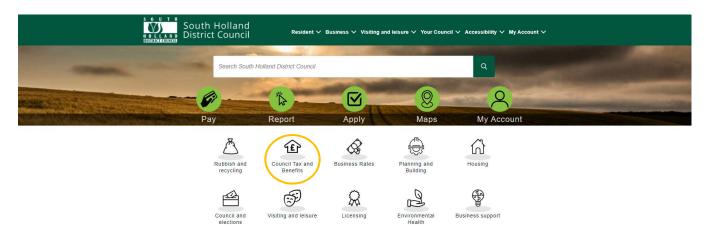
Please note: you will only need to use the PIN and the process below the first time you access this account. For subsequent logins please follow the process detailed in the 'Self Serve Login Guidance' document.

Also, 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 you <mark>Self-Serve</mark> account to: • Apply for benefit • View your Council Tax account details • Report a change of address for Council Tax • Pay by Direct Debit • Make a payment

- See how much benefit you are getting
  - How we have 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'

ashboard			Welcome	Sign In / Registe
Report a Change of Address for Council Tax	Pay by Dire	Ct Debit	Apply for	Benefit
Make a payment	Search t Council Ta		Search Business Rateable	Rates
Ny Services		Council Tax		
Registering for an account is free a to view online details for the follow Register		Housing Benefi Landlord Business Rates	lt and Council Tax Supp s	ort

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

Dashboard	Sign In / Register
Welcome Back         Piesae enter your details         All fields with an asterisk (*) are mandatory.         Doemmer*         Patsword*         Forget Passord*         Sign in         Dont have an account? Register	

- 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

Dashboard	Sign In / Register
Please enter the following details	
ul fields with an asterisk (*) are mandatory.	
Vhat was the name of your first pet? *	

Sign in Cancel

• This will take you to the 'Dashboard', select the 'My Services' tab at the top of the screen. If you don't have any services set up you will need to click on the 'Add Service' button within the 'Council Tax' section, first.

Dashboard My Services My Activity	1	•
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		

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

Dashboard My Services My Activity	1	
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		
O Housing Benefit		
For Landlords		
OLandiord		
For Businesses		
O Business Rates		
Continue Skip		

• Enter the reference number of the account/claim you want to be able to view (for example below your Council Tax account 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.

Dashboard	My Services	My Activity		1	•
What is	s your coun	cil tax account reference number?			
All fields wit	'h an asterisk (*) ar	e mandatory.			
Council Tax	Reference Numbe				
You can find t	his number on your oc	inol fax bil.			
_					
Continue	Cancel				

• Select 'I have been sent a PIN letter'

Dashboard	My Services	My Activity	1	
Keepin	g your acco	ount secure		
We need to	confirm your identi	ty to give you access to this service.		
We will do t	his 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.		
	a PIN letter, you ca I have been sent a	in confirm your identity by selecting 1 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.

Dashboard My Serv	ces My Activity		1
Use a PIN to	add a Council Tax service		
All fields with an asteris	k (*) are mandatory.		
Enter the PIN number that	was sent to you by post for this Council Tax. *		
PIN			
Continue			

• 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.

Dashboar	d My Services	My Activity	1		
-				_	
✓ Yo	ur account is now ac	we and ready to use.			
What	happens nex				
You can	ou can add more services to your online account, including additional council tax accounts, by using the My Services page.				
Would yo	u like to go paperles	s (it only takes 30 seconds)			
My Serv	ices				

• 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.

Deshboard My Services My Activity	1
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 paperiess 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 hyperink to the authority's website which will allow you to sign in to the 'Correspondence' page. The r besite t. You can then view the document online in the normal way.	rew bill will be listed with a 'New' icc
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 lick 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 ferms and conditions *	
Control 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'.

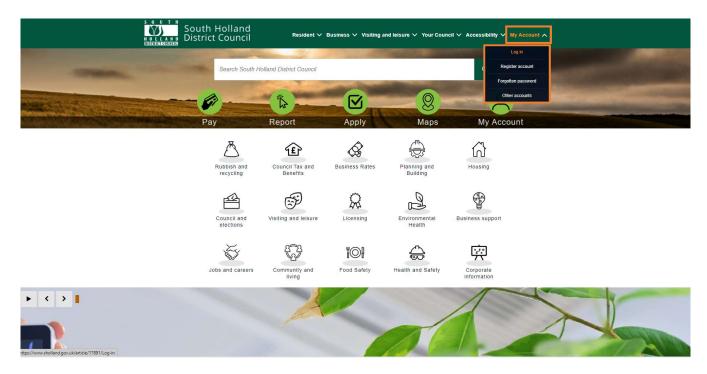
Dashboard My Services My Activity	1	-
My Services		
All fields with an asterisk (*) are mandatory.		
This is the My Services dashboard From here you can access any of the services you have subscribed to. If you want to add a new service, or to add an another account, use the 'Add Service' button. To remove an account select' Remove Account.		
Add Service Click Add Service to see the list of available services, or to add a new account		
盦 Council Tax		
Reference		
Account Balance;		
Last Payment Received:		
Show Delaits		
- 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.

## **Please Note:**

• South Holland District Council also have a service called **'My Account'** accessed from the homepage of the <u>www.sholland.gov.uk</u> 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 Guidance Self Serve Adding a Service and-or Account Guidance Self Serve Updating Your Details Guidance