

# MyAccount Registration & Linking your council tax account

**Step 1 – MyAccount Registration** > Visit <https://www.n-somerset.gov.uk/do-it-online>

The screenshot shows the 'Do it online' page on the North Somerset Council website. The header includes the council logo and navigation links: SERVICES, BUSINESS, MY COUNCIL, DO IT ONLINE (underlined), CONTACT US, and NEWS. A search bar is located below the header. The breadcrumb trail reads 'HOME > DO IT ONLINE'. The main heading is 'Do it online'. There are two blue buttons: 'sign in to MyAccount' and 'register for MyAccount'. A green checkmark is placed above the 'register for MyAccount' button. Below the buttons are three links: 'Report or request' (with a description: 'Report a wide range of problems or request services on our website'), 'Make a payment' (with a description: 'Pay for services online, including business rates, council tax and parking fines'), and 'Help getting online' (with a description: 'Information about accessibility, internet browsers and WiFi hotspots'). At the bottom left, there is a 'MyAccount help' link with the description: 'Information, help and support on using MyAccount on our website'.

**Step 2 - MyAccount Registration** > Select Residential

The screenshot shows the 'Please select your type of account' page on the North Somerset Council website. The header includes the council logo and navigation links: SERVICES, BUSINESS, MY COUNCIL, DO IT ONLINE, CONTACT US, and NEWS. The breadcrumb trail reads 'HOME > MY ACCOUNT > SIGN IN OR CREATE ACCOUNT'. The main heading is 'Please select your type of account'. There are two radio button options: 'Residential' and 'Business'. The 'Residential' option is selected, indicated by a white checkmark inside a dark grey box with a yellow border. Below the options is a blue 'Continue' button with a green checkmark next to it.


### Step 3 - MyAccount Registration > Sign up now

The screenshot shows the 'Sign in with your email address' page. At the top left is the North Somerset Council logo. To the right is a navigation menu with links: SERVICES, BUSINESS, MY COUNCIL, DO IT ONLINE, CONTACT US, and NEWS. Below the navigation is a breadcrumb trail: HOME > MY ACCOUNT > SIGN IN OR CREATE ACCOUNT. The main content area has a heading 'Sign in with your email address' and a sub-heading 'Don't have an account?'. There are two input fields: 'Email Address' and 'Password'. A 'Forgot your password?' link is next to the password field. A blue 'Sign in' button is at the bottom left. A blue 'Sign up now' button is highlighted with a green checkmark next to the 'Don't have an account?' text.

### Step 4 - MyAccount Registration > Add your email & select sign up now

The screenshot shows the 'Add your email & select sign up now' page. At the top left is the North Somerset Council logo. To the right is a navigation menu with links: SERVICES, BUSINESS, MY COUNCIL, DO IT ONLINE, CONTACT US, and NEWS. Below the navigation is a breadcrumb trail: HOME > MY ACCOUNT > SIGN IN OR CREATE ACCOUNT. The main content area has a heading 'Email address' and a sub-heading 'Email address'. There is a yellow-bordered input field for the email address, which is highlighted with a green checkmark. Below the input field is a blue 'Send verification code' button, also highlighted with a green checkmark. A blue 'Cancel' button is at the bottom left. A 'Privacy policy' link is at the bottom.

## Step 5 - MyAccount Registration > Check your email and add the verification code



SERVICES BUSINESS MY COUNCIL DO IT ONLINE CONTACT US NEWS

HOME > MY ACCOUNT > SIGN IN OR CREATE ACCOUNT

Email address  
youremailhere@gmail.com

Enter verification code


Enter verification code

Send new code Verify code

Cancel

Privacy policy

## Step 6 – MyAccount registration > Add your details & select create



SERVICES BUSINESS MY COUNCIL DO IT ONLINE CONTACT US NEWS

HOME > MY ACCOUNT > SIGN IN OR CREATE ACCOUNT

Email address

Title

Given Name

Surname

New password

Confirm new password

I have read and understood the privacy policy

Cancel Create

Privacy policy

**Step 7 – MyAccount registration > you are now registered for MyAccount, you now need to link your council tax account > select Council tax and benefits**

The screenshot shows the North Somerset Council website's MyAccount page. At the top, the council logo is on the left, and navigation links for SERVICES, BUSINESS, MY COUNCIL, DO IT ONLINE, CONTACT US, and NEWS are on the right. A teal header bar contains the user's name 'Hello Mr John Smith' and a 'Sign out' link. Below this, a breadcrumb trail reads 'HOME > MY ACCOUNT'. A grey box displays the user's name 'Mr John Smith' and email 'Youremailhere@gmail.com', with an 'Update my details' link. Below are four service links: 'Council Tax and benefits' (with a green checkmark), 'Report and request services', 'My history', and 'Account settings'. 'Need help?' is also present.

North Somerset COUNCIL

SERVICES BUSINESS MY COUNCIL DO IT ONLINE CONTACT US NEWS

Hello Mr John Smith  
Sign out

HOME > MY ACCOUNT

Mr John Smith

Youremailhere@gmail.com

Update my details

[Council Tax and benefits](#) ✓  
Manage your Council Tax, Council Tax support and Housing benefit accounts

[Report and request services](#)  
Order new bins, report issues such as potholes and fly-tipping, request services and much more

[My history](#)  
View the status of any requests and view changes made to your account

[Account settings](#)  
Change your password, change your email address or delete your account

[Need help?](#)

**Step 8 – Linking your council tax account > select Council tax**

The screenshot shows the 'COUNCIL TAX AND BENEFITS' page. It features the same header and navigation as the previous page. A pink banner at the top contains a message about the portal's maintenance hours (3:30am to 6:30am) and a red warning icon. Below the banner are two blue buttons: 'Council Tax' and 'Benefit services'. A green checkmark is placed over the 'Council Tax' button.

North Somerset COUNCIL

SERVICES BUSINESS MY COUNCIL DO IT ONLINE CONTACT US NEWS

Hello Mr John Smith  
Sign out

HOME > MY ACCOUNT > COUNCIL TAX AND BENEFITS

The Council Tax and Benefits self-service portal is updated between 3:30am and 6:30am and is not available for this period of 3 hours. You can access the service at any time outside of these hours.

Council Tax >

Benefit services >

**Step 9 – Linking your council tax account > you will land on this page > select Register to use additional Council Tax services**



[Register to use additional Council Tax services](#)

## Council Tax options

**Welcome Mr John Smith**

### Council Tax £150 energy rebate

If you already pay your council tax bill by direct debit and the name(s) of the bank account held matches the name(s) on the council tax bill, We are aiming to make the payment to qualifying households within 21 days of your first council tax payment being paid by direct debit.

You do not need to contact us. If you do not pay your council tax by direct debit we will be writing to invite you to provide your bank details.

A unique code will be supplied within the letter which you will need for the application process, the link for which is below.


Once you have completed the application, we are aiming to make the payment to qualifying households within 21 days of you providing your bank details.

This is a longer process as we are required to verify the bank details you provide for counter fraud purposes. If for any reason we are unable to verify your details the payment of £150 will be credited to your council tax account.

### Pay by direct debit

Setting up a direct debit is a quick and easy way to pay your Council Tax. You will need your Council Tax account number together

**Step 10 – Linking your council tax account > select person & next**




MyAccount Council Tax and Business Rates

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## Register


Are you registering the account as a person or organisation?

Organisation  Person

**NEXT** 

[Cookies](#) [Contact us](#)

**Step 11 – Linking your council tax account** > add your name and council tax account number



# MyAccount Council Tax and Business Rates

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## Register

**Are you registering the account as a person or organisation?**

Organisation  Person


**First name**

**Last name**

**Council Tax reference number**

This can be found on your bill

begins with a 5. is available on your bill or energy rebate invite

**NEXT** 

[Cookies](#) [Contact us](#)

**Step 12 – Linking your council tax account** > complete 2 security questions. The online reference/key can be found on your bill or energy reminder



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## Security questions

Enter answers to at least 2 of the following questions.

**Online reference/key**

This can be found on your last bill or recovery notice

**Current postcode**

**Last three digits of a telephone number you have previously registered with us**

**Last three digits of your bank account number, if you are currently a Direct Debit payer or have previously paid by Direct Debit.**

**NEXT**





**Step 13 – Linking your council tax account** > add your email address and select submit



## MyAccount Council Tax and Business Rates

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### Register

**Email address**

youremailhere@gmail.com

**Confirm email address**

youremailhere@gmail.com

**Apply for paperless billing**

On selecting this option no paper bills will be received

Yes

No

I agree with the [terms and conditions \(opens in a new window\)](#)

**SUBMIT**



**Step 14 – Linking your council tax account** > your Council Tax registration is complete > select next



**Registration complete**

Your registration request has been accepted.

**NEXT**



**Step 15 – Linking your council tax account** > once in your council tax account – you will see a number of options, including the energy rebate application > select Council tax energy rebate application

### Other account details

Show all with a balance  Show all

There are no accounts with a balance

### Council Tax £150 energy rebate

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This is a longer process as we are required to verify the bank details you provide for counter fraud purposes. If for any reason we are unable to verify your details the payment of £150 will be credited to your council tax account.

[Council tax energy rebate application](#)



### Pay by direct debit

Setting up a direct debit is a quick and easy way to pay your Council Tax. You will need your Council Tax account number together with your bank account details.

[Set up a new direct debit](#)

[Amend an existing direct debit](#)

**Step 16 – Applying for the energy rebate** > now you are in the energy rebate application > select next.



## Energy bills rebate 2022

The UK government has announced a one-off Council Tax payment of £150 for people who pay Council Tax in bands A to D. Only one rebate payment will be made per household. Do not fill in this form if you normally pay your council tax by direct debit as we already have your banking details in order to make a payment.

You are eligible to receive this rebate if:

- You are living at an address in North Somerset council on 1st April 2022, you are the liable Council Tax payer and it is your sole or main residence.

To claim the rebate you need to fill in this short form and give details of the bank account that you want the payment made to.

▶ [Find out more about the rebate](#)

▶ [How to confirm that this request is real](#)


▶ [Energy rebate important information](#)

**NEXT**



[CANCEL](#)

## Step 17 – Applying for the energy rebate > now complete the energy rebate application

**Energy Payment**

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### Enter your details

This information is important. We will use it to confirm your payment.


**First name**

**Last name**

**Council Tax account number**  
This will be noted on your invitation letter/email  
 held on invite letter

**Access key**  
This will be on your invitation letter/email  
 held on invite letter

**Email address**  
If you provide your email address we will send you a confirmation email and we may use this to contact you about your payment



[CANCEL](#)

## Infographic

**MYACCOUNT** 

**01 REGISTER FOR MYACCOUNT**  
Using your email, register for MyAccount. visit: [www.n-somerset.gov.uk/do-it-online](http://www.n-somerset.gov.uk/do-it-online)

**02 LINK YOUR COUNCIL TAX ACCOUNT**  
Once registered, link your Council tax account using you Council tax account number and Online reference key.

**03 INFORMATION NEEDED**  
Your council tax number (starts with a 5) and online reference key can be found on the latest council tax notice you have been sent. If you cant find one we can send you a copy bill.

**04 REGISTRATION COMPLETE**  
Now you are registered for MyAccount and Council tax and can take advantage of many of the benefits of using our self service tools.

