

- This will take you into your online account and allow you to view your correspondence, instalments etc.

Also see:

Self Serve Registration Guidance
Self Serve Login Guidance
Self Serve Login with a PIN Guidance
Self Serve Updating Your Details Guidance