

COUNCIL TAX ONLINE GUIDES

COUNCIL TAX ONLINE – REGISTERING FOR PAPERLESS BILLING

Important: If you are jointly liable with another person for paying council tax, they also need to be registered to receive an e-bill. If they are not registered we are required by law to send a paper bill to the address, so please ask them to register to receive their council tax bill electronically.

Introduction

This guide provides a step by step instruction on how to register for paperless billing through the Council Tax Online Service. It includes a **troubleshooting** guide to help with any problems.

To do this you will need to provide –

- ✓ Your name and address as it appears on your Council Tax Bill;
- ✓ Your 8 digit Council Tax Number;
- ✓ Your unique online code, which can be found at the top of your council tax bill

How to register for Paperless billing

Step 1 – go the Council Tax home page at www.burnley.gov.uk/counciltax

Step 2 – select the ‘Council Tax online’ text www.burnley.gov.uk/counciltaxonline

Step 3 – select the ‘Account Details’ option

Property Enquiry

Check the Council Tax banding of a property, or the Rateable Value for commercial premises within Burnley and the annual charge payable.

Start

Account Details

Use your Council Tax Reference Number or your Business Rates Reference Number and your Online Key to view:

- Your Payment History
- A Breakdown of charges and payments for any year
- Copies of any reminders or bills we have sent to you

Start

Benefit Details

Use your Date of Birth and National Insurance Number, along with your Benefit Reference Number to view:

- Whether your claim is in payment
- Start Date of entitlement
- Your current award
- Your last payment details

Start

Step 4 – Enter your address.

You should be able to find the address just by typing in the post code and the first part of the address i.e. 7, 34b, Flat 6, Apartment 24

Important: Leave a space between the first and second part of the post code

Find Property

Address details

Please select the address of the property

| | | | |
|--------------------------|---------------------------------------|---|--|
| Postcode | <input type="text" value="BB8 7DF"/> | <input type="button" value="Find Address"/> | |
| Number | <input type="text" value="26"/> | | |
| Street Name | <input type="text"/> | | |
| House Name | <input type="text"/> | | |
| Domestic or Commercial * | <input type="text" value="Domestic"/> | | |

Step 5 – Select 'Find Address' and you will be presented with an address or a list of addresses to choose from. Click on the property reference number by the relevant address.

Find Property

Please select the address of the property.

To select the property click on the Property Reference number below

| Property Reference | Property Address |
|--------------------------------|--|
| BFBB087DF02604 | 26 Venables Avenue, Colne, Lancashire, BB8 7DF |

Step 6 – Confirm that the address is correct. Then select ‘Enter/Continue’

Find Property

Address details

Please select the address of the property

| | | | |
|--------------------------|---------------------------------------|---|--|
| Postcode | <input type="text"/> | <input type="button" value="Find Address"/> | |
| Number | <input type="text"/> | | |
| Street Name | <input type="text"/> | | |
| House Name | <input type="text"/> | | |
| Domestic or Commercial * | <input type="text" value="Domestic"/> | | |
| Address line 1: | 28 VENABLES AVENUE | | |
| Address line 2: | COLNE | | |
| Address line 3: | LANCASHIRE | | |
| Address line 4: | | | |
| Address line 5: | | | |
| Address postcode: | BB8 7DF | | |

If this is the right address select **‘Enter/Continue’**

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Step 7 – Enter the name of the Council Tax payer as shown on your Council Tax bill. Also enter the Council Tax Account reference number, which is 11 digits long and consists of numbers only, and the unique online key, which is made up of numbers and letters and can be found on your council tax bill.

Enter Account Details

| Account details | | |
|---|---|---|
| Please enter your full name or business name details. | | |
| Business Name | <input type="text"/> | |
| Title | <input type="text" value="Ms"/> | |
| Forename | <input type="text" value="Susan"/> | |
| Surname | <input type="text" value="Smith"/> | |
| Please enter your account reference excluding any spaces, hyphens or special characters | | |
| Account Reference | <input type="text" value="24045616"/> | |
| Please enter the Online Key from your last bill or recovery notice | | |
| Online Key | <input type="text" value="6BMH82TQT8"/> | |
| <input type="button" value="Exit"/> | <input type="button" value="Back"/> | <input type="button" value="Enter/Continue"/> |

Council Tax Account Reference

Unique Online Key

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Step 8 – On the options screen select ‘Switch to Paperless Billing’ and select ‘Enter/Continue’

Options

Account 24045616

Account details

Account period 05/09/2014 to (open)

Account address 26 Venables Avenue, Colne, Lancashire, BB8 7DF

Balance £1,211.00

Select Another Account

Please select one of the options below

View account details

(Please select this option if you would like to view your account summary, check your account balance, view your instalments due and the payments received against your account.)



Start

View account notices

(Please select this option if you would like to view bills and recovery notices that have been issued to you.)



Start

Update your contact details

(Please select this option if you wish to amend your contact details which are held against your account such as telephone numbers or email addresses.)



Start

Switch to paperless billing

(Please select this option if you would like to receive your bills electronically, this will help the council to reduce spending on paper, printing and postage.)



Start

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Step 9 – The next screen should show the email address you have registered to manage your account and any telephone numbers we can contact you on. Select the radio button to 'Receive bills by email'. Next, select 'Enter/Continue'.

Update contact/billing details

| Paperless billing | | |
|--|--|--|
| You must provide an email address in order to switch to paperless billing | | |
| Email Address | <input type="text" value="*****ay@liberata.com"/> | |
| Receive bills by email | <input type="radio"/> <input checked="" type="radio"/> | |
| Contact details | | |
| Home Phone | <input type="text" value="*****789"/> | |
| Work Phone | <input type="text" value="*****321"/> | |
| Mobile Phone | <input type="text"/> | |
| <input type="button" value="Exit"/> <input type="button" value="Close"/> <input type="button" value="Enter/Continue"/> | | |

Step 10 – You will now see a summary screen that confirms your self-serve update. Select 'Continue'.

Summary screen

| | | |
|--|--------------------------------------|---|
| The Self Serve update is now complete. | | |
| Your request to update account details has been collected. | | |
| Please continue to the next page to submit your update | | |
| <input type="button" value="Exit"/> | <input type="button" value="Close"/> | <input type="button" value="Continue"/> |

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Step 11 – Please read the declaration carefully, and if you agree, tick the box or view or print the answers you have submitted. Select 'Submit'.

Declaration Page

Tick the declaration box to agree with the declaration and continue

Declaration

The information you have provided on this application and from any supporting evidence provided will be used by the Council in order to update our records.

The information will be held securely by the Council and will be treated as confidential except where the law requires it to be disclosed.

The Council may check information provided by you, or information about you provided by a third party, with other information held by us. We may also get information from certain third parties or share your information with them in order to check its accuracy, prevent or detect crime, protect public funds or where required by law.

You have the right to request access to personal information that the Council holds about you and to have any inaccuracies corrected. If you wish to do this please contact the Council.

I / We declare that to the best of my / our knowledge and belief, the particulars shown on this form are true, accurate and complete and authorise the Council to use this information for the above purposes.

I agree with the declaration above

[Click here to view or print your answers](#)

Step 12 – Your request is now complete, however please see the important note below about Joint and Several liability.

Your Request Succeeded

Details

Your request has been successfully processed. Thank you.

Joint and Several liability.

Where more than one person has the same legal interest in the property (such as joint owner, joint tenants or joint residents) each person will be held liable to pay the whole council tax charge.

Married couples and people living together as partners are considered to be jointly and severally liable (whether or not they have an equal interest in the property). You are considered the partner of a person if you are husband and wife or living together as husband and wife, or if you are civil partners or living together as civil partners.

If you are jointly and severally liable for the council tax, you are personally responsible for paying the whole of the council tax bill and not just your share of it. If you pay what you consider to be your 'share' but the other person does not pay their 'share' you will still be liable to pay the unpaid amount. It is important therefore that you make arrangements to ensure that the whole bill is being paid to avoid recovery proceedings being instigated against each liable individual.


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Trouble shooting

Q. The name shown on the bill is incorrect e.g. misspelt. What do I enter?

A. Enter the name as it appears on the bill. You can go online to correct it by selecting 'Council Tax Update' on the Council Tax home page.

Q. I have put in all my details but I am getting this message –

 The name details you have entered do not match the details for this account. Please check your bill and try again.

A. Is your full name shown on your bill? If there is no first name or only an initial e.g. Mr J Smith the Council Tax Online Service cannot verify your record. Please contact the Council Tax office to have your full name on our records.

Check the name entered is the same as shown on your bill. Ensure you have entered the full 8 digit account number.

If that does not work, go to your browser settings and clear your browsing history.

If you are still having difficulties please send details of what you were trying to do and, if possible, screen prints to customer.services@burnley.gov.uk .