

MyAccount (Council Tax) – Customer guide

- The links in emails from RevenueMyAccountIpswich@midsuffolk.gov.uk can only be used once.
- To sign into your account, please visit this website first: <https://www.midsuffolk.gov.uk/web/mid-suffolk/w/manage-your-council-tax-online>

Requesting e-billing

- Please visit this website: <https://www.midsuffolk.gov.uk/web/mid-suffolk/w/manage-your-council-tax-online>
- Under the heading 'Switch to paperless e-billing' and then 'Click here to register for paperless e-billing'
- We recommend registering for an account at the same time as you need one to see your bills.

I cannot see my bill

You **must** have a MyAccount username to view your bill. Please follow the guidance below to create a username.

If you have already created username and have signed in, you should be able to view the most recent bill sent to you. If not, please **contact us**.

Creating an online Account (username)

- To sign in or create a new account, please visit this website page: <https://www.midsuffolk.gov.uk/web/mid-suffolk/w/manage-your-council-tax-online>
- Click on the pink tab – View your account online.
- Next click on Sign in or register for an account.
- Then click on create an account here and follow the instructions to register. Your name must be entered **exactly** as it is on your bill or the email you were sent.
- When you get to the questions page, please only answer 2 out of the 4 questions and leave the others blank. We recommend using the online key from your bill and the property postcode.
- Create your username which can be up to 30 characters and have capital letters, numbers or characters like @, \$, £ etc.
- Your password can't be the same as your username. The characters you must use are shown on the password page.
- Once you have completed the registration process, you will receive an email to verify your details. Please check that this email isn't in your junk or spam folder and move it to your Inbox if it is.
- To complete the registration, you **must** click the link in the email.

Please **contact us** if you are having any difficulty in completing the registration process.

Problems with receiving emails?

- Emails from MyAccount may be in your Junk/Spam Inbox instead of your normal Inbox. You need to mark emails from us as 'not junk' or 'not spam'.
- If you can't click on a link in your email and it is in your Inbox, you can copy it then paste into your browser address bar. We have found that this is a problem with some mobile phone email programs.
- If you have requested a password reset already in the last 24 hours, the re-set process may be delayed. Our advice is to wait a few hours before trying again. Alternatively, you can re-register to view your Council Tax account online with a new username, but you can use the same email address.

Contact us

- Shared Revenues Partnership for Babergh, Ipswich and Mid Suffolk
- Email us: systems.team@ipswich.gov.uk
- Please tell us your account number if you have it, or the address of the property so we can answer your query specifically.