



## **Council Tax Online User Guide**

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# Login to Council Tax Online

If you have contacted the Borough Council of Kings Lynn and West Norfolk to set up an online account you will receive an email containing your username once the Council Information Centre advisor has registered you on the system.

Once your registration is complete a letter will be issued containing your password and details on how to change your password.

To get started click on the following logo which appears on our website or the link included in the email message:-



### Login to My Council Tax

**i** Required fields are marked with an asterisk.\*

Enter your Username and Password to login.

Username\*

Password\*

At the 'Login to My Council Tax' page type the following as per the letter and email issued:-

- Username
- Password
- Click 'Login' button

'Welcome' will be displayed, which includes any messages and the main menu:-

**Borough Council of King's Lynn & West Norfolk**

[Introduction](#) [My Council Tax](#)



## Main Menu

- Introduction
- My Details
- My Documents
- Change Password
- Send a Message
- Make an Online Payment
- Council Tax Information
- User Guide
- Logout

## Welcome

Welcome back Mr Bloggs. You last logged into this site on 22/11/2013 at 15:55:11. This web site uses a timeout feature that will automatically log you out and take you back to the log in page if you leave this browser inactive for 15.0 minutes

[You have new documents to download](#)

## Messages

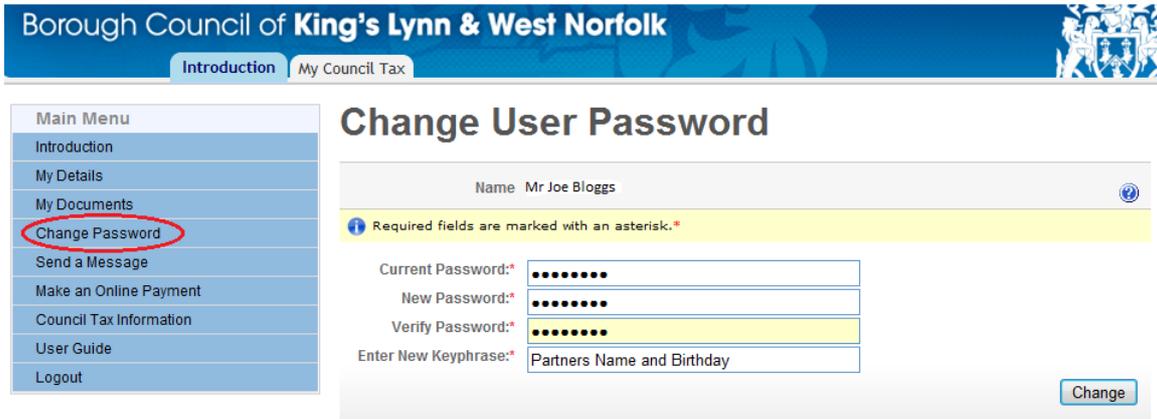
List of messages sent by the authority to you

Message	Read?
Thank you for registering for online council tax and welcome to a more convenient way to check your account details and notify us of a change.	Read Message Ref 33 <input type="checkbox"/>

Once you have read your welcome message and any other messages that have been sent, tick the box and click 'Update Read' button.

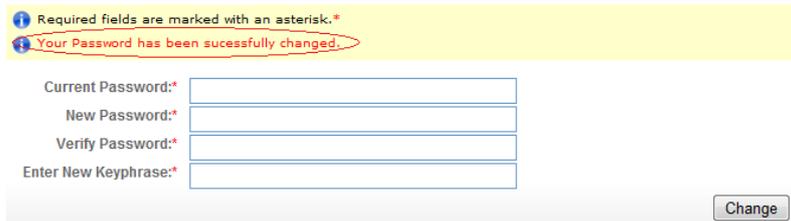
## Change Password

The first thing that we recommend is that you change your password on the system, this can be completed through the main menu:-



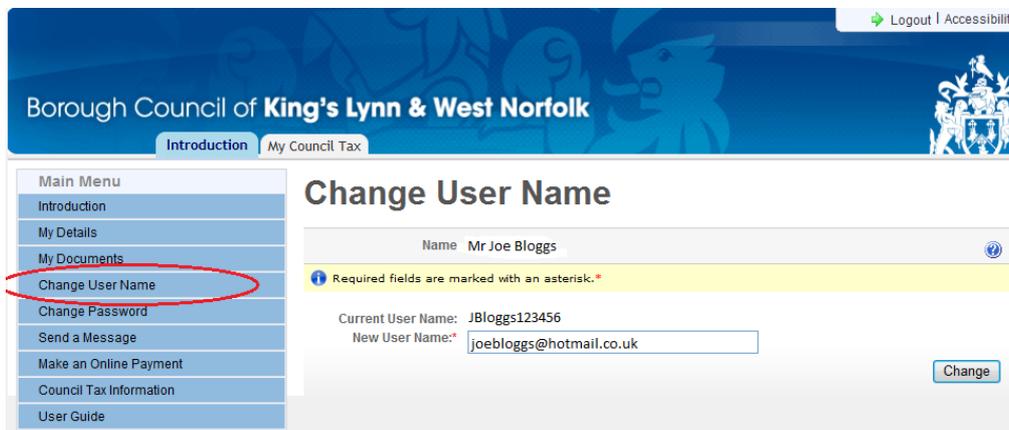
**Tip:** Passwords must be more than 8 characters long and contain a combination of numbers and letters and ideally include a capital letter for added security

Once you have changed your 'Password' and clicked the 'Change' button, this will prompt a message to confirm that the password has been successfully changed.



## Change Username

The second thing that we recommend is that you change your username on the system, this can be completed through the main menu:-



**Tip:** Usernames can contain letters, numbers and symbols and must be less than 30 characters long. **We recommend using your email address as this is easy to remember**

Once you have changed your 'Username' and clicked the 'Change' button, this will prompt a message to confirm that your username has been successfully changed.

Required fields are marked with an asterisk.\*  
 Your Username has been successfully changed to jo.hillard@west-norfolk.gov.uk

Current User Name:  
 New User Name:\*

## Accessing Your Council Tax Account

To access your council tax account you will need to click on the 'My Council Tax' tab



The system has the facility to show your current council tax account details, those for any closed accounts or other properties that you are liable for. In 'My Council Tax' you need to select which council tax account you wish to view, if there is more than one listed. To do this you will need to click on the relevant reference number to display this council tax account and you will be able to view the following information:-

**Display Council Tax Account**

Name: Mr J Bloggs  
 Account Ref: 1234567

Account Details

Balance: 453.00  
 Payment Method: DD Monthly 1st  
 Bank Account: \*\*\*\* 1234  
 Sort Code: 01-02-03  
 Bank Acc Name: Mr J & Mrs J Bloggs  
 Other Associates: Mr J Bloggs

[View My Current Properties, Charges And Relief Details](#)

Select a Year to view financial details

Year	Balance
2013	453.00
2012	0.00
2011	0.00
2010	0.00

notify us of a change that needs to be amended on your account

council tax payment details

confirms the council tax banding and the annual council tax liability

look at your council tax breakdown for different years

# Viewing Instalments

When you select a particular year you will be able to view the annual charge and view your remaining instalments:-

### Display Council Tax Account

Name Mr Joe Bloggs  
Account Ref 31234567

**Account Details**

Balance 604.00

Payment Method DD Monthly 1st

Bank Account \*\*\*\*5678

Sort Code 01-02-03

Bank Acc Name Mr Joe Bloggs

Other Associates Mrs Joanna Bloggs

[View My Current Properties Charges And Relief Details](#)

**Remaining Instalments** [Return To Account Details](#)

Date	Amount
01/12/2013	151.00
01/01/2014	151.00
01/02/2014	151.00
<b>Total</b>	<b>453.00</b>

Details For Charge Year: 2013 [Select Year](#)

Transaction	Amount
<a href="#">Total Property Charges</a>	1507.84
<a href="#">Total Payments</a>	903.84
<b>Balance Outstanding</b>	<b>604.00</b>

Payment Information For Year: 2013 [View remaining instalments](#)

Payment Method DD Monthly 1st

Payment Due 01/12/2013 Amount 151.00

# Viewing Payments

When you select a particular year you will be able to view the annual charge, payments made, see the outstanding account balance and view remaining instalments:-

### Display Council Tax Account

Name Mr Joe Bloggs  
Account Ref 31234567

**Account Details**

Balance 604.00

Payment Method DD Monthly 1st

Bank Account \*\*\*\*5678

Sort Code 01-02-03

Bank Acc Name Mr Joe Bloggs

Other Associates Mrs Joanna Bloggs

[View My Current Properties Charges And Relief Details](#)

**Payments Transaction List For Year: 2013** [Return To Account Details](#)

Date	SubCode	Reference	Amount
01/10/2013	DID CASH	07-01-16 ****8489 MR	151.00
01/09/2013	DID CASH	07-01-16 ****8489 MR	151.00
01/08/2013	DID CASH	07-01-16 ****8489 MR	151.00
01/07/2013	DID CASH	07-01-16 ****8489 MR	151.00
01/06/2013	DID CASH	07-01-16 ****8489 MR	151.00
01/05/2013	DID CASH	07-01-16 ****8489 MR	148.84
<b>Total Transaction Amount:</b>			<b>903.84</b>

Details For Charge Year: 2013 [Select Year](#)

Transaction	Amount
<a href="#">Total Property Charges</a>	1507.84
<a href="#">Total Payments</a>	903.84
<b>Balance Outstanding</b>	<b>604.00</b>

Payment Information For Year: 2013 [View remaining instalments](#)

Payment Method DD Monthly 1st

Payment Due 01/12/2013 Amount 151.00

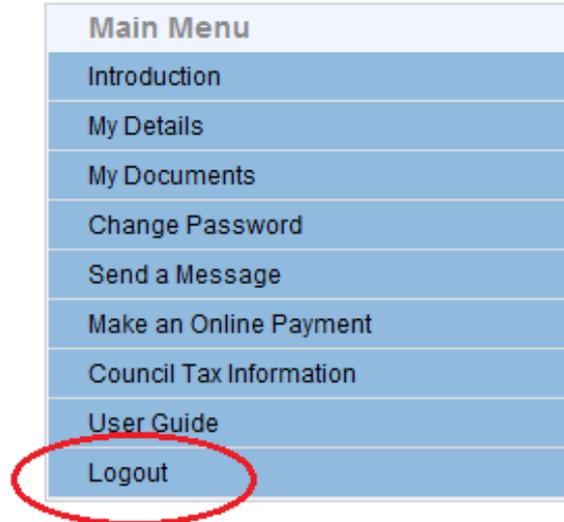
**Tip** – If at any point you want to return back to the main screen, then you just need to click on:-

[Return To Account Details](#)

## Exiting Council Tax Online

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Click 'Logout' which is located on the main menu or in the top right corner:-



## Online Council Tax Bills

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When registering for council tax online you are also agreeing to receive your council tax bill electronically. Each time a new or amended bill is generated you will be sent an e-mail to advise you that a new bill is available to view online.

If a new council tax bill is issued this will appear in the 'Welcome' screen:-



To view the council tax bill click on 'download' icon to view or print your bill:-

## View Documents

Name

Please Select A Document

Type All

Status All documents

Status	Download	Type	Document Type	Document Produced
New!		Council Tax	Bill	10/06/2013

Every time that a council tax bill is opened the link will disappear from the 'Welcome' screen. You can view all council tax bills (that have been issued online) through the 'Main Menu' and by clicking on 'My Documents':-

Main Menu
Introduction
My Details
My Documents
Change Password
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## Requesting a Council Tax Bill

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If you would like a copy of your council tax bill issuing to your online council tax account, then please send a message through your online council tax account.

## Cancelling Online Council Tax Bills

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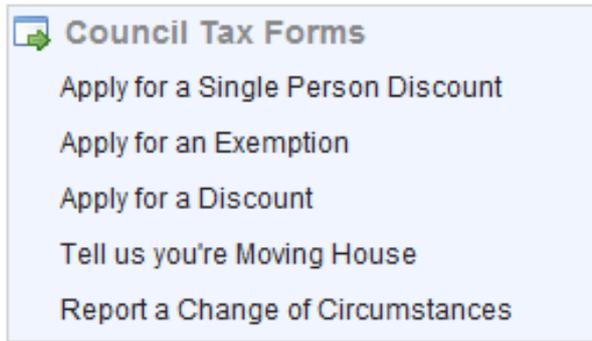
If at any point you decide that you no longer wish to receive your bill electronically and that you want to receive your bill through the post, you can let us know by sending us a message through your online council tax account.

## Reporting a Change in your Council Tax

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If you need to contact the Borough Council of Kings Lynn & West Norfolk about a change in your Council Tax, then this can be made through your online council tax account:-

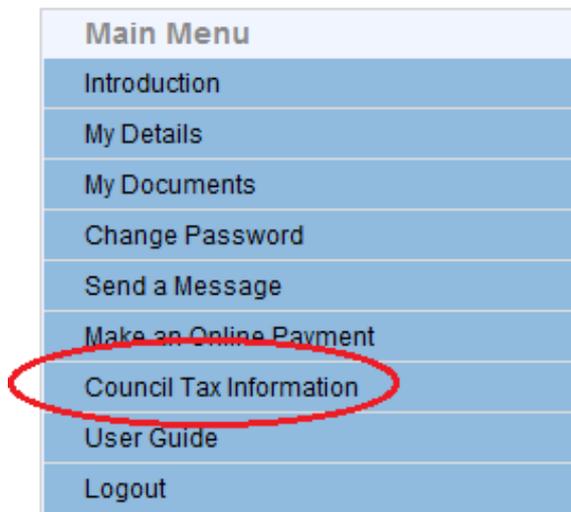
- Click on 'My Council Tax' tab
- Select an account
- Click on the relevant council tax form:-



**Council Tax Forms**

- Apply for a Single Person Discount
- Apply for an Exemption
- Apply for a Discount
- Tell us you're Moving House
- Report a Change of Circumstances

If you require further information on Council Tax, then this is available through the 'Main Menu':-



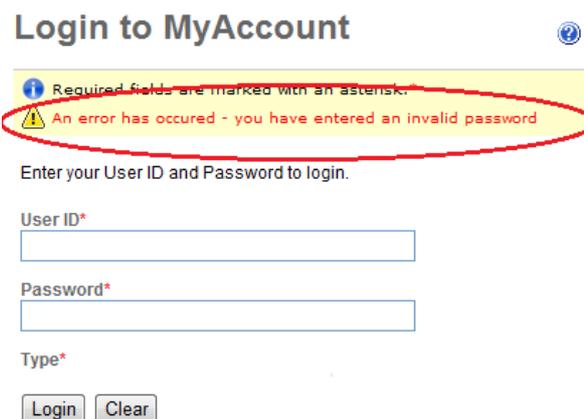
**Main Menu**

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## Forgotten My Password

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If you enter the incorrect or an invalid password, then you will get the following message:-



**Login to MyAccount** 

Required fields are marked with an asterisk.

**An error has occurred - you have entered an invalid password**

Enter your User ID and Password to login.

User ID\*

Password\*

Type\*

If you forget your password, then just click on 'Forgotten your password' which appears on the 'Login to My Council Tax' page:-

### Login to My Council Tax

**i** Required fields are marked with an asterisk.\*

Enter your Username and Password to login.

Username\*

Password\*

[→ Forgotten your username?](#)

[→ Forgotten your password?](#)

Please note your account details are viewed over a secure Internet connection.

When you have clicked on 'forgotten your password' you have two options – reset password or password reminder. When you change your 'password' you are asked to enter a new key phrase, this is just a prompt for your password e.g. if you keyed in 'London2012' your key phrase could be 'Last Olympics in UK'. Whichever option you select you must type in your 'username' and an e-mail will be sent confirming your new password or a reminder:-

## Forgotten Password

Please enter your user name in the field below and select either a Reminder or Password Reset. You will be contacted shortly via the email address you have supplied with either the keyword to help jog your memory or a new Password, as per your selection. 

**i** Required fields are marked with an asterisk.\*

User Name\*

Reset Password

Password Reminder

## Disabled Account

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If you enter the incorrect or an invalid password three times in a row, then your account will be disabled and the following message will appear:-

### Login to My Council Tax

**i** Required fields are marked with an asterisk.\*

**!** An error has occurred - your account has been disabled

Enter your Username and Password to login.

Username\*

Password\*

When you receive this message an alert is sent to the Borough Council of Kings Lynn & West Norfolk to re-activate your account and an e-mail confirming your password will be issued within 3 working days.

# Forgotten My Username

If you forget your username, then just click on 'Forgotten your username' which appears on the 'Login to My Council Tax' page:-

When you have clicked on 'forgotten your password' you will be asked to fill in a form which is sent to the Borough Council of Kings Lynn & West Norfolk. Once we have received your request we will reset your username and e-mail you confirmation within 3 working days.

# Cancelling Council Tax Online

If you no longer wish to use the council tax online account service, you can let us know by e-mailing [eBilling@west-norfolk.gov.uk](mailto:eBilling@west-norfolk.gov.uk) or sending us a message through your online council tax account.

# Contact Us

If you need to contact the Borough Council of Kings Lynn & West Norfolk, then you can send a message through your online council tax account:-

