

Accessing Your Online Bill

1. Customer receives email notification as below:

Dear Mr John Doe

Your latest Council Tax bill for account 123456789 (ABCDEFGHIJ) is available.

To view the bill click on the link below. You will need your account number and online key to access your bill on-line and will need to enter your name as it appears in this email.

View Bill : <http://www.westoxon.gov.uk/ebilling>

Account Number(Online Key): 123456789 (ABCDEFGHIJ)

Recipients should be aware that all e-mails and attachments sent and received by West Oxfordshire, Cotswold and/or Forest of Dean District Council may be accessible to others in the Council for business or litigation purposes, and/or disclosed to a third party under the Freedom of Information or Data Protection Acts. If you have received this e-mail in error please inform the sender and delete it.

2. Go to <https://www.cotswold.gov.uk/council-tax-and-benefits/manage-your-online-account/>
3. Select **Manage Your Account Online**.
4. Select **Start** in **Account Details**.

Introduction

You can check the Council Tax band or rateable value of properties within the local authority.

Using the online key supplied on your latest bill or recovery notice you can view your account details, update to paperless billing or change your contact details.

You can view details of your current benefit claim by supplying your date of birth, national insurance number and claim reference.

You can inform the council of a change of circumstance which may affect your Council Tax liability, for example a change of address or an extra person moving into a property.

You can also apply to pay by Direct Debit or change your bank details.

Property Enquiry

Check the council tax band or rateable value of a property and its annual charge.

[Start](#)

Account Details

View your latest bill and your Council tax or Business Rates account details.

You will need your online key from the bottom of your latest bill and your account number.

[Start](#)

Benefit Details

View your current council tax support and housing benefit claim entitlement details.

You will need your national insurance number and benefit claim reference number to do this.

[Start](#)

Council Tax Notification

Inform the council of a change to your council tax details or apply to pay by Direct Debit.

[Start](#)

Business Rates Notification

Apply to pay your business rates by Direct Debit.

[Start](#)

5. Search for your property using the **Postcode** and select it from the **list**.

Find Property

Address details

Enter search criteria and click 'Find Address' for the property you are reporting the change for.

Postcode (leaving a space
e.g. PC1 1PC)

Number

Street Name

House Name

Domestic or Commercial *

Domestic

[Find Address](#)

[Exit](#)

[Enter/Continue](#)

Key | * required field |  Please click on i for further help/information

Find Address

To select your property enter the postcode or street and click "Find Address". You can refine the search to a specific property by entering the house name or number.

Exit

Click "Exit" to return to the menu

Enter/Continue

Click "Enter/Continue" to enter your account details and continue.

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6. Enter your account details as they appear in your email notification.

Title, Forename and Surname as it appears in the email notification. **E.g. Mr John Doe**

Account Reference as stated in the email notification. **E.g. 123456789**

Online Key as stated in the email notification in parentheses. **E.g. ABCDEFGHIJ**

TITLE: Mr
Forename: John
Surname: Doe
Account Reference: 123456789
Online Key: ABCDEFGHIJ

Enter Account Details

Account details	
A Business Name OR Forename & Surname (including title) must be entered.	
Business Name	<input type="text"/>
Title	<input type="text"/>
Forename	<input type="text"/>
Surname	<input type="text"/>
Please enter your account reference excluding any spaces, hyphens or special characters	
Account Reference	<input type="text"/>
Please enter the Online Key from your last bill or recovery notice	
Online Key	<input type="text"/>
<input type="button" value="Exit"/>	<input type="button" value="Back"/>
<input type="button" value="Enter/Continue"/>	

Key | * required field | Please click on i for further help/information

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Back
Click "Back" to select a different property

Exit
Click "Exit" to return to the menu.

Enter/Continue
Click "Enter/Continue" to continue.

7. Once a customer clicks enter the bill can be seen by clicking **Start** under **View Account Notices**.

View account notices

(Please select this option if you would like to view bills and recovery notices that have been issued to you.)