

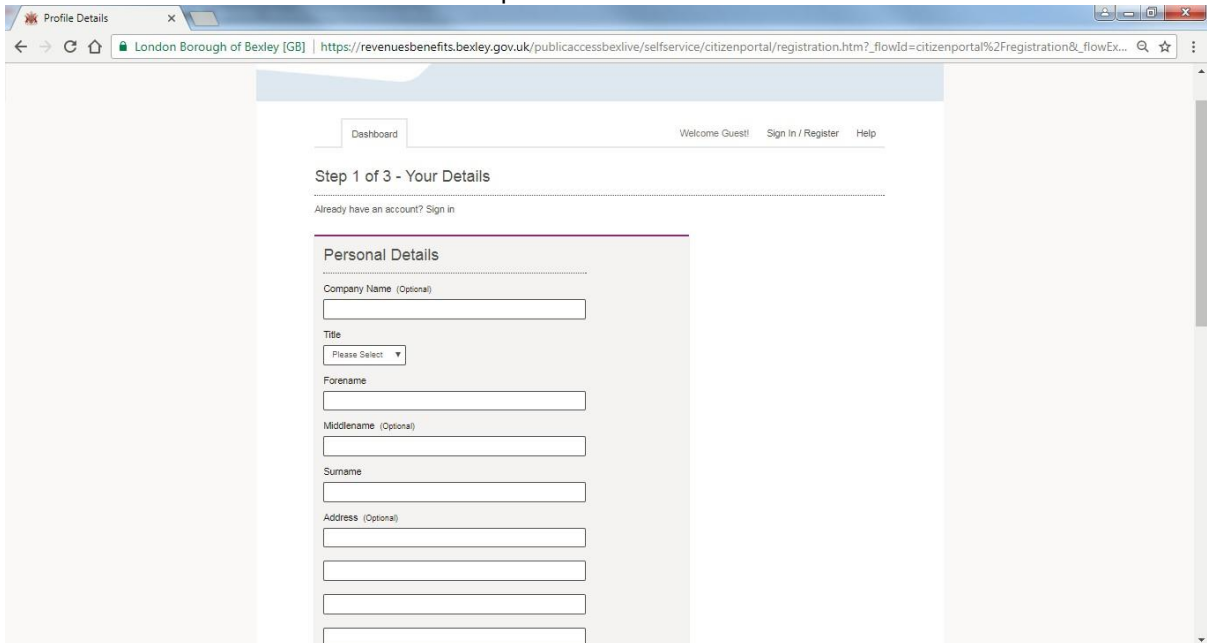
Online Portal Guide

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>

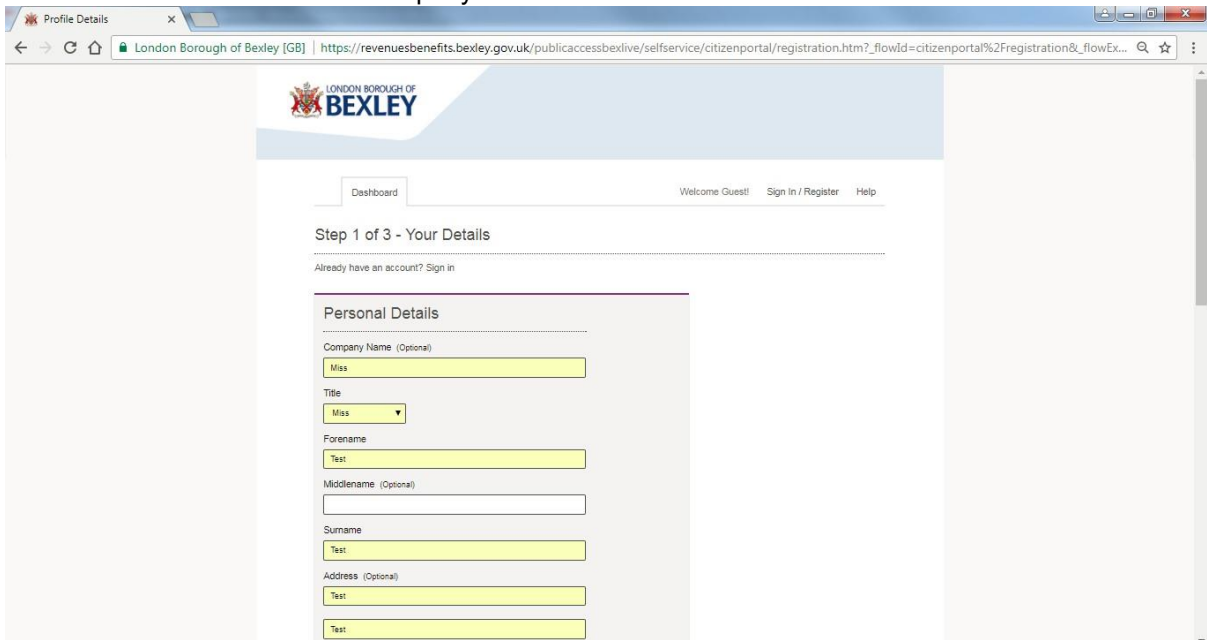
You will then be presented with the screen below:



The screenshot shows a web browser window with the URL https://revenuesbenefits.bexley.gov.uk/publicaccessbexlive/selfservice/citizenportal/registration.htm?_flowId=citizenportal%2Fregistration&_flowEx.... The page header includes the Bexley logo and navigation links: Dashboard, Welcome Guest!, Sign In / Register, and Help. The main heading is "Step 1 of 3 - Your Details". Below this, there is a link "Already have an account? Sign in". The "Personal Details" section contains the following fields:

- Company Name (Optional):
- Title:
- Forename:
- Middlename (Optional):
- Surname:
- Address (Optional):
-
-
-

You should input your information and then click on “next”.



The screenshot shows the same registration page as above, but with sample data entered into the fields:

- Company Name (Optional):
- Title:
- Forename:
- Middlename (Optional):
- Surname:
- Address (Optional):
-
-

Profile Details

London Borough of Bexley [GB] | https://revenuesbenefits.bexley.gov.uk/publicaccessbexdiv/selfservice/citizenportal/registration.htm?_flowId=citizenportal%2FRegistration&_fl...

TES DER

Postcode (Optional)
TES DER

Telephone (Optional)

Email Address
[Redacted]

Confirm Email Address
[Redacted]

Username
[Redacted] [Use email address](#)

Password
Password must contain a mix of upper and lower case letters and a number or special character and must be at least 8 characters long.
[Redacted]

Retype Password
[Redacted]

Security Questions

These will be used to confirm your identity should you need to reset your password.

Question:
Please Select

Answer:

Profile Details

London Borough of Bexley [GB] | https://revenuesbenefits.bexley.gov.uk/publicaccessbexdiv/selfservice/citizenportal/registration.htm?_flowId=citizenportal%2FRegistration&_fl...

Username
[Redacted] [Use email address](#)

Password
Password must contain a mix of upper and lower case letters and a number or special character and must be at least 8 characters long.
[Redacted]

Retype Password
[Redacted]

Security Questions

These will be used to confirm your identity should you need to reset your password.

Question:
What is the middle name of your eldest child?

Answer:
[Redacted]

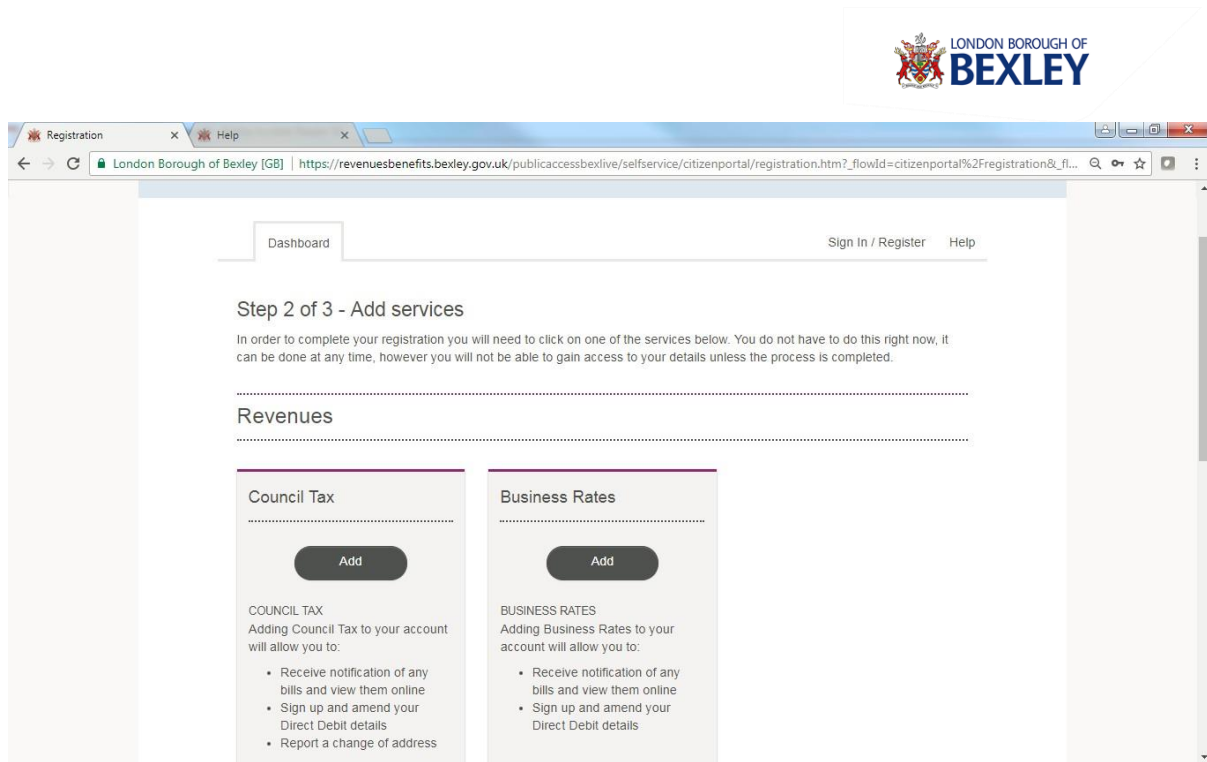
Step 1 of 3 [Next](#)

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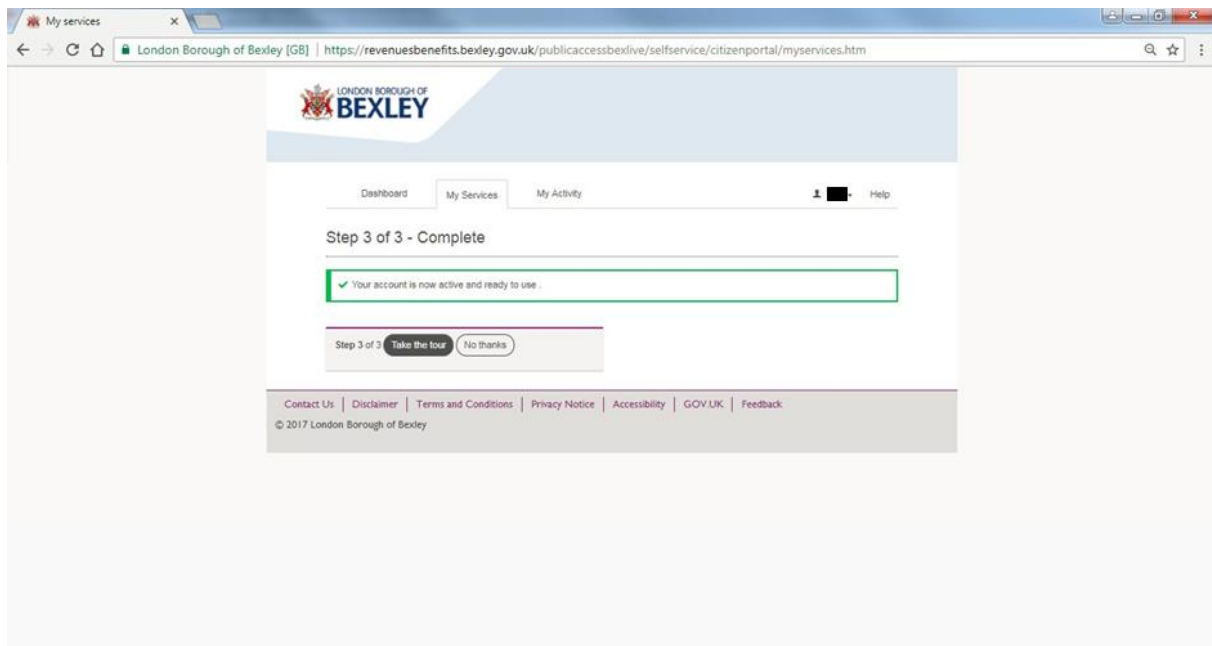
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NOTE – The Username and Password you enter here will be the details you use to access the system in future.

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

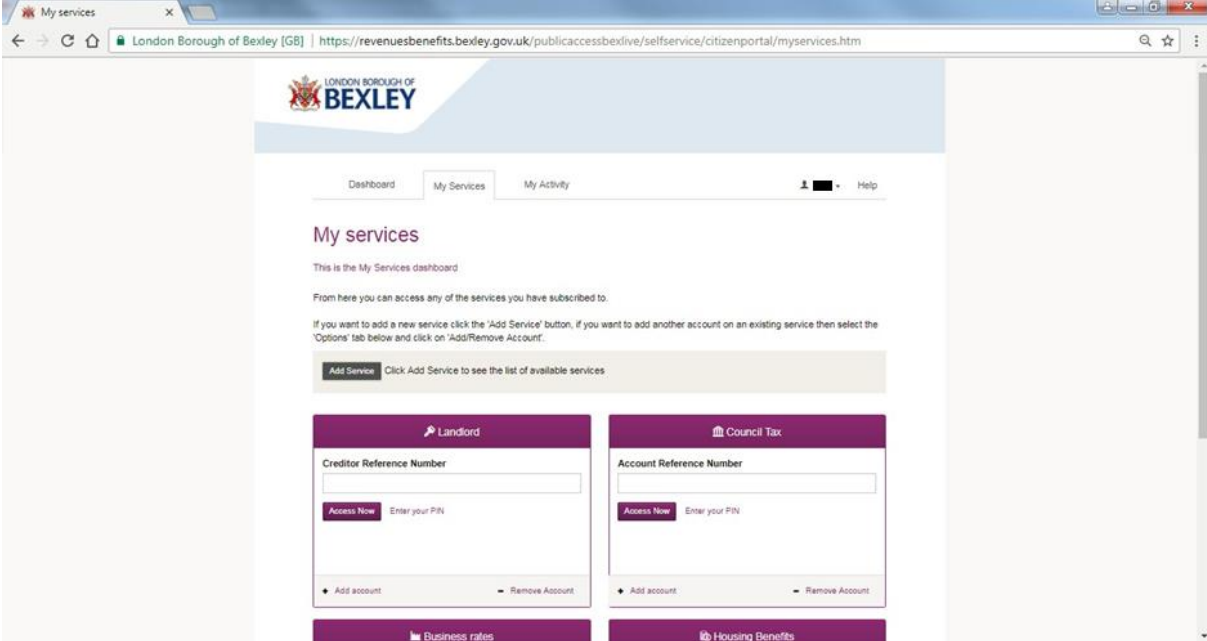


Once you have selected the service you require click on next and the following screen will be displayed.



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.



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' button, if you want to add another account on an existing service then select the 'Options' tab below and click on 'Add/Remove Account'.

Add Service Click Add Service to see the list of available services

Landlord

Creditor Reference Number

Access Now Enter your PIN

[Add account](#)
[Remove Account](#)

Council Tax

Account Reference Number

Access Now Enter your PIN

[Add account](#)
[Remove Account](#)

[Business rates](#)
[Housing Benefits](#)

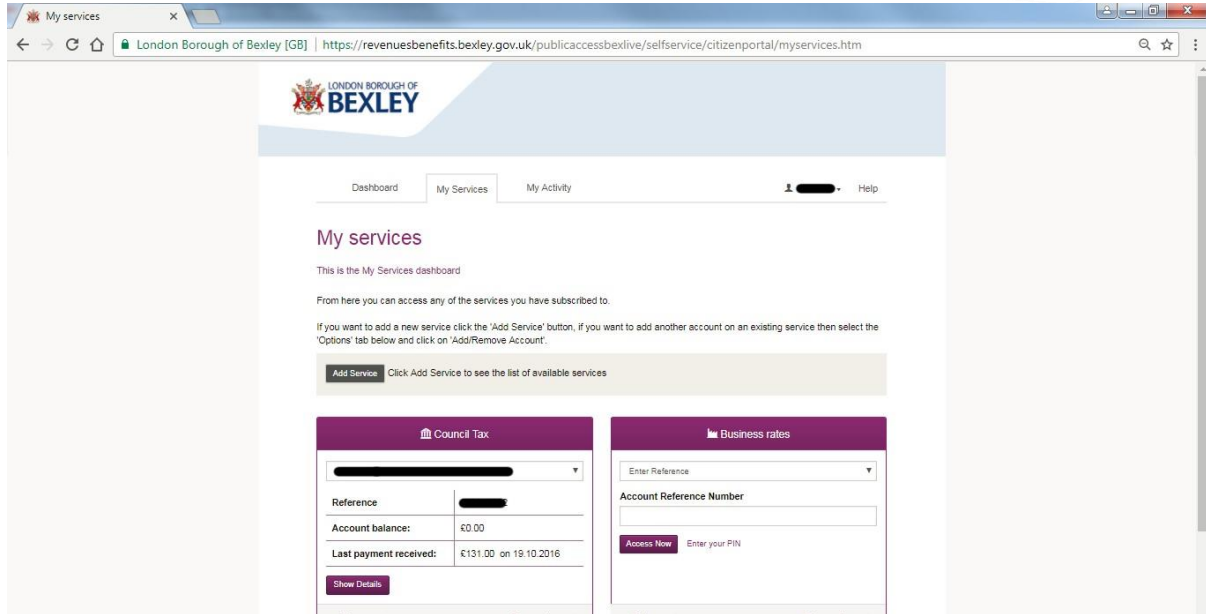
You need to enter your service account reference into the screen above and then click on “Access Now” in order to proceed.

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.



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' button, if you want to add another account on an existing service then select the 'Options' tab below and click on 'Add/Remove Account'.

Add Service Click Add Service to see the list of available services

Council Tax

Reference: [Redacted]

Account balance: £0.00

Last payment received: £131.00 on 19.10.2016

Show Details

Business rates

Enter Reference: [Redacted]

Account Reference Number: [Redacted]

Access Now Enter your PIN

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 bexley.ctax@secure.capita.co.uk

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