
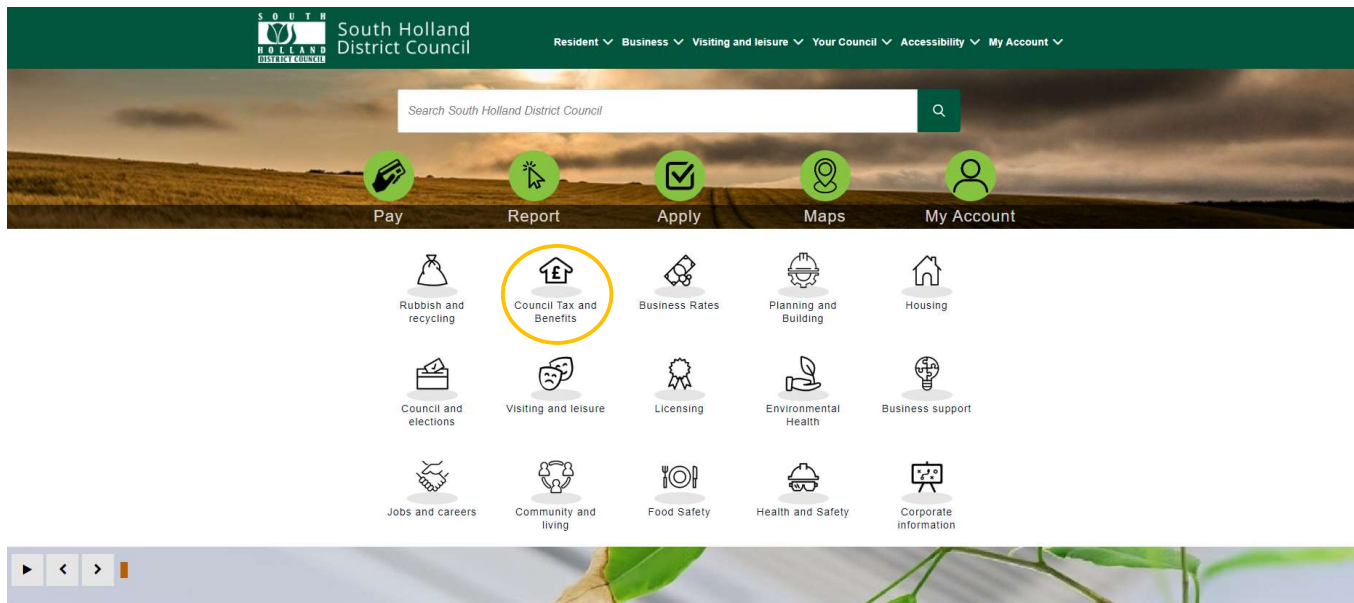


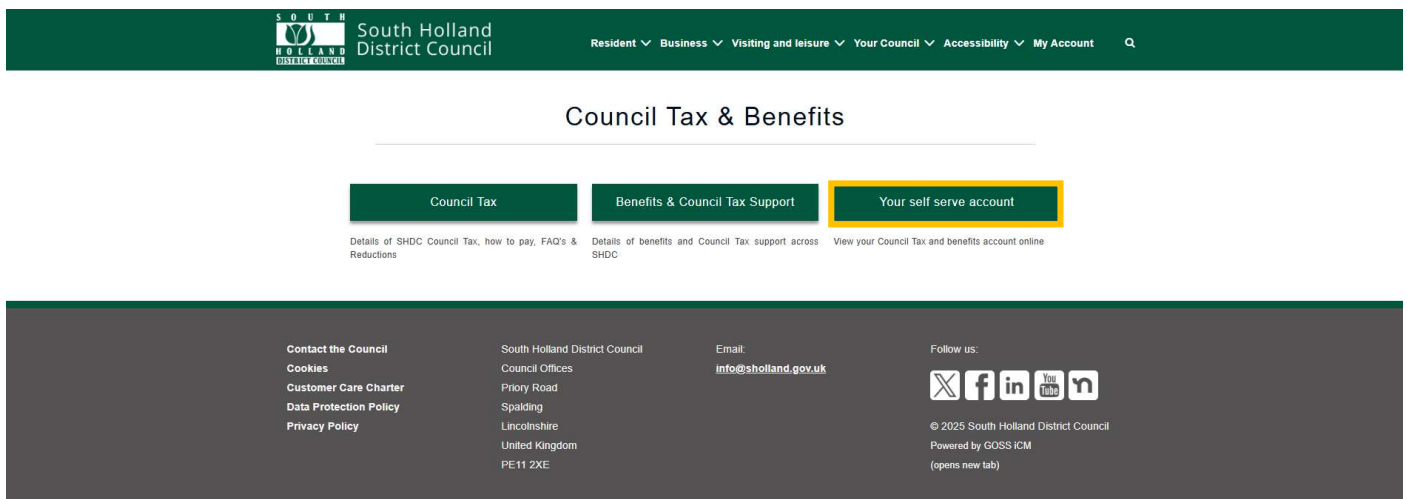
To access your Council Tax account you will need to login as follows:

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
- 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'**:

Dashboard Welcome **Sign In / Register**

My Services

My Services

Registering for an account is free and easy and will allow you to view online details for the following Council services

Register

Council Tax
Housing Benefit and Council Tax Support
Landlord
Business Rates

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

Dashboard Sign In / Register

Welcome Back

Please enter your details

All fields with an asterisk (*) are mandatory.

Username *

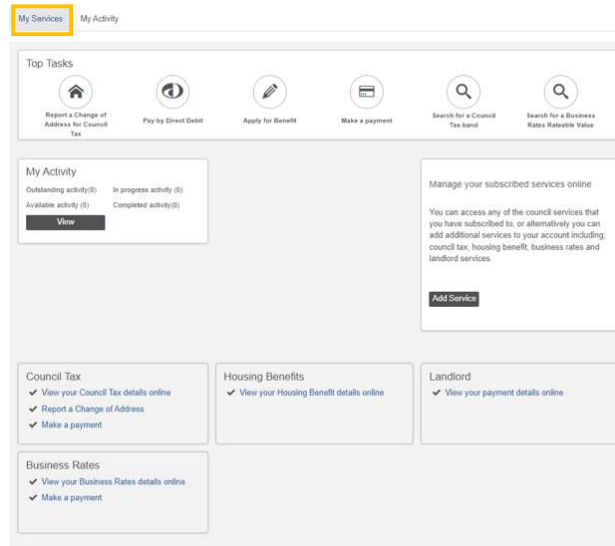
Password *

[Forgot Password?](#)

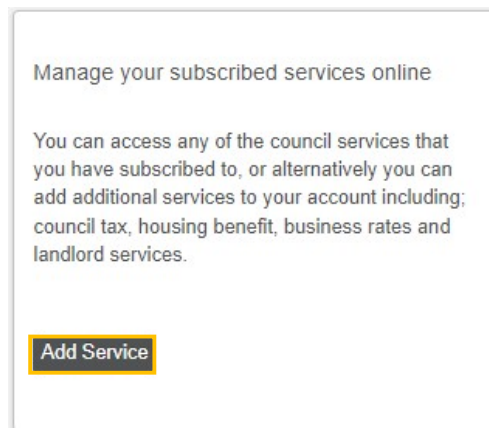
Sign in

[Don't have an account? Register](#)

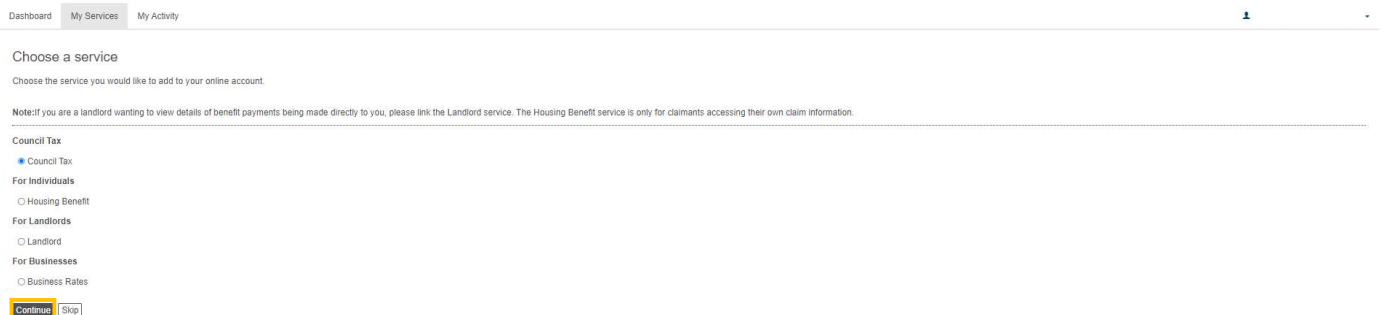
- This will take you to the 'Dashboard', select the **'My Services'** tab at the top of the screen.



- 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 **'Manage your subscribed services online'** section.



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



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- 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.

Dashboard My Services My Activity

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'**

Dashboard My Services My Activity

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

Dashboard My Services My Activity

✓ 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 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.

Dashboard My Services My Activity

We have not been able to verify your identity

We have not been able to verify your identity using your security question answers.

Select one of the options below to proceed.

☐ Try adding a service another time

☒ I would like to be sent a PIN letter

☐ Answer security questions again

Continue

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.

Dashboard My Services My Activity

✓ 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, 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.

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 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.

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