

## **COUNCIL TAX ONLINE – CREATING A USER ACCOUNT**

### Introduction

This guide provides a step by step instruction on how to create a user account, to enable you to use the my council tax service to manage and update your own council tax account. It includes a [troubleshooting guide](#) at the end to help with any problems you may encounter. You can only register for my council tax if you are already registered for council tax and have received a bill.

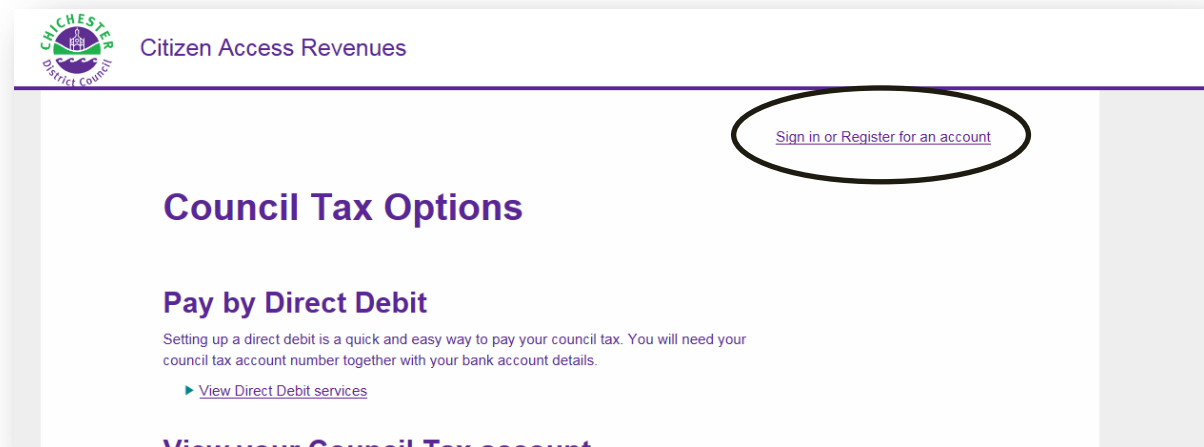
To do this you will need:-

- ✓ Your council tax account number as shown on your bill
- ✓ Your postcode
- ✓ Your council tax bill
- ✓ A valid email address

### How to create a user account

**Step 1** – Visit [www.chichester.gov.uk/myaccount](http://www.chichester.gov.uk/myaccount), and click my council tax

**Step 2** – Click “sign in or register for an account”



**Citizens Access Revenues**

[Sign in or Register for an account](#)

## Council Tax Options

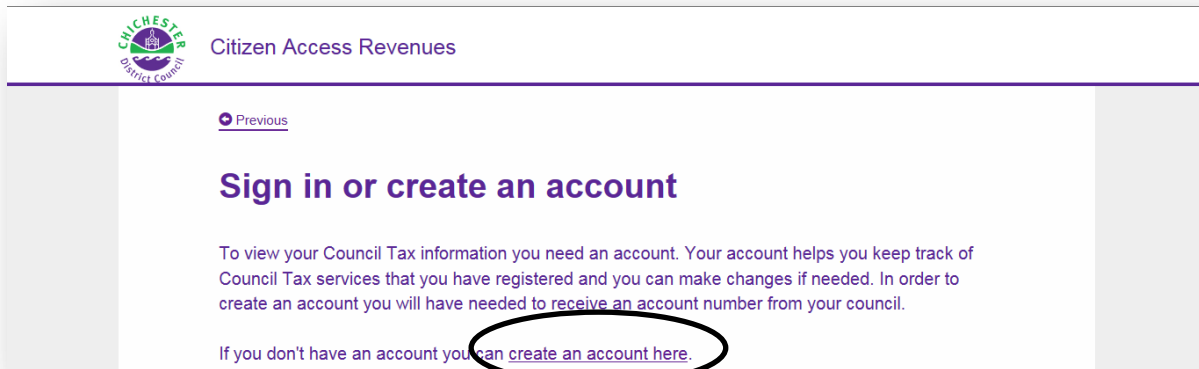
### Pay by Direct Debit

Setting up a direct debit is a quick and easy way to pay your council tax. You will need your council tax account number together with your bank account details.

[View Direct Debit services](#)

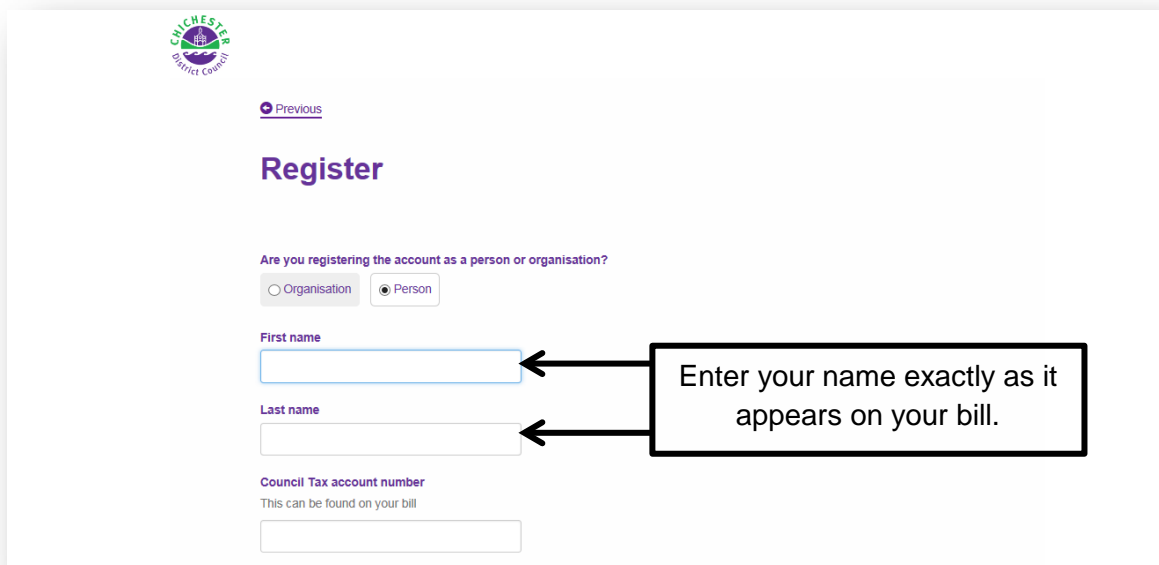
[View your Council Tax account](#)

**Step 3** – Click “create an account here”

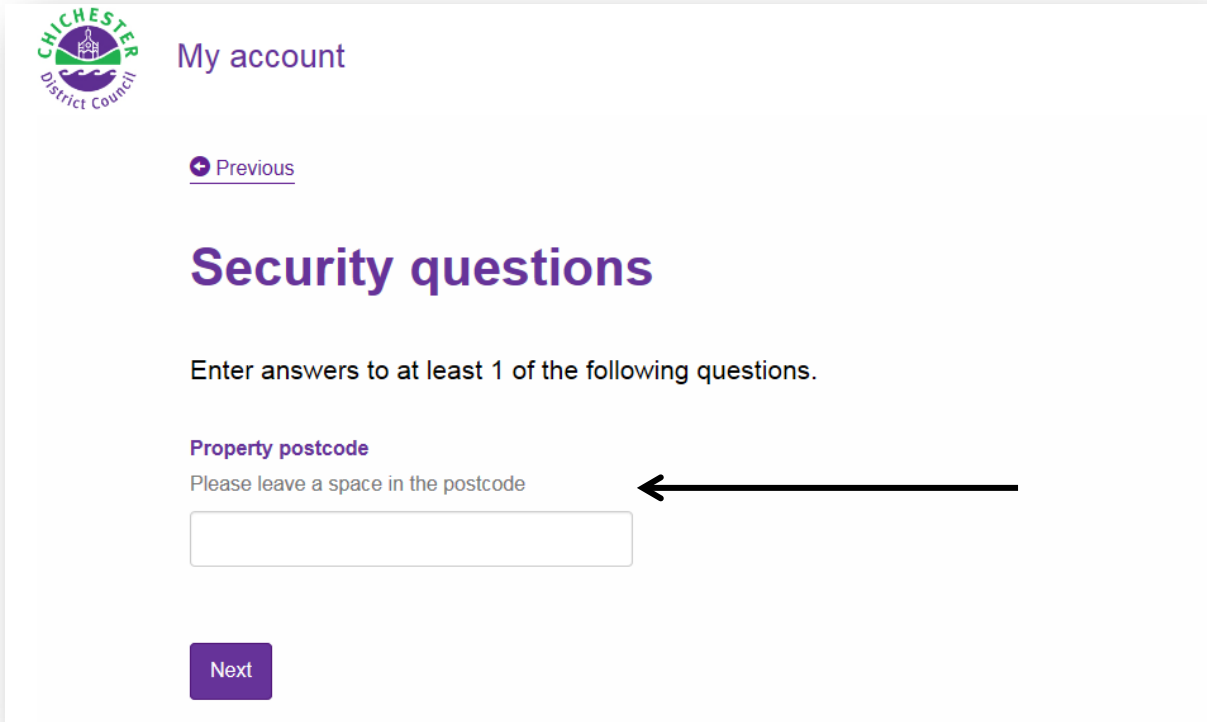


**Step 4** – Click whether you are an individual or an organisation.

**Step 5** – Enter your name exactly as it is shown on your bill. If your your name is spelt incorrectly on your council tax bill, once registered you can then sign in and amend the spelling. Enter your council tax account number as shown on your bill. This is an eight digit number that begins with 3, click next.



**Step 6** – Enter the postcode of the property (within the Chichester district) that you pay council tax for, then click next.



**CHICHESTER**  
District Council

## My account

[Previous](#)

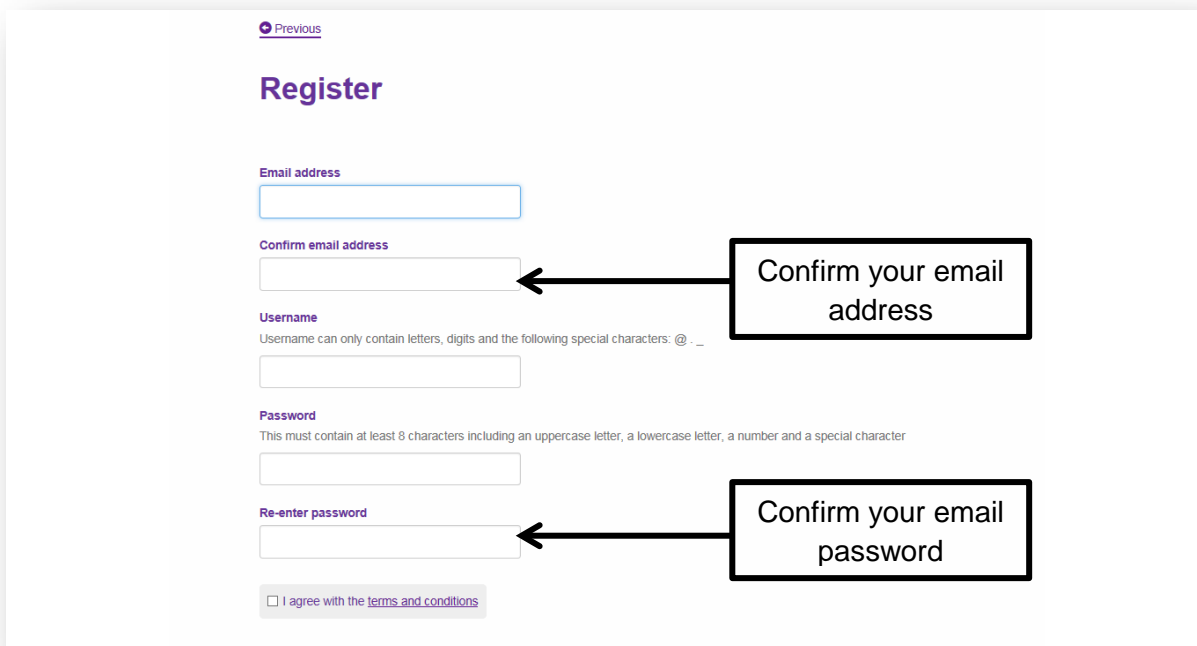
# Security questions

Enter answers to at least 1 of the following questions.

**Property postcode**  
Please leave a space in the postcode

[Next](#)

**Step 7** – Enter and confirm your email address, then create a username and password (ensure you make a note of your username and password).



[Previous](#)

## Register

**Email address**

**Confirm email address**

**Username**  
Username can only contain letters, digits and the following special characters: @ . \_

**Password**  
This must contain at least 8 characters including an uppercase letter, a lowercase letter, a number and a special character

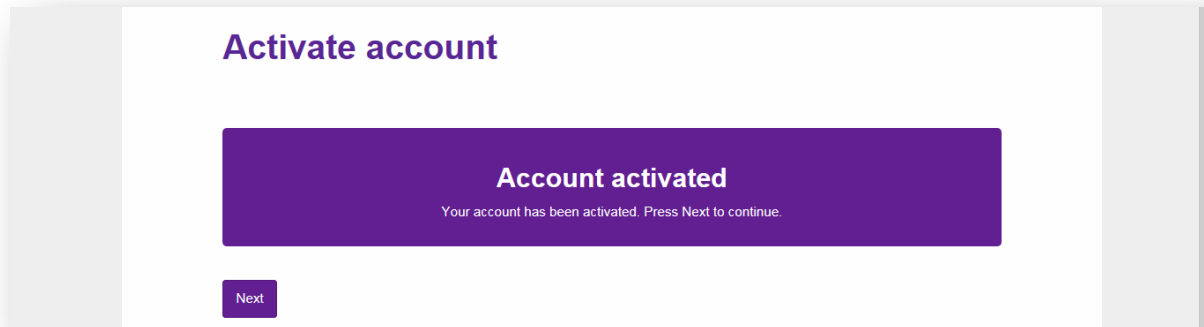
**Re-enter password**

I agree with the [terms and conditions](#)

Confirm your email address

Confirm your email password

**Step 8** – You should take time to read the terms and conditions and once satisfied tick the box to indicate you agree and click submit.



**Step 9** – You will be sent an email from [Systems@chichester.gov.uk](mailto:Systems@chichester.gov.uk) confirming that your registration has been successful. Click on the link within this email to complete the final stage of verification. Once you have clicked on the link you will be advised “account activated”

**You are then returned to the sign in screen, where you can enter the username and password that you created.**

## **TROUBLESHOOTING**

### **.Q.I have entered my name and council tax account number but have been advised that the account could not be found.**

**A.** Check that the council tax account number has been entered exactly as it shows on your bill. You should also ensure that your name is entered exactly as it is shown on your bill (if your name has been spelt incorrectly on your bill, you should still enter it as shown. You can amend the spelling of your name once you have gained access to my council tax account.)

### **Q. I have entered my postcode but am advised that I have not entered sufficient correct answers**

**A.** Check that the postcode you have entered is exactly as shown on your bill. Even if that postcode is wrong it should still be entered as shown. Please contact the taxation team to advise of the correct postcode.

### **Q. I have created a username and password, but have been advised my password is not valid.**

**A.** Your password should contain at least 8 characters including an uppercase letter, a lowercase letter, a number and a special character.

A screenshot of a web form titled 'Register'. The form has a red border and contains the following text: 'Please check the form' and 'Password must contain at least 1 uppercase letters'. Below this is a label 'Email address' followed by an empty text input field.

### **Q .I completed the set up but have not received an email with a link for verification.**

**A.** The email should be received within 5 minutes of registration. If it is not in your email box check your spam folder in case it has gone into that email box. If it is not received please contact the taxation team.