

BUSINESS RATES ONLINE – CREATING A USER ACCOUNT

Introduction

This guide provides a step by step instruction on how to create a user account, to enable you to use the my business rates service to manage and update your own business rates account. It includes a [troubleshooting guide](#) at the end to help with any problems you may encounter. You can only register for my business rates if you are already registered for business rates and have received a bill.

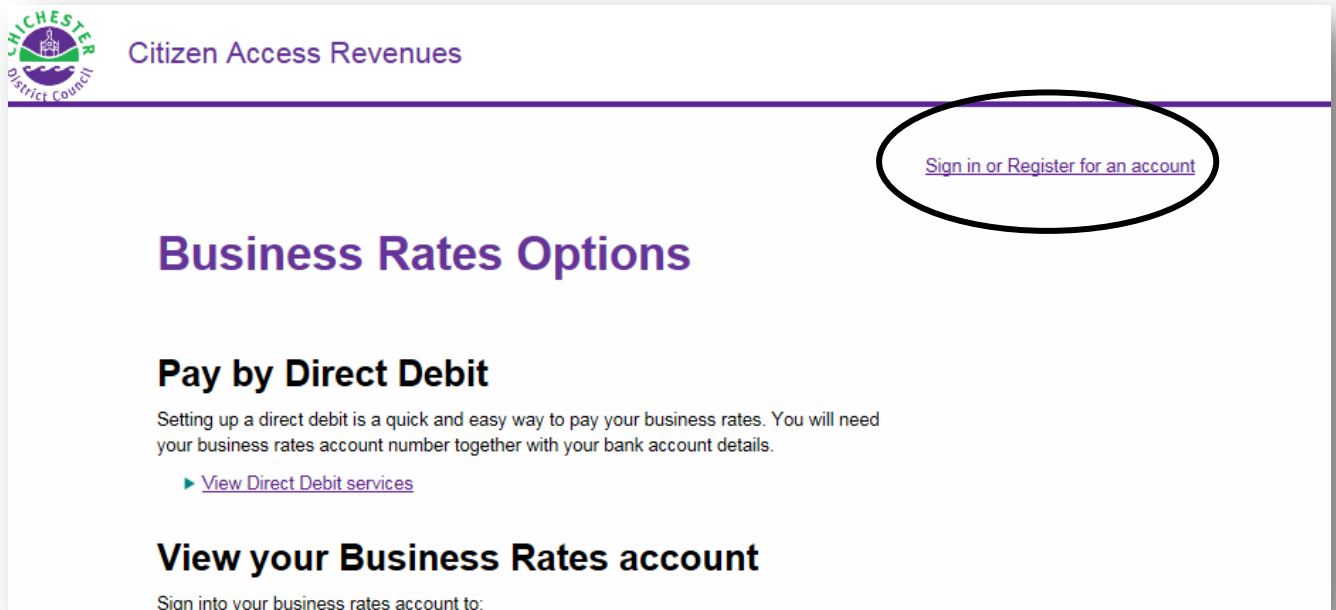
To do this you will need:-

- ✓ Your business rates account number as shown on your bill
- ✓ Your business rates bill
- ✓ A valid email address
- ✓ The last 3 digits of the bank account number used to pay your business rates, or the last 3 digits of the latest phone number provided to the business rates office.

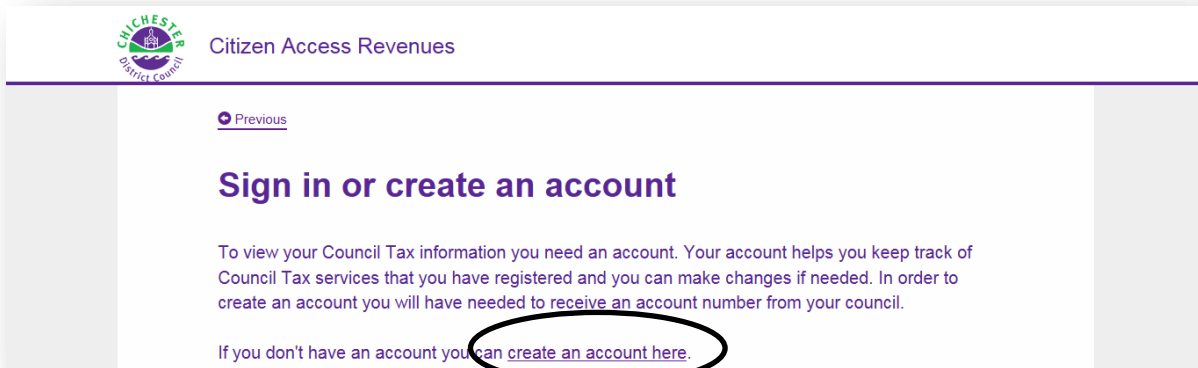
How to create a user account

Step 1 – Visit www.chichester.gov.uk/myaccount, and click my business rates

Step 2 – Click “sign in or register for an account”

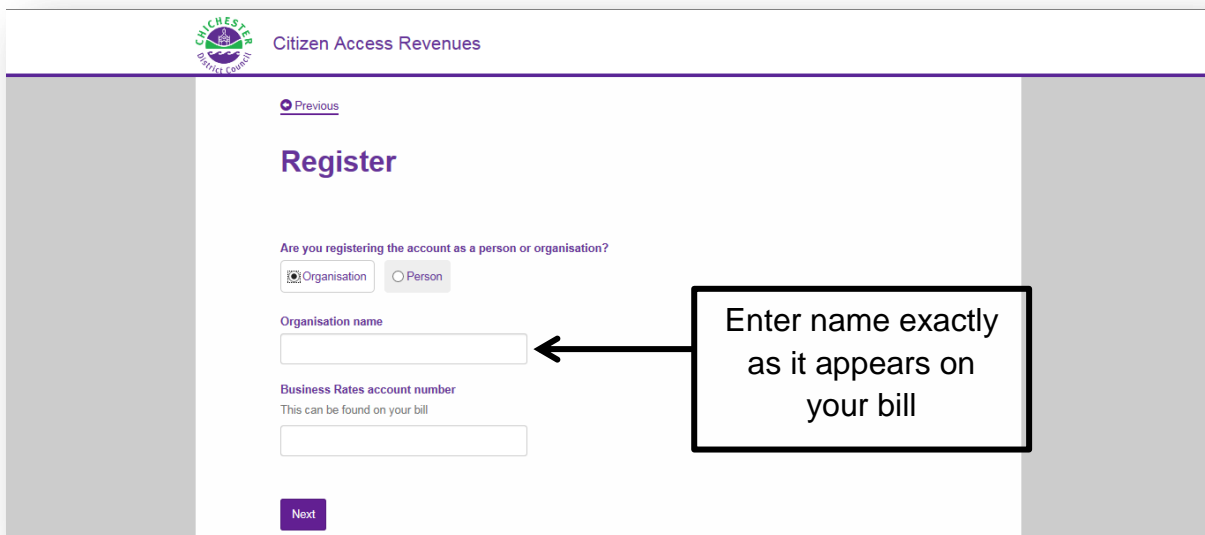


Step 3 – Click “create an account here”

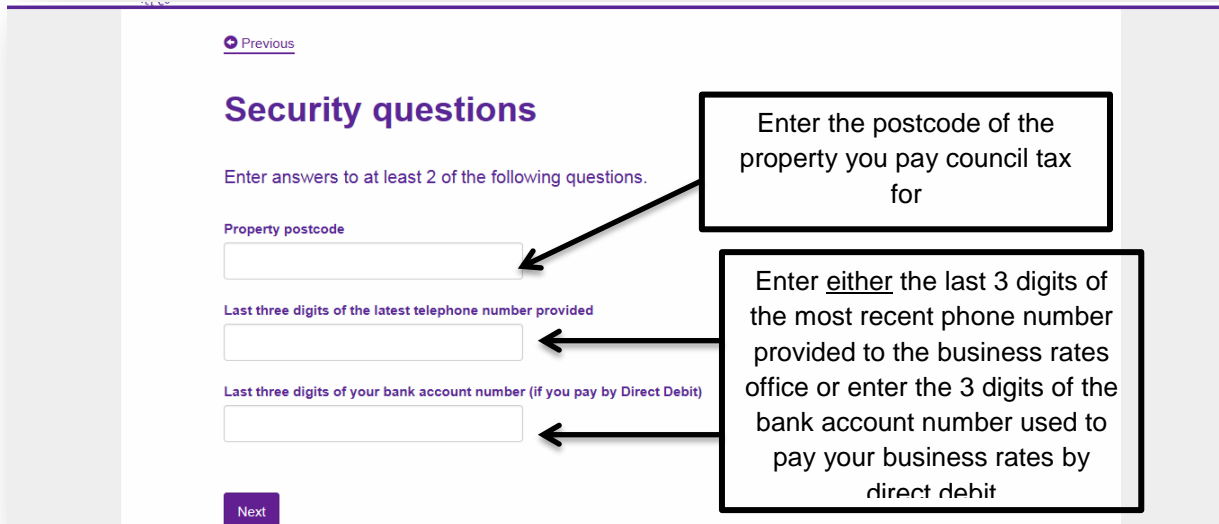


Step 4 – Click whether you are an individual or an organisation.

Step 5 – Enter your name exactly as it is shown on your bill. If your your name is spelt incorrectly on your business rates bill, once registered you can then sign in and amend the spelling. Enter your business rates account number as shown on your bill. This is an eight digit number that begins with 98, click next.

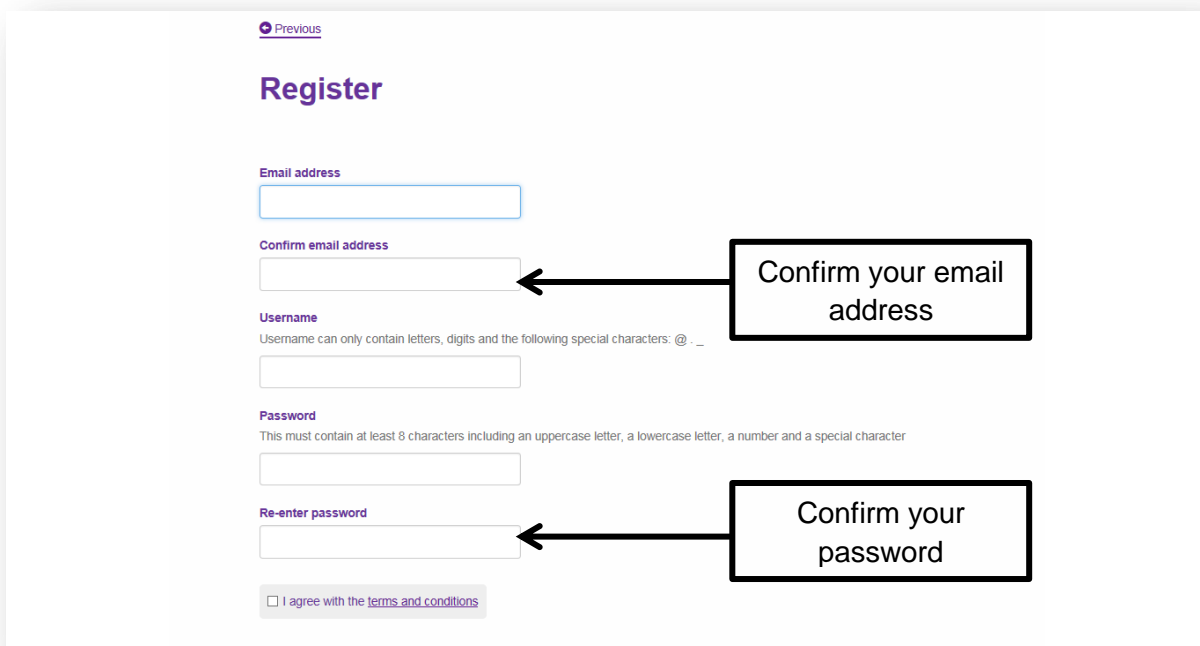


Step 6 – Enter the postcode of the property (within the Chichester district) that you pay business rates for. Either enter the last 3 digits from your phone number (this should be the latest phone number provided to the business rates office), or, if you pay by direct debit, enter the last 3 digits of the bank account number used to pay your business rates, click next.



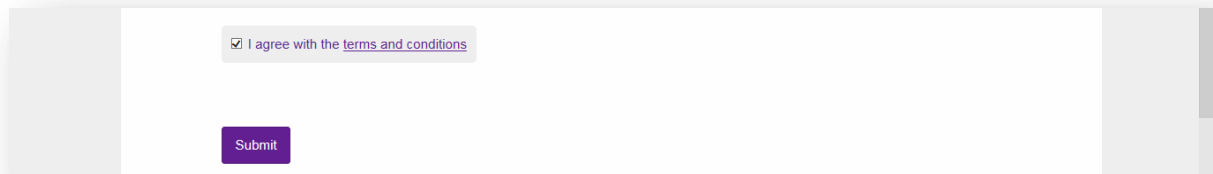
The screenshot shows a 'Security questions' form with a 'Previous' link at the top left and a 'Next' button at the bottom left. The form title is 'Security questions' and the instruction is 'Enter answers to at least 2 of the following questions.' There are three input fields: 'Property postcode', 'Last three digits of the latest telephone number provided', and 'Last three digits of your bank account number (if you pay by Direct Debit)'. Two callout boxes are present: one pointing to the 'Property postcode' field with the text 'Enter the postcode of the property you pay council tax for', and another pointing to the last two fields with the text 'Enter either the last 3 digits of the most recent phone number provided to the business rates office or enter the 3 digits of the bank account number used to pay your business rates by direct debit'.

Step 7 – Enter and confirm your email address, then create a username and password (ensure you make a note of your username and password).

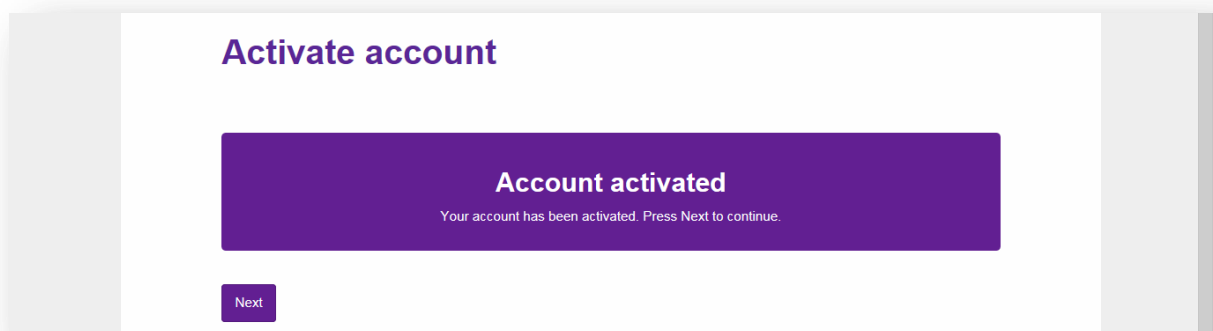


The screenshot shows a 'Register' form with a 'Previous' link at the top left. The form title is 'Register'. It contains four input fields: 'Email address', 'Confirm email address', 'Username', and 'Password'. Below the 'Password' field is a 'Re-enter password' field. A checkbox at the bottom is labeled 'I agree with the terms and conditions'. Two callout boxes are present: one pointing to the 'Confirm email address' field with the text 'Confirm your email address', and another pointing to the 'Re-enter password' field with the text 'Confirm your password'. A note below the 'Username' field states: 'Username can only contain letters, digits and the following special characters: @ . _'.

Step 8 – You should take time to read the terms and conditions and once satisfied tick the box to indicate you agree and click submit.

A screenshot of a web form. At the top, there is a checkbox with the text 'I agree with the terms and conditions'. Below the checkbox is a purple button labeled 'Submit'.

Step 9 – You will be sent an email from Systems@chichester.gov.uk confirming that your registration has been successful. Click on the link within this email to complete the final stage of verification. Once you have clicked on the link you will be advised “account activated”

A screenshot of a web page titled 'Activate account'. In the center, there is a large purple box with the text 'Account activated' and a smaller line of text below it: 'Your account has been activated. Press Next to continue.' Below this box is a purple button labeled 'Next'.

You are then returned to the sign in screen, where you can enter the username and password that you created.

TROUBLESHOOTING

Q.I do not pay my business rates by direct debit, nor have I provided the business rates office with a phone number; how can I register?

A. You will not be able to register for a my business rates account if you are not able to answer either of the two security questions. Contact the taxation team to provide an up to date phone number, you will then be able to complete the registration process.

Q.I have entered my name and business rates account number but have been advised that the account could not be found.

Register

Please check the form
Account could not be found.

A. Check that the business rates account number has been entered exactly as it shows on your bill. You should also ensure that your name is entered exactly as it is shown on your bill (if your name has been spelt incorrectly on your bill, you should still enter it as shown. You can amend the spelling of your name once you have gained access to my business rates account.)

Q. I have entered my postcode and last 3 digits of my bank account number but am advised that I have not entered sufficient correct answers

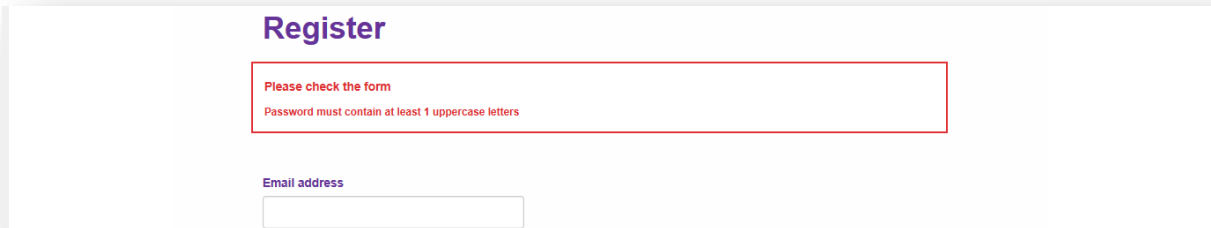
Security questions

Please check the form
You have not entered sufficient correct answers

Enter answers to at least 2 of the following questions.

A. Check that the postcode you have entered is exactly as shown on your bill. Even if that postcode is wrong it should still be entered as shown. Please contact the taxation team to advise of the correct postcode.

Q. I have created a username and password, but have been advised my password is not valid.

A screenshot of a web registration form titled 'Register'. The form has a red border and contains the following elements: a red error message box at the top stating 'Please check the form' and 'Password must contain at least 1 uppercase letters'; a label 'Email address' in blue text; and a white text input field below the label.

Register

Please check the form
Password must contain at least 1 uppercase letters

Email address

A. Your password should contain at least 8 characters including an uppercase letter, a lowercase letter, a number and a special character.

Q .I completed the set up but have not received an email with a link for verification.

A.The email should be received within 5 minutes of registration. If it is not in your email box check your spam folder in case it has gone into that email box. If it is not received please contact the taxation team.