



ADUR & WORTHING
COUNCILS

Revenues & Benefits

Registering for Self Service

Once you have accessed the Self-Service web page, select the area which you live in as shown below:

Register to use the service

Adur - Register for an online account



Worthing - Register for an online account



1. Complete the Registration form with details of your Name, Telephone, Username, Email and Password as shown below:

Register here if you dont have an account set up

Please enter your details

All fields with an asterisk (*) are mandatory.

First Name *

Last Name *

Telephone *

Email Address *

Confirm Email Address *

Username *

[Use email address](#)

Password *

Password must contain a mix of upper and lower case letters and a number or special character and must be at least 8 characters long.

Retype Password *

[Register here if you dont have an account set up](#)

[Already have an account? Sign in](#)

2. You will then get the following screen confirming that your account is now active and ready to use:

Revenues & Benefits

[Skip to content](#)

✓ Your account is now active and ready to use.

Choose a service

Choose the service you would like to add to your online account.

Note: If you are a landlord wanting to view details of benefit payments being made directly to you, please link the Landlord service. The Housing Benefit service is only for claimants accessing their own claim information.

Council Tax

☒ Council Tax

For Individuals

☐ Housing Benefit

For Landlords

☐ Landlord

For Businesses

☐ Business Rates

[Continue](#)

[Skip](#)

3. You then select the appropriate option of either Council Tax/Housing Benefit/Landlord/Business Rates to link your account to your self-service portal, and press Continue.

4. You will then be asked questions regarding your account that you are linking to verify that you are the account holder, for example if you choose Council Tax, you may be asked the following questions regarding your Council Tax Reference Number:

You will need to provide us with some information to confirm your identity. This could include:

- your Council Tax account reference number
 - bank account number if you pay by Direct Debit
 - the date in the month your Council Tax installment is due
 - amount of your last Council Tax payment
5. Similar questions would be asked in relation to what account you wish to link, so if you choose Housing Benefit, you will be asked to add your Claim Reference Number and would be asked relevant questions to verify you are the holder of that Housing Benefit reference. Likewise, if you are a Landlord or you have a Business Rate account that you wish to view.

6. An example of the screen is as follows:

Dashboard

My Services

My Activity

What is your council tax account reference number?

.....

All fields with an asterisk (*) are mandatory.

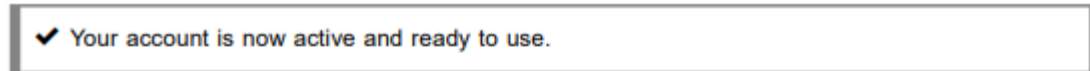
Council Tax Reference Number *

You can find this number on your council tax bill.

Continue

Cancel

7. Once you have answered the questions correctly to verify your access, you will get the following screen:



What happens next

You can add more services to your online account, including additional council tax accounts, by using the My Services page.

Would you like to go paperless? (It only takes 30 seconds)

My Services

8. You can then select My Services to see the options, and confirm that your service is now linked, and you can use this to view any previous correspondence relating to your service. You can also add any additional services that relate to you from the choice of:
- a. Council Tax
 - b. Housing Benefit
 - c. Landlords
 - d. Business Rates