

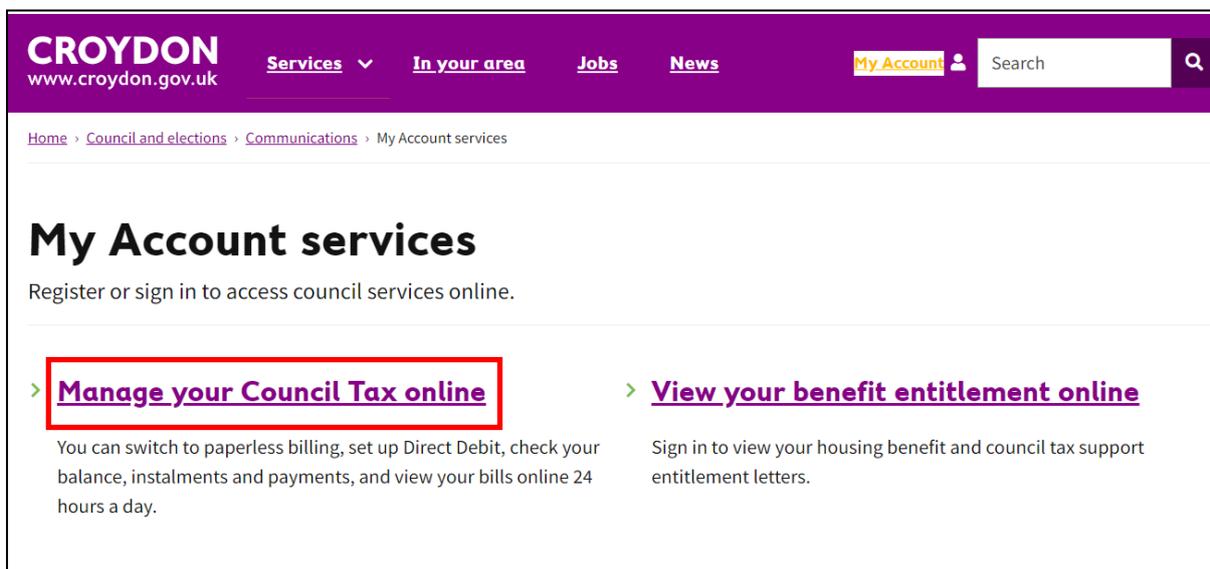
My Account – Council Tax

How to register for My Account

Go to the council website and click on the My Account icon

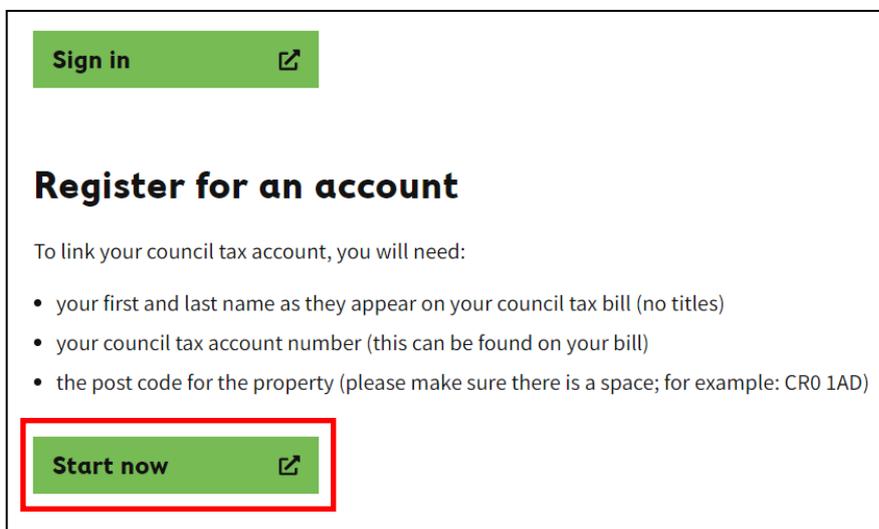


Select the link to Manage your Council Tax online



The screenshot shows the Croydon Council website's "My Account services" page. The header is purple with the Croydon logo and navigation links: "Services", "In your area", "Jobs", and "News". A search bar and a "My Account" icon are also present. The main content area has a white background with the heading "My Account services" and the text "Register or sign in to access council services online." Below this, there are two service cards. The first card, titled "Manage your Council Tax online", is highlighted with a red border and contains the text: "You can switch to paperless billing, set up Direct Debit, check your balance, instalments and payments, and view your bills online 24 hours a day." The second card, titled "View your benefit entitlement online", contains the text: "Sign in to view your housing benefit and council tax support entitlement letters."

Scroll down the next page and find 'Start now'. You will need to select this if you have never registered for Croydon My Account.



The screenshot shows the registration page for a Croydon My Account. At the top, there is a green button labeled "Sign in" with a white person icon. Below this is the heading "Register for an account" and the text "To link your council tax account, you will need:". A bulleted list follows, detailing the required information: "your first and last name as they appear on your council tax bill (no titles)", "your council tax account number (this can be found on your bill)", and "the post code for the property (please make sure there is a space; for example: CR0 1AD)". At the bottom, there is a green button labeled "Start now" with a white person icon, which is highlighted with a red border.

Once you have selected **'Start now'** it will take you to the sign in page for My Account. You will need to select **'Create an account'**

My Account

Sign in to your account

Email address

Password [Reset your password](#)

Sign in

[> Create an account](#)

Once you click on Create an account it will ask for an email address. Once you enter your email address you must then click on **'Email me a code'**. A 6-digit confirmation code will be sent to you by email. Please check your junk/spam folders if you think you haven't received it.

My Account

Create an account

Email address

Email me a code

Once you receive your code you will be asked to input this to start the registration and then click **'Next'**. If you did not receive the code, you can request another by clicking **'Request a new code'**

Email address

Enter your 6 digit confirmation code

Request a new code **Next**

You will need to choose a password and input your name. You must confirm you have read the councils privacy notice and terms & conditions. Then click on '**create an account**'

Email address

New password

Confirm new password

First name

Last name

I confirm I have read the council's privacy notice and terms & conditions

Agree

Please send me emails about Council services or My Account improvements

Agree

Create an account

You are now registered for a My Account and will be taken to the Council tax services page to register your Council Tax account.

How to register to see your council tax account online

To register for Council Tax, you will need to click on the '**Register to use additional council tax services**'

This service uses cookies to make the site simpler.

[Find out more about these cookies.](#)

[Hide this message](#)

[Register to use additional council tax services](#)

Council tax services

Tell us that you have moved home

If you are an owner or a tenant, you can tell us that you have either moved in, moved out or have moved from one address to another within the council's area.

▶ [View change of address services](#)

Are you a landlord or agent?

If you are a landlord or agent you can tell us about a change in tenancy.

▶ [View landlord or agent services](#)

You must then input your details (person or organisation) as they appear on your bill. Once this has been completed click **'NEXT'**

Register

Are you registering the account as a person or organisation?



Person



Organisation

Please type your first name and last name as it appears on the bill

First name

Last name

Council Tax account number

This can be found on your bill

NEXT

Register

Are you registering the account as a person or organisation?

Person

Organisation

Organisation name

Please type the name of the organisation as it appears on the bill

Council Tax account number

This can be found on your bill

NEXT

You will then be asked to enter the post code of the property address and then click '**NEXT**'.

Security question

Please enter the security question below.

What is your current postcode?

Please type the post code of the property address (please make sure there is a space; for example: CR0 1AD)

NEXT

If the details entered match those on the Council Tax system, your registration will be completed and you can now view your account online.

Registration complete

Registration complete

Your registration request has been accepted.

FINISH

If you get this message after inputting your details, this means your details do not match the Council Tax system. If this happens, please tell us via www.croydon.gov.uk/contact-us/message-us and select **MyAccount or Online services help** and then **Council Tax online service**. Please provide your Council Tax account number, name and property address.

There is a problem

The details you entered are incorrect