

## Connect – Signing up for eNotifications

Connect to the internet and enter the website address for Southampton City Council

<https://www.southampton.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm>

The homepage for Connect will appear, from here you can Sign In or Register

The screenshot shows the 'Sign In' and 'Register' sections of the Connect website. The 'Sign In' section includes a 'Please complete username and password' instruction, a note that fields with an asterisk are mandatory, and input fields for 'Username \*' and 'Password \*'. A 'Sign in' button and a 'Forgot my password' link are also visible. The 'Register' section includes a 'Register an account in a few simple steps' instruction, a 'Register Now' button, and a list of reasons to register: Council Tax, Housing Benefit and Council Tax Support, Landlord, and Business Rates.

1. Once you have signed in, you can see the Connect Dashboard, there is an option here to sign up to eBilling.

The screenshot shows the Connect Dashboard. The top navigation bar includes 'Dashboard', 'My Services', 'My Activity', a user profile icon, and 'Help'. The 'My Services' section is highlighted. It contains a 'Manage your subscribed services online' section with an 'Add Service' button and a 'Council Tax' section with a 'View more detail' link. Below this, there are three columns of services: 'Council Tax', 'Housing Benefits', and 'Business Rates'. The 'Council Tax' column includes 'View your Council Tax details', 'Search for a Council Tax band', and 'Sign up and receive an e-bill' (highlighted with a red box). The 'Housing Benefits' column includes 'Let us know about a change of circumstances', 'View your Housing Benefits details', and 'Benefits Calculator'. The 'Business Rates' column includes 'View your Business Rates details', 'Pay up for Business Rates by Direct Debit', and 'Search for a Business Rates Rateable Value'. A 'Landlord' section at the bottom includes 'View your Tenant's details'.

2. Once the link has been selected the Paperless billing Sign -Up declaration will show. Select your name, tick the box to accept the Terms and Conditions and click Continue.

Dashboard My Services My Activity

## Paperless Billing Sign-Up

All fields with an asterisk (\*) are mandatory.

Before proceeding, please read the following terms and conditions regarding signing up to paperless billing:

By registering for paperless billing you are agreeing to receive future bills and notices via the email you have registered with.

At any point you can adjust or cancel your paperless billing through the site by clicking the amend my paperless billing preferences options on the service summary page.

To change where paperless bills are sent to you must change your profile email address through 'My Account'.

Receiving bills via email will work as follows: -

When a new bill or adjustment notice is issued on your account, an email will be sent to the email address your account is registered with. This email will either contain an attachment showing your bill as a PDF file, or a hyperlink to the authority's website which will allow you to sign in to the 'Correspondence' page. The new bill will be listed with a 'New' icon beside it. You can then view the document online in the normal way.

I agree that by signing up to receive bills by email (paperless billing) I am entering into an agreement with the Southampton City Council to receive all future bills and adjustments electronically and will no longer receive bills or adjustment notices by post.

I agree to notify the Southampton City Council immediately (either by contacting the authority or by updating my details on this website) if my email address changes.

I understand that if I wish to cancel my paperless billing subscription and return to receiving postal bills I must notify the Southampton City Council of this either by contacting the authority or by cancelling my subscription via this website.

Please select your name from the liable people and tick the box below to confirm your acceptance of the above terms and conditions, then click on the 'Continue' button to proceed:

Your Name: \*

I have read and accept the above terms and conditions \*

3. The following screen will show, select Email with link to your bill from the drop- down list then click Submit.

Dashboard My Services My Activity

## Paperless Billing for Council Tax

All fields with an asterisk (\*) are mandatory.

Sign up for paperless billing

Paperless billing choice: \*

We will send an email to the email address on your portal account.

4. Once you are signed up the following message will appear on your Connect account:

Paperless billing sign up successful for: [redacted] You can edit your preferences at any time by following the link to Paperless billing.