

Online Portal Guide

This document shows a brief overview of the steps you need to follow to create an account within the Online Portal for the London Borough of Bexley.

Firstly you need to launch the application using the URL below and then click on "Register Now":

https://revenuesbenefits.bexley.gov.uk/publicaccessbexlive/selfservice/citizenportal/login.htm

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You should input your information and then click on "next".

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NOTE – The Username and Password you enter here will be the details you use to access the system in future.

Next you will need to choose the type of service you would like to register for from the options displayed using the "Add" button.



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	Step 2 of 3 - Add services In order to complete your registration you can be done at any time, however you will	will need to click on one of the services below. You do not have to do this right now, it not be able to gain access to your details unless the process is completed.			
	Revenues				
	Council Tax	Business Rates			
	Add	Add			
	COUNCIL TAX Adding Council Tax to your account will allow you to:	BUSINESS RATES Adding Business Rates to your account will allow you to:			
	Receive notification of any bills and view them online Sign up and amend your Direct Debit details Report a change of address	 Receive notification of any bills and view them online Sign up and amend your Direct Debit details 			

Once you have selected the service you require click on next and the following screen will be displayed.

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	BEXLEY	
	Dashboard My Services My Activity 1 - Help Step 3 of 3 - Complete	
	Vour account is now active and ready to use . Step 3 of 3 Take the tour (No thanks)	
	Contact Us Disclaimer Terms and Conditions Privacy Notice Accessibility GOV.UK Feedback © 2017 London Borough of Beckey	

At this point you have created your account and you are prompted to take a tour of the application which will give you a brief overview of the functionality available.

There is one task left before your registration is complete, this is to link your service accounts to your profile.



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	My services	
	This is the My Services dashboard	
	From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' butry, you want to add another account on an existing service then select the 'Options' the below and click on 'Add/Remove Account'.	
	Add Service Click Add Service to see the list of available services	
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You need to enter your service account reference into the screen above and then click on "Access Now" in order to proceed.

This will look in our system and ask you a number of questions which are related to your account, you will only gain access at this stage if you answer these accurately.

If you don't know the details for the questions being asked you can then ask for a PIN Letter to be sent to your home address by ticking the "I don't have enough information to continue".

NOTE – Once the PIN is received you will need to complete the stage above but click on "Enter your PIN" instead of "Access Now".

Once complete you will have linked the service account and will now be able to view your account information but clicking on the "Show Details" button.



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This is a one off process and once complete you will only require your username and password in order to access the application.

If you require further assistance please use the contact details below:

If you are a Council Tax customer please call **0345 302 2317** for help between 9am and 5pm or alternatively email <u>bexley.ctax@secure.capita.co.uk</u>

If you are a Business Rates customer please call **0208 315 2174** for help between 8:30am and 5pm or alternatively email <u>bexley.nndr@secure.capita.co.uk</u>