The New MySouthend

Information for Stakeholders

Getting Started

1. Click on https://my.southend.gov.uk

2. You get the login page – select ‘Create account’

3. The registration page will open as below. You will need to complete an email, password and name detail – then click ‘Agree’
OPTIONS

- The address field is not mandatory, but could choose to enter your business address here.
- The ‘Enable 2 step verification’ is not mandatory, but if ticked it will ask you to enter telephone number that will be used to call you or send an SMS as part of the secure set up.
- ‘Are you creating an account on behalf of an organisation?’ is not mandatory, but if selected you will enter your organisation’s name.
- You can subscribe to a number of different notification options using the select list at the bottom of the screen. Tick any you would be interested in receiving.

Once completed, Click on ‘Create account’ in the top right of the screen. A message is shown on screen

And an “activation message” is sent to the email account you have used for registering.

The email will look like this:
4. Click the “Activate” button in the email you have received and you will see this message, and a link to log in with the username (email address) and password you set at the beginning:

![Login Successful Message]

Click here to login

**Logging In**

When you first log in there are a series of instructions on how to use the portal; just click “Next” each time to move on to the next instruction:

![Instructional Portal Screen]

You will then see your home screen (similar to below):

![Home Screen Preview]
Benefit Claim Forms, Council Tax forms and Business Rates forms

All forms can be found from the home page. On the left hand side of the page there is a blue column, clicking on the Benefits link will take you into the section where all the claim forms for the benefits service sit, Council Tax the Council Tax forms, Business Rates the Business Rates forms etc.

Choose the form (service request) you want to complete on behalf of your client, follow the instructions in the form, ensuring you complete all mandatory fields. If you need to exit the form before it is completed it will be saved as a ‘Draft Service Request’.

Once the service request is submitted you will receive a confirmation email to the email address provided at registration and it will show in your ‘Service requests’.