
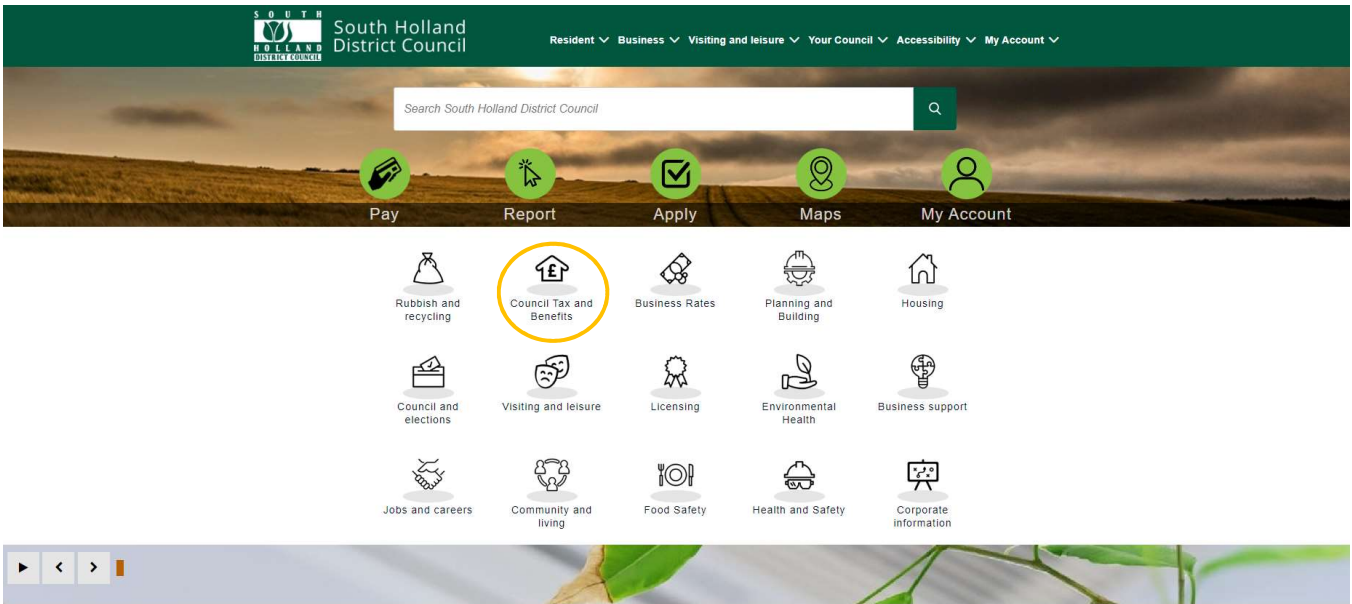


To access your Council Tax account you will need to login as follows:

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 login 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.

- Select the 'Council Tax & Housing Benefits' icon from the homepage at www.sholland.gov.uk



Select 'Your Self Serve Account':



- Select the 'Self-Serve' link:

Save Yourself Time, Do It Online

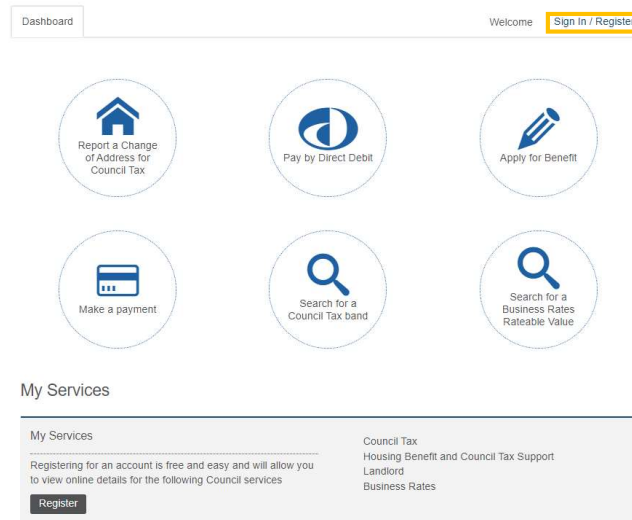
Create or log in to your **Self-Serve** account to:

- Apply for benefit
- View your Council Tax account details
- Report a change of address for Council Tax
- Pay by Direct Debit

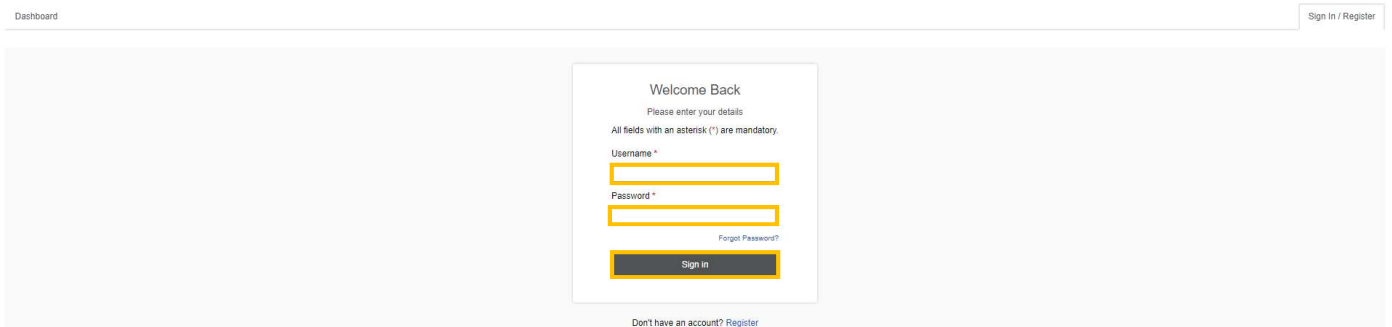
benefit you are getting worked this out

- When your next payment is due
- The date and amounts of payments already made
- See letters we have sent you
- See any overpayments

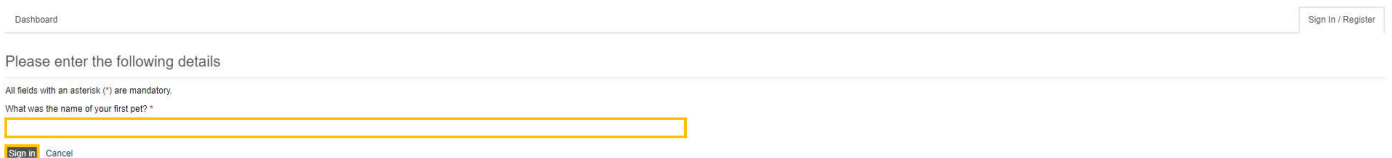
- Select 'Sign In/ Register':



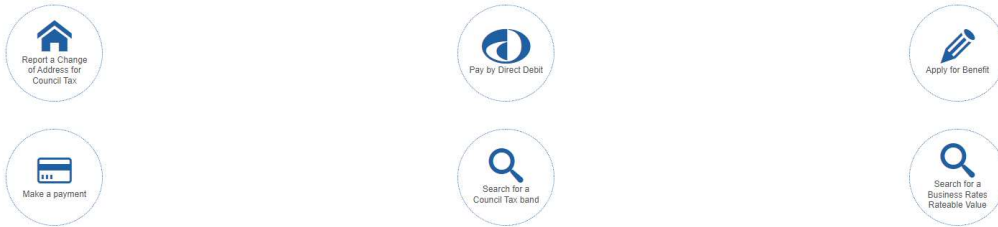
- Insert your username.
- Insert your password (**please note that this field is case sensitive**).
- Select 'Sign in'.



- You will then be asked to answer a security question, this is a question personal to you (**below is an example only**). You would have chosen this question during the registration process, please note this field is **case sensitive**.
- Insert the answer to your security question and select the 'Sign in' button



- This will take you to the 'Dashboard', select the 'My Services' tab at the top of the screen.



My Services

Manage your subscribed services online

You can access any of the council services that you have subscribed to, or alternatively you can add additional services to your account including: council tax, housing benefit, business rates and landlord services.

Add Service

Council Tax
£ Account Balance
View more detail

<p>Council Tax</p> <ul style="list-style-type: none"> > View your Council Tax details online > Report a Change of Address > Make a payment 	<p>Housing Benefits</p> <ul style="list-style-type: none"> > View your Housing Benefit details online 	<p>Landlord</p> <ul style="list-style-type: none"> > View your payment details online
Business Rates		

- **If you have already added the service you require & linked your account to your online service, skip to - [Select the property/account you wish to view](#)**

- If you don't have any services set up/haven't linked your account to your online service yet, select the **'Add Service'** button within the **'Council Tax'** section.

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 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

- Select the service that you wish to add from the list of services available & 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 you want to be able to view (the example below is a Council Tax reference number) 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?

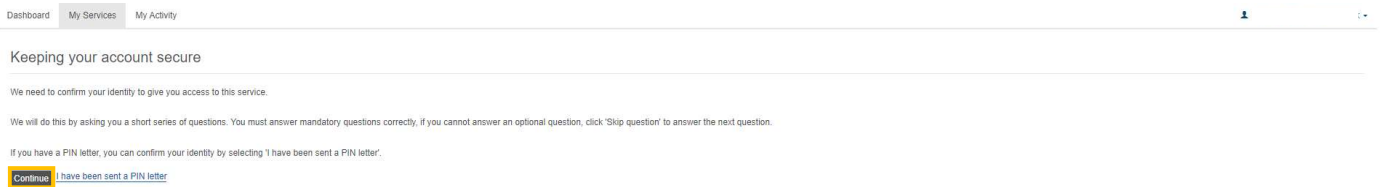
All fields with an asterisk (*) are mandatory.

Council Tax Reference Number *

You can find this number on your council tax bill.

Continue Cancel

- Select **'Continue'**

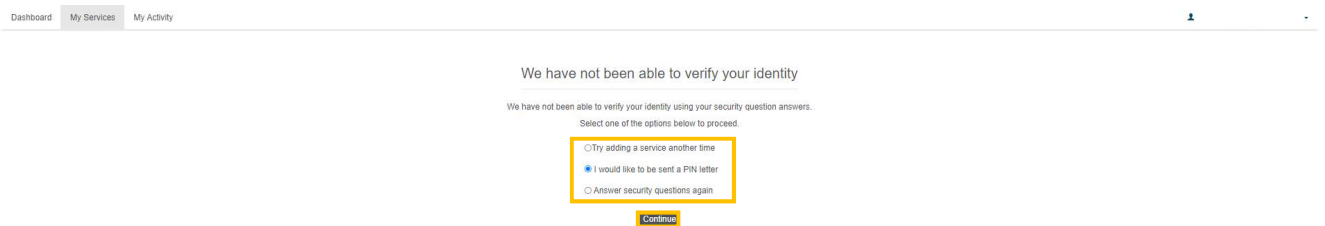


- Answer the questions that then follow & select **'Continue'** after each one.

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



Please note - If you are unable to answer the questions correctly, or we do not hold enough information to authenticate your identity 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 allow you to gain access to your account online.



If you opt to be sent a PIN letter - when you receive the letter, follow the guidance in the **'Self Serve Login with PIN Guidance'** document.

- 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 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.

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 table 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 *

- 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 another account, use the 'Add Service' button. To remove an account select 'Remove Account'.

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

Council Tax

Reference

Account Balance:

Last Payment Received:

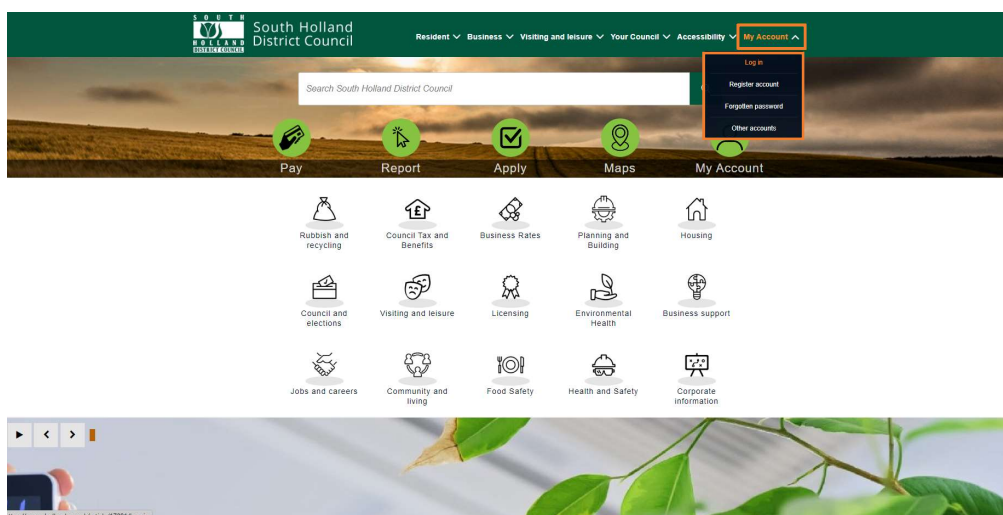
Click Add Service to see the list of available services, or to add a new account

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

Please Note:

- South Holland District Council also have a service called 'My Account' accessed from the homepage of the www.sholland.gov.uk website.

This service allows residents to login and view waste collection details, Councillor details etc. 'My Account' requires a separate registration and login process to your online Council Tax Account. You can access your online Council Tax Account through a link in 'My Account' but you would need to login in to 'My Account' (once registered) first, select the link to view your Council Tax Account online, and then login to your Council Tax account.



Also see:

Self Serve Registration Guidance

Self Serve Login with a PIN Guidance

Self Serve Adding a Service and-or Account Guidance

Self Serve Updating Your Details Guidance