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BOROUGH COUNCIL

Council Tax – The new improved way to view your Council Tax account online – with a real time view of all actions and updates on your account/s
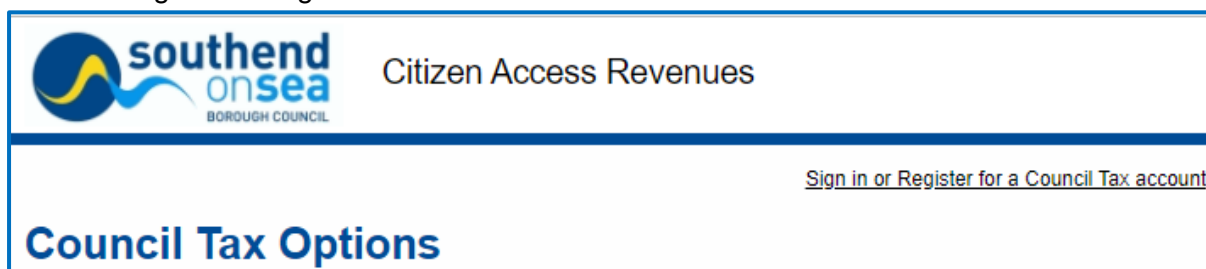
You can use the new Citizen Access portal without registering to:
- Setup a direct debit
- Tell us you have moved
- Apply for single person discount or student reduction

By registering you can also view your Council Tax payment and balance information. Additionally, you will also have the option to sign up for paperless billing. All residents need to register for a new account to view this information.

How do I register to see my Council Tax account online?

1. Go to the Citizens Access Council Tax portal.
2. Click the Sign in or Register for a Council Tax account link and choose Create an account.

3. Complete your personal details including your council tax account number followed by two out of four identity questions. You will find your online key on your latest Council Tax bill. These need to match the details we hold about you. Please get in touch if you need further assistance.
   NB. You only need to provide this information once, next time you sign in you will go straight to your account.
4. On the next screen, you can optionally sign up for paperless billing and will be asked to accept the T&Cs. Click Submit. You will see a message that registration is complete.
5. An Activation email will have been sent to your email account to verify your details – you will need to do this within 24 hours of registering. The email is sent from 'DoNotReply@southend.gov.uk' so please also check your SPAM folders.
6. You will now be able to login to view your account. In future, you can get to it from our Council Tax pages on the Southend-on-Sea City Council website or from the Council Tax menu in MySouthend if you need to find it again.

If you are looking for other Council Tax forms when viewing your account, please go to MySouthend, select Council Tax from the main menu and choose from the options displayed. Click on the relevant tile to access the form.

For help and support please call 01702 215001