

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

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, 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 links for "Home > Advice and Benefits", "Dashboard", and "Sign In / Register". The main content area is split into two columns. The left column is titled "Sign in to My Account" and contains a "Username" field, a "Password" field with a note "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". The right column is titled "Register for My Account" and contains a "Register Now" button. Below the button, it lists the benefits of having a My Account: "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 page at "Step 1 of 4 - Your Details". It features the same navigation bar as the previous screenshot. Below the navigation bar, there are links for "Home > Advice and Benefits", "Dashboard", and "Sign In / Register". The main content area is titled "Step 1 of 4 - Your Details" and contains a "Sign in" link. Below the link, there is a "Personal Details" section with the following fields: "Company Name (optional)", "Forename", "Middlename (optional)", "Surname", "Address" (with three lines), and "Postcode".

Step 3:

As well as inputting name and address the customer must have an email address. This may be used as their username. Customer 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, the customer must now choose which service/s they would like to add to their account by clicking "Add"

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, the claimant will be sent an email containing a link. This needs to be opened for the account to be activated – see step 6.

Step 3 of 4 – Verify email

An email has been sent to testtesterwirral@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, the customer will be taken back to their 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

Step 8:



The customer can now add their service/s by inputting their Council Tax account number/creditor reference/benefit reference or Business Rate account number.

Dashboard My Services My Activity Test

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

Council Tax

Account Reference Number

Click Add Service to see the list of available services

Step 9:

After clicking "Access Now", the customer will be asked further verification questions.

Dashboard My Services My Activity Test

Request Access to Council Tax Account 89474644

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

Bank account number from Direct Debit used to pay Council Tax

Postcode

Surname

I don't have enough information to continue

Step 10:



Once the customer's service/s are added, they can also sign up for Paperless billing. (If this option is selected, a further email will be sent - see 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'.

Click Add Service to see the list of available services

You have successfully subscribed for reference 89474644

Council Tax

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

Email Address

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'.

Click Add Service to see the list of available services

Thank you, your request for paperless billing is pending. To complete the sign up process please click the link sent to the email address provided.


Council Tax

Reference 89474644

Account Balance: £1090.61

Last Payment Received: No payments received

Click Add Service to see the list of available services

 myaccount@wirral.gov.uk
to me ▾

Thank you for registering for Paperless Billing.

I agree that by signing up to receive bills by email (paperless billing) I am entering into an agreement with the Council to receive all future bills and adjustments electronically and will no longer receive bills or adjustment notices 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 paperless billing subscription and return to receiving postal bills 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 paperless bills 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



Step 12:

Once signed up and verified, the customer can now access, view and/or amend their services.

Dashboard My Services My Activity Test

e-Billing Activation

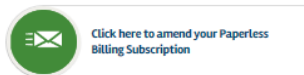
Thank you for signing up for e-Billing.

Dashboard My Services My Activity Test

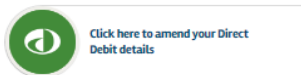
Council Tax Summary

1 CANNING STREET, BIRKENHEAD, WIRRAL, CH41 6BU

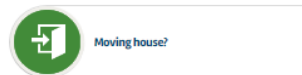
Council Tax Reference: 89474644
Account Name: Mr TEST TESTER
Payment Method: Direct Debit 5th of the month
Band: A
Liable at property since: 01.04.2017



Click here to amend your Paperless Billing Subscription



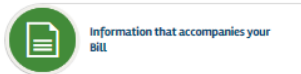
Click here to amend your Direct Debit details



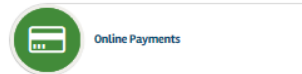
Moving house?



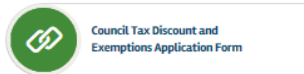
Make an Arrangement



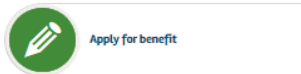
Information that accompanies your bill



Online Payments



Council Tax Discount and Exemptions Application Form



Apply for benefit

Amounts Due

Remaining Balance Breakdown

Correspondence

Type	Amount	Due Date	Bill Year	Payment Method
Immediately Due	£1090.61	15.03.2018	2017/18	Direct Debit 5th of the month