

## COUNCIL TAX ONLINE – VIEW ACCOUNT INCLUDING PAYMENT HISTORY, INSTALMENTS AND BILLS

### Introduction

This guide provides a step by step instruction on how to use the my council tax service to view your account, including payments, instalments and bills. If you are a benefit claimant you can also view a summary of your claim. This guide also includes a [troubleshooting guide](#) at the end to help with any problems you may encounter. Please note to use this service are required to have created a my council tax account.

To do this you will need:-

- ✓ Your my council tax login and password

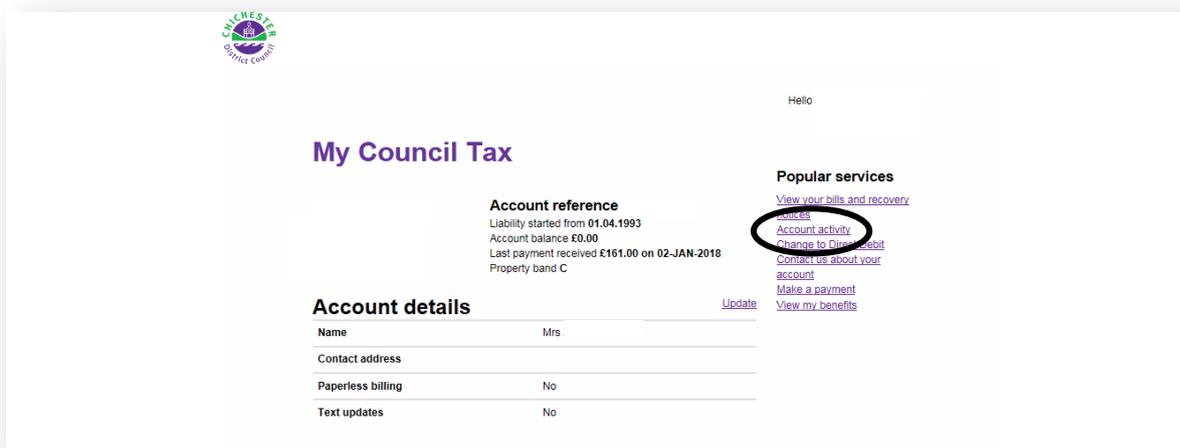
Or

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

### How to view account including payment history, instalments and bills

**Step 1** – If you have not already set up a my council tax account then you should visit [www.chichester.gov.uk/myaccount](http://www.chichester.gov.uk/myaccount), and select my council tax, and follow the online instructions to register for an account. There is also a user guide available for this process (user guide setting up user account).

**Step 2** – Once logged in, select the option “account activity”



CHICHESTER  
District Council

Hello

### My Council Tax

**Account reference**  
 Liability started from 01.04.1993  
 Account balance £0.00  
 Last payment received £161.00 on 02-JAN-2018  
 Property band C

**Account details** [Update](#)

Name	Mrs
Contact address	
Paperless billing	No
Text updates	No

**Popular services**

- [View your bills and recovery notices](#)
- [Account activity](#)
- [Change to Direct Debit](#)
- [Contact us about your account](#)
- [Make a payment](#)
- [View my benefits](#)



**Step 3** – Select the financial year that you want to view.

Year  
2017/2018

Select the financial year that you want to view

Account details  
Account period Liability started from 01/04/1993

**Step 4** - You can view an account overview, how you pay your council tax, your outstanding balance, payments received & instalments due.

Account number

Account details  
Account period Liability started from 01/04/1993  
Account address

Overall summary

Current arrears or credits	£0.00
Outstanding balance	£0.00

Annual summary

Balance brought forward	£0.00
Liabilities	£1,447.84
Payments	-£1,447.84
Outstanding balance	£0.00

Payment details

Payment method	Direct Debit
Payment frequency	Monthly

Outstanding balance

Current payment method

Scroll down to view your instalments and payments made.

Instalments

Instalment date	Instalment amount
01/09/2017	£134.00
01/10/2017	£161.59
01/11/2017	£161.00
01/12/2017	£161.00
01/01/2018	£161.00

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Payment made

Payment processed date	Description	Amount
03/04/2017	Direct Debit	-£133.25
02/05/2017		-£134.00
01/06/2017		-£134.00
03/07/2017		-£134.00
01/08/2017		-£134.00

1 - 5

Instalment dates and amounts

Date of payment received, payment method & payment amount



**Step 5** – To view bills and recovery notices, click “back” and then click “view your bills and recovery notices”.

**My Council Tax**

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**Account details**

**Popular services**  
[View your bills and recovery notices](#)  
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**Step 6** - You can then choose to view and print any bill dated within the last 12 months, or view your previous recovery notices.

**Bills, reminders, finals and summons for**

You can view all of your new and existing bills, notices, finals and summons.

New notices are indicated by this symbol

Bills
  Reminders
  Finals
  Summons

Date	Year	Amount	Notice Type	
25/08/2017	2017/18	£778.59	Bill	<a href="#">View Bill</a>
17/02/2011	2010/11	-£60.23	Bill	<a href="#">View Bill</a>

**Step 7** – To view details of a benefit claim, click “back” and then click “view my benefits”

**My Council Tax**

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 Property band C

**Account details**

**Popular services**  
[View your bills and recovery notices](#)  
[Account activity](#)  
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[Make a payment](#)  
[View my benefits](#)

## **Troubleshooting**

### **Q. I recently made a payment and it is not showing on my account**

**A.** Payments can take up to 5 working days to show on your account. If the payment is not showing after 5 days then please contact the taxation office with details of your payment, including how and when the payment was made.

### **Q. My outstanding balance appears to be incorrect**

**A.** You should check that the payments received on your account, match the payments that you have made. If there appears to be a payment missing you should contact the taxation office.

### **Q. Can I view all previous bills that have been sent to me?**

**A.** You can only view (and print) bills that have been issued within the last 12 months.