

Handy Hints for OPENPortal

Here are some Handy Hints for using OPENPortal;

Registering for OPENPortal is simple. Just click on 'Register for an account' and follow the on-screen instructions.



Sign in

User name

Password

Login

[Forgotten your user name?](#)

[Forgotten your password?](#)

[Register for an account](#)

- Council Tax account reference numbers start 41, Business Rate account reference numbers start 21 and any numbers starting with a 0 are a personal identification number assigned to you. Please have one of these to hand when registering, preferably your Council Tax account reference. If you are also a Benefit claimant and wish to see your claim details, please use your Council Tax account reference to register.
- When entering your name and address, please ensure that CAPS lock is not on. If possible, please use your name as it appears on your latest Council Tax bill or a letter that we have sent you. This ensures full automation.
- Please note that if your account is a joint account, only one person will be able to register. Please do not state Mr and Mrs, even if it is a joint application, as the registration process will only complete with a single name.
- Your User ID is your personal identification number that starts with a 0, it is not your email address. Unless, you have already logged in for the first time and changed it using the 'amend' function found under 'My details'.
- You will not be able to use the 'Forgotten your password?' and/ or 'Forgotten your user name?' functions on our website if you have never logged in to your OPENPortal account since registering. You will need to use the credentials that were emailed to you at the time of registration.

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- OPENPortal uses Two Factor Authentication. When you register, your log in credentials will be emailed to you. When you use these credentials to log in for the first time, you will then be prompted to request a one-time, 6-digit verification code.



Two Factor Authentication

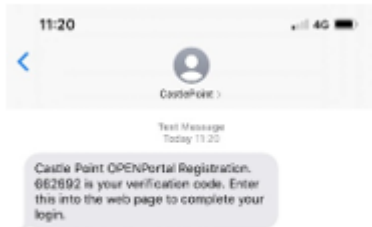
Two factor authentication will send a 6 digit code to the following mobile number:

077*****108

If you do not recognise this number or need to update your contact details please contact us

Submit

By clicking 'submit', you will receive your one-time verification code via text.



You will then be prompted to enter your verification code and once 'submitted', you will then have full access to your OPENPortal account.

Please note that OPENPortal 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/mobile phone or tablet)? The document will not open if Acrobat Reader 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 with a short explanation of the issue occurring and we will be able to help.

