

COUNCIL TAX ONLINE – SETTING UP A DIRECT DEBIT OR AMENDING AN EXISTING INSTRUCTION

Introduction

This guide provides a step by step instruction on how to use the my council tax service to pay your council tax by direct debit, or amend the bank account from which payments are collected. It includes a [troubleshooting guide](#) at the end to help with any problems you may encounter.

Please note direct debits cannot be set up on closed accounts or accounts that are subject to court proceedings via my council tax.

To do this you will need:-

- ✓ Your my council tax login and password

Or

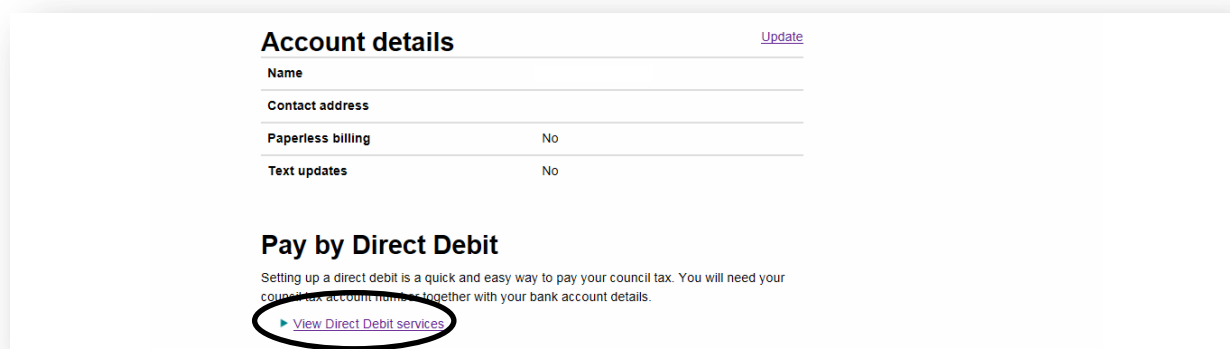
- ✓ Your council tax bill
- ✓ Your council tax account number as shown on your bill (contains eight digits and begins with 3)
- ✓ Your bank account number and sort code

You can carry out the above either by logging into your my council tax account and following the instructions (see below), or without the need to create a my council tax account (click [here](#))

How to set up a direct debit for your council tax account, or amend an existing instruction, by logging into your my council tax account

Step 1 – If you have not already set up a my council tax account www.chichester.gov.uk/myaccount, and select my council tax. Follow the online instructions to register for an account. There is also a user guide available for this process (user guide setting up user account). If you do not want to create a user account then click [here](#)

Step 2 – Once logged in, select the option “view direct debit services”; then select whether you want to set up or amend a direct debit



Account details [Update](#)

Name _____

Contact address _____

Paperless billing No

Text updates No

Pay by Direct Debit

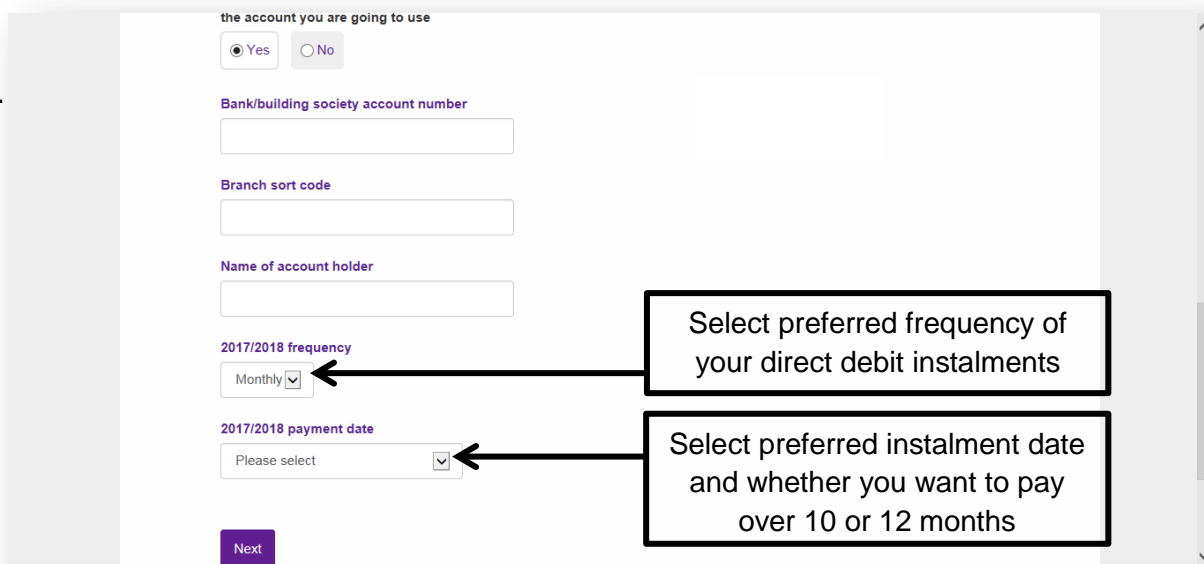
Setting up a direct debit is a quick and easy way to pay your council tax. You will need your council tax account number together with your bank account details.

[▶ View Direct Debit services](#)

Step 3 – Read the direct debit guarantee on the next page, and once satisfied, select whether the bank account to be debited is a personal account.

Step 4 – Enter your bank account number (8 digits), sort code, and the name of the bank account holder. Now select;

- the frequency of your instalments
- the date you would like the direct debit to be collected
- the number of months you'd like to pay over (10 or 12 monthly); then click next.



The account you are going to use

Yes No

Bank/building society account number

Branch sort code

Name of account holder

2017/2018 frequency

Monthly

2017/2018 payment date

Please select

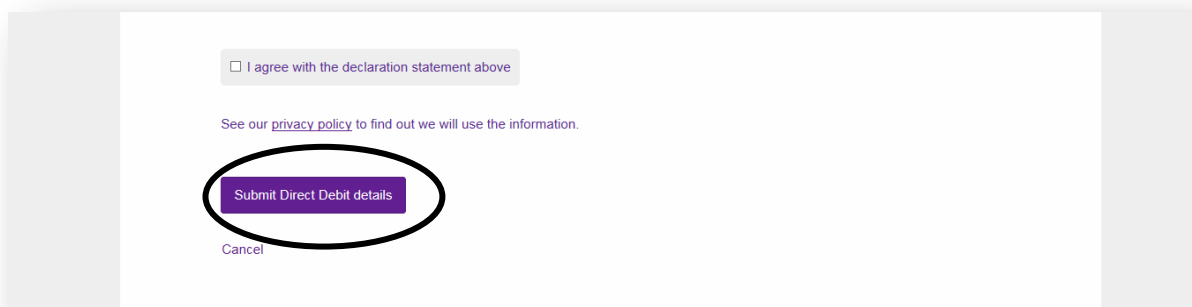
Next

Select preferred frequency of your direct debit instalments

Select preferred instalment date and whether you want to pay over 10 or 12 months

Step 5 – Check the bank details entered are correct and click next.

Step 6 – Read the declaration, and once satisfied tick the box to agree, and then click “submit your direct debit details”.

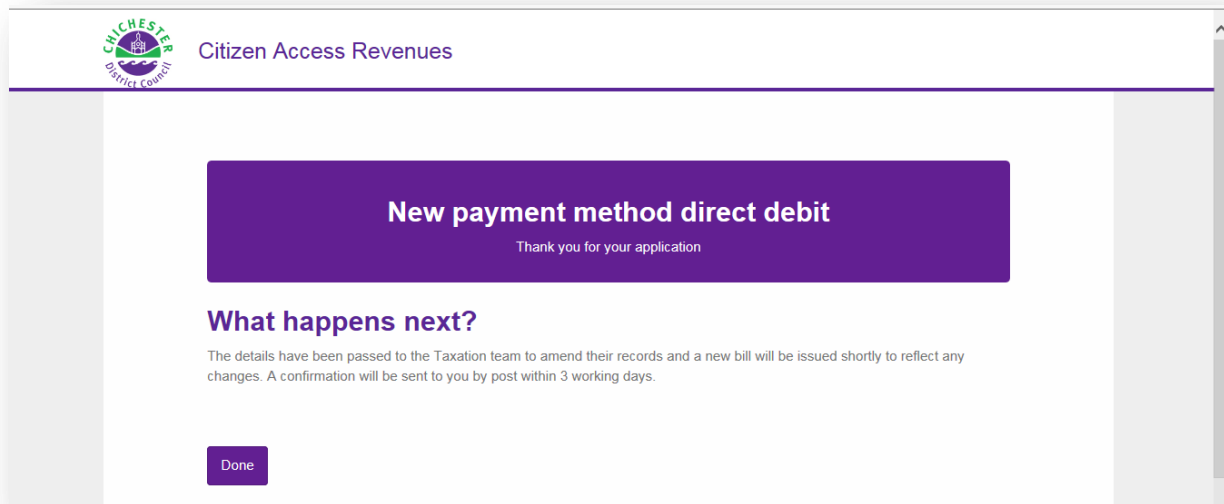


I agree with the declaration statement above

See our [privacy policy](#) to find out we will use the information.

Submit Direct Debit details

Cancel

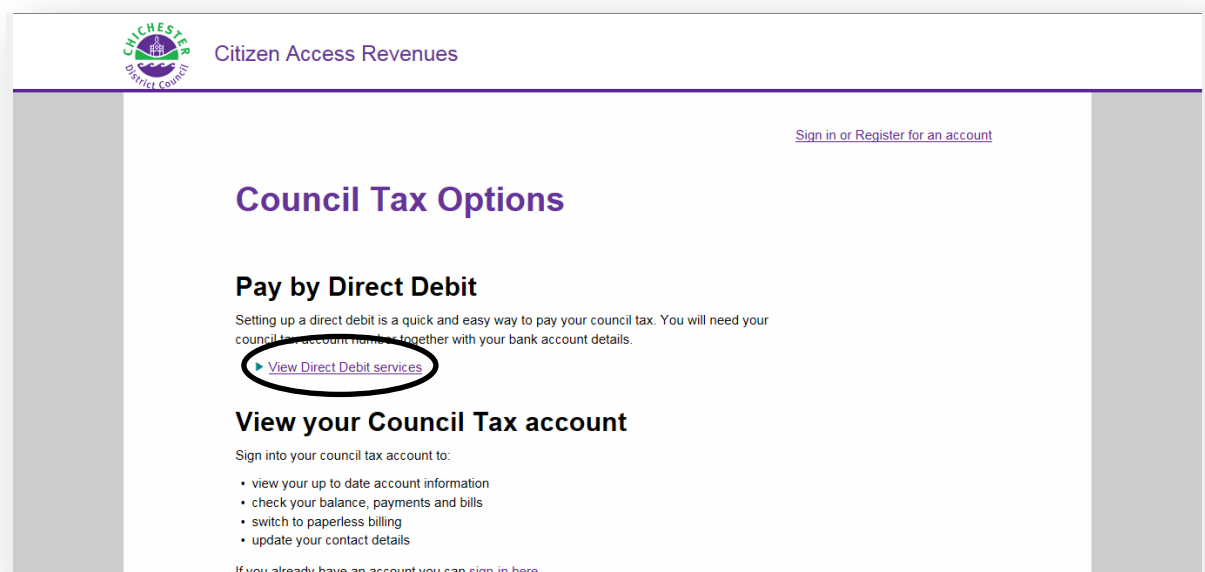


You will then receive confirmation on screen that the direct debit details have been submitted successfully. To exit this area of my council tax account you should click done

How to apply a direct debit to your council tax account without creating a my council tax account

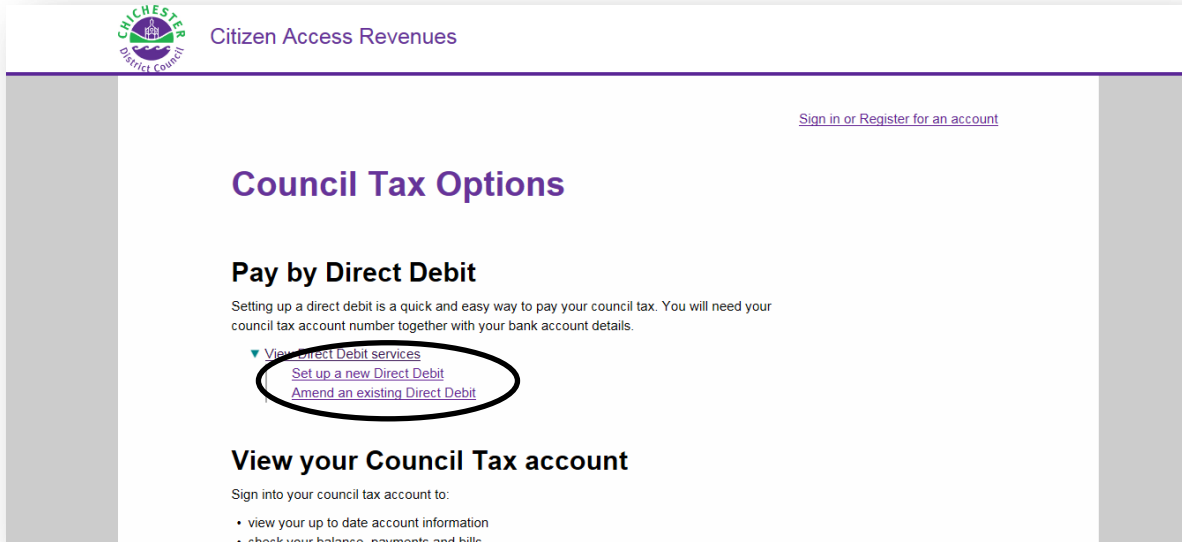
Step 1 – Visit www.chichester.gov.uk/myaccount and select my council tax.

Step 2 – Click “view direct debit services”

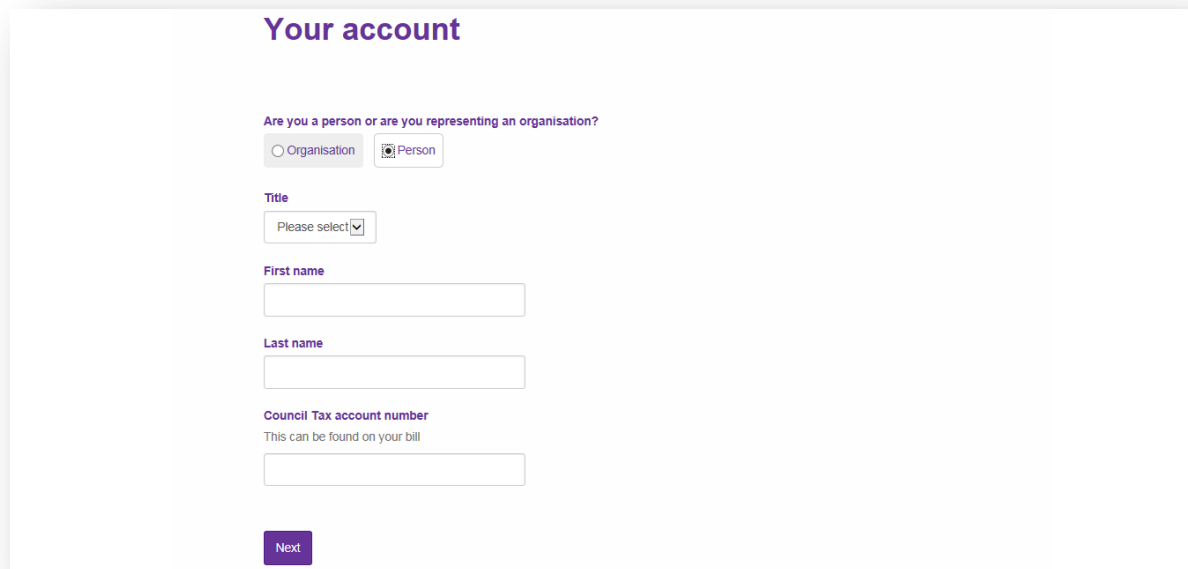




Step 3 – Select whether you want to set up a new or amend an existing direct debit and click next.



Step 4 – Select whether you are an organisation or person and then enter your name exactly as it appears on your council tax bill. Enter your council tax account number as shown on your bill (eight digits and starts with 3)



Step 5 – Read the direct debit guarantee. Then indicate if the bank account from which payments are to be collected is a personal account.

All the normal Direct Debit safeguards and guarantees apply. No changes in the amount, date or frequency to be debited will be made without notifying you at least 10 working days in advance of your account being debited. In the event of any error, you are entitled to an immediate refund from your bank or building society. You have the right to cancel a Direct Debit Instruction at any time simply by writing to your bank or building society, with a copy sent to us.

If you receive a refund you are not entitled to, you must pay it back when Chichester District Council asks you to.

If you have any queries please contact the Taxation department on 01243 534501, email at taxation@chichester.gov.uk or write to us at: Chichester District Council, East Pallant House, East Pallant, Chichester PO19 1TY

If this is a personal account you must be an account holder and be the only person required to authorise a direct debit on the account you are going to use

Yes No

Next

Step 6 – Enter your bank account number (8 digits), sort code, and the name of the bank account holder. Now select;

- the frequency of your instalments
- the date you would like the direct debit to be collected
- the number of months you'd like to pay over (10 or 12 monthly); then click next.

the account you are going to use

Yes No

Bank/building society account number

Branch sort code

Name of account holder

2017/2018 frequency

Monthly

2017/2018 payment date

Please select

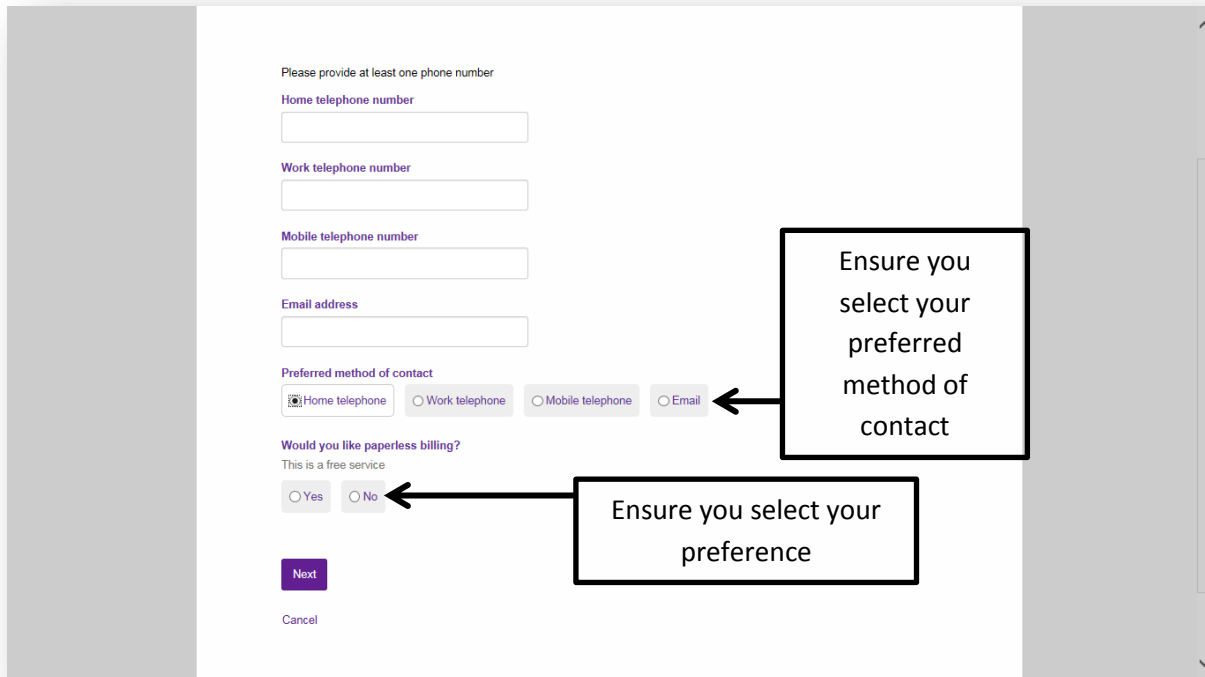
Next

Select preferred frequency of your direct debit instalments

Select preferred instalment date and whether you want to pay over 10 or 12 months

Step 7 – Check the bank details entered are correct and click next.

Step 8 – Provide at least one form of contact and select your preferred method of contact. Please also indicate whether you would like to sign up to paperless billing when this service is introduced; and then click next.



The screenshot shows a form with the following sections:

- Please provide at least one phone number**
 - Home telephone number:
 - Work telephone number:
 - Mobile telephone number:
- Email address**:
- Preferred method of contact**
 - Home telephone
 - Work telephone
 - Mobile telephone
 - Email
- Would you like paperless billing?**

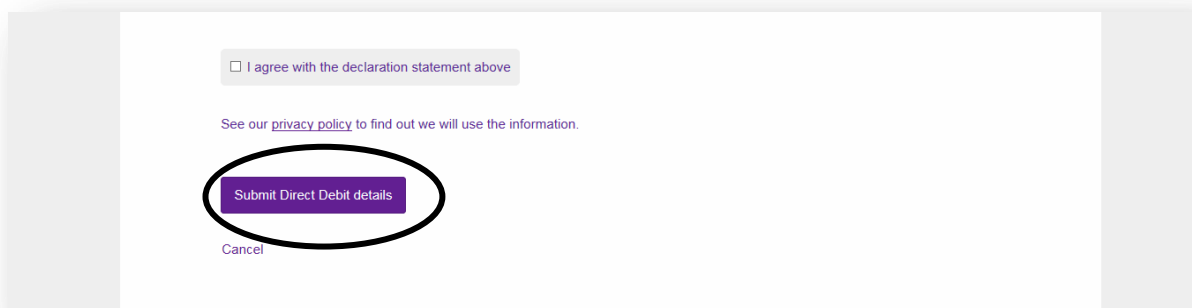
This is a free service

 - Yes
 - No

At the bottom are buttons for **Next** and **Cancel**. Two callout boxes with arrows point to the 'Preferred method of contact' and 'Would you like paperless billing?' sections, with the text: "Ensure you select your preferred method of contact" and "Ensure you select your preference" respectively.

Step 9 – Read the declaration, and once satisfied tick the box to agree.

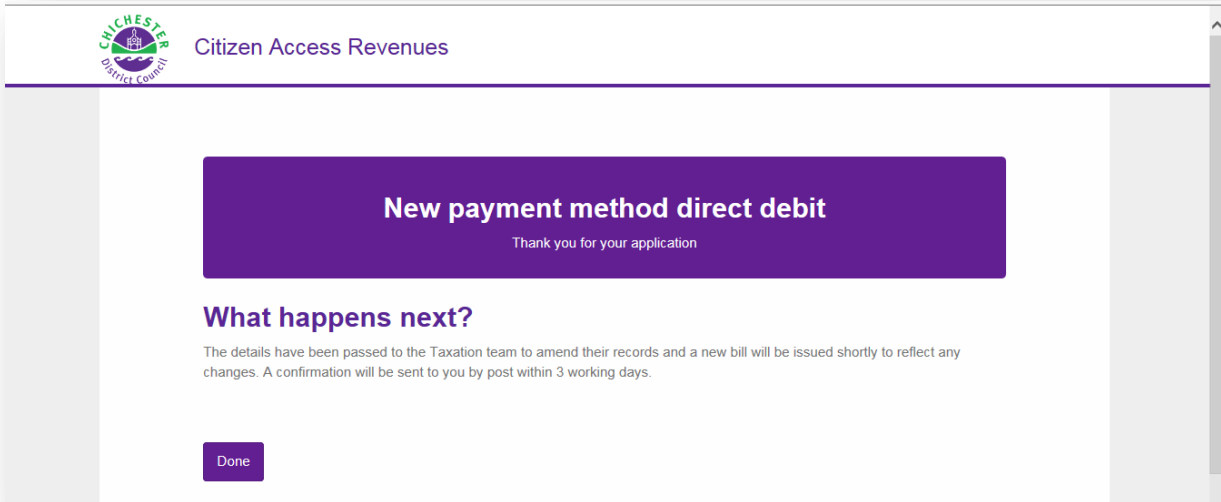
Step 10 – You should then click “submit direct debit details”.



The screenshot shows a form with the following elements:

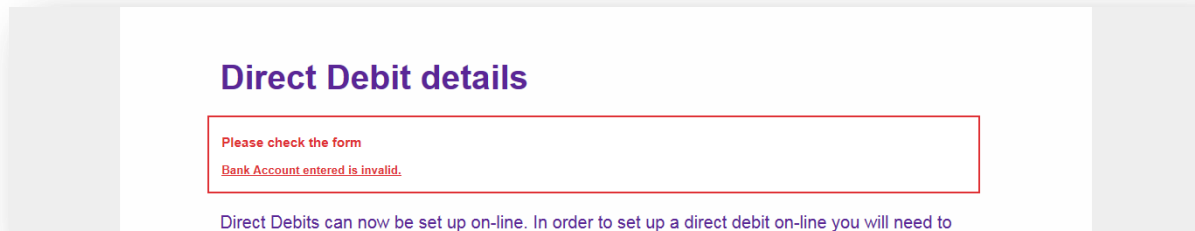
- I agree with the declaration statement above
- See our [privacy policy](#) to find out we will use the information.
- Submit Direct Debit details** button (circled in black)
- Cancel** button

You will then receive confirmation on screen that the direct debit details have submitted successfully. To exit this area of my council tax account you should click done



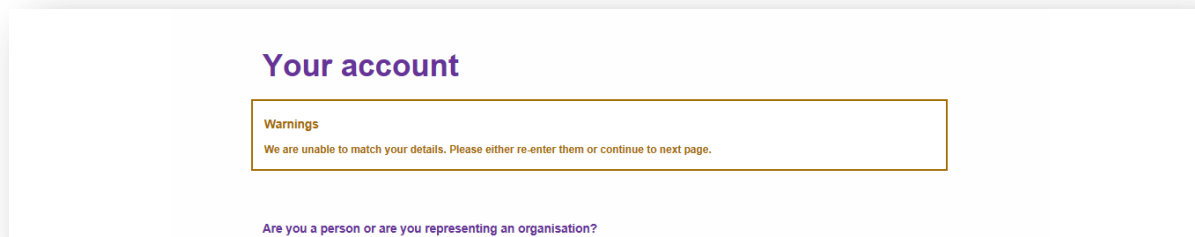
Troubleshooting

Q. I am getting a message advising me that the bank account number entered is invalid

A screenshot of a web page titled 'Direct Debit details'. The page has a white background with a light blue header. Below the header, there is a red-bordered box containing the text: 'Please check the form' and 'Bank Account entered is invalid.' Below this box, there is a line of text: 'Direct Debits can now be set up on-line. In order to set up a direct debit on-line you will need to'.

A. The council tax system checks whether the bank account number is a valid account. Check you have entered the bank account number correctly. If you have checked and your bank details are correct please contact the taxation office. There are certain bank accounts that do not allow a direct debit to be used.

Q. I have entered my name and have been advised that my details do not match

A screenshot of a web page titled 'Your account'. The page has a white background with a light blue header. Below the header, there is a yellow-bordered box containing the text: 'Warnings' and 'We are unable to match your details. Please either re-enter them or continue to next page.' Below this box, there is a line of text: 'Are you a person or are you representing an organisation?'.

A. Enter your name exactly as it appears on your council tax bill, even if it is spelt incorrectly (you can go in and amend the spelling of your name under a different notification)

Q. I would like to pay on an instalment date that is not listed

A. Current instalment dates for council tax are 1st, 8th, 15th, 25th & 28th of each month. Please choose your preferred date from this range.

Q. I would like to pay by instalments weekly.

A. Instalment plans (frequency) are monthly, twice yearly (April & September), and annually (May).

Q. Can I set up a direct debit on all types of council tax accounts

A. Direct debits cannot be set up on a closed account, or an account subject to court proceedings.