

Mid Sussex Self Service User Guide for Landlords

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Accessing Self Service

Opening the Dashboard

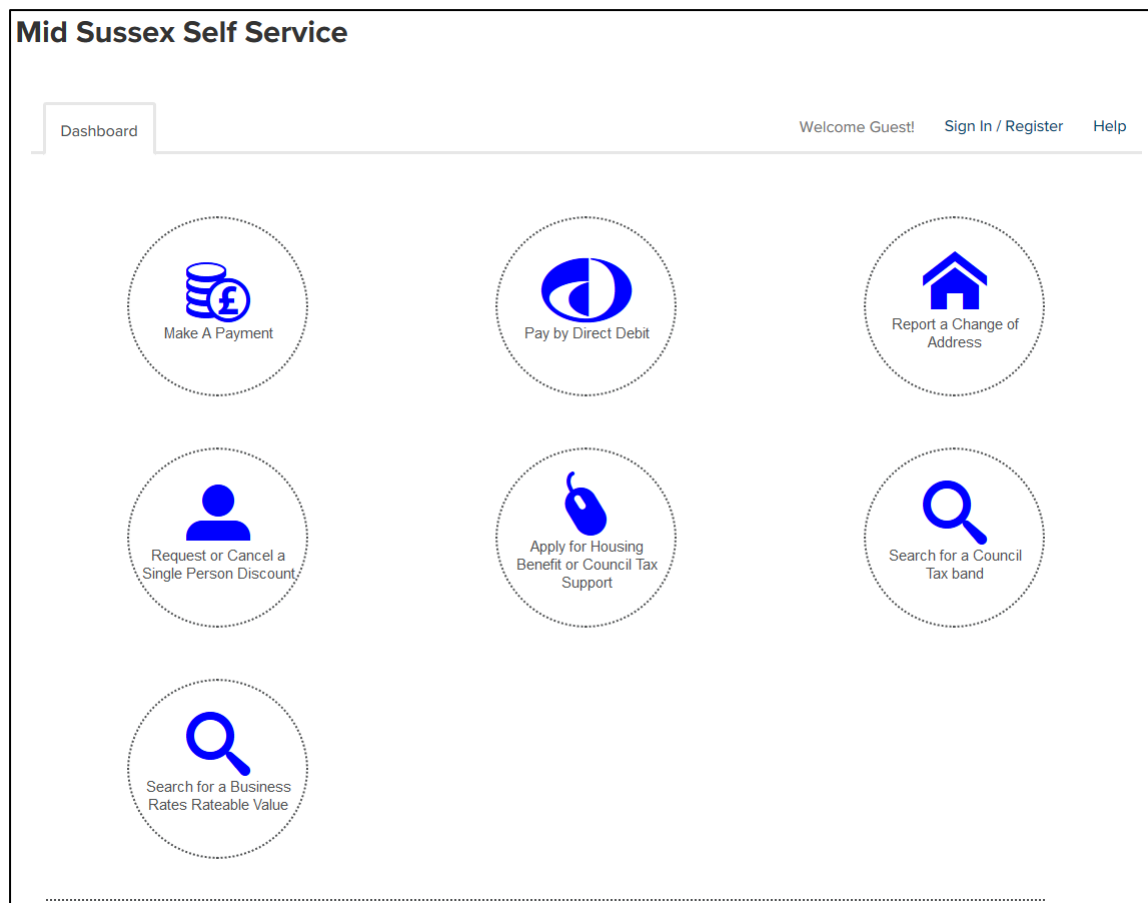
Your Self Service system is found at the following address:

- <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:

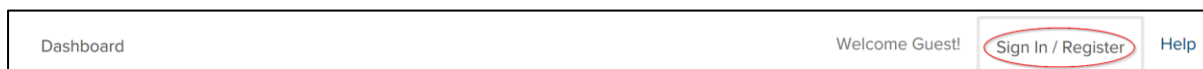


Registering for Self Service

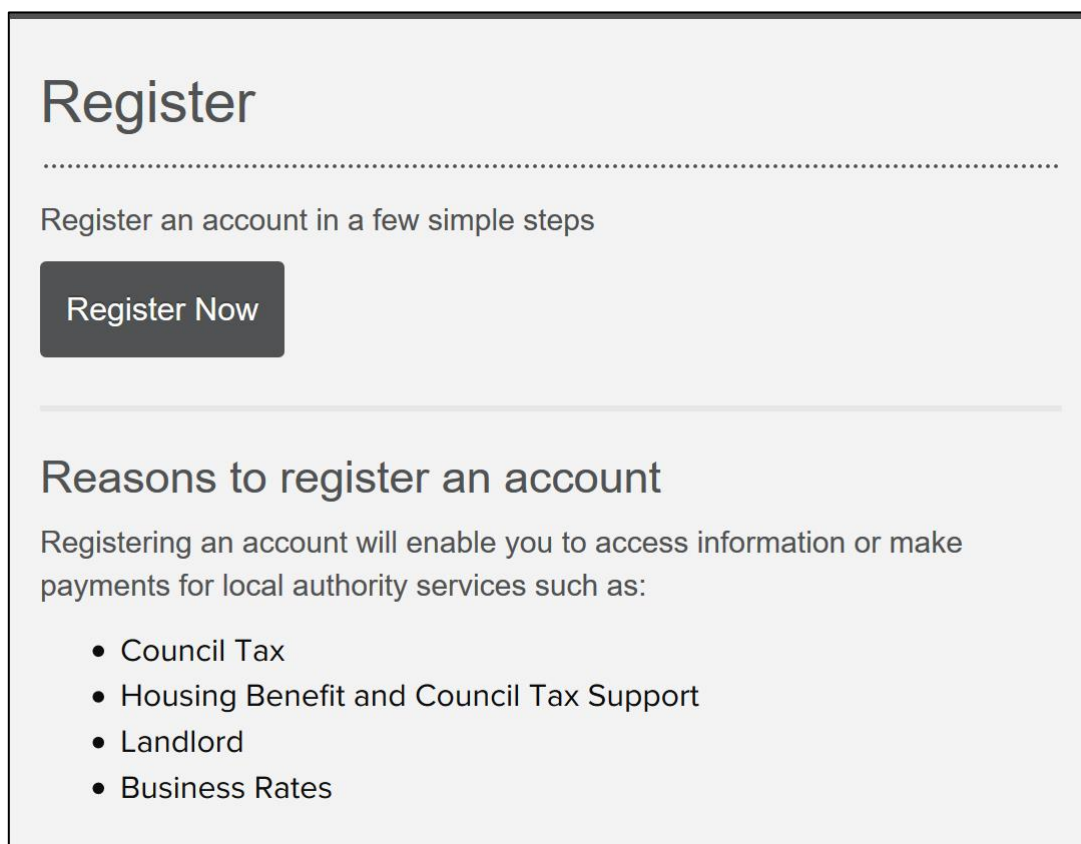
Starting the Registration

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, it says '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'.

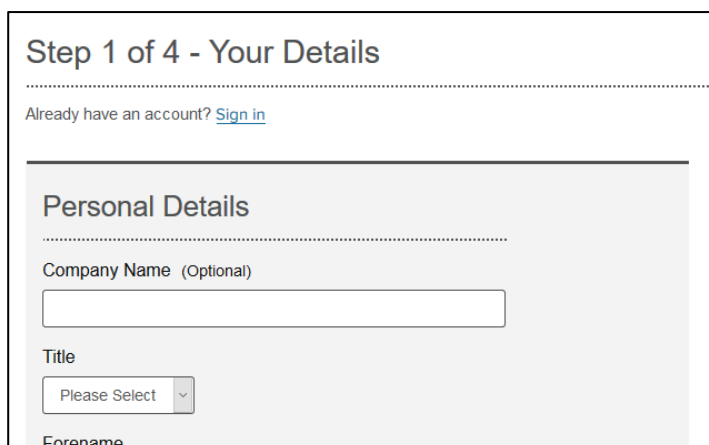
Registering your Details

You will now need to complete the following four steps:

(1) Your Details

You will need to do the following:

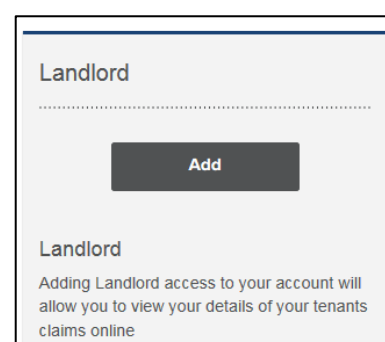
- Enter your personal details
- Create a username and password
- Provide a security question and answer



The screenshot shows the 'Step 1 of 4 - Your Details' registration page. At the top, it asks 'Already have an account?' with a 'Sign in' link. Below this is a 'Personal Details' section. It includes a 'Company Name (Optional)' text input field, a 'Title' dropdown menu with 'Please Select' as the current selection, and a 'Forename' text input field.

(2) Add Services

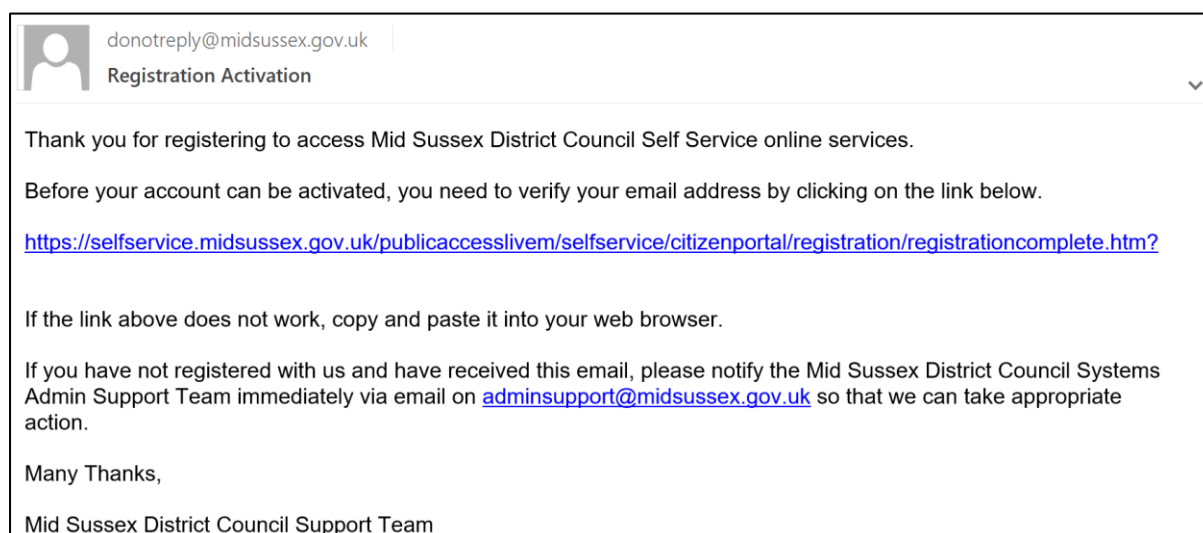
Add the services you want to access. This step can be taken later on in the process.



The screenshot shows the 'Add Services' section with the 'Landlord' option selected. There is a dark 'Add' button. Below the button, it says 'Landlord' and '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:



The screenshot shows an email from 'donotreply@midsussex.gov.uk' with the subject 'Registration Activation'. The email body says: 'Thank you for registering to access Mid Sussex District Council Self Service online services. Before your account can be activated, you need to verify your email address by clicking on the link below. <https://selfservice.midsussex.gov.uk/publicaccesslivem/selfservice/citizenportal/registration/registrationcomplete.htm?> If the link above does not work, copy and paste it into your web browser. If you have not registered with us and have received this email, please notify the Mid Sussex District Council Systems Admin Support Team immediately via email on adminsupport@midsussex.gov.uk so that we can take appropriate action. Many Thanks, Mid Sussex District Council Support Team'.

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.

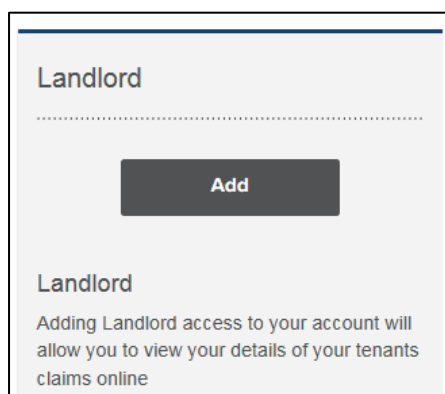
At this stage you have the choice to **Take the tour** which will show you a guide to self-service. Choosing **No thanks** will take you through to view your account details.

Adding the service to your Account

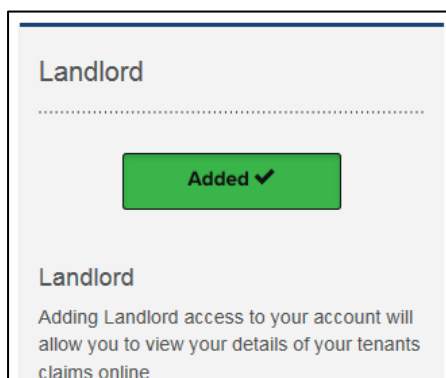
Selecting Services

You will need to add the Landlord Service to your profile. This 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 the service, just select the **Add** button on a service:

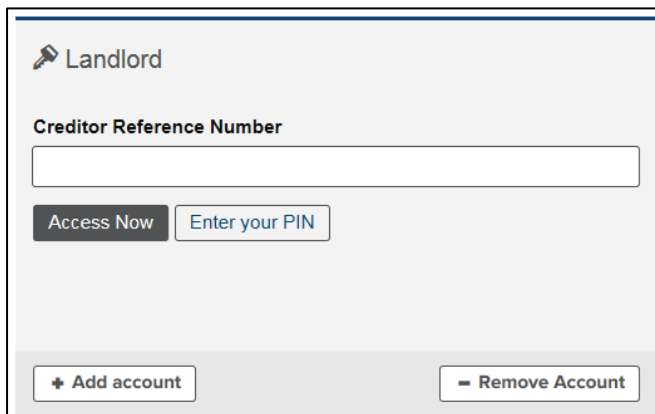


Selecting **Add** changes the button green, changes the wording to **Added** and adds a tick. This confirms you have chosen to add this service to your self-service profile.



Associating your Creditor Reference Number

After adding your Landlord service to your self-service profile, a box will appear on your dashboard to request your Creditor Reference:

A screenshot of a web form titled "Landlord" with a key icon. It contains a label "Creditor Reference Number" above a text input field. Below the field are two buttons: "Access Now" and "Enter your PIN". At the bottom of the form are two buttons: "+ Add account" and "- Remove Account".

Landlord

Creditor Reference Number

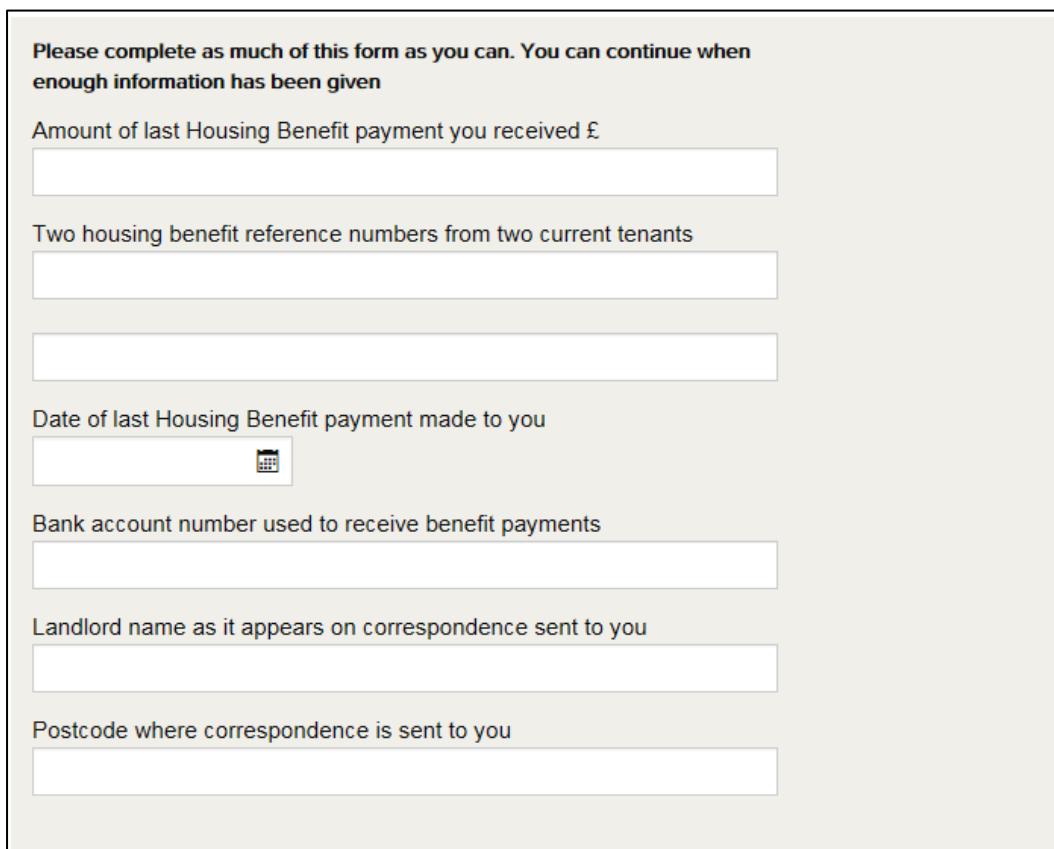
Access Now Enter your PIN

+ Add account - Remove Account

Insert your Creditor Reference 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).

A screenshot of an authentication form with a light gray background. It contains several text input fields and a date picker. The form is titled "Please complete as much of this form as you can. You can continue when enough information has been given".

Please complete as much of this form as you can. You can continue when enough information has been given

Amount of last Housing Benefit payment you received £

Two housing benefit reference numbers from two current tenants

Date of last Housing Benefit payment made to you

Bank account number used to receive benefit payments

Landlord name as it appears on correspondence sent to you

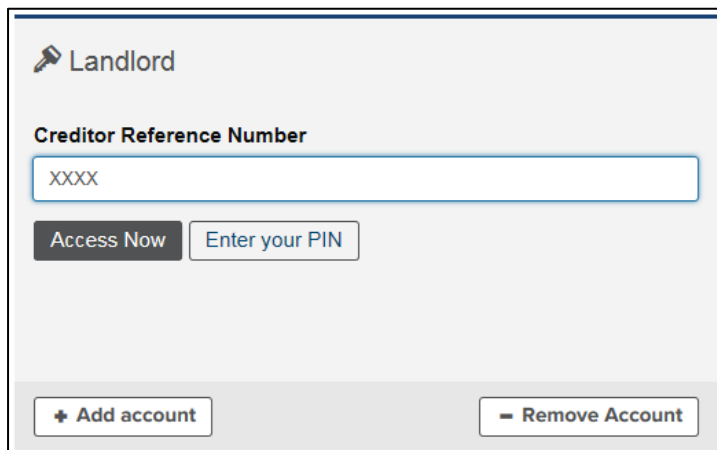
Postcode where correspondence is sent to you

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

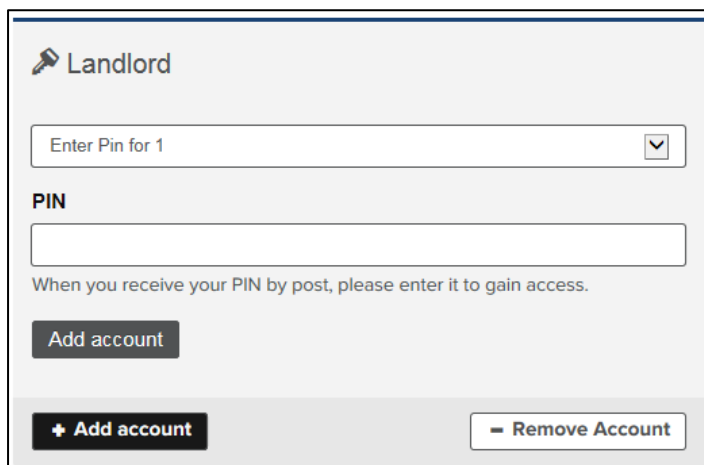
This option is for you if you already have a PIN and you are ready to enter it.



The screenshot shows the 'Landlord' header with a key icon. Below it is the 'Creditor Reference Number' section with a text input field containing 'XXXX'. There are two buttons: 'Access Now' (dark grey) and 'Enter your PIN' (light blue). 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.



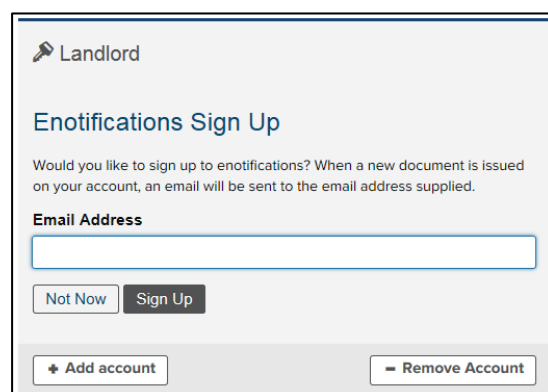
The screenshot shows the 'Landlord' header. Below it is a dropdown menu labeled 'Enter Pin for 1' with a downward arrow. Underneath is the 'PIN' section with a text input field. A note below the field says: 'When you receive your PIN by post, please enter it to gain access.' There is an 'Add account' button (dark grey). 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 Creditor Reference with your Self Service profile.

E-notifications

After associating a Creditor Reference, and either entering a PIN successfully, or answering the questions to get ‘access now’, you will be presented with the option to sign up for e-notifications

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



The screenshot shows the 'Landlord' header. Below it is the 'E-notifications Sign Up' section. A message asks: 'Would you like to sign up to enotifications? When a new document is issued on your account, an email will be sent to the email address supplied.' There is an 'Email Address' label and a text input field. Below the field are two buttons: 'Not Now' (light blue) and 'Sign Up' (dark grey). At the bottom, there are two buttons: '+ Add account' and '- Remove Account'.