GETTING STARTED:

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

From the log-in page – select ‘Create account’

The registration page will open as below. You will need to complete an email address, your home address, first name, last name, create a password and then tick the box to agree the terms & conditions.

You only need to tick ‘Are you creating an account on behalf of an organisation?’ if this applies to you

Once complete, click Create Account in the top right of the screen. The following messages will be displayed on screen.
An ‘activation email’ (as below) is also sent to the email account you used for registering.

Click the **Activate** button in the email you have received.

The following message will be displayed on screen to confirm your MySouthend Account has been successfully activated.

The below email will also be received including a link to log in with the username(email address) and password you set up at the beginning:
Logging In

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

The Home Screen will then look like this........
Adding Your Council Tax Account, to view your account or claim information online

To add your Council Tax Account number, click on the link below.

In the pop-up box enter your 8-digit Council Tax account number and key in your postcode (including space e.g. SS2 XXX).

Then click:

You will receive confirmation when your account(s) has been added

Click the link to View your Council Tax information…
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 click “Edit profile” in the top right of your page.

Please note; all customers will receive e-billing and e-benefit notifications, but to opt out of also receiving paper notifications, click on “Online billing” from the right hand list of options.

….and then choose the option you want by clicking the relevant button:

Then, close this box and click on 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):

![Add Benefit claim number](image)

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](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:

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
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).

You can then view your Council Tax Account(s) you have added by clicking on the ‘view Council Tax’ button on the right of the home screen.

You will then need to click ‘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
Scroll down to ‘Notifications’ and click the link for the Council Tax Demand you wish to view:

Depending upon your Internet Browser, you may have to click a prompt to launch your Demand
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
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 benefit service sit.
- Clicking on the **Business Rates** link will take you into the section where all the forms for the Business Rate service sit.
- Clicking on the **Council Tax** link will take you into the section where all the forms for the Council Tax service sit.

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’.