



Step by Step guide to signing up to “My Account” for Landlords

Manage your Council Tax, benefits or Business Rates online

Step 1:

Go to wirral.gov.uk/myaccount – you'll need to make sure you have an email address, a Council Tax account number, Creditor reference (landlord reference), Benefit reference or Business Rate account number. If you do not know your account number you can contact us on 0151 606 2002 (Mon-Thu, 8am – 5.30pm and Fri, 8pm – 5pm).

The screenshot shows the top navigation bar with the Wirral logo and a search box. Below the navigation bar, there are two main sections: "Sign in to My Account" and "Register for My Account".

Sign in to My Account: This section includes a "Username" field, a "Password" field with a note to "Enter the Second and Seventh characters from your password.", a "Sign in" button, and links for "I forgot my username" and "I forgot my password".

Register for My Account: This section features a "Register Now" button and a list of benefits: "My Account will allow you to:" followed by a bulleted list: "Check your details", "Check your payments", "View your bills for Council tax and Business Rates", "View notifications for Benefits and landlords", "Manage your paperless billing and notification preferences", and "Complete on line forms".

Step 2:

After clicking "Register Now", you will be required to complete the first of four steps.

The screenshot shows the registration process at "Step 1 of 4 – Your Details". It includes a "Personal Details" form with the following fields: "Company Name (optional)", "Forename", "Middlename (optional)", "Surname", "Address" (with four lines), and "Postcode".

Step 3:

As well as inputting your name and address you must have an email address. This may be used as your username. You will also be asked to choose a password and a security question.

Telephone (Optional)

Email Address

Confirm Email Address

Username

Password
Password must be at least 8 characters long

Retype Password

Security Questions

These will be used to confirm your identity should you need to reset your password.

Question:

Answer:

Step 1 of 4

Step 4:

Once the first step is completed, you must now choose which service/s you would like to add to your account by clicking "Add". You can add Council Tax and Business Rate services for all properties that belong to you and after adding the Landlord service you can also view Housing Benefit tenant details, Housing Benefit payments due to you & download your Housing Benefit schedule.

Dashboard Welcome Guest [Sign In / Register](#)

Step 2 of 4 - Add services

Optional - Choose services you would like to sign up to. Don't worry if you do not want to add any now; this can be done at anytime. To add/validate each service you will be asked for some personal information regarding your case/account eg. reference number.

Revenues

Council Tax

COUNCIL TAX
Adding Council Tax to your account will allow you to view and manage your Council Tax bill online.

- Receive notification of any bills and view them online
- Sign up and amend your Direct Debit details
- Report a change of address

Business Rates

BUSINESS RATES
Adding Business Rates to your account will allow you to view and manage your Business Rates bill online.

- Receive notification of any bills and view them online
- Sign up and amend your Direct Debit details

Benefits

Housing Benefits

HOUSING BENEFITS
Adding Housing Benefits to your account will allow you to view your Housing Benefit claim online.

- Check your current award for Housing Benefit and Council Tax Support
- View next and previous payment details, including details of any Housing Benefit overpayments
- Receive notification of any changes to your award and view them online

Landlord

LANDLORD
Adding Landlord access to your account will allow you to view your details of your tenants claims online.

- Check the current award for Housing Benefit for any of your tenants
- View next and previous payment details, including details of any Housing Benefit overpayments
- Receive notification of any changes to your tenants award and view them online

Education Benefits

EDUCATION BENEFITS FOR SCHOOLS ONLY - Adding Education Benefits access to your account will allow you to view your Free School Meals list

- Check your current list and any changes that have been done

Step 5:

After clicking and adding one or more of the above services, you will be sent an email containing a link. This needs to be opened for the account to be activated – see step 6.

Dashboard

Sign In / Register

Step 3 of 4 – Verify email

An email has been sent to **landlordtest123@gmail.com** containing a link which will activate your account.

ⓘ Your account will not be active until you follow the link in your email.

The e-mail sent to you for activation may appear in your 'Junk' folder instead of your 'Inbox'.

Now please close this page and go to your email account.

Step 3 of 4

Step 6:

Thank you for registering to access Wirral Council's online services.

You need to click on the link below then sign in to activate your account. Your username and password were created during registration.

[ACTIVATE YOUR ACCOUNT](#)

If you have not registered with us and have received this email, please notify the Council immediately so we can take appropriate action.

Many thanks,

Customer Services

Wirral.gov.uk/myaccount | Customer Services | Wirral Council | PO Box 290 | Wallasey | CH27 9FQ

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager.

Step 7:

After clicking the activation link, you will be taken back to your account.

Dashboard

My Services

My Activity

Test -

Step 4 of 4 – Complete

✓ Your account is now active and ready to use .

Step 4 of 4

Take the tour

No thanks

My Account.
My Services.

Step 8:

You can now add your “Landlord” service by inputting your creditor reference (landlord reference). Other services can also be added if required.

My Services

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 click the 'Add Service' button, if you want to add another account on an existing service then select the 'Add Account' button at the bottom of each tile. To remove an account select 'Remove Account'.

Click Add Service to see the list of available services

Landlord

Creditor Reference Number

Step 9:

After clicking “Access Now”, you will be asked further verification questions to add the account.

Request Access to Landlord Account 73611

Please complete as much of this form as you can. You can continue when enough information has been given

Amount of last Housing Benefit payment you received £

Date of last Housing Benefit payment made to you

Bank account number used to receive benefit payments

Landlord name as it appears on correspondence sent to you

Postcode where correspondence is sent to you

I don't have enough information to continue

Step 10:

Once your service/s are added, you can also sign up for paperless notifications and/or paperless billing. (If this/these options are selected, a further email will be sent - see Step 11).

NB: A generic business email address for a paperless service is required for landlords.

You have successfully subscribed for reference 73611

Landlord

Enotifications Sign Up

Would you like to sign up to enotifications? When a new document is issued on your account, an email will be sent to the email address supplied.

Email Address

landlordtest123@gmail.com

Not Now

Sign Up

+ Add account

- Remove Account

Add Service

Click Add Service to see the list of available services

Step 11:

My Services

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 click the 'Add Service' button, if you want to add another account on an existing service then select the 'Add Account' button at the bottom of each tile. To remove an account select 'Remove Account'.

Add Service

Click Add Service to see the list of available services

Landlord

73611 : MR TEST LANDLORD



Last Payment Received: £380.00 on 08.02.2018

Show Details

+ Add account

- Remove Account

myaccount@wirral.gov.uk
to me

2:12 PM (1 hour ago) ☆ ↶ ↷

Thank you for registering for E-Notifications.

I agree that by signing up to receive correspondence by email (e-Notifications) I am entering into an agreement with the Council to receive all future correspondence electronically and will no longer receive documents by post.

I agree to notify the Council immediately (either by contacting the authority or by updating my details on this website) if my email address changes.

I understand that if I wish to cancel my e-Notifications subscription and return to receiving notifications by post I must notify the Council of this either by contacting the authority or by cancelling my subscription via this website.

Before your account can be activated and start receiving your e-notifications you need to click on the link below to verify your email address.

[VERIFY EMAIL ADDRESS](#)

If you have not registered with us and have received this email, please notify the Council immediately so we can take appropriate action.

Many thanks,

Customer Services

[Wirral.gov.uk/myaccount](#) | Customer Services | Wirral Council | PO Box 290 | Wallasey | CH27 9FQ

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Step 12:

Once signed up and verified, you will be able to access, view and/or amend your services.

Landlord Summary

MR TEST LANDLORD

03 April 2017 – 02 April 2018

Creditor Reference: 73611

Creditor Name: MR TEST LANDLORD

Find a Tenant

The quickest way to retrieve the records you require is by searching on the 'Claim Number' or 'Postcode' options.

Search

or



Sign up for paperless notifications



Online Payment

Payments

Overpayments

Correspondence

Payment Date

Payment Number

Amount

Status

08.02.2018

3570520

£380.00

Complete