

Connect - Checking your balance

Connect to the internet and enter the website address for Southampton City Council

<https://www.southampton.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm>

The homepage for Connect will appear, from here you can Sign In or Register

The screenshot shows the 'Sign In' and 'Register' sections of the Connect portal. The 'Sign In' section has fields for 'Username' and 'Password', both marked with an asterisk to indicate they are mandatory. A 'Sign in' button and a link for 'I forgot my password' are also visible. The 'Register' section includes a 'Register Now' button and a list of reasons to register, such as Council Tax, Housing Benefit, and Business Rates.

1. Once you have signed in, you can see the Connect Dashboard – if you have linked Council Tax- you will see a summary of your outstanding Council Tax Balance

This screenshot shows the 'My Services' dashboard. A 'Council Tax' card is highlighted with a red box, displaying the account balance. Below this, there are links for 'View more detail', 'Add Service', and a grid of service categories including Council Tax, Housing Benefits, Business Rates, and Landlord.

2. The My Services tab will show the details of all services you have linked. You can check your Council Tax balance here:
3. The Show Details button will open to show you payments and balance for Council Tax.

This screenshot shows the 'My Services' dashboard with the 'Council Tax' details expanded. A red box highlights the 'Account Balance' and 'Last Payment Received' fields. The 'Show Details' button is also visible, along with 'Add account' and 'Remove Account' options.

