



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:-

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
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Change User Password

Name Mr Joe Bloggs

Required fields are marked with an asterisk.*

Current Password:*

New Password:*

Verify Password:*

Enter New Keyphrase:*

Change

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.

Required fields are marked with an asterisk.*

Your Password has been successfully changed.

Current Password:*

New Password:*

Verify Password:*

Enter New Keyphrase:*

Change

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:-

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

Introduction My Council Tax

Main Menu

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

Change User Name

Name Mr Joe Bloggs

Required fields are marked with an asterisk.*

Current User Name: JBloggs123456

New User Name:*

Change

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**

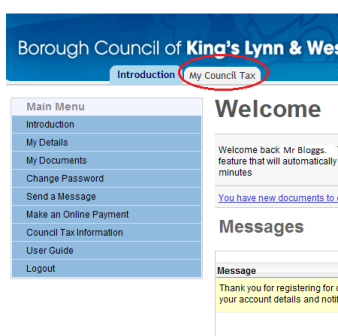
Once you have changed your 'Username' and clicked the 'Change' button, this will prompt a message to confirm that your username has been successfully changed.

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:-

The screenshot shows the 'Display Council Tax Account' page. The left sidebar contains a 'Main Menu' and a 'Council Tax Forms' section. The 'Council Tax Forms' section is circled in red, with an arrow pointing to it and the text 'notify us of a change that needs to be amended on your account'. The main content area displays account details for 'Mr J Bloggs' with account reference '1234567'. The 'Account Details' section includes 'Balance: 453.00', 'Payment Method: DD Monthly 1st', 'Bank Account: **** 1234', 'Sort Code: 01-02-03', 'Bank Acc Name: Mr J & Mrs J Bloggs', and 'Other Associates: Mr J Bloggs'. A red arrow points to the bank account details with the text 'council tax payment details'. Below this is a link 'View My Current Properties Charges And Relief Details' with a red arrow pointing to it and the text 'confirms the council tax banding and the annual council tax liability'. At the bottom, there is a table 'Select a Year to view financial details' with columns 'Year' and 'Balance'. The table shows data for the years 2013, 2012, 2011, and 2010. A red arrow points to the year 2013 with the text 'look at your council tax breakdown for different years'.

| Year | Balance |
|------|---------|
| 2013 | 453.00 |
| 2012 | 0.00 |
| 2011 | 0.00 |
| 2010 | 0.00 |

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

| Date | Amount |
|------------|--------|
| 01/12/2013 | 151.00 |
| 01/01/2014 | 151.00 |
| 01/02/2014 | 151.00 |
| Total | 453.00 |

[Return To Account Details](#)

Details For Charge Year: 2013

[Select Year](#)

| Transaction | Amount |
|------------------------|---------|
| Total Property Charges | 1507.84 |
| Total Payments | 903.84 |
| Balance Outstanding | 604.00 |

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

| 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 |
| Total Transaction Amount: | | | 903.84 |

[Return To Account Details](#)

Details For Charge Year: 2013

[Select Year](#)

| Transaction | Amount |
|------------------------|---------|
| Total Property Charges | 1507.84 |
| Total Payments | 903.84 |
| Balance Outstanding | 604.00 |

Payment Information For Year: 2013

[View remaining instalments](#)

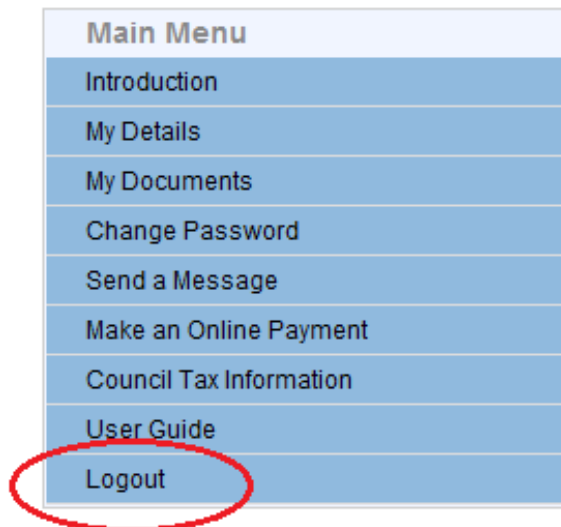
| | | | |
|----------------|----------------|--------|--------|
| Payment Method | DD Monthly 1st | | |
| Payment Due | 01/12/2013 | Amount | 151.00 |

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

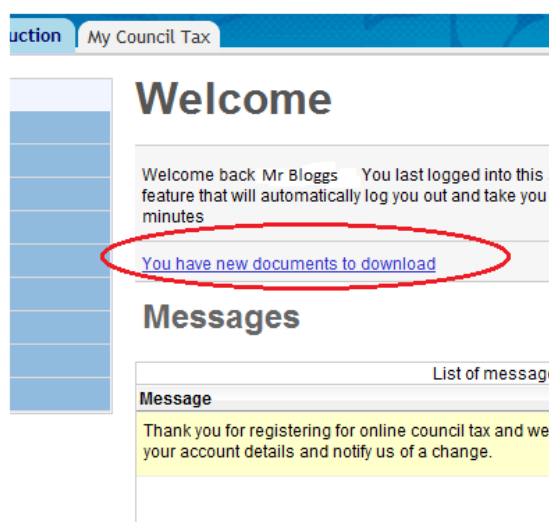
Click 'Logout' which is located on the main menu or in the top right corner:-



Online Council Tax Bills

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

Status ⓘ

| 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 |
| Send a Message |
| Make an Online Payment |
| Council Tax Information |
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Requesting a Council Tax Bill

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.

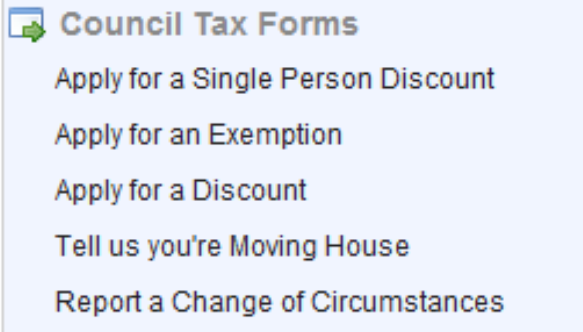
Cancelling Online Council Tax Bills

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

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:-

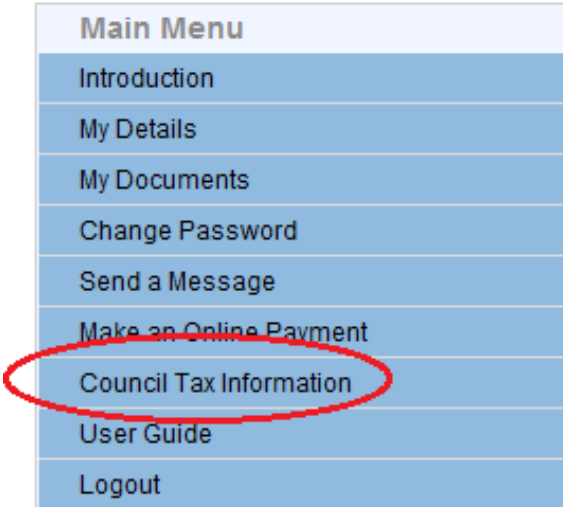
- Click on 'My Council Tax' tab
- Select an account
- Click on the relevant council tax form:-

A light blue rectangular box with a small icon of a document with a green arrow pointing right. The title is "Council Tax Forms". Below the title are five links: "Apply for a Single Person Discount", "Apply for an Exemption", "Apply for a Discount", "Tell us you're Moving House", and "Report a Change of Circumstances".

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':-

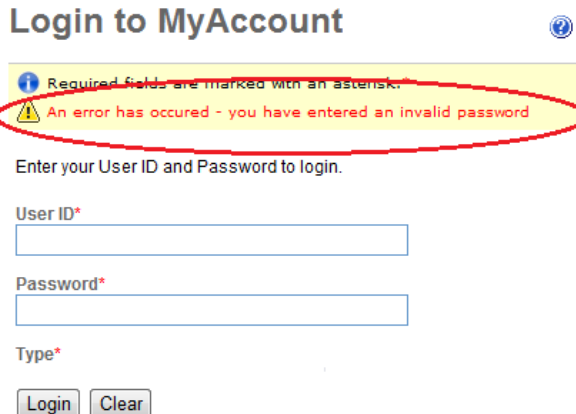
A vertical list of menu items. The first item is "Main Menu" in a light blue header. The following items are in blue boxes: "Introduction", "My Details", "My Documents", "Change Password", "Send a Message", "Make an Online Payment", "Council Tax Information" (circled in red), "User Guide", and "Logout".

Main Menu

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

Forgotten My Password

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

A login form titled "Login to MyAccount" with a help icon. Below the title is a yellow banner with a blue information icon and the text "Required fields are marked with an asterisk." Below that is a red banner with a yellow warning icon and the text "An error has occurred - you have entered an invalid password" (circled in red). Below the banners is the text "Enter your User ID and Password to login." followed by three input fields: "User ID*", "Password*", and "Type*". At the bottom are "Login" and "Clear" buttons.

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*

Login Clear

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

Required fields are marked with an asterisk.*

Enter your Username and Password to login.

Username*

Password*

Login Clear

[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.

Required fields are marked with an asterisk.*

User Name*

Reset Password ☐

Password Reminder ☐

Enter

Disabled Account

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

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:-

Login to My Council Tax

Required fields are marked with an asterisk.*

Enter your Username and Password to login.

Username*

Password*

Login Clear

→ [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 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 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:-

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- Send a Message**
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Send Message

Name: Mr Joe Bloggs [Return to Previous Page](#)

Message Details

Subject: Council Tax

Message:

Send Message

Message Received - Thank You

Name: Mr Joe Bloggs

Thank You

Thank You. Your request has been recorded and will be processed shortly. We will notify you of any changes we make.

Your Internet Receipt Number is: 4

Please make a note of this number for any future enquiries about this change.