

Mid Sussex Self Service User Guide

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Accessing Self Service

Opening the Dashboard

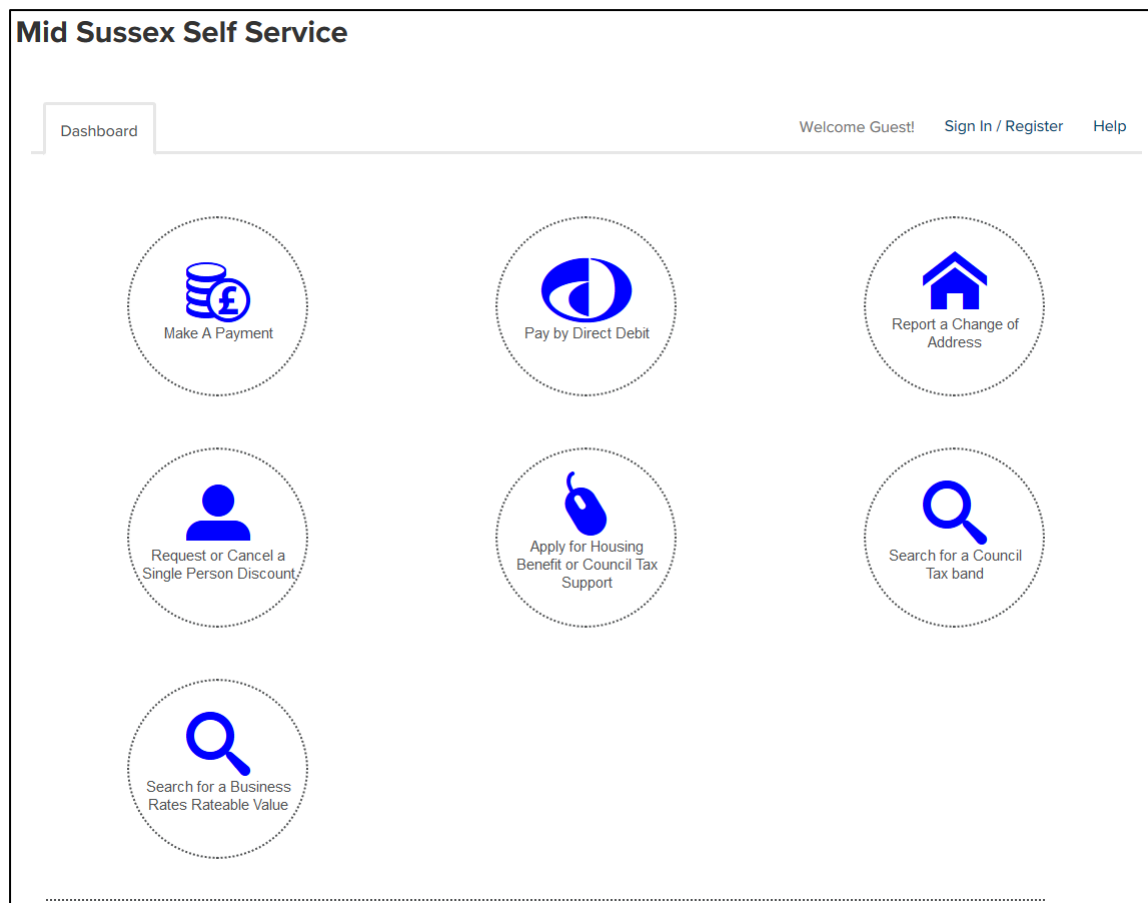
Your Self Service system is found at the following address:

- <https://selfservice.midsussex.gov.uk/publicaccesslivem/>

You can also access it by following links on the Mid Sussex District Council website to **Self Service** or by using the following short link:

- midsussex.gov.uk/mdcselfservice

This will take you to the dashboard that looks similar to this:

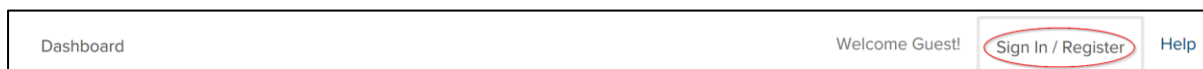


Registering for Self Service

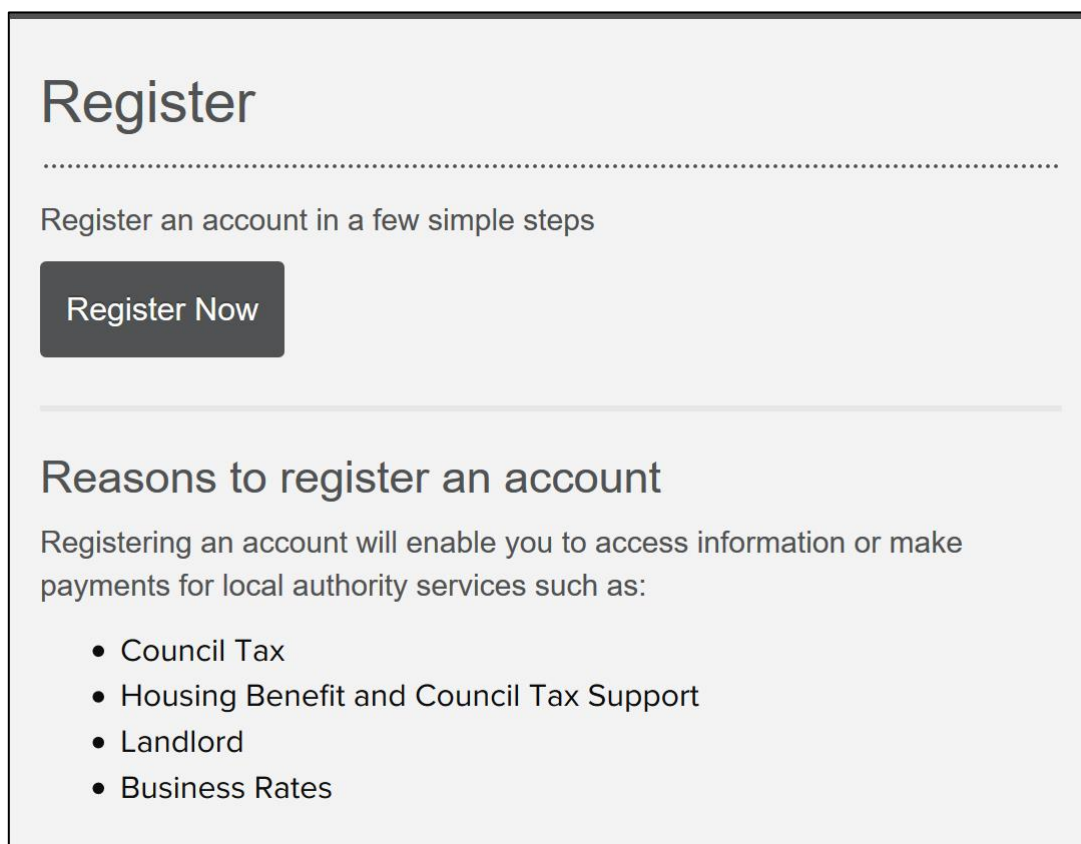
Starting the Registration

If you have not registered for Self Service, you will need to register by visiting the [Registration page of Self Service](#).

You can access this page from the Dashboard by selecting the **Sign in / Register** link at the top-right section of the page:



This will take you to the **Sign in / Register** page. You will then need to select the **Register Now** button to register:

A screenshot of a 'Register' page. At the top is the heading 'Register' followed by a dotted line. Below this is the text 'Register an account in a few simple steps' and a dark grey button labeled 'Register Now'. A horizontal line separates this from the section 'Reasons to register an account'. Below this heading is the text 'Registering an account will enable you to access information or make payments for local authority services such as:' followed by a bulleted list: 'Council Tax', 'Housing Benefit and Council Tax Support', 'Landlord', and 'Business Rates'.

Registering your Details

You will now need to complete the following four steps:

(1) Your Details

You will need to do the following:

- Enter your personal details
- Create a username and password
- Provide a security question and answer

Step 1 of 4 - Your Details

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

Personal Details

Company Name (Optional)

Title

Please Select

Forename

(2) Add Services

Add the services you want to access. This step can be taken later on in the process.

Step 2 of 4 - Add services

Optional - Choose services you would like to sign up to. Don't worry if you do not want to add any now; this can be done at anytime.

Revenues

Council Tax

Add

Council Tax

Adding Council Tax to your account will allow you to view and manage your Council Tax bill online

- Receive notification of any bills and view them online
- Sign up and amend your Direct Debit details
- Report a change of address

Business Rates

Add

Business Rates

Adding Business Rates to your account will allow you to view and manage your Business Rates bill online

- Receive notification of any bills and view them online
- Sign up and amend your Direct Debit details

Benefits

Housing Benefits

Add

Housing Benefits

Adding Housing Benefits to your account will allow you to view your Housing Benefit claim online

Landlord

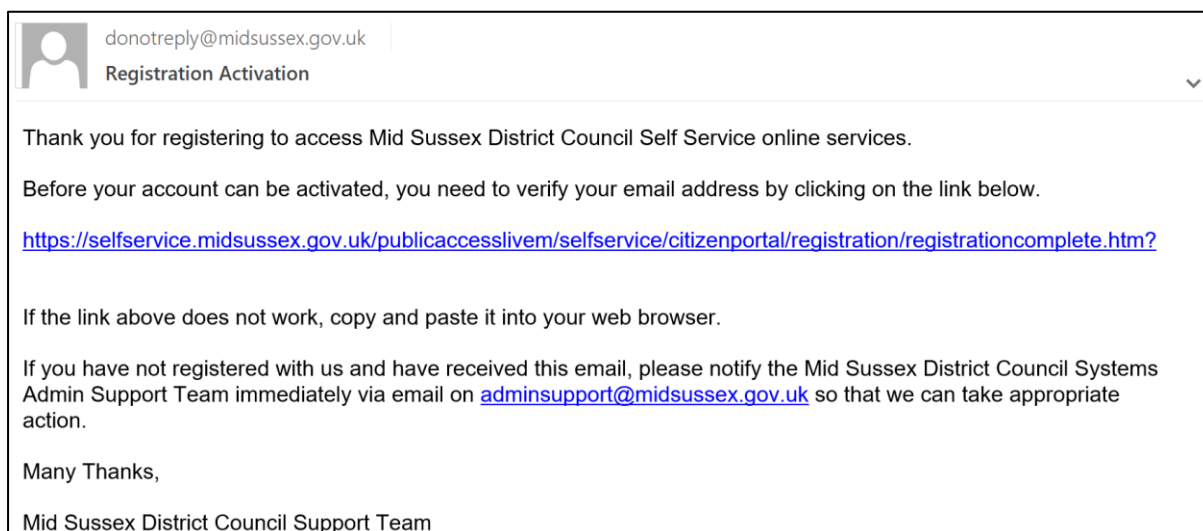
Add

Landlord

Adding Landlord access to your account will allow you to view your details of your tenants claims online

(3) Verify Email

An email is generated and sent to the email address you provided, which looks similar to this:



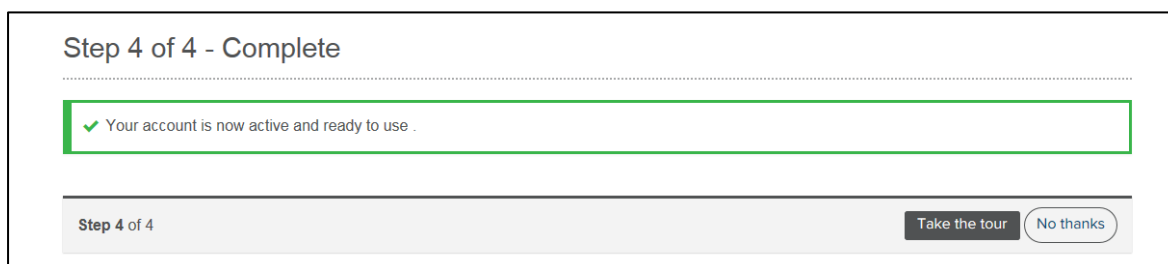
You need to click on the link in your email in order to activate your account.

Please note:

- For security reasons you are asked to close your browser at this stage
- The email may show up in your "junk" folder
- **Your account will not be active until you follow the link in your email**

(4) Complete Registration

Clicking on the link in your email completes the registration process and should take you to a page which shows the following message:



Your account is now active and your self-service profile is ready to use.

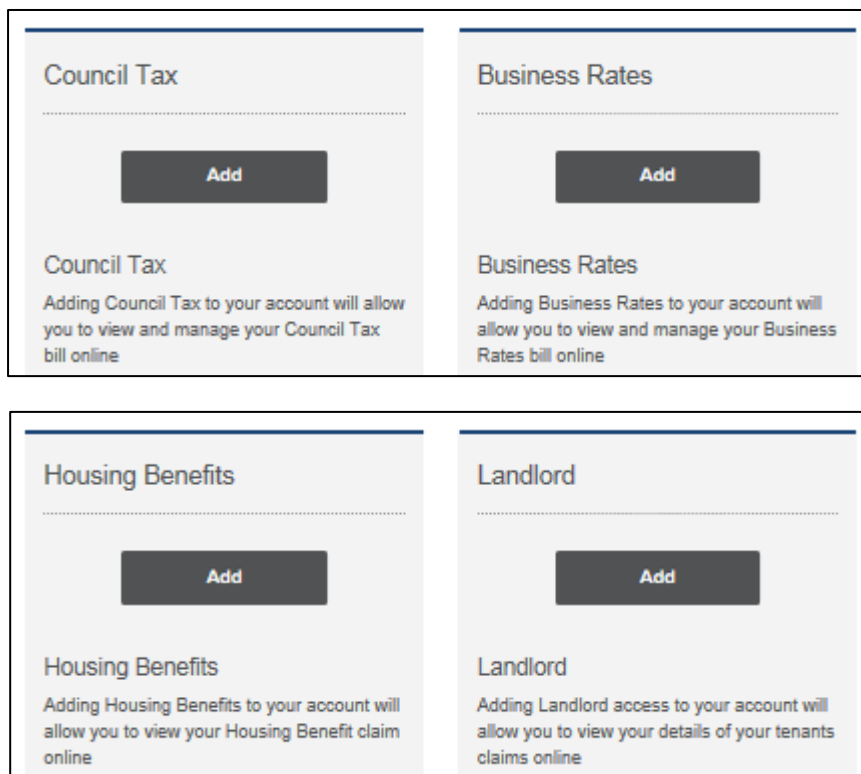
At this stage you have the choice to **Take the tour** which will show you a guide to self-service. Choosing **No thanks** will take you through to view your account details.

Adding Services to your Account

Selecting Services

Services can be added as part of the registration, or at any time from the **Add Service** button at the bottom of your dashboard.

To add a service, just select the **Add** button on a service:



Selecting **Add** changes the button green, changes the wording to **Added** and adds a tick. This confirms you have chosen to add this service to your self-service profile.

Associating your Council Tax/Business Rates Account/Housing Benefit Claim

After adding your Council Tax/Business Rates service to your self-service profile, a box will appear on your dashboard to request your details:

The screenshot shows two side-by-side panels on a dashboard. The left panel is titled 'Council Tax' and features a dropdown menu labeled 'Enter Reference', a text input field for 'Account Reference Number', and a button labeled 'Access Now' next to the text 'Enter your PIN'. At the bottom are buttons for '+ Add account' and '- Remove Account'. The right panel is titled 'Housing Benefits' and features a text input field for 'Claim Reference Number', a button labeled 'Access Now' next to the text 'Enter your PIN', and buttons for '+ Add account' and '- Remove Account' at the bottom.

Insert the relevant account/claim number in the box. You then have two options:

Access Now

This will take you to the authentication page, where you provide information to prove you should have access (this information should match the information we hold on our system).

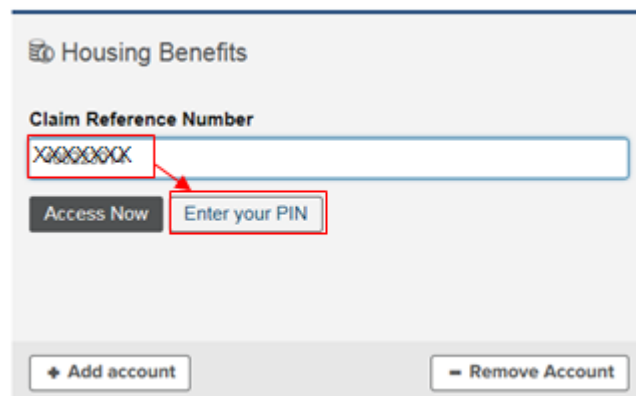
The screenshot shows an authentication form with the heading 'Please complete as much of this form as you can. You can continue when enough information has been given'. The form contains the following fields: 'National Insurance number', 'Bank account number from Direct Debit used to pay Council Tax', 'Amount of last Council Tax payment made £', 'Date of Birth' (with dropdowns for day and month), 'Phone Number', 'Surname', and 'Postcode'.

If you are authenticated then you will be able to access your account immediately.

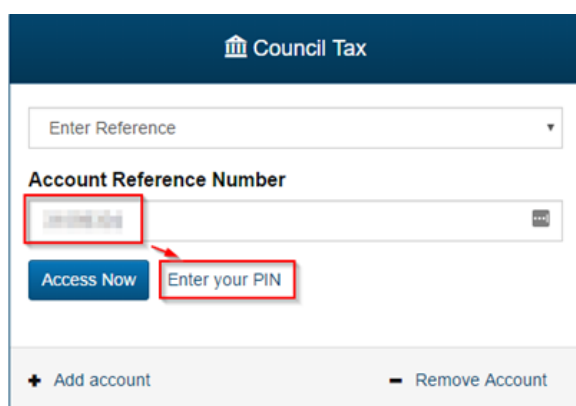
If you do not answer the questions correctly you will need to request a PIN number.

Enter your Pin

This option is for you if you already have a PIN and you are ready to enter it.



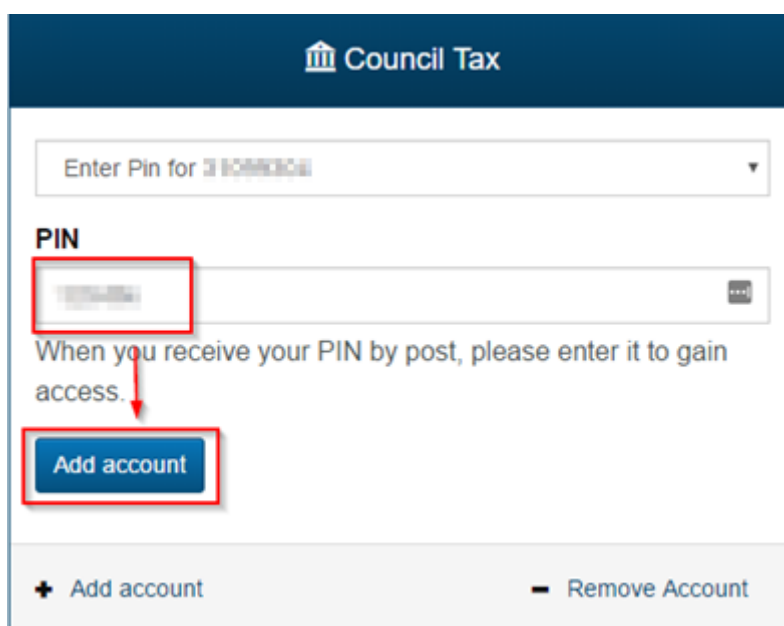
The screenshot shows the 'Housing Benefits' service selection interface. At the top, there is a header 'Housing Benefits'. Below it, a 'Claim Reference Number' field is displayed with a red box around the masked text 'XXXXXXXX'. A red arrow points from this field to the 'Enter your PIN' button. The 'Access Now' button is also visible. At the bottom, there are two buttons: '+ Add account' and '- Remove Account'.



The screenshot shows the 'Council Tax' service selection interface. At the top, there is a header 'Council Tax'. Below it, an 'Enter Reference' dropdown menu is visible. Underneath, the 'Account Reference Number' field is highlighted with a red box. A red arrow points from this field to the 'Enter your PIN' button. The 'Access Now' button is also visible. At the bottom, there are two buttons: '+ Add account' and '- Remove Account'.

Please note – this option can take a moment to load, so please be patient.

Once the page has loaded, your service box will ask you to enter your PIN. Enter your PIN and click **Add account** to add your account to your Self Service profile.



The screenshot shows the PIN entry screen for the 'Council Tax' service. At the top, there is a header 'Council Tax'. Below it, a dropdown menu labeled 'Enter Pin for' is visible. Underneath, the 'PIN' field is highlighted with a red box. A red arrow points from this field to the 'Add account' button. Below the PIN field, there is a message: 'When you receive your PIN by post, please enter it to gain access.' At the bottom, there are two buttons: '+ Add account' and '- Remove Account'.

When the page has refreshed (unless you see a "PIN invalid" message) you have successfully associated the Council Tax/Business Rates/Housing Benefits service with your Self Service profile.

E-Billing/E-notifications

After associating a Council Tax/Business Rates account you will be presented (when successful PIN is entered) with the option to sign up for e-billing or e-notifications for Housing Benefits

You can choose to sign-up for e-billing/e-notifications now, or you can do that later via your account page.