

Frequently Asked Questions (FAQ) about Citizens Access Revenues - View your account

Q Why should I use the My Account facility?

- You can access your account at any time of the day or night, 7 days a week, 365 days a year.
- You can check whether you are in receipt of any Exemptions or Discounts and apply immediately
- You can see an up to date statement of your account whenever you wish.
- You can view a summary of your bills and any recovery notices.
- You can change to pay by Direct Debit
- You can make a payment and check previous payments
- You can update your contact details without needing to speak to the council.

Q How do I register?

This is a simple and quick process. In order to sign up on the registration page you will need to enter your full name – which means your full first name and surname or business name along with your council tax account number. You will then be asked to enter an email address and create a Username and Password. Once you click enter you will shortly receive an email thanking you for choosing to use our online service and asking you to click on the link within the next 24 hours to verify your email address. Then you are ready to go!

Q Will I still get Bills and/or Benefit Notifications through the post?

Yes – you will continue to receive written notices. We are developing a service so that our customers can opt to receive electronic communications instead of paper notices in the future. We will keep you informed of the progress we are making in this area.

Q I've lost my paper bill, and require a copy?

You can download a summary copy of your last bill

Q How up to date is the information provided online?

Your account is viewed in 'real time' however, please be aware that payments you make have to be processed by our bank and allocated to your account which can take up to 5 working days. Please bear this in mind when viewing your account balance.

Q I have a Council Tax account and a Business Rates account, how do I log in to see my accounts?

You will need to log in separately using your council tax account number and your business rates account number. They don't link up at any point.

Q I have forgotten my Password or Username

If you have forgotten your password there is a forgotten password link that you can click on when you go to sign in. This will take you to a page and ask you to enter your username then you will be sent a password reset link by email to the email address you provided when you first registered. The same applies if you have forgotten your username.

Q If I need more information or I'm having problems accessing my account, what should I do?

If you require further information or are having problems accessing your account information online, please review the information detailed above. If you still need assistance please use the contact us link at the top right hand corner of the registration/sign in page.

Q How secure are my details?

It will not be possible to view your account details without knowing your Username and Password. See our privacy statement to find out how we process and protect the information you give us when requesting our services. <https://www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement/>

Q If I am moving home can I just update my contact details?

No, this will only allow you to change your email address or phone number. You will need to report your move online using the change of address form.

Q Does it matter if I use upper or lower case?

No, the system is not case sensitive.

Q I cannot find my address

Enter the post code and leave the house number blank. Click 'find address' and select your address from the list of addresses shown.

Q Some of my details are incorrect

If any of your details are incorrect, please report this online using the contact us link at the top right hand corner of the pages