

## Handy Hints Open Portal

Here are some Handy Hints for our Online Portal

Registering with our Auto Registration when completing the online form please;-

- When stating your name please ensure its not fully in CAPS lock, if possible (We suggest using the exact name that is on your last council tax bill or letter we have sent) this ensures a full automation
- Forename and Surnames ensure you use the same name that is on your council tax letters and bills.
- Single names and title, please do not state Mr and Mrs even if it is a joint application just Mr or Mrs, as the registration process will only complete with a single name. For example: - Mr & Mrs Smith/Mr & Mrs John Joan Smith will not be processed, whereas Mr Smith or Mrs Smith would.
- Council Tax account reference numbers start with a 41, Business Rate account reference numbers start with a 21 and any numbers starting with a 0 are a specific personal reference assigned to you.
- Your User ID is your specific personal reference that starts with a 0, it is not an email address unless you have already change it when logged in.
- If you are also a Housing Benefit claimant and wish to see you details, please enter your Council Tax Ref Number

Our new style Open Portal will retain your current Open Access username and password.

### Having trouble downloading your new council tax bill?

Do you have Adobe Acrobat Reader installed on your device (Computer/Laptop/hand held phone or tablet)? The document will not open if this is not installed.

When you click on the blue wording 'Bill' a document should be offered to you in your browser, the way this is offered depends on your search browser. e.g. Chrome will offer a bar at the bottom of the page with option to open/save Firefox offers an arrow in the top bar advising there is a document to download.

Other browsers offer different opening points.

### Still Having problems?

We are sorry you are still having problems please contact us on: - [counciltax@castlepoint.gov.uk](mailto:counciltax@castlepoint.gov.uk) with a short explanation of the issue occurring.