MyAccount (Council Tax & Business Rates) Customer guide

- The links in emails from RevenueMyAccountIpswich@ipswich.gov.uk can only be used once.
- To sign into your account, please visit this website first: https://www.ipswich.gov.uk/myaccount

2 Factor Authentication

- For added security, you will be emailed a one-time pass key every time you log into your account.
- Click on the 'Generate Code' button and enter the pass key that was emailed to you.
- Check your Junk/Spam folders if you do not receive a code in your inbox.
- The code is only valid for 30 minutes, but you can get another code sent to you by clicking on the
- 'Resend code' link.

Requesting e-billing

- Please visit this website: https://www.ipswich.gov.uk/myaccount
- Under the heading 'Council Tax Payers' or 'Business Rates Payers' and then 'Click here to register for paperless e-billing'. Please register for an account at the same time.

I cannot see my bill

You **must** have a MyAccount username to view your bill. Please follow this guidance to create a username.

If you have already created a username and have signed in, you should be able to view you most recent bill. If not, please **contact us**.

Creating an online Account (username)

- To sign in or create a new account, please visit this website: https://www.ipswich.gov.uk/myaccount and click on the purple box – View your Council Tax account online.
- Under the heading 'View your Council Tax account' click on the link 'register here'.
- Follow the instructions to register. Your name must be entered **exactly** as it is on your bill or the email you were sent.
- When you get to the questions page, please only answer 2 out of the 4 questions and leave the others blank. We recommend using the online key from your bill and the property postcode.
- Create your username which can be up to 30 characters and have capital letters, numbers or characters like @, $, £ etc.
- Your password can't be the same as your username. The characters you must use are shown on the password page. You password needs to be at least 15 characters long.
- Once you have completed the registration process, you will receive an email to verify your details.]
- Check you Spam/Junk folders if you don't receive an email in your main inbox.
- To complete the registration, you **must** click the link in the email.

Please **contact us** if you are having any difficulty in completing the registration process.

Problems with receiving emails?

- Emails from MyAccount may be in your Junk/Spam Inbox instead of your normal Inbox. You need to mark emails from us as 'not junk' or 'not spam'.
- If you can't click on a link in your email and it is in your Inbox, you can copy it then paste into your browser address bar. We have found that this is a problem with some mobile phone email programs.
- If you have requested a password reset already in the last 24 hours, the re-set process may be delayed. Our advice is to wait a few hours before trying again. Alternatively, you can re-register to view your Council Tax account online with a new username, but you can use the same email address.

Contact us

- Shared Revenues Partnership for Babergh, Ipswich and Mid Suffolk
- Email us: systems.team@ipswich.gov.uk
- Please tell us your account number or the address of the property so we can answer your query specifically.