

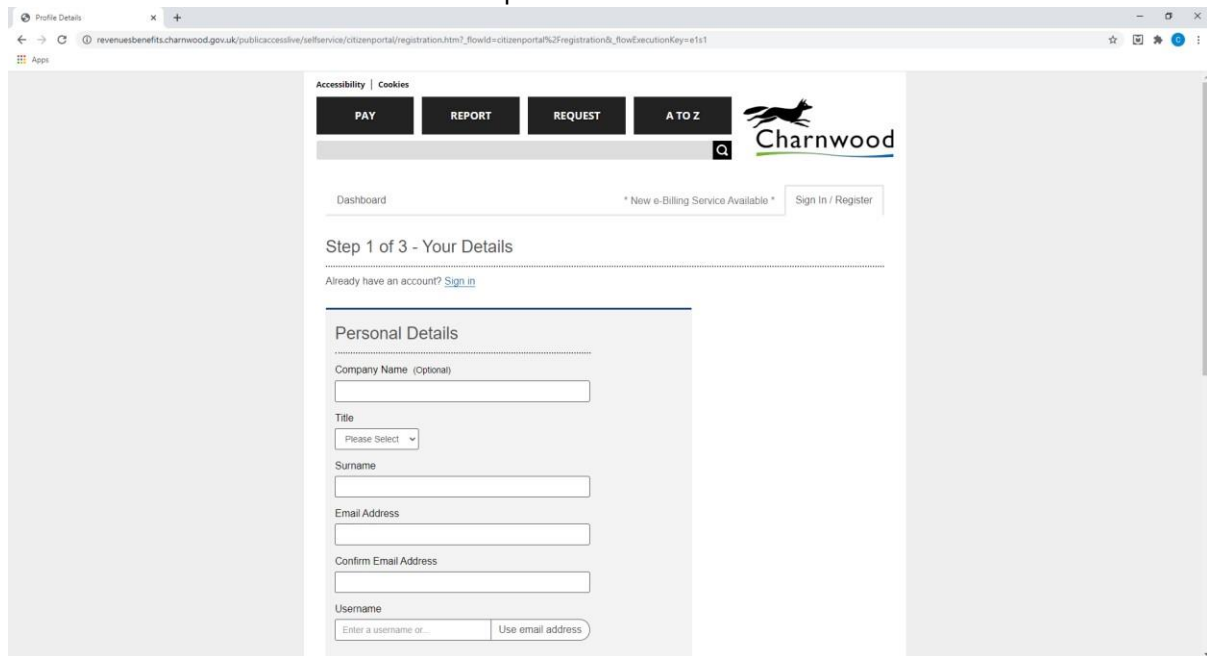
Online Portal Guide

This document shows a brief overview of the steps you need to follow to create an account within the Online Portal for Charnwood Borough Council.

Firstly you need to launch the application using the URL below and **then click on “Register Now”**:

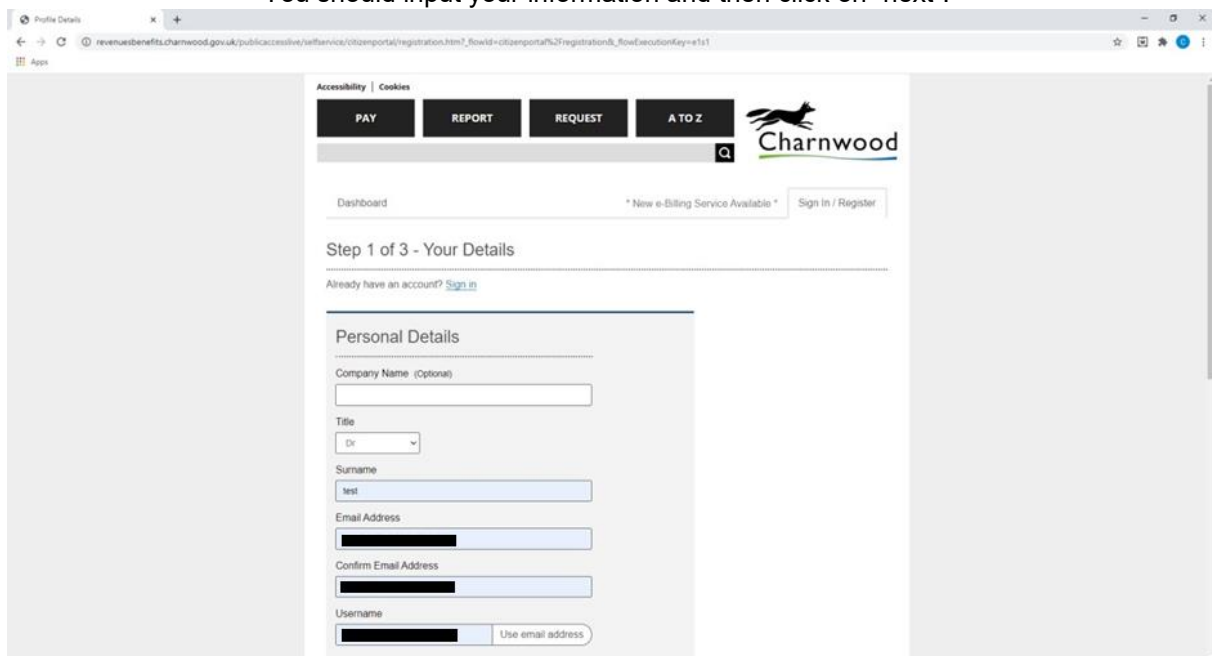
<https://revenuesbenefits.charnwood.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm>

You will then be presented with the screen below:

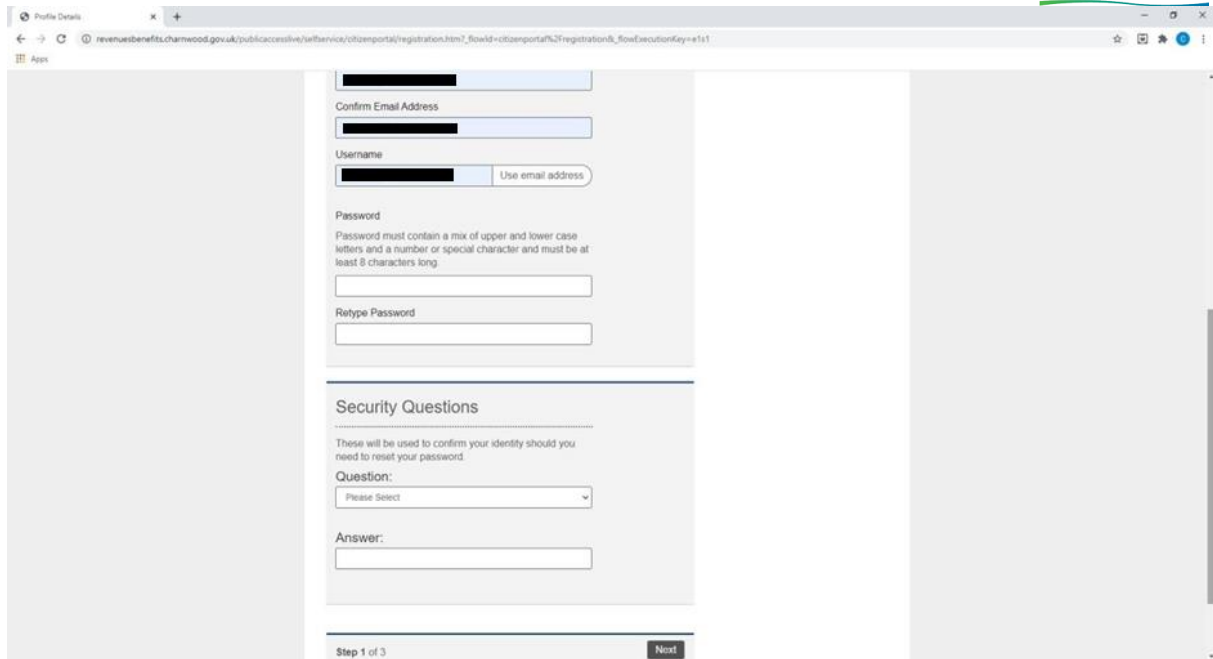


The screenshot shows a web browser window with the URL https://revenuesbenefits.charnwood.gov.uk/publicaccesslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal%2Fregistration&_flowExecutionKey=e1s1. The page features a navigation bar with buttons for PAY, REPORT, REQUEST, and A TO Z, along with the Charnwood logo. Below the navigation bar, there is a search bar and a link to the Dashboard. The main content area is titled "Step 1 of 3 - Your Details" and includes a link for users who already have an account. The "Personal Details" form contains the following fields: Company Name (optional), Title (a dropdown menu with "Please Select" as the current selection), Surname, Email Address, Confirm Email Address, and Username (with a "Use email address" button).

You should input your information and then click on “next”.

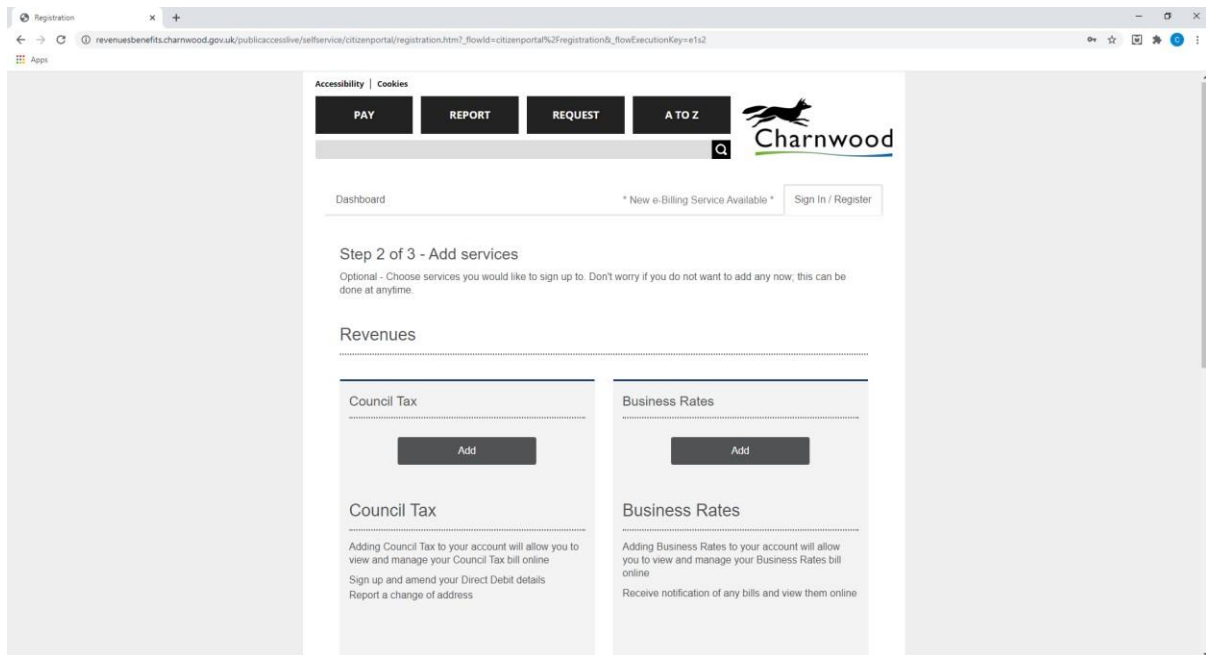


This screenshot shows the same registration page as above, but with the form fields filled out. The "Surname" field contains the text "test". The "Email Address" and "Confirm Email Address" fields contain redacted information, represented by black bars. The "Username" field also contains redacted information. The "Use email address" button is now visible next to the Username field.

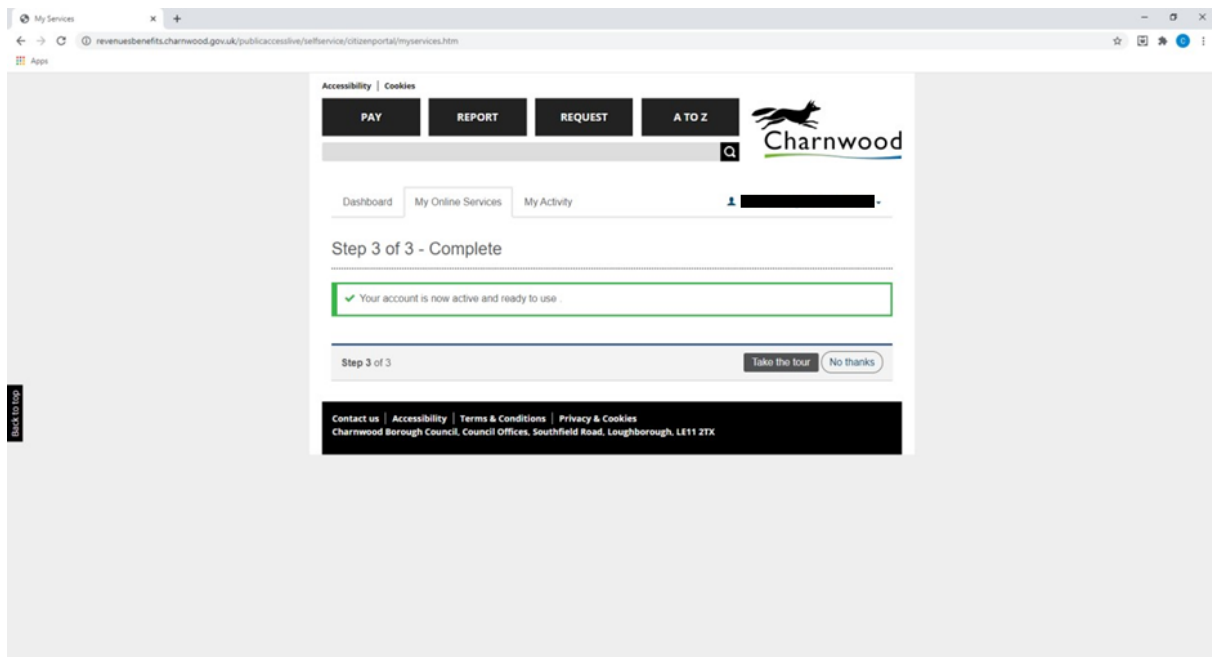
A screenshot of a web browser showing a registration form. The browser's address bar contains the URL: "revenuesbenefits.charnwood.gov.uk/publicaccesslive/wel/bService/citizenportal/registration.htm?_flowId=citizenportal%2Fregistration&_flowExecutionKey=e1s1". The form is titled "Profile Details" and is divided into three main sections: "Confirm Email Address", "Username", and "Password". The "Confirm Email Address" section has a text input field. The "Username" section has a text input field and a "Use email address" button. The "Password" section includes a text input field, a "Retype Password" section with another text input field, and a note: "Password must contain a mix of upper and lower case letters and a number or special character and must be at least 8 characters long". Below the password fields is a "Security Questions" section with a heading, a sub-heading "These will be used to confirm your identity should you need to reset your password.", a "Question:" label, a dropdown menu with "Please Select" as the selected option, and an "Answer:" label with a text input field. At the bottom of the form, it says "Step 1 of 3" and has a "Next" button.

NOTE – The Username and Password you enter here will be the details you use to access the system in future.

Next you will need to choose the type of service you would like to register for from the options displayed using the “Add” button.

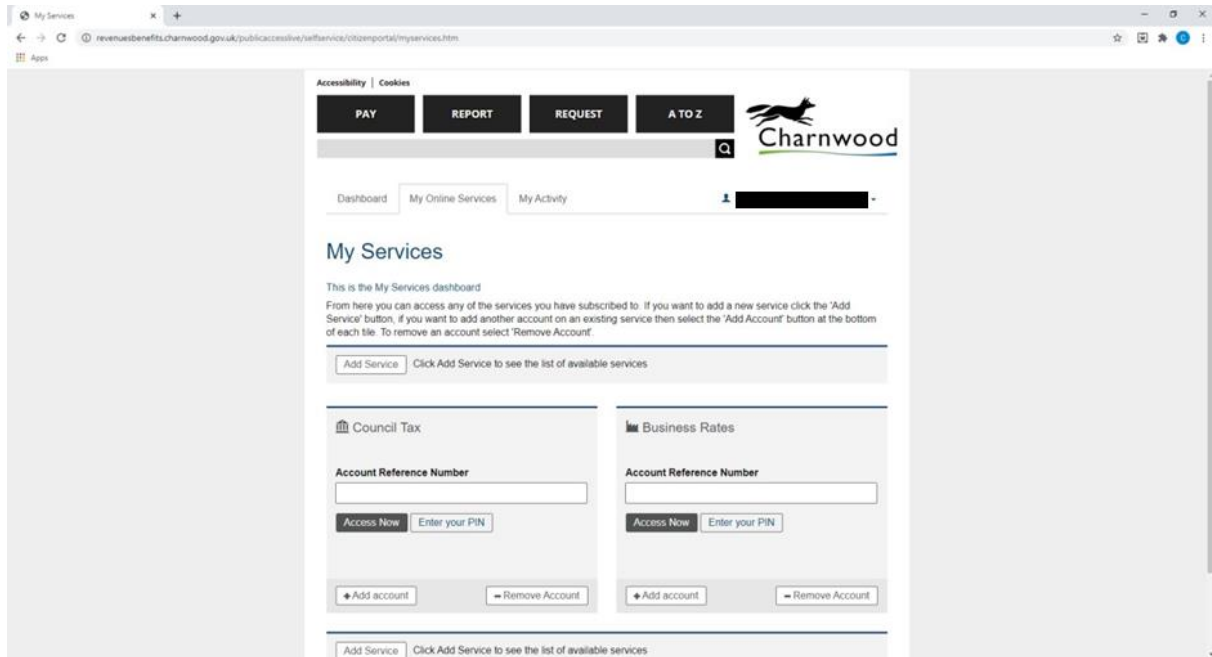


Once you have selected the service you require click on next and the following screen will be displayed.



At this point you have created your account and you are prompted to take a tour of the application which will give you a brief overview of the functionality available.

There is one task left before your registration is complete, this is to link your service accounts to your profile.



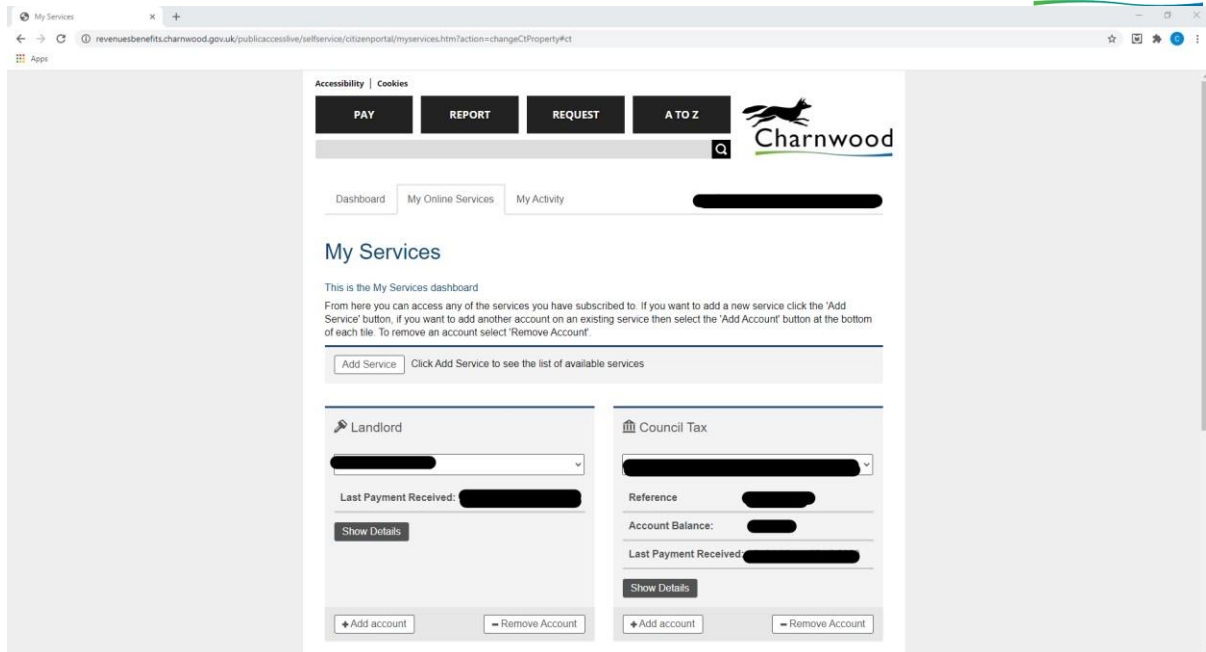
You need to enter your service account reference into the screen above and then click on “Access Now” in order to proceed.

This will look in our system and ask you a number of questions which are related to your account, you will only gain access at this stage if you answer these accurately.

If you don't know the details for the questions being asked you can then ask for a PIN Letter to be sent to your home address by ticking the “I don't have enough information to continue”.

NOTE – Once the PIN is received you will need to complete the stage above but click on “Enter your PIN” instead of “Access Now”.

Once complete you will have linked the service account and will now be able to view your account information by clicking on the “Show Details” button.



This is a one off process and once complete you will only require your username and password in order to access the application.

If you require further assistance please use the contact details below:

If you are a Council Tax customer please call **0345 609 1258** for help between 9am and 5pm or alternatively email charnwood.counciltax@secure.capita.co.uk

If you are a Business Rates customer please call **01509 634 831** for help between 8:30am and 5pm or alternatively email charnwood.ndr@secure.capita.co.uk