

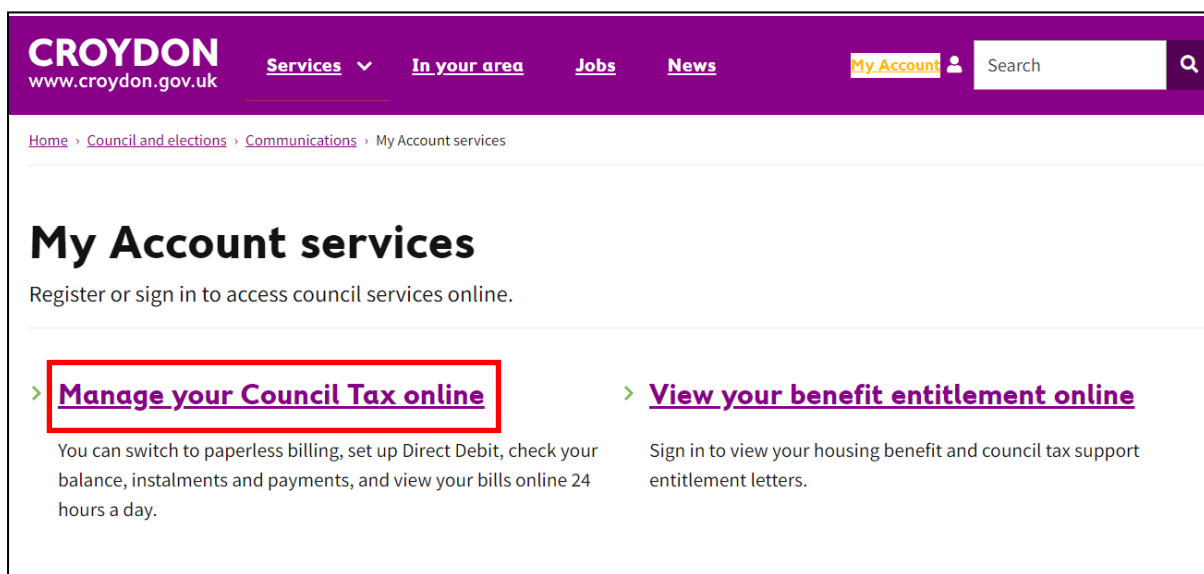
My Account – Council Tax

How to register for My Account

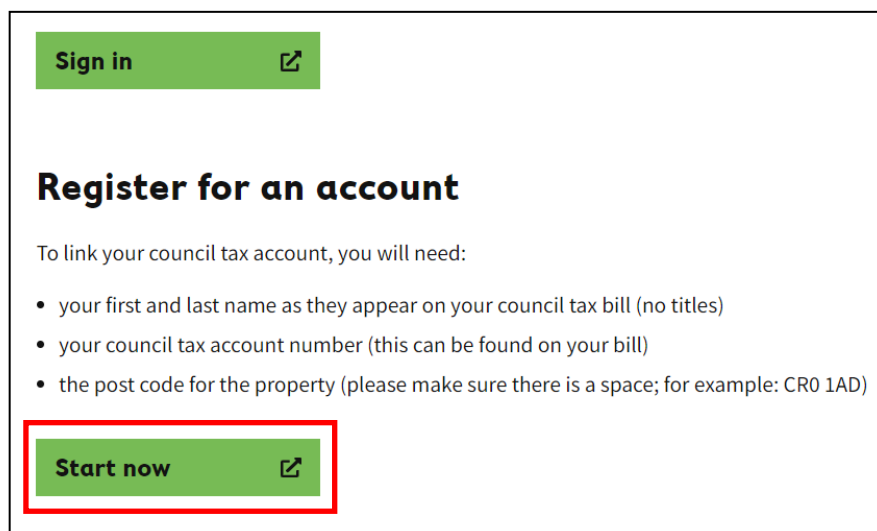
Go to the council website and click on the My Account icon



Select the link to **Manage your Council Tax online**

A screenshot of the Croydon Council website. The header is purple with the Croydon logo and navigation links: Services, In your area, Jobs, and News. A 'My Account' link with a person icon is on the right. Below the header, a breadcrumb trail reads: Home > Council and elections > Communications > My Account services. The main heading is 'My Account services' with the subtext 'Register or sign in to access council services online.' Below this, there are two columns. The left column has a link 'Manage your Council Tax online' which is highlighted with a red rectangular box. Below this link, it says: '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 right column has a link 'View your benefit entitlement online'. Below this link, it says: '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.

A screenshot of the Croydon Council website registration page. At the top, there is a green button labeled 'Sign in' with a white person icon. Below this, the heading is 'Register for an account'. Underneath, it says: 'To link your council tax account, you will need:'. This is followed by a bulleted list: '• 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 rectangular box.

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

ben.fits2023@hotmail.com

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

ben.fits2023@hotmail.com

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 on My Account

To register for Council Tax, you will need to click on the 'View your account details'



Council Tax

Benefits

Moving home >

Landlords / Agents reporting a change >

Direct Debit >

Apply for a reduction in council tax >

View your account details >

Apply for paperless billing >

Bills and payments >

Search property band >

You must then input your details (person or organisation). At this stage you can enter the name you want to use for the online Council Tax 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

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

If you have a benefit claim, you can select to register for both Council Tax and Benefits.

Select your services

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

Select at least one service

☐ Council Tax

☐ Benefits

NEXT

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

If you had selected to register both Council Tax and Benefits, you could choose to skip the Council Tax authentication and go straight to Benefits authentication. This will mean you cannot view your Council Tax account until you authenticate your details.



Authenticate your Council Tax details

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 council tax bill

Postcode

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

AUTHENTICATE

SKIP TO NEXT SERVICE >

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.

Incorrect details, please retry

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

If you have also selected to register for Benefits, after authenticating your Council Tax details, you will be asked to authenticate your Benefit details. You must be the claimant and will need your National Insurance number and claim number details to hand.

If you choose to skip to registration, you will not be able to view your benefit claim until you authenticate your details.



Authenticate your Benefit details

You must be a claimant on a live or recently ended claim for council tax support, housing benefit or Universal Credit based discretionary housing payment.

First name

Last name

National Insurance number

Date of birth

For example: 23 06 2024

Postcode

Claim reference

AUTHENTICATE

[SKIP TO REGISTRATION >](#)

Once you have authenticated your Council Tax details and where applicable, Benefit details, you will need to input your email address and 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!


Council Tax
Details


Benefits
Details


Complete
Registration

Register your account

Email

Sign up for Paperless billing?

☐ Yes ☐ No

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

SUBMIT

Once you click submit, the Council Tax service will be added to your My Account.

The Council Tax service has been added to your account.

CONTINUE

For added security, when you click 'continue' before being able to view your account, you will need a one-time pass key which is sent to your email.

[← Return](#)

Sign in

For added security, you'll need a one-time pass key. Click 'Generate code' to receive it in your email, and enter the pass key to continue.

GENERATE CODE

Once you receive the code to your email, you will need to enter the details to view your account.

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