

# MyAccount Portal – User Guide

## How to register

To register for the MyAccount portal please go to [www.north-herts.gov.uk](http://www.north-herts.gov.uk) and click on the 'do it online' banner.



You will then need to click 'register' in the top right-hand corner of the page to register for a self account. If you are already registered, please use the 'login' button.

Once logged in you will need to click on the 'Manage Council Tax' button.



## Account signup

When logged into the MyAccount portal, you will have the following homepage:

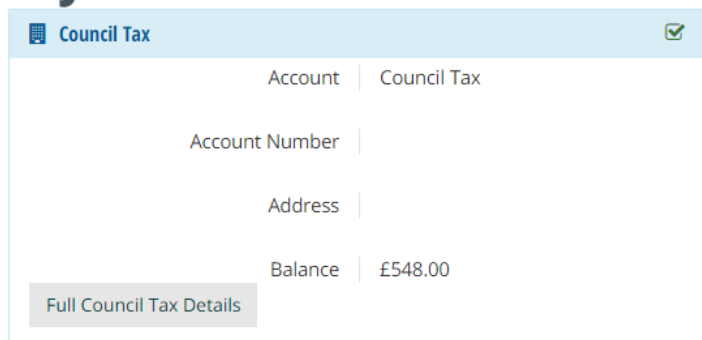
A screenshot of the MyAccount portal homepage. At the top is a dark purple header with the North Hertfordshire District Council logo (NH DC) on the left and the text "North Hertfordshire District Council" on the right. Below the header is a navigation bar with three buttons: "Home", "My Requests", and "MyCases". A yellow banner below the navigation bar contains a "Notice - GDPR Compliance!" with text explaining that the council stores reference numbers and provides a link to a form to remove them. The main content area is titled "North Hertfordshire District Council" and is split into two columns. The left column is titled "Stay in charge" and contains text about managing online accounts for council services, including instructions on how to register and view Council Tax accounts. The right column is titled "My Accounts" and features a light blue button for "Council Tax" with a checkmark icon. Below this are two green buttons: "Account Signup" and "Account Removal", each with a small white icon.

Click on the 'Account Signup' button and you will be taken to a new page to register for MyAccount. Here you will be able to link your Council Tax account to the MyAccount portal. Please note that you will need your Council Tax account number and must be named as a liable party on the Council Tax account you wish to link to.

## Viewing account information

Once you have linked your Council Tax account, you will now be able to see a brief overview of your account information on the MyAccount homepage. To do this click on the word 'Council Tax' within the blue bar and the information will expand, as shown below:

### My Accounts



The screenshot shows a user interface for 'My Accounts'. At the top, there is a blue bar with 'Council Tax' on the left and a checkmark icon on the right. Below this, a table displays account information. The table has two columns: 'Account' and 'Council Tax'. The rows are: 'Account Number', 'Address', and 'Balance'. The 'Balance' row shows '£548.00'. At the bottom left of the table area, there is a button labeled 'Full Council Tax Details'.

Account	Council Tax
Account Number	
Address	
Balance	£548.00

Full Council Tax Details

To view further information about your account, click on 'Full Council Tax Details' and this will take you to the 'My Council Tax account page'. On this page you can access the following information:

- Summary – An overview of your council tax account, such as when payments are due, any direct debit information and your balance.
- Account details – This shows your address and registered liable parties.
- Payments – Here you can see a breakdown of your payments throughout the current council tax year or you can expand to view previous years.
- Benefits/discounts – In this section you can view any benefits or discounts that have been applied to your account.
- Charges/costs – Here you can view any charges or costs that have been applied to your account.

## Removing an account

If you have linked a Council Tax account that you no longer want linked to your account, you can remove this by using the 'Account Removal' button on the MyAccounts homepage. Once you have completed your request to remove an account, this will no longer show on your MyAccounts homepage and you cannot view the account information unless this is linked again.