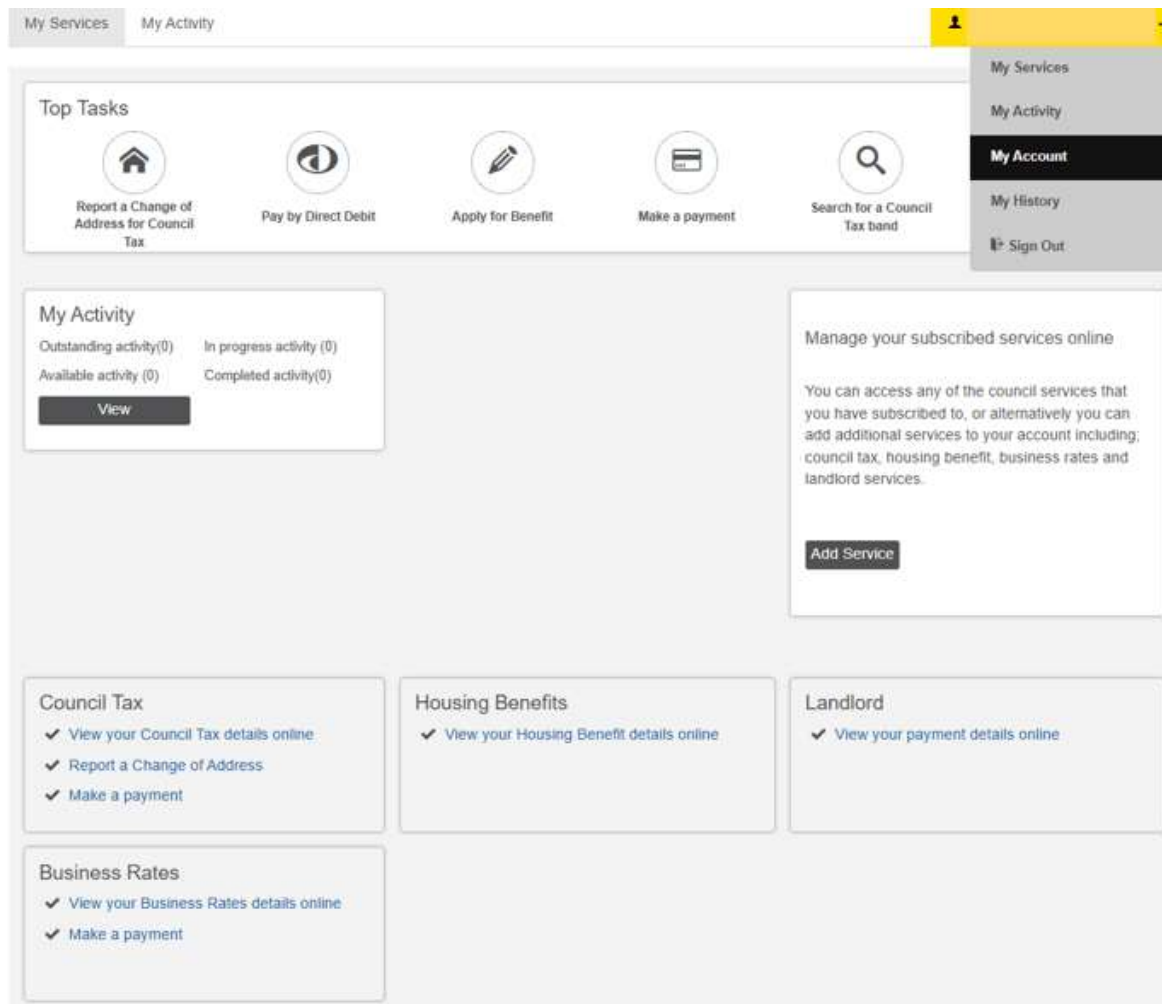


To update your details you will need to follow the processes detailed below:

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 processes required to update your details will be the same. The menus/options that are not instantly viewable by mobile/tablet users should be available by selecting the ☰ icon.

- Once Logged in click on the arrow next to your username/email address & select **'My Account'** from the drop-down list:



Click on the drop-down arrow next to your username/email address

Select 'My Account' from the list

- Select **'Update'** next to the details (Personal Details/Email Address/Current Password/Delete Account) you wish to amend:

My Services My Activity



Your personal info

Manage this basic information - your name, address and phone number - to help with managing your council services. You can also manage your security details - email address and password.

Personal Details	Update >
Email Address	Update >
Current Password	Update >
Delete Account	Update >

Select 'Update'

Personal Details

- Update details as required & select **'Save'**:

[My Services](#) [My Activity](#)

Update Profile Details

All fields with an asterisk (*) are mandatory.

Mobile Number (Optional)

Telephone (Optional)

Email address

- Enter your password & select **'Submit'**:

[My Services](#) [My Activity](#)

Update Email

All fields with an asterisk (*) are mandatory.

You have indicated that you wish to change your email address to allow this change you will have to enter your password below

Password *

Password must contain a mix of upper and lower case letters and a number or special character and must be at least 8 characters long.

- Enter your new email address in the field provided.
- Select whether you want your paperless billing and/or paperless notifications email address to be updated with your new email address, or not.
- Select **'Save Changes'**:

[My Services](#) [My Activity](#)

Update Email

All fields with an asterisk (*) are mandatory.

You have indicated that you wish to change your email address to allow this change you will have to enter your password below

Password *

New email address *

Update my paperless billing and/or paperless notifications email address with this new email address

Your personal info

Manage this basic information - your name, address and phone number - to help with managing your council services. You can also manage your security details - email address and password.

 Thank you, your request to update your email address is pending. To complete the process please use the link sent to

Personal Details	Update >
Email Address	Update >
Current Password	Update >
Delete Account	Update >

The message advises that an email will be sent to you with a link to verify your new email address.

When you receive the email in your inbox - select the link, which will take you to the 'Sign in' page.

Enter your username (**this will still be your previous email address**) & password and you will then see a message confirming that your email address and username have been successfully updated.



Thank you .

You need to use the link <https://ecitizen.sholland.gov.uk/publicaccesslive/selfservice/citizenportal/myprofile/emailactivation.htm?> to verify your email address.

If the link <https://ecitizen.sholland.gov.uk/publicaccesslive/selfservice/citizenportal/myprofile/emailactivation.htm?> does not show as a link, copy and paste it into your web browser.

If you have not registered with us and have received this email, please notify the Council immediately so we can take appropriate action.

Many Thanks,
Admin Team

Email Activation

Your email address and username have been successfully updated.

Current Password

- Click on **'Update'**

Check your email

If your username is valid, an email has been sent to your registered email containing a link to reset your password.

Didn't receive the email? [Click to resend](#)

- You will receive an email **'Reset your password'**
- Click on the link within the email.
- Enter your New Password in the box under **'Password'** and again, in the box **'Confirm Password'**, and click on Reset Password

Reset Password

Please enter your details

Password must contain a mix of upper and lower case letters and a number or special character and must be at least 8 characters long.

All fields with an asterisk (*) are mandatory.

Password *

Confirm Password *

Reset password

- An email will be sent to you, confirming that your Current Password has recently been changed. If this wasn't you then please contact the council.

Also see:

Self Serve Registration Guidance

Self Serve Login Guidance

Self Serve Login with a PIN Guidance

Self Serve Adding a Service and-or Account Guidance