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



• Select 'Your Self Serve Account':



• Select the 'Self-Serve' link:

Save Yourself Time, Do It Online



- See any overpayments
- Select 'Sign In/ Register'

Dashboard	Welcome	Sign In / Register
Report a Change of Address for Council Tax	Ct Debit	or Benefit
Make a payment	or a Sear Busine Rateat	ch for a ss Rates ble Value
/ly Services My Services	Council Tax	
Registering for an account is free and easy and will allow you to view online details for the following Council services Register	Housing Benefit and Council Tax Sup Landlord Business Rates	port

- 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	
Please enter the following details	
All fields with an asterisk (*) are mandatory. What was the name of your first pet? *	
Sgn ni 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 an 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 yeur online account.	
Note: If you are a landlord war	ting to view details of benefit payments being made directly to you, please link the Landord service. The Housing Benefit service is only for claimants accessing their own claim information.	
Council Tax		
Council Tax		
For Individuals		
O Housing Benefit		
For Landlords		
O Landlord		
For Businesses		
O 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	s your coun	cil tax account reference number?	
All fields wit	h an asterisk (*) ar	e mandatory.	
Council Tax	Reference Numbe	r*	
You can find 5	his number on your oo	unoil tax bill.	
Continue	Cancel		

• Select 'I have been sent a PIN letter'

Dashboard	My Services	My Activity	1	-
Keepin	g yo <mark>u</mark> r acc	punt secure		
We need to	confirm your ident	Ity to give you access to this service.		
We will do t	his by asking you a	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 Continue	a PIN letter, you ca I have been sent a	an confirm your identity by selecting 1 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.

Dashboard	My Services	My Activity		1	•
Use a P	IN to add a	a Council Tax service			
All fields with	an asterisk (*) are	e mandatory.			
Enter the PIN nu	umber that was sent	to you by post for this Council Tax.			
PIN					
Continue	Cancel				

• 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.

Dashboard	My Services	My Adlivity	1	
-				_
✓ Your	account is now ac	ve and ready to use.		
What h	appens nex			
You can ad	id more services to	your online account, including additional council tax accounts, by using the My Services page.		
Would you	like to go paperles	on only takes 30 seconds)		
My Servic	es			

• 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.

Dashboard	My Services	My Activity	1	
Paperle	ss Billing Sig	gn-Up		
All fields with	an asterisk (*) are n	nandstory.		
Before proce	eding, please read th	the following terms and conditions regarding signing up to paperless billing:		
By registering	for paperless billing	g you are agreeing to receive future bills and notices via the email you have registered with.		
At any point y	ou can adjust or car	incel your paperless billing through the site by clicking the amend my paperless billing preferences options on the service summary page.		
To change wi	ere paperless bills a	are sent to you must change your profile email address through Ny Account.		
Receiving	bills via email	l will work as follows: -		
When a new beside it. You	oill or adjustment no can then view the d	olice is issued on your account, an email will be sent to the email address your account is registered with. This email will either contain an attachment showing your bill as a PDF file, or a hyperink to the authority's website which will allow you to sign in to the 'Correspondence' pag document online in the normal way.	e. The new bill will be listed wi	th a 'New' icon
I agree that b	signing up to recei	ive bills by email (paperiess billing) I am entering into an agreement with the East Lindsey District Council to receive all future bills and adjustments electronically and will no longer receive bills or adjustment notices by post.		
I agree to not	fy the East Lindsey	District Council immediately (either by contacting the authority or by updating my details on this website) if my email address changes.		
I understand	hat if I wish to canc	cel my paperiess billing subscription and refurn to receiving postal bills I must notify the East Lindsey District Council of this either by contacting the authority or by cancelling my subscription via this website.		
Please select	your name from the	e liable people and tick the box below to confirm your acceptance of the above terms and conditions, then click on the 'Continue' button to proceed:		
Your Name:		v		
I have real	id and accept the at	bove terms and conditions *		
Continue	Cancel			

• 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'.

Dashboard My Services My Activity	1
My Services	
All fields with an astersk (*) are mandatory.	
This is the My Services dishboard From here you can access any of the services you have subscribed to. If you want to add a new service, or to add an 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	
Council Tax Council Tax Reference Account Balance: Last Payment Received: Store DetaBa Termore Account	

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

• 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 <u>www.e-lindsey.gov.uk</u> 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