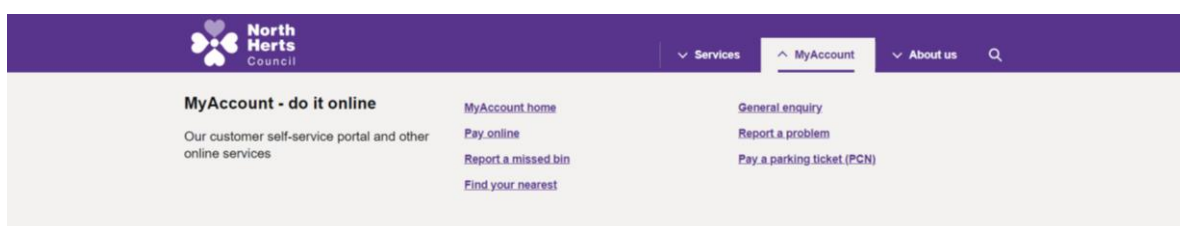


MyAccount User Guide

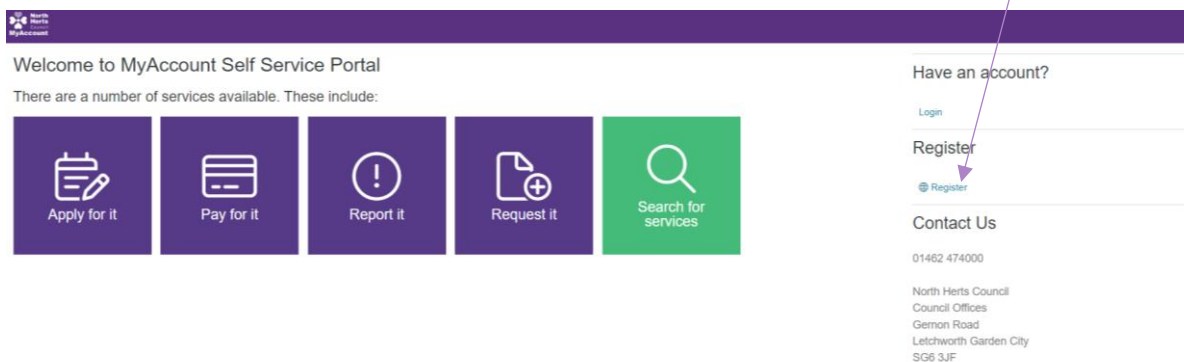
How to register

To register for the MyAccount portal please go to www.north-herts.gov.uk and click on the 'MyAccount' banner.

You will then need to select MyAccount home to take you to the MyAccount welcome page.

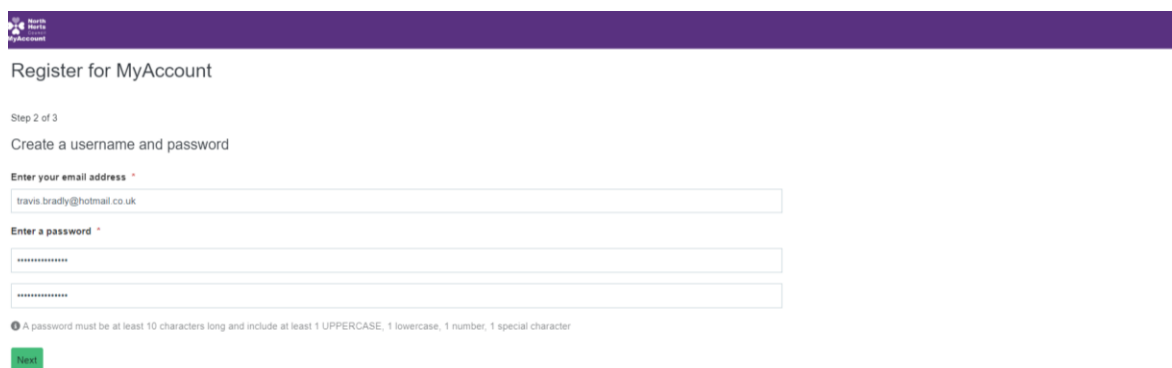


Once on the MyAccount welcome page, you will then need to select 'register' on the right-hand side to register for an account. If you are already registered, please use the 'login' button.



You will then be asked to fill in your registration details and set your password and security questions.

Please note: An email address can only be registered to a single account.



Register for MyAccount

Step 3 of 3

Setting your security question and answer

Please select one of the following security questions *

What is the name of your favourite childhood friend?

Enter the answer to your chosen security question *

Melissa

Data Protection

I accept the terms and conditions of how my personal data will be used and stored as described in the declaration/GDPR statement

To complete the registration process please click or tap the 'register my account' button.

Register my account

Once you have completed the form, click 'Register my account', you will then be prompted to validate your email address by clicking a link in the registration email.

Once you click the link, your account will be validated and you will be able to login.

MyAccount Home Page

From your MyAccount home page you will be able to:

- Raise a new service request.
- View any previous cases you have logged.
- Check, or update your personal details.
- View your Council Tax records.

Welcome to MyAccount Self Service Portal

New Service Request
Pay it, Report it, Request it
For example, pay your council tax, report a change of address, request a call back.

My Cases
View and update your open cases.
See all past communication, documentation and cases raised.

My Council Tax
View or link to an existing council tax account.

My Details
Check your contact details, addresses and update your preferred method of communication.

My Council Tax

Once logged into the MyAccount portal, to link your Council Tax account, select 'My Council Tax', then click 'Add a Council Tax Account'.

Please note: You will need your Council Tax account number and your full name as it appears on your Council Tax bill. You must also be a named liable party on the Council Tax account you wish to link.

Once you have entered the required information, your Council Tax account will be linked to your MyAccount.

My Council Tax

Account Reference	Address Line 1	Postcode	Tax Band	Balance	
Test Account	Test Account	Test Account	F	£0.00	View Full Details

[Add Council Tax Account](#)

On selecting 'View Full Details', you will be presented with a summary of your Council Tax Account including:

- Any outstanding balances
- Any correspondence sent
- Adjustments
- Payment history
- Link to make payment

Full Council Tax Account Details
Test Account Test Address

Account Reference Address Tax Band F Payment Method Cash Liable Test Name

[Remove Council Tax Account](#)

Outstanding Balance

Period	Charges	Payments Made	Adjustments	Outstanding Balance
2023/24	£3,027.69	£-1,921.42	£-1,106.27	£0.00

For information on how to pay your Council Tax, please use this link:

[Play your Council Tax](#)

Correspondence

Period	Date Issued	Notice Type	Amount Due
2023/24	06 November 2023	Reminder	£616.42
2023/24	09 March 2023	Bill	£1,921.42