View Your Council Tax Demand - Getting Started:

1. Click on [https://my.southend.gov.uk](https://my.southend.gov.uk)

2. On the log-in page enter the email address you used to register for MySouthend followed by your memorable password. Then select **Login**

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

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

5. Then click: **ADD SERVICE**
6. You will receive confirmation when your account(s) has been added

![Account added successfully. You can now view your account via the View links below.]

7. 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.

![Southend on Sea Council Tax account view](image)

8. You will then need to click ‘Details’ for the account you wish to view:

![Southend on Sea Council Tax account details](image)

9. Scroll down to ‘Notifications’ and click the link for the Council Tax Demand you wish to view:
10. Depending upon your Internet Browser, you may have to click a prompt to launch your Demand
E-Billing - 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.
The default of NO will already be selected.

If you wish to turn off paper bills and notifications you must click ‘YES’ and then click Update

Then, close this pop-up box and click UPDATE PROFILE in order to save your preferences; you can change them at any time by repeating these steps.