

# MyAccount Frequently Asked Questions

- [What is MyAccount?](#)
- [What are the benefits of using MyAccount?](#)
- [Is MyAccount secure to use?](#)
- [How do I register to use my account?](#)
- [My Council Tax Account is not showing after I've linked the Account](#)
- [I am having trouble logging in/ I need to reset my password](#)
- [How do I change the email address I use for MyAccount?](#)
- [Where can I find my instalments?](#)
- [I've made a payment but it's not showing on MyAccount?](#)
- [What do I do if I think something is wrong on MyAccount?](#)

## **What is MyAccount?**

MyAccount is a secure web service that allows you to manage your Council Tax accounts with us. You can view:

- Current Balance
- Instalments
- Summary of previous Payments
- Any discounts
- Direct Debit details

MyAccount is available 24 hours a day, seven days a week and you can access your account at a time and place that's convenient for you. My Account is easy to use and it's free to register. A user guide is also available.

## **What are the benefits of using MyAccount?**

MyAccount has been created with the customer needs first. You can view your details in real time along with updating us with changes without having to wait on the phone to speak with an Officer.

You can update the following online:

- Single occupier discount
- Change of address
- E-billing details
- Direct Debit details
- Change of circumstances

## **Is MyAccount secure to use?**

We are committed to protecting your privacy online and make every effort to ensure your personal details are kept safe, secure and meet strict data protection [Rules](#). To register for MyAccount you will need your council tax reference number as well as an email address, the address of the property and a password. Although we take steps to ensure our websites and links are virus free, you are always advised to ensure that you have adequate anti-virus protection on your computer. You are also responsible for keeping your username and password confidential to prevent unauthorised viewing of your account.

## How do I register to use my account?

MyAccount is easy to use and it's free to register.

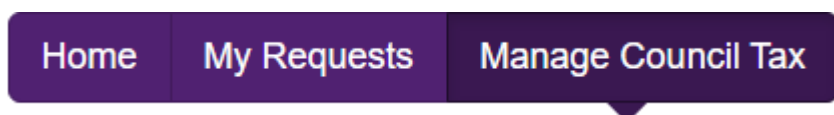
Before you start, you'll need:

- An email address
- Council Tax account number
- The property address.

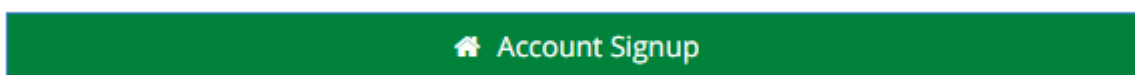
To register for the MyAccount portal you will first need to register for a self-account; this can be done by visiting [www.north-herts.gov.uk](http://www.north-herts.gov.uk) and then by clicking on the 'Do it online – customer portal' banner.

A direct link for the customer portal is: - <https://northhertfordshire-self.achieveservice.com/>

Once you have registered you will need to link your Council Tax account to your online account; this can be done by going to the 'Manage Council Tax' heading as shown below:



Once there you will see the 'Account Signup' option below:



Follow the instructions on the website and submit; your Council Tax account will then be available to view online under the 'Manage Council Tax' heading as shown above.

## My Council Tax Account is not showing after I've linked the Accounts

Check to see if you have already linked a previous self-account to this Council Tax account, the system will recognise that an account with your name and address has already been registered to this account and will not add it to a duplicate account.

## I am having trouble logging in/ I need to reset my password

To sign in you will need to use the email address and password that you entered when you created your account. Check that you have activated your account. The first time you login, you must activate your account by clicking on the link in the email that we sent you when you first created your account.

If you have forgotten your password, click Login and select 'Forgotten Your Password?'. This will prompt an email from [no-reply@north-herts.gov.uk](mailto:no-reply@north-herts.gov.uk) to be sent to your registered email to reset your password.

# How do I change the email address I use for MyAccount?

Once signed in you will see your name along the header of the website as shown below:



Click on your name and this will prompt a drop-down menu to appear with the following options;

- My Profile
- Change Email
- Change Password

You can change your email either through the 'Change Email' or 'My Profile' selection, going through the 'My Profile' allows you to update all your personal details as well as your email address. Please note that changing your self-account details will not change the details held on your Council Tax account; to do this you will need to complete the relevant online form.

Frequently used forms for changes to your Council Tax account can be found by clicking the links below:

- [Change of Address or Name](#)
- [Request a copy of your Bill](#)
- [Change your e-billing account details](#)
- [Apply for Council Tax Reduction](#)
- [Request a Payment Arrangement](#)
- [Council Tax Exemptions](#)
- [Council Tax Refund](#)
- [Disablement Relief](#)
- [Council Tax Reductions for Students](#)

## Where can I find my instalments?

Once you have registered and linked your Council Tax account you will need to go to My Accounts and select 'Council Tax' then 'Full Council Tax Details'. You will then be presented with the following options as shown below:

<b>Summary</b>	In the Summary section you will be shown your current outstanding balance for your account, when your next payment is due and the amount.
Account details	
Payments	To view all your instalments, go to the 'Payment' option. This will show you your instalments for the current year and any payments that have been made so far.
Benefits/Discounts	Payments made on the day before or on the same day may not yet be showing on your account.
Charges/Costs	

## I've made a payment but it's not showing on MyAccount?

Depending on how the payment was made it can take up to 5 working days for a payment to show on our accounts. Payments made online or over the phone usually show on accounts the next working day. Bank Transfers or Standing Orders can take longer to process and as such may not show on your account for up to 5 working days.

## What do I do if I think something is wrong on MyAccount?

If you have any concerns that something might be wrong with your account, a missing payment, details incorrect you can contact Customer Services on the following:

Online: <https://www.north-herts.gov.uk/contact-us>

Phone: 01462 474000