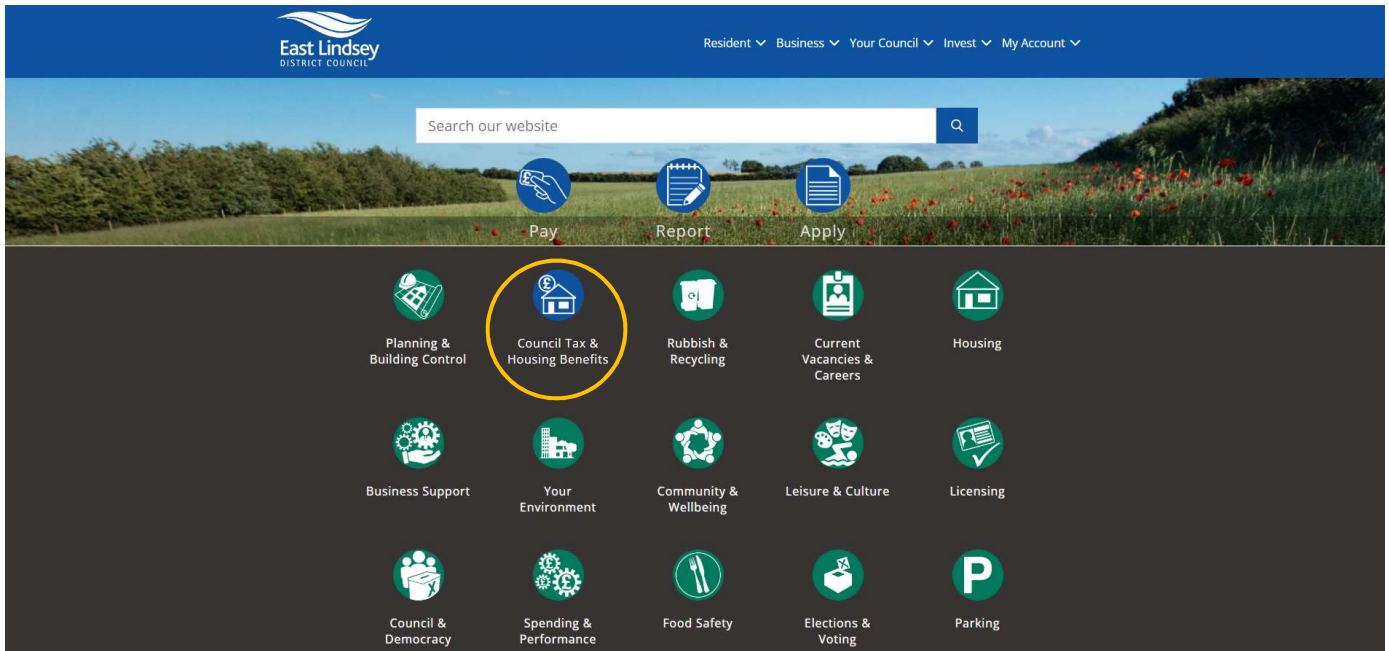


To access your Council Tax account using a PIN that we have sent to you, you will need to login as follows:

Please note you will only need to use the PIN and the process below the first time you access this account. For subsequent logins please follow the process detailed in the 'Self Serve Login Guidance' document.

Also, users accessing our online services with a mobile or tablet may find the layout of the screens/options slightly different to those shown in this guide, however the login process itself will be the same. The menus/options that are not instantly viewable by mobile/tablet users should be available by selecting the ☰ icon.

- Select the 'Council Tax & Housing Benefits' icon from the homepage at [www.e-lindsey.gov.uk](http://www.e-lindsey.gov.uk)



- Select 'Your Self Serve Account':



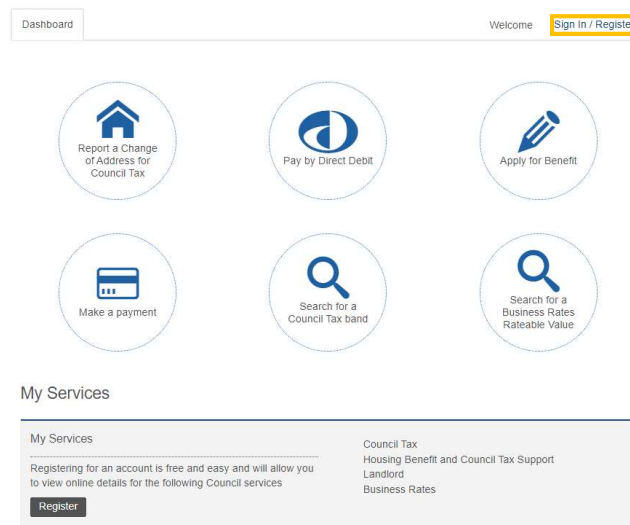
- Select the **'Self-Serve'** link:

## Save Yourself Time, Do It Online

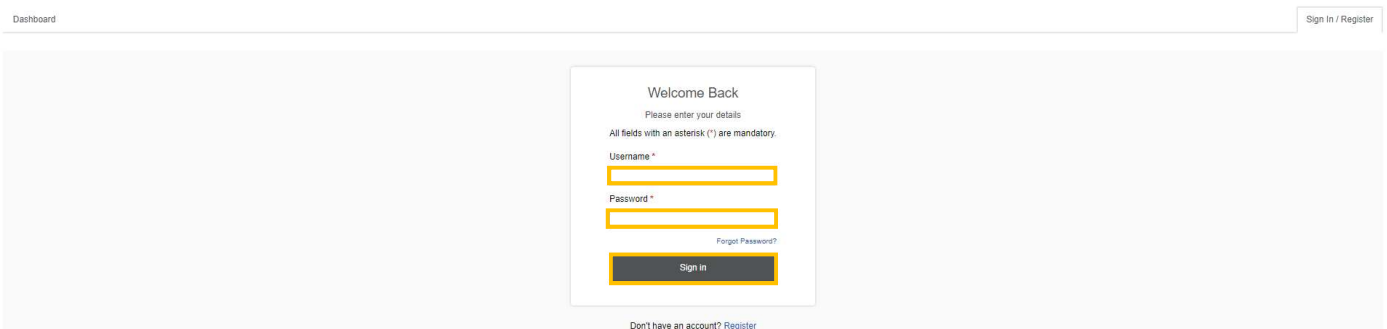
Create or log in to your **Self-Serve** account to:

- Apply for benefit
- View your Council Tax account details
- Report a change of address for Council Tax
- Pay by Direct Debit
- Make a payment
- See how much benefit you are getting
  - How we have worked this out
  - When your next payment is due
  - The date and amounts of payments already made
- See letters we have sent you
- See any overpayments

- Select **'Sign In/ Register'**



- Insert your username.
- Insert your password, please note that this field is case sensitive.
- Select **'Sign in'**.



- You will then be asked to answer a security question, this is a question personal to you (**below is an example only**). You would have chosen this question during the registration process, please note this field is **case sensitive**.

- Insert the answer to your security question and select the **'Sign in'** button

Dashboard Sign In / Register

Please enter the following details

All fields with an asterisk (\*) are mandatory.

What was the name of your first pet? \*

**Sign in** Cancel

- This will take you to the **'Dashboard'**, select the **'My Services'** tab at the top of the screen. If you don't have any services set up you will need to click on the **'Add Service'** button within the **'Council Tax'** section, first.

Dashboard **My Services** My Activity 1

My Services

All fields with an asterisk (\*) are mandatory.

This is the My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service, or to add another account, use the 'Add Service' button. To remove an account select 'Remove Account'.

**Add Service** Click Add Service to see the list of available services, or to add a new account

- Select the service that you wish to add from the list of services available & select **'Continue'**

Dashboard **My Services** My Activity 1

Choose a service

Choose the service you would like to add to your online account.

Note: If you are a landlord wanting to view details of benefit payments being made directly to you, please link the Landlord service. The Housing Benefit service is only for claimants accessing their own claim information.

Council Tax

- Council Tax

For Individuals

- Housing Benefit

For Landlords

- Landlord

For Businesses

- Business Rates

**Continue** Skip

- Enter the reference number of the account/claim you want to be able to view (for example below your Council Tax account reference number) and select **'Continue'**. Your account/claim reference number can be found on documentation you have received from us in relation to the relevant account, for example a Council Tax bill.

Dashboard **My Services** My Activity 1

What is your council tax account reference number?

All fields with an asterisk (\*) are mandatory.

Council Tax Reference Number \*

You can find this number on your council tax bill.

**Continue** Cancel

- Select **'I have been sent a PIN letter'**

Dashboard **My Services** My Activity 1

Keeping your account secure

We need to confirm your identity to give you access to this service.

We will do this by asking you a short series of questions. You must answer mandatory questions correctly, if you cannot answer an optional question, click 'Skip question' to answer the next question.

If you have a PIN letter, you can confirm your identity by selecting 'I have been sent a PIN letter'.

**Continue** **I have been sent a PIN letter**

- Enter the **PIN** (6 digit number) detailed within the 'Viewing your account online' letter, that we sent to you, in the field under '**PIN**' and then select the '**Continue**' button.

- Your account will now have been added to the relevant 'Service'. You can either select '**My Services**' to access your account and view your details, or you can select '**Would you like to go paperless?**' and follow the instructions to sign up for our 'Paperless Billing' service so that you can receive bills and documentation electronically.

- If you select '**Would you like to go paperless?**' you will be directed to the 'Paperless Billing Sign-Up' page where you will be asked to read terms and conditions, and tick to confirm that you have read and accepted them, followed by selecting the 'Continue' button to complete the sign up process.

Paperless billing is optional, you can still view your account details online without registering for this option.

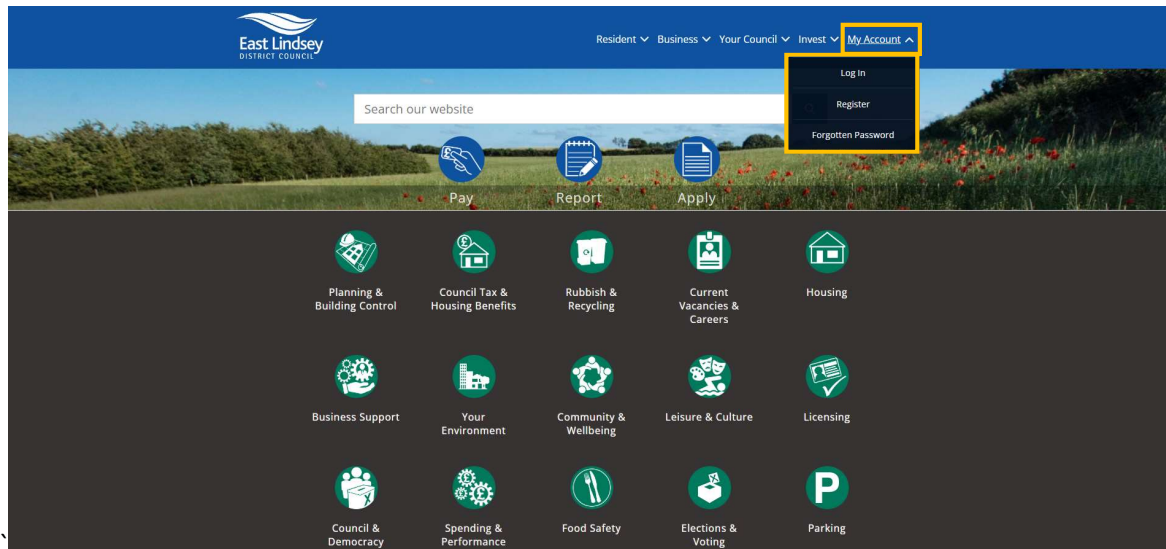
- If you select '**My Services**' you will be directed to the '**My Services dashboard**'. Select the property/account you wish to view from the drop-down list and select '**Show Details**'.

- This will take you into your online account and allow you to view your correspondence, instalments etc.

**Please Note:**

- East Lindsey District Council also have a service called **'My Account'** accessed from the homepage of the [www.e-lindsey.gov.uk](http://www.e-lindsey.gov.uk) website.

This service allows residents to login and view waste collection details, Councillor details etc. 'My Account' requires a separate registration and login process to your online Council Tax Account. You can access your online Council Tax Account through a link in 'My Account' but you would need to login in to 'My Account' (once registered) first, select the link to view your Council Tax Account online, and then login to your Council Tax account.



**Also see:**

- Self Serve Registration Guidance
- Self Serve Login Guidance
- Self Serve Adding a Service and-or Account Guidance
- Self Serve Updating Your Details Guidance