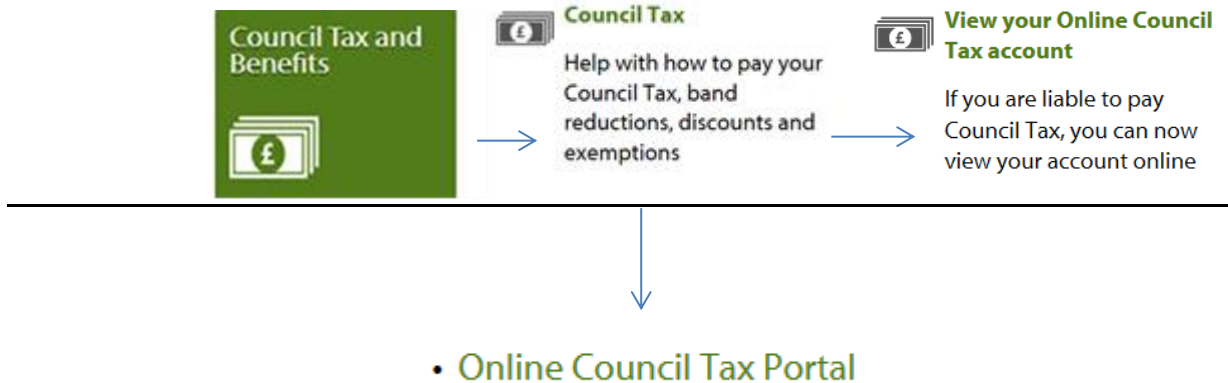


COUNCIL TAX ONLINE PORTAL GUIDE

The online Council Tax portal is for individual use only. If there is more than one person liable for Council Tax in your property they will need to create their own account if they wish to update their details. Their details will **not** be shown on the portal.

Portal accessed via MKC website as follows



Home Screen



Milton Keynes Online Revenues Service

[Sign in or Register for an account](#)

Council Tax Options

Pay by Direct Debit

Setting up a direct debit is a quick and easy way to pay your council tax. You will need your council tax account number together with your bank account details.

► [View Direct Debit services](#)

View your Council Tax account

Sign into your council tax account to:

- view your up to date account information
- view your active benefit summary
- check your balance and payments
- update your contact details

If you already have an account you can [sign in here](#)

If you do not have an account you can [register here](#)

To register for this service you will need to enter the details as on your latest Council Tax bill or recovery notice.

Apply for or Cancel a Council Tax Discount

You may be entitled to a discount in your council tax if you are the only occupier aged over 18 in your property. Further information on Council Tax discounts can be found on the [Milton Keynes Council website](#).

► [View Council Tax Discount services](#)

Search for the Council Tax band of a property

You can check the council tax band of a property and the annual charge.

[Find a Council Tax band for a property](#)

REGISTRATION

[← Previous](#)

Register

Are you registering the account as a person or organisation?

Organisation

Person

First name

Last name

Council Tax account number

This can be found on your bill

Next

[← Previous](#)

Security questions

Enter answers to at least 2 of the following questions.

Online reference key

This can be found on any bill issued after 30-01-2020



The key on the bill will look similar to this
Key: H8T4CP7DZ

Current postcode

The postcode must contain a space in the middle

Last three digits of a telephone number you have

This is any telephone number you have provided to the Council Tax department

Last three digits of your bank account number

This will be the bank account details supplied if you pay your Revenues bill by Direct Debit

Next

Register

Email address

Confirm email address

Username

Username can only contain letters, digits and the following special characters: @ . _

Password

This must contain at least 8 characters including an uppercase letter, a lowercase letter, a number and a special character

Re-enter password

I agree with the [terms and conditions \(opens in a new window\)](#)

Submit



Terms and conditions

This is a declaration to confirm that you are the person registered on the account that you are Accessing.

Click Agree and Submit to confirm you are accessing your own Account or close to log out.

We collect and use information about you so that we can provide you with council services. Full details about how we use this data and the rights you have around this can be found at www.milton-keynes.gov.uk/privacy . If you have any data protection queries, please contact the Data Protection Officer at data.protection@milton-keynes.gov.uk

In order to successfully register to use the portal you must agree to the Terms and Conditions.

Notification seen at the end of registration

Registration complete

Your registration request has been accepted. An email has been sent to you confirming what you need to do next to activate your account.

Next

Email received following registration to validate application

[EXT] Milton Keynes Online Revenues Service - Registration

no@miltonkeynes.gov.uk

Sent: Fri 24/01/2020 12:28

To:

Thank you for choosing to use our online service. Please click on the link below within the next 24 hours to verify your email address:

https://www.northgate-nes.co.uk/pls/pwsbeta2/call_initial_apex_page.nes_selfsrv?service=CAR&la=MILKN&language=ENG&action=COMPREG&options=CT&ln=DdmK267665WrXnRUIWuLktasDKjLLb

If you have received this email in error or have not used our online service, please contact Milton Keynes Council immediately. Do not reply to this email as it is not monitored.

Regards

Milton Keynes Council

Milton Keynes Council, Civic, 1 Saxon Gate East, MILTON KEYNES, MK9 3EJ

01908 253794

counciltax@milton-keynes.gov.uk

01908 253794

nndr@milton-keynes.gov.uk

Please click on the link below to complete our feedback form. This will enable us to continually improve our Online Revenues Service. <https://www.surveymonkey.co.uk/r/3JJGWGM>

You must authenticate your account within 24 hours of registration. If you do not do this you will not have access to your account and will need to re-register.

Once validated, the account can be accessed by using the username and password. If this is forgotten there are these two options:

Username

[Forgotten your username?](#) ←

Password

[Forgotten your password?](#) ←

This will ask to insert your email address linked with the portal account. The associated username will be sent to your email.

This will ask to insert your username. The associated email with the portal account will receive a forgotten password reset link.

Front screen seen once logged in

Council Tax Options

MR TESTING TEST

1 Testing Road
Testington
TE57ER

Account reference 1234567891

Liability started from **25.03.2017**
Account balance **£24.00**
Last payment transaction **£24.00 on 28-MAR-2020**
Property band **C**

Popular services

- [View your bills and recovery notices](#)
- [Account activity](#)
- [Make a payment](#)
- [View my benefits](#)

Account details

[Update](#)

This online account is specific for individual use. DO NOT update the account with more than one name if it is a joint liability. All liable parties named on the Council Tax Notice should create separate online revenues accounts

Name	MR TESTING TEST
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Within the portal you have the ability to:

- View your bills and recovery notices
- View your account activity
- Make a payment
- Where applicable, view an active benefit summary
- Amend personal and contact details
- Apply or Amend a Direct Debit
- Apply or Cancel a Single Person Discount