

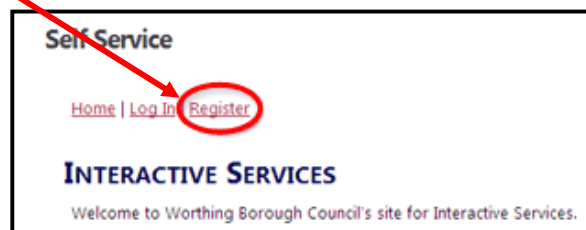
# Worthing

BOROUGH COUNCIL

## Registering for Self Service

Once you have logged on to the Self Service web page, follow these steps to register:

1. You cannot access Self Service without registering first, so click on the **Register** link.



2. Fill in the required details on the registration screen shown below, including your name and address together with the services that you wish to access.

A screenshot of the 'Registration' form in a Windows Internet Explorer browser. The form is titled 'REGISTRATION' and asks for personal details like Title, Forename, Surname, Alias name, Address, Postcode, e-mail address, and Telephone Numbers. At the bottom, there is a section for 'Request PIN numbers for services you wish to access'. This section contains two rows, each with a 'Service Type' dropdown menu and a 'Reference Number' text input field. Both the dropdown menus and the text input fields are circled in red. A red arrow points from the text 'including your name and address together with the services that you wish to access.' to the 'Reference Number' field.

Your reference number (which can be found on a letter that we have previously sent to you) will either be your Council Tax or Business Rates account number, your benefit claim number or your landlord creditor number. Click on the Submit button.

3. Then you will also be asked to choose a user name, a password and a security question (in case you need to contact us because you have forgotten your log-in details).

The screenshot shows the 'Self Service' registration page for Worthing Borough Council. The page is titled 'CHOOSE A PASSWORD' and contains a registration form. A red box highlights the form fields, and a red arrow points from the text above to the 'User name' field.

**Registration Form Fields:**

- User name:
- Please choose a password:   
Your password must be at least 8 characters long.
- Please re-enter the password:
- Please enter a security question and answer that can be used if you have login problems in the future.  
Question: What is your mother's maiden name?
- Answer:

Buttons:

You will need to keep a note of your user name and password but these must be kept securely at all times.

4. Now that you have registered you will be taken to the Successful Registration page, where you should click on the **Access Interactive Services Link.**

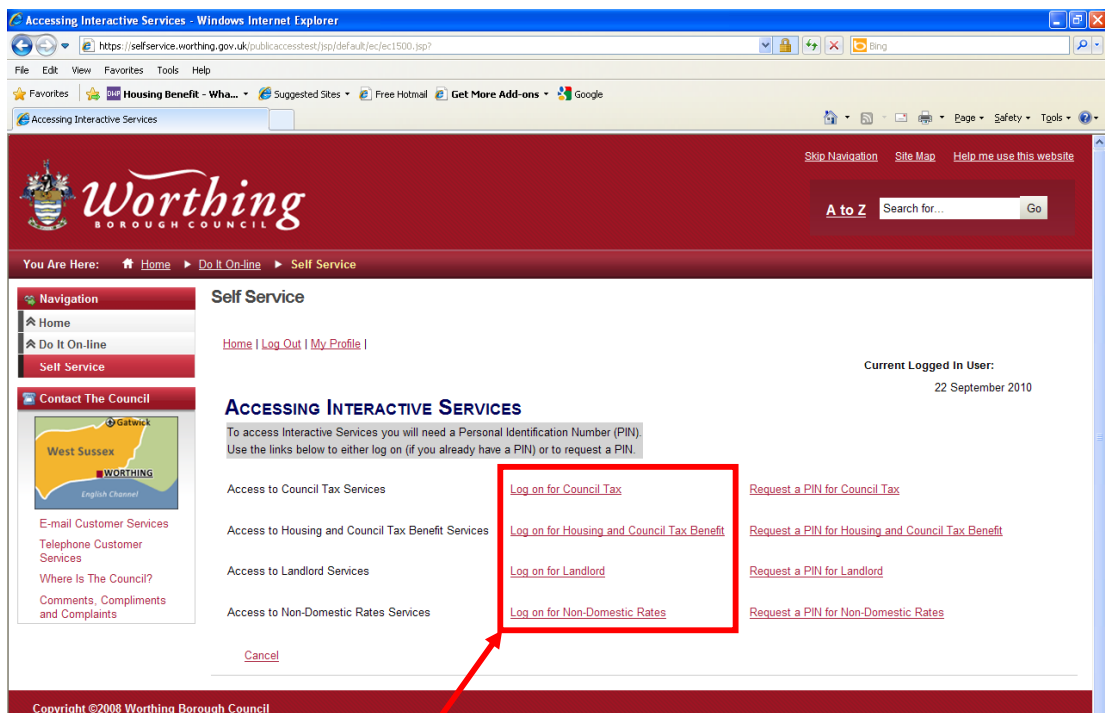


5. A unique PIN will be sent to you for each service that you've registered for, but you will not be able to use Self Service until you receive your PIN. This will be posted to you at the address that letters about your account number or benefit claim number are sent to. For security reasons, it will not be sent to the address that you registered with in Step 2.

6. When you have received your PIN through the post, you will also need your account or benefit claim number for the service you've requested. Go to the Self Service homepage and use the **Log In** link in the top left-hand corner:



7. When you enter your user name and password and click on the "Submit" button, the following screen will then appear:



8. Click on whichever service you want to log onto.

9. A screen similar to the one below will appear

**ACCESS TO COUNCIL TAX SERVICES**

Please enter Council Tax account number and Council Tax PIN which you will have received by mail

Your Council Tax account number:

Your Council Tax PIN:

Depending on which service you are using, enter your Council Tax or Business Rates account number, your benefit claim number or your landlord creditor number. Then enter your PIN for that service and click on Submit.

10. You are now securely set up to access your account or benefit claim details on-line.

When you log on in the future, because we have been able to validate your account or benefit claim number with the PIN that was issued, you will only need to enter your user name and the password that you chose when you first registered.