The New MySouthend

Information for registering or re-registering, and using MySouthend

The new MySouthend allows anybody with an email account and access to a smart device or computer to set up an online account to manage and keep track of a wide variety of council services online, have the control to get the information they need, and raise service requests when they need to, without having to call or visit us.

The previous version of MySouthend covered only Benefits, Council Tax and Business Rates, and more recently Waste and Recycling. Registered users of the previous MySouthend will need to re-register for the new system.

The registration process is the same for all customers, whether users of the previous version or brand new customers.

Getting started:

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

2. On the log-in page select “Create account”
3. The registration page will open as below, you must enter an email address, choose and set a password and provide your name, then click “Agree”

Options:
- You can enter your home (or business) address in the ‘Address’ field
- You could choose 2-step verification. If ticked you will be asked to enter a phone number to which a call or SMS message can be sent as part of the account set up
- You only need to tick ‘Are you creating an account on behalf of an organisation?’ if this applies to you
- 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.

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

   ![Message](image)

   And an “activation message” is sent to the email account you have used for registering.
The email will look like this:

5. 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:

![Email image]

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:

![Portal image]
Preferences and settings

You can change your preferences and settings at any time, and you can decide whether to opt out of receiving paper Council Tax or Business Rates bills and Benefits notifications in the ‘My Profile’ area.

Click on “My profile” from the left hand side menu, then “Edit profile” in the top right of your page.

After clicking on “Edit profile” if the list of options which can be changed does not show on the right as below, click on the expand button to see the list.

Please note; all customers will receive e-billing and e-benefit notifications, but to opt out of also receiving paper ones click on “Online billing” in the options on the right:
....and choose the option you want:

Then, close this box and click on [Update profile] to save your preferences; **you can change them at any time.**

**Adding Your Council Tax Account or Benefit Claim, to view your account or claim information online**

You can view full details of your accounts or claim in MySouthend once they have been added to your online account.

To add an account you will need to click on the relevant link on the far right of the Home screen. Click “Add Benefit claim number” to add your benefit claim. (or for Landlords, “Add landlords account number”, Council Tax, “Add Council Tax account number” etc):
You will then need to complete the information requested in the “Add/edit service” window that opens.

For example, for linking a Benefit Claim, you enter the Benefit Claim number, your home postcode that the claim relates to, and your National Insurance Number. Then click on ‘Add service’:

![Add/edit service window](image)

You can then view the claim or account you have added by clicking on the relevant “View” button on the right of the home screen:

![Home screen with View buttons](image)
**Viewing your Benefit Claim:**

For both Council Tax Reduction and Housing Benefits, basic information shows on the ‘Summary’ page. Clicking on the ‘Entitlement’ link for either area will allow you to see further calculation information:

Clicking on the ‘calculation’ link will show you:
- Who is included in the claim
- What weekly income was used
- Any disregards applied and the non-dependent deduction if applicable

NOTE: click the 🌐 symbols for more information

**Council Tax Reduction (CTR) Information**

From the first page you will be able to see at a glance:
- Weekly Entitlement
- Start date
- When your CTR claim was last calculated
- Whether you are Working Age or Pension Age
- Your claim number
- Your address
- Claim status

![Council Tax Reduction](image)

Click on the Entitlement link, to view entitlement periods.
In the “Entitlement” area there is a further link titled **Calculation Details**

This gives a breakdown into:
- Who in the household is included in your claim
- The income used in the calculation
- The applicable amount
- Details of any non dependant deductions
- Details of any excess income
- Weekly CTR amount

Click on the ‘Notifications’ link to see any benefit notification letters

**Housing Benefit (HB) Information:**

Works as above, but with the addition of being able to see previous payments and the dates they covered, details of any overpayments on the claim, and the next payment due.
Viewing your Council Tax account:

You can link one or more Council Tax accounts (as shown previously) to view the details online.

To view your Council Tax account(s), click on “View Council Tax”:

You will then need to click on “Details” for the account you wish to view:

You will then be able to see:
• a summary of the account by financial year
• parties named on account, address of property, period of liability, and band
• your current payment method
• instalment plan, and link to pay online
• notifications (bills, reminders etc)
• recovery information (if applicable)

You can also look at each financial year in more detail by clicking on the period in the summary; you can see:
• financial summary and calculation
• reductions (exemptions and discounts)
• payments and refunds
• account adjustments

**Viewing your Business Rates account:**

You can link one or more Business Rates account (as shown previously) to view the details online.

To view your Business Rates account(s) click “View Business Rates”:

You will then need to click on “Details” for the account you wish to view:

You will then be able to see:
• a summary of the account by financial year
• Company, organisation or sole trader name, address of property, period of liability, and Rateable Value
• the current payment method
• instalment plan, and link to pay online
• notifications (bills, reminders etc)
• recovery information (if applicable)

You can also look at each financial year in more detail by clicking on the period in the summary; you can see:
• financial summary and calculation, including transitional relief or surcharge
• reductions (exemptions and reliefs)
• payments and refunds
• account adjustments

**Online forms : Benefit Claim Forms, Council Tax forms, Business Rates forms, and any other MySouthend form:**

All benefit claim forms can be found from the main home page after you log in. 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 service sit. Council Tax and Business Rates forms, and any for any other service area are also found here in this column.

**Viewing forms you have partly or fully completed:**
You can view any forms (service requests) you have partly or fully completed for any of the service areas. These can be viewed through the Service Request and Draft Service Request area at the top right of the MySouthend home page. By clicking on either link you will see a list of actions that you have carried out.

Service Requests are any forms you have completed and submitted. You will receive a confirmation email when you have submitted a form.

Draft Service Requests are saved here if you need to leave the form partly completed. You can later return to the form here to complete it and submit it.