

## YOUR COUNCIL TAX ACCOUNT - FREQUENTLY ASKED QUESTIONS

### 1. I've forgotten my username and password – how do I find these?

On the 'Sign In' screen you can select the links below the Sign In button, 'I forgot my username' or 'I forgot my password.'

If you have forgotten your username, you will need to re-enter your email address and an email will be sent advising you of your username.

If you have forgotten your password, you will need to enter your username, you will then be asked to answer a security question which you would have set up when you first registered for the service. An email will be sent to you and you will need to select the link to reset your password.

For security reasons the password reset link expires within 24 hours. If this happens you will need to request another password so the link will be refreshed.

### 2. I've forgotten my security questions – how do I find these?

You will need to ring the Council on 0345 609 1258 so your log in details can be reset which will enable you to reset your security questions.

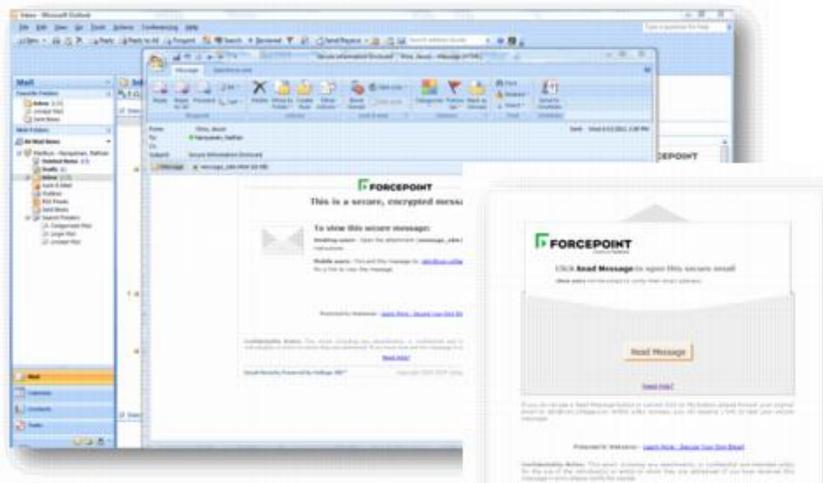
### 3. I haven't received an email?

Check your spam inbox, due to your email security settings our email may have been directed there.

### 4. I've had an email sent to me but it is encrypted – how do I open it?

For security reasons we have to encrypt our emails.

A secure message is received in your inbox with the encrypted attachment named **message\_zdm.html**.



To read a secure email, click the **message\_zdm.html** attachment. Next, click the **Read Message** button on the page that opens in your Web browser.

If you're a first-time user, you'll be asked to register. You'll have to provide your name and set a password. Another email message will be sent to you to verify that you are the owner of the email address.

If you are a registered user, you'll just need to provide your password and authenticate. When the authentication process completes, the secure email will be displayed in your Web browser.

#### **5. I am being asked for a pin number, how do I get this?**

When you register, you will need to link your council tax account to your registration. You will be asked a series of security questions, if you are unable to answer these, you will be asked for a pin number.

If you do not have a pin number, you will be able to request one online, but for security reasons it does have to be posted to you and cannot be provided over the telephone.