

## Registering For Self-Service

### Council Tax Self-Service and E-Billing

#### STEP 1

Visit <https://selfserv.cornwall.gov.uk> to take you to the Council Tax Self-Service homepage.

#### STEP 2

Click on “sign in/register” (If you already have a council tax/housing benefit self-service account and want to register for e-billing, sign in as normal and skip to step 11)

#### STEP 3

Click on the “register now” button.

#### STEP 4

Type in your personal details and select a security question. Please note, your answer will be case sensitive and you will need to answer the question in order to log in to your account once registration is complete.

#### STEP 5

Add the council tax service by going to the “my services” page and clicking on the “add” button. Then click “confirm” at the bottom of the page.

#### STEP 6

An email will then be sent to you. You must click the verification link in the email to activate your account. If it appears that you have not received an e-mail remember to check your “junk” folder. Clicking on the link in the email will activate and automatically log you into your Self Service account. You can then “take the tour” or click on “no thanks”. It is recommended that you complete your registration at this point and take the tour at a later time.

#### STEP 7

Now go back to the “my services” page. Type in your council tax account reference number and click on the “access now” button (your council tax reference number is an 9-digit number, starting with a 3, which can all be found on any correspondences sent to you in the post).

#### STEP 8

Enter your surname and postcode, following the instructions on the page.

If after 5 attempts you have not entered the correct details, you will be redirected to the “send me a pin” page.

Click the “send me a pin” button and your unique pin number will be sent to you in the post.

When you receive this letter enter your pin on the website to continue self-service sign up.

#### STEP 9

If the questions are answered correctly, when you click on the “next” button you will be asked if you want to sign up for e-notifications. Enter your email address and click “sign up”. An email will be sent to you with a link which you will need to click to activate e-billing. If it appears that you have not received an email remember to check your “junk” folder. When you click on the link in the email you will be taken back to your account. Click on the “my services” header.

**STEP 10**

You will see a box with a heading of Council Tax at the bottom of the page. Click on the “show details” button. This will take you to the “council tax summary” page. From here you can view amounts due, a breakdown of your remaining balance and any correspondence sent to you (the default is to only show correspondence issued in the last week so you may wish to change this).

You can use the other icons on the page to sign up for direct debit, or tell us of a change of address.

**Logging Out** - Once you are finished using self-service, click your username at the top right of the page and select “log out”. Clicking your username and selecting “my account” allows you to change your password, security question and email address if needed.

**STEP 11 – EXISTING SELF-SERVICE CUSTOMERS ONLY**

Click on the “my services” header. You will see a box with a heading of Council Tax at the bottom of the page. Click on the “show details” button. This will take you to the “council tax summary” page. Click “e-billing” then agree to the terms and conditions and click “next”. Then enter your email address, select “Email with link” from the drop down menu and click “next”. An email will be sent to you with a link which you will need to click to activate e-billing. If it appears that you have not received an email remember to check your “junk” folder. When you click on the link in the email you will be taken back to your account and e-billing will now be active.

**Adding other accounts****Housing Benefits**

You’ll need your benefit reference number to hand (your benefit reference number is an 9-digit number, starting with a 9, which can all be found on any correspondences sent to you in the post) and national insurance number.

**STEP 1**

Visit <https://selfserv.cornwall.gov.uk> to take you to the Self-Service homepage.

**STEP 2**

Click on “sign in” and log into your existing account.

**STEP 3**

Click on the 'access now' button. You'll be asked a number of security questions, if you can't answer these you'll be asked to request a PIN number. The PIN number will be sent to your home address, we can't email PIN numbers.

Once you've received your PIN number you can sign in and select 'add service', type in your reference number then enter your PIN.

**Business Rates**

Follow the above process if you wish to add your Business Rates account, you’ll need to business rates reference number to hand (your business rate reference number is an 9-digit number , starting with a 8, which can all be found on any correspondences sent to you in the post).