



ADUR & WORTHING
COUNCILS

Revenues & Benefits

Registering for Self Service

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

1. You cannot access Self Service without registering first, so click on the **“Register Now”** button.

Dashboard Welcome Guest! [Sign In / Register](#)

Sign In

Got a Self Service account and having login problems? Please email us on rbselfserve@adur-worthing.gov.uk

Please complete username and password

All fields with an asterisk (*) are mandatory.

Username *

Password *

[Sign In](#)

Register

Register an account in a few simple steps

[Register Now](#) >

Reasons to register an account

Registering an account will enable you to access information or make payments for local authority services such as:

- Council Tax
- Housing Benefit and Council Tax Support
- Landlord
- Business Rates

2. Fill in the required details on the registration screen shown below, including your name, email address, and username

Step 1 of 3 - Your Details

All fields with an asterisk (*) are mandatory.

Already have an account? [Sign in](#)

Personal Details

First Name *

Last Name *

Telephone *

Email Address *

Confirm Email Address *

Username *

3. Create a password at least 8 character long, containing a mix of upper and lower case letters and a number or special character as shown below

Password *

Password must contain a mix of upper and lower case letters and a number or special character (such as @, ?, %) and must be at least 8 characters long.

Retype Password *

4. Choose two security questions and click Next

Security Questions

These will be used to confirm your identity should you need to reset your password.

Question: *

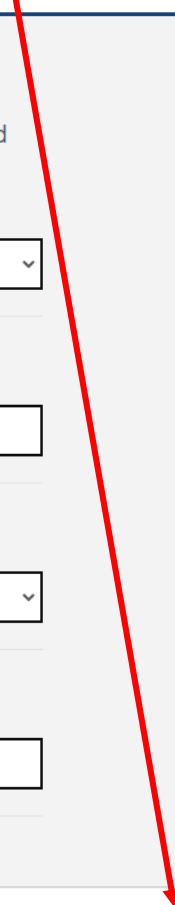
Answer: *

Question: *


Answer: *

Step 1 of 3

Next



5. You are now ready to add a service to your account. If you want to add more than one service you will need to repeat this step for each service you want to add. **You will need you account or reference number to add a service.** Click on the Continue button

Dashboard My Services My Activity 

✔ Your account is now active and ready to use.

Choose a service

Choose the service you would like to add to your online account.

Note: If you are a landlord wanting to view details of benefit payments being made directly to you, please link the Landlord service. The Housing Benefit service is only for claimants accessing their own claim information.

Council Tax

Council Tax

For Individuals

Housing Benefit

For Landlords

Landlord

For Businesses

Business Rates

Skip

6. Enter your reference number and click continue

Dashboard My Services My Activity

What is your council tax account reference number?

All fields with an asterisk (*) are mandatory.

Council Tax Reference Number *

You can find this number on your council tax bill.

Cancel

7. You will now be required to confirm your identity, either by clicking continue or 'I have been sent a PIN letter'

Dashboard My Services My Activity

Keeping your account secure

We need to confirm your identity to give you access to this service.

We will do this by asking you a short series of questions. You must answer mandatory questions correctly, if you cannot answer an optional question, click 'Skip question' to answer the next question.

If you have a PIN letter, you can confirm your identity by selecting 'I have been sent a PIN letter'.

[Continue](#) [I have been sent a PIN letter](#)

8. You will now need to answer a series of questions. Answer the questions and click continue

Dashboard My Services My Activity

Instalment date

All fields with an asterisk (*) are mandatory.

What date is the council tax instalment due? *

This is a number between 1 and 31

[Continue](#)

9. If you do not pay by direct debit click Skip question

The screenshot shows a navigation bar with three tabs: 'Dashboard', 'My Services', and 'My Activity'. Below the navigation bar is a section titled 'Direct debit bank account number'. Underneath the title is a question: 'What is the bank account number used to pay your council tax?'. Below the question is a note: 'Must be between 6 and 8 digits long'. There is a text input field for the account number. At the bottom of the form are two buttons: a green 'Continue' button and a white 'Skip question' button with a red border. A red arrow points from the top of the page down to the 'Skip question' button.

10. You can choose to skip the questions if you do not know the answers. You can then choose to receive a PIN letter in the instead, and click continue

The screenshot shows a navigation bar with three tabs: 'Dashboard', 'My Services', and 'My Activity'. Below the navigation bar is a section titled 'We have not been able to verify your identity'. Underneath the title is a message: 'We have not been able to verify your identity using your security question answers. Select one of the options below to proceed.' There are three radio button options: 'Try adding a service another time', 'I would like to be sent a PIN letter' (which is selected), and 'Answer security questions again'. At the bottom of the form is a green 'Continue' button with a red border. Two red arrows point from the top of the page down to the 'I would like to be sent a PIN letter' option and the 'Continue' button.

11. When you receive your PIN letter you can log in and you will start from step 5 above and click 'I have been sent a PIN letter' to finish adding your service.

You will only need to enter this PIN once - every time you log in to Self Service. From now on you will simply need to enter your username and password

12.If you subsequently subscribe to an additional service (e.g. you initially subscribe for Council Tax but then register for Benefits at a later date) you will be sent a separate PIN for the new service and will need to enter this once you receive the letter confirming your PIN.

13. If you have more than one Council Tax or Business Rates account number you can add an account by starting at step 5 above