

## MyAccount (Council Tax) – Customer guide

- The links in emails from [RevenueMyAccountIpswich@midsuffolk.gov.uk](mailto: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>

### 2 Factor Authentication

- For added security, you will be emailed a one-time pass key every time you log into your account.
- Click on the 'Generate Code' button and enter the pass key that was emailed to you.
- Check your Junk/Spam folders if you do not receive a code in your inbox.
- The code is only valid for 30 minutes, but you can get another code sent to you by clicking on the 'Resend code' link.

### Requesting e-billing

- Please visit this website: <https://www.midsuffolk.gov.uk/web/mid-suffolk/w/manage-your-council-tax-online>
- Under the heading 'What can I do online?' click on the link 'paperless billing and notices'.
- 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 following guidance to do this.

If you have already a created username and have signed in, you should be able to view your most recent bill. 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 blue box 'Sign in or Register for Council Tax MyAccount'.
- Then click on 'register 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?

- Check your Spam/Junk folders. 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. 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](mailto:systems.team@ipswich.gov.uk)
- Tell us your account number or the address of the property so we can answer your query specifically.