

How to register to see your Business Rates account on My Account

To register, click on '**Business Rates**' and then click on '**Register**'



You must then input your details (person or organisation). At this stage you can enter the name you want to use for the online Business Rates account or as they appear on your bill.

Once this has been completed click '**NEXT**'

Register an account

Are you registering this account as a person or as an organisation?

☐ Organisation

☐ Person

NEXT

Register an account

Are you registering this account as a person or as an organisation?

☐ Organisation

☒ Person

Enter the name you want to use for this online account. This will be shown when you log in. It can be different to the name you have used for Council Tax, Business Rates or Benefits.

First name

Last name

NEXT

Register an account

Are you registering this account as a person or as an organisation?

☒ Organisation

☐ Person

Organisation name

NEXT

Tick the box to select Business Rates and then click NEXT

Select your services

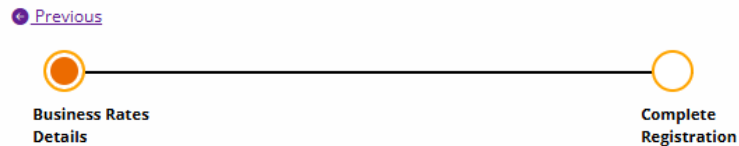
Please select all the services you would like to access and register for

Select at least one service

☐ Business rates

NEXT

You will be asked to authenticate your Business Rates details first. At this stage you must enter your business name as per your bill/registered on your Business Rates account, your Business Rates account number and property postcode before clicking 'Authenticate'



Authenticate your Business rates details

Organisation name

Business rates account number

This can be found on your Business rates bill

Postcode of Business Property

AUTHENTICATE

If you get this message after inputting your details, this means your details do not match the Business Rates system. If this happens, please tell us via www.croydon.gov.uk/contact-us/message-us and select **Businesses, licences, planning and development > Businesses or licensing > Problems registering for or accessing your online account**. Please provide your Business Rates account number, business name and property address.

Incorrect details, please retry

You have entered incorrect details. Please try again. You have 2 attempts remaining.

To register your account, you will need to input your email address and create a username and password to use to sign in to your account. You will also need to choose whether to sign up for paperless billing. We recommend signing up as we'll email you as soon as you have a new bill ready to view online. No waiting for a bill in the post! Then click submit.

**Business Rates
Details**

**Complete
Registration**

Register your account

Email

Sign up for Paperless billing?

☐ Yes ☐ No

Username

Username can only contain letters, digits and the following special characters: @ - _

Password  Show

Password must contain:

- ✗ at least 12 characters
- ✗ 1 uppercase letter
- ✗ 1 number
- ✗ 1 special character
- ✗ 1 lowercase letter

Confirm password  Show

☐ I agree with the [terms and conditions \(opens in a new window\)](#)

SUBMIT

Account Registered

Your registration request has been accepted. Please check your email for the Activation Link to complete the process. This link will be active for 24 hours.

You can authenticate other services after you have logged in.

RE-SEND ACTIVATION LINK

[Didn't receive e-mail link?](#)

Once you click submit, you will be sent an activation email. Please click on the link to activate your account.

Thank you for choosing to use our online service. Please click on the link below within the next 24 hours to verify your email address:

[Click here to activate your account](#)

Once activated, click on GO TO SIGN IN

Account Active

Your account is now active. You may now sign in to access your account.

GO TO SIGN IN

[Return](#)

Sign in

If you do not have an account you can [create an account here](#).

Username

[Forgotten username](#)

Password

 Show

[Forgotten password](#)

GENERATE CODE

For added security, after you have input your username and password, you will need to click 'generate code' before being able to view your account and you will be sent a one-time pass key to your email.

Enter One Time Passcode

Enter the key sent to your email ending

G*****n.gov.uk

The code will be valid for 15:00 minutes only.

[Resend code](#)

[Code still not received](#)

SIGN IN

Once you have input the one-time passcode, click sign in and then click 'View your account details' to view your account balance, instalments, payments and view your bills online.



Business rates

[View your account details >](#)

[Bills and payments >](#)

[Paperless billing details >](#)

[Direct Debit >](#)

[Find rateable value of a property >](#)