



milton keynes council



# **MyCouncil Account**

**How to register**

**Instruction guide**

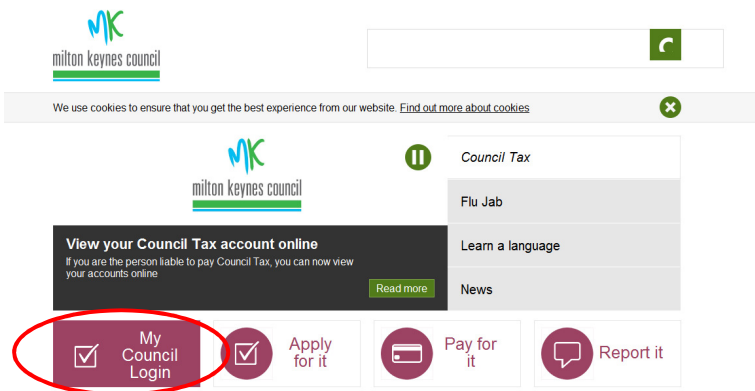
This guide has been produced to help you register successfully for MyCouncil Account.

The guide contains images of the screens you will see as you go through the registration process for creating your MyCouncil Account. Your MyCouncil Account can be used to:

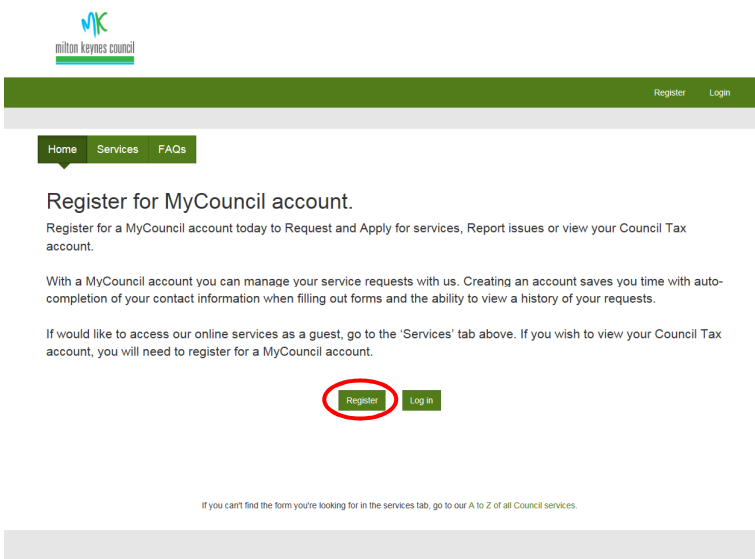
- ✓ Review your Council Tax account
- ✓ Report It – e.g. report a missed refuse collection
- ✓ Request It – e.g. request a new blue recycling box
- ✓ Apply for It – e.g. apply to exchange your council home

Please note that to register for some of the services listed above e.g. Council Tax, you will need to have your bill to hand as registration will involve entering your Council Tax reference number.

## Step one



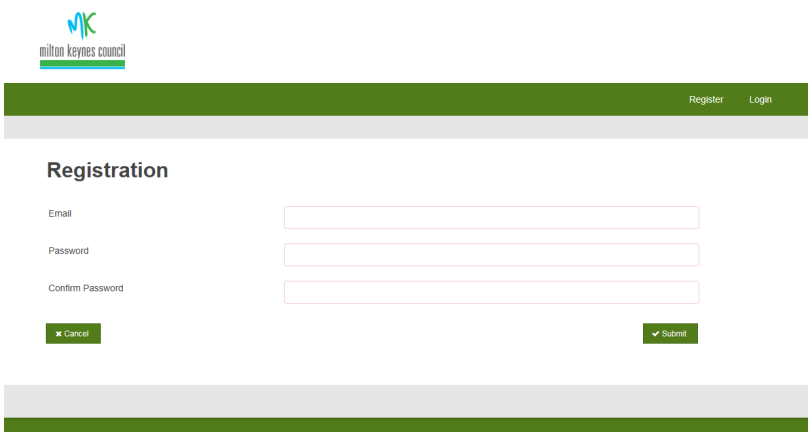
From the homepage of the Councils web site click on 'My Council Login'.



If this is your first time of using our online services, you will need to register for an account.

Click on 'Register'

## Step two



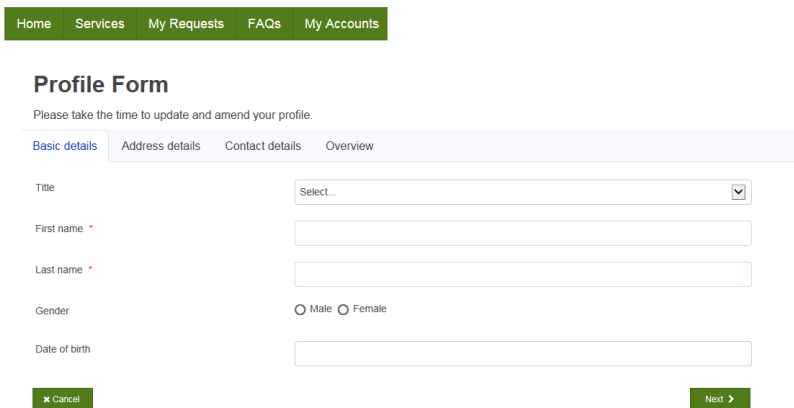
The screenshot shows the Milton Keynes Council logo at the top left. A green navigation bar contains 'Register' and 'Login' links. Below is the 'Registration' section with three input fields for 'Email', 'Password', and 'Confirm Password'. There are 'Cancel' and 'Submit' buttons at the bottom.

Enter your email address and a password.

Depending on which services you use, updates will be sent to the email address provided.

Click on 'Submit'

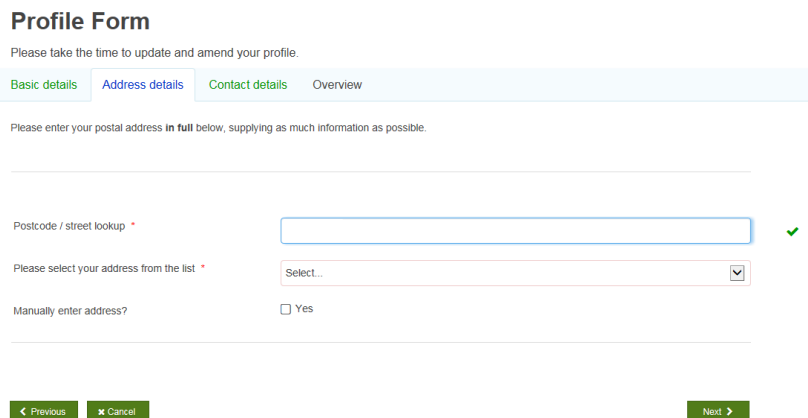
## Step three



The screenshot shows the 'Profile Form' with a navigation bar containing 'Home', 'Services', 'My Requests', 'FAQs', and 'My Accounts'. The 'Basic details' tab is active. The form includes fields for 'Title' (a dropdown menu), 'First name', 'Last name', 'Gender' (radio buttons for Male and Female), and 'Date of birth'. There are 'Cancel' and 'Next' buttons at the bottom.

Please ensure all fields are completed before clicking on 'Next'.

## Step four



The screenshot shows the 'Profile Form' with the 'Address details' tab active. It includes a 'Postcode / street lookup' field, a dropdown menu for 'Please select your address from the list', and a 'Manually enter address?' checkbox. There are 'Previous', 'Cancel', and 'Next' buttons at the bottom.

By entering your postcode a further field will appear allowing you to pick your address from the list.

If your address is not present, you can manually enter by clicking on the 'Manually enter address' Yes check box

Click on 'Next'

## Step five

Home Services My Requests FAQs My Accounts

### Profile Form

Please take the time to update and amend your profile.

Basic details Address details **Contact details** Overview

Home Phone

Mobile Phone

Email address  ✓

Complete your contact details.

Click on 'Next'

## Step six

Please take the time to update and amend your profile.

Basic details Address details Contact details **Overview**

Before saving your profile, please take a moment to check that everything is correct

Full name:

Date of Birth:

Gender:  Male  Female

Phone number:

Mobile Number:

Email address:

Postal address:

Before completing the registration process, check that all the details you have entered are correct.

If you need to make any changes, use the 'Previous' button to go back and make amendments.

To complete the process, click on 'Submit'

From: [noreply@milton-keynes.gov.uk](mailto:noreply@milton-keynes.gov.uk) <[noreply@milton-keynes.gov.uk](mailto:noreply@milton-keynes.gov.uk)>  
To:  
Subject: Milton Keynes Council - Account Registration  
Sent: Thu, Sep 29, 2016 9:06:05 AM

### Thank you for signing up for a MyCouncil account.

Your account has been created

You can login to your MyCouncil account by clicking on the following link: <https://miltonkeynes>

If you have received this email but did not register for an account with us please call us on 01908 691691.

Regards,

Milton Keynes Council.

You will be sent an email to the email address you provided stating that your registration has been successful.

If you encounter any issues whilst registering for an account, please call 01908 691691 or email [customerservices@milton-keynes.gov.uk](mailto:customerservices@milton-keynes.gov.uk).