

Creating an online Council Tax, Business Rates, Housing Benefit/ Council Tax Reduction or Landlord account.

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 'My Account' page of the Southampton City Council website. At the top left is the council's logo and name. Below it is a breadcrumb trail: 'Home > My Account'. The main heading is 'My Account'. On the left, there is a sidebar with a section titled 'Within this section' containing links for 'Submit a general enquiry' and 'Webchat'. The main content area is divided into two columns. The left column is titled 'Sign In' and contains a 'Sign In / Register' button at the top. Below this, it asks the user to complete their username and password, with a note that asterisks indicate mandatory fields. There are input fields for 'Username *' and 'Password *', followed by a 'Sign in' button and a link for 'I forgot my password'. The right column is titled 'Register' and features a 'Register Now' button. Below this, it lists 'Reasons to register an account' and provides a list of services: Council Tax, Housing Benefit and Council Tax Support, Landlord, and Business Rates.

You will be asked to complete the following form, here you will have to:

- Enter your personal details
- Set up a password
- Add a working email address

[Need Help?](#)

Step 1 of 4 - Your Details

Already have an account? [Sign in](#)

Personal Details

Company Name (Optional)

Title

First Name

Middle Name (Optional)

Last Name

Postcode

Is this a business address?

Address

Telephone

Email Address

Confirm Email Address

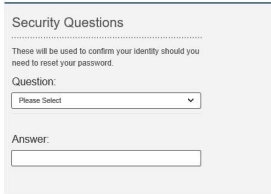
Username

Password

Password must be at least 8 characters long.

Retype Password

You will be asked to set up a security question if you ever need to reset your password:



Once you have saved, the following message will appear:

Dashboard Welcome Guest! Sign In / Register Help

Step 3 of 4 - Verify email

An email has been sent to **gov.uk** containing a link which will activate your account. This activation link is valid for 24 hours.

ⓘ Your account will not be active until you follow the link in your email.
Please check the 'Junk' folder if the e-mail doesn't appear in your inbox.
Now please close this page and go to your email account.

Access your email account and click the link in the email from Southampton City Council:

Thank you for registering to access the Council's online services.

Before your account can be activated you need to use the link <https://www.southampton.gov.uk/publicaccesslive/selfservice/citizenportal/registration/registrationcomplete.htm?code=8d0ff1e149ce02b4> to verify your email address.

If the link <https://www.southampton.gov.uk/publicaccesslive/selfservice/citizenportal/registration/registrationcomplete.htm?code=8d0ff1e149ce02b4> does not show as a link, copy and paste it into your web browser.

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,

Admin Team

When you click on the link you will be taken back to Connect.

The following page will show, from here you can choose the services you wish to add to your Connect account.

- If you are adding a Business Rates account – you will need your account number
- If you are adding a Council Tax account – you will need to add your account number
- If you are adding your Housing Benefit account, you will need to add your claim number
- If you are a landlord – you will need to add your creditor number

Dashboard My Services My Activity Help

✓ Your account is now active and ready to use.

Choose a service

Choose the service you would like to add to your online account.

Note: If you are a landlord wanting to view details of benefit payments being made directly to you, please link the Landlord service. The Housing Benefit service is only for claimants accessing their own claim information.

Council Tax

Council Tax

For Individuals

Housing Benefit

For Landlords

Landlord

For Businesses

Business Rates

Continue Skip

You will be asked security questions relating to your stated account:

Dashboard My Services My Activity Help

Keeping your account secure

We need to confirm your identity to give you access to this service.

We will do this by asking you a short series of questions. You must answer mandatory questions correctly, if you cannot answer an optional question, click 'Skip question' to answer the next question.

If you have a PIN letter, you can confirm your identity by selecting 'I have been sent a PIN letter'.

Continue [I have been sent a PIN letter](#)

- If you are unable to answer the security questions you will need to request a PIN by post
- If you have a PIN letter, select I have been sent a PIN letter and enter your PIN.

If you answer the questions successfully, your account is now active to use:

Dashboard My Services My Activity Help

✓ Your account is now active and ready to use.

What happens next

You can add more services to your online account, including additional council tax accounts, by using the My Services page.

[Would you like to go paperless?](#) (It only takes 30 seconds)

My Services

The Connect dashboard looks like this:

The screenshot shows the 'My Services' tab in the Connect dashboard. At the top, there are navigation tabs for 'Dashboard', 'My Services', and 'My Activity', along with a user profile icon and a 'Help' link. The main heading is 'My Services'. Below this, there is a section for 'Manage your subscribed services online' with a brief description and an 'Add Service' button. To the right, there is a 'Council Tax' section showing the account balance and a 'View more detail' link. Below these are three columns of service options: 'Council Tax' (with links for details, search, and e-bills), 'Housing Benefits' (with links for change of circumstances, details, and calculator), and 'Business Rates' (with links for details, direct debit, and rateable value). A 'Landlord' section at the bottom has a link to view tenant details.

The My Services tab looks like this:

The screenshot shows the 'My Services' tab with a focus on a service management form. The navigation tabs are 'Dashboard', 'My Services', and 'My Activity', with a user profile icon and 'Help' link. The heading is 'My Services'. A note states: 'All fields with an asterisk (*) are mandatory.' Below this, a message reads: '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, or to add another account, use the 'Add Service' button. To remove an account select 'Remove Account'.' The form includes an 'Add Service' button and a text prompt: 'Click Add Service to see the list of available services, or to add a new account'. The form is titled 'Council Tax' and contains a dropdown menu, an 'Account' field, 'Account Balance' and 'Last Payment Received' fields, a 'Show Details' button, and a 'Remove Account' button. At the bottom, there is another 'Add Service' button with the same text prompt.

In the dropdown list from your account name, you can:

- See your registered services
- See your activity
- Edit your account
- See your history

