

Discover the digital you

Registering for MyAccount

Step 1

Go to wigan.gov.uk/MyAccount and select 'login or register for MyAccount' in the top right-hand corner of the page

A new screen will open, select 'Create account'

Step 2

Complete all fields shown and then click 'Submit'.

You must enter your email address carefully. The registration process requires activation by email which will be sent to the email address you supply.

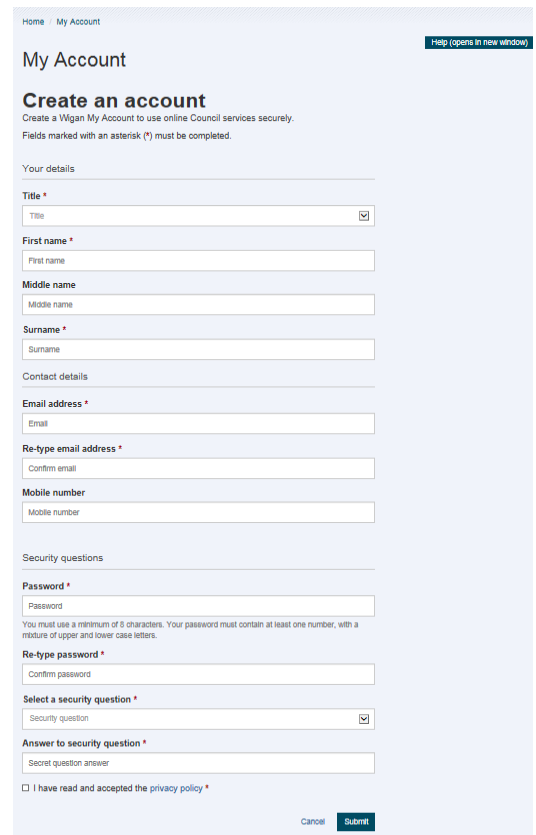
Ensure that you use a secure email address to register. Temporary email addresses such as dispostable or yopmail should not be used.

Your password should contain a mixture of letters, numbers and symbols.

Step 3

Check your email account for the activation email. This should arrive within a few minutes. If you have not received the activation email please check your junk/spam folders. Alternatively, complete steps 2 and 3 again.

Click on the link in the email to activate your account.



Dear Customer,

Thank you for registering your details to use Wigan Council's online services, called 'MyAccount'.

Your account is not yet activated.

Please activate your account by clicking the link below and logging in:
https://myaccount.psc-agilisys.co.uk/myaccounttest/PublicPages/IB1_VerifyFromEmail.aspx?ID=22275274-eb3e-4b9e-a8a0-20ed41527102

If the above link does not work, please try copying and pasting it into your browser address bar.

This email has been automatically generated. Replies to this address will not be read or actioned. If you experience any problems with activating your MyAccount, please [contact us](#).

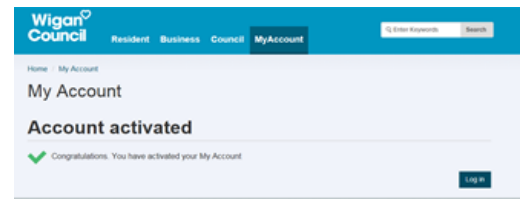
Kind regards,
MyAccount Support Team
www.wigan.gov.uk



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Step 4

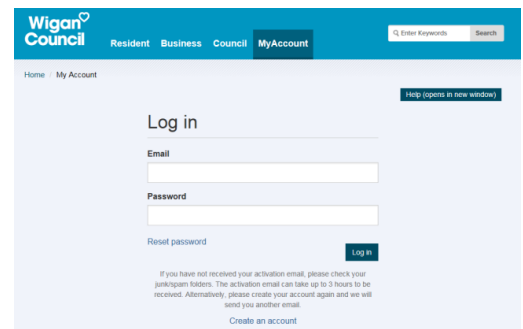
After clicking the activation link in the email, a window will appear confirming that your account has been activated. Next select 'Log in'.



Step 5

Enter your email address and the password you created in step two.

If you forget your password in the future, you can click 'reset password' which will send a temporary password to your email address, allowing you to login into your MyAccount.



You are now successfully logged into MyAccount and can access a range of services securely



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How to register services in your MyAccount

Adding a report

- When logged into MyAccount, you can register for the services listed below to access your full account information:
 - Council Tax
 - Housing Benefits
 - Housing Rents
- To successfully register, you will need your reference number shown on any bills or letters that you have received.

Council Tax

- You will need to enter the details from your bill or letter to register to view your account information. The details must be entered exactly as they appear on the bill or letter.
- After clicking 'register', you will be asked a security question related to your account. For Council Tax registration you will only be asked for one of the following:
 - Date of Birth or National Insurance number
 - Method of last payment
 - Sort code of the debit card used to pay your Council Tax Direct Debit.

Housing Benefit and Housing Rents

- You will need to enter the details from your statement or letter to register to view your account information. The details must be entered exactly as they appear on your letter.
- You will be asked to confirm your National Insurance number or Date of Birth.
- Only the main benefit claimant/tenant can view to register the account.

Other services available

- Registrars services
- Report it
- Parking Services
- Bins and Waste
- Pest Control

