

Benefits Online Services signup help

To create your Benefits online service account and choose whether to receive online letters, please follow the instructions below.

If you need help with the steps below, you can contact us via phone or email, [click here](#) for details.

To help us resolve the issue more efficiently, please include screen shots of the problem when sending your email.

Step 1

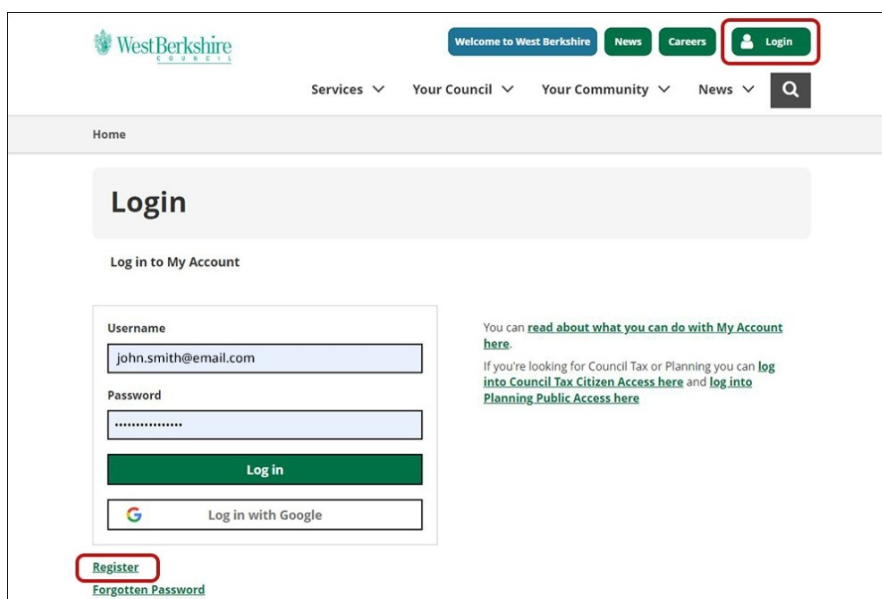
Firstly, you need to [login to your West Berkshire Council My Account](#). If you do not have a My Account, you can register for one (see instructions below).

Login

If you already have a My Account, click [login](#) and enter your username and password.

If you cannot remember your password, click '**forgotten password**', and follow the instructions.

Your username will be the email address that you previously registered with West Berkshire Council My Account.



WestBerkshire COUNCIL

Welcome to West Berkshire News Careers **Login**

Services ▾ Your Council ▾ Your Community ▾ News ▾ 🔍

Home

Login

Log in to My Account

Username
john.smith@email.com

Password
.....

Log in

 Log in with Google

You can [read about what you can do with My Account here](#).
If you're looking for Council Tax or Planning you can [log into Council Tax Citizen Access here](#) and [log into Planning Public Access here](#)

Register
[Forgotten Password](#)

Register

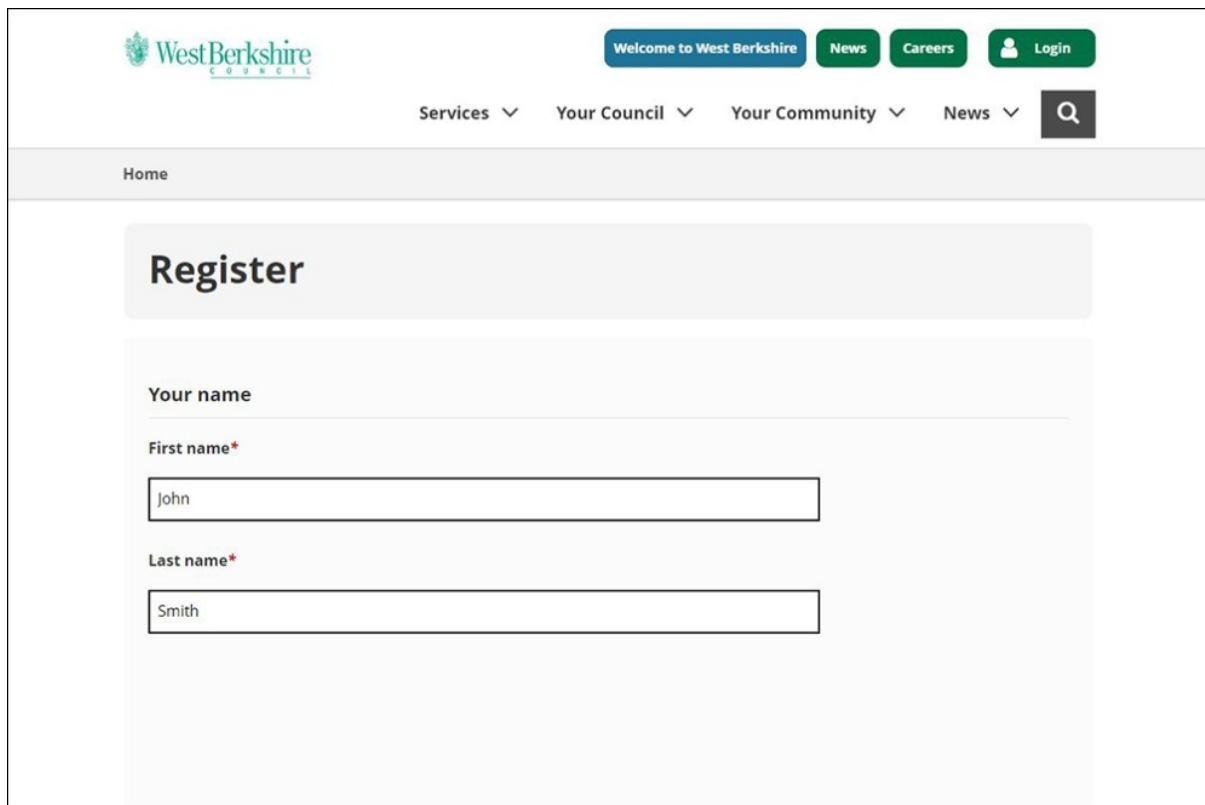
If you have not already have a My Account, click ['register for My Account'](#).

When registering for a new account, you will need to add your email address first.

Please then check your email. A code will be sent to you to verify your email address and once this is verified you can continue to register.

Add your details, including postcode, home address and telephone numbers, then create your unique password.

Once you have registered your account, you will then receive an email to confirm your registration is complete. Then you will be able to login with your new details and register for Benefits online services.



The screenshot shows the West Berkshire Council website's registration page. At the top, there is a navigation bar with the council's logo on the left and a 'Welcome to West Berkshire' button followed by 'News', 'Careers', and 'Login' buttons on the right. Below this is a secondary navigation bar with links for 'Services', 'Your Council', 'Your Community', and 'News', each with a dropdown arrow, and a search icon. The main content area has a 'Home' breadcrumb and a large 'Register' heading. Underneath, there is a form titled 'Your name' with two required fields: 'First name*' containing the text 'John' and 'Last name*' containing the text 'Smith'.

WestBerkshire
COUNCIL

Welcome to West Berkshire News Careers Login

Services ▾ Your Council ▾ Your Community ▾ News ▾ 🔍

Home

Register

Your name

First name*

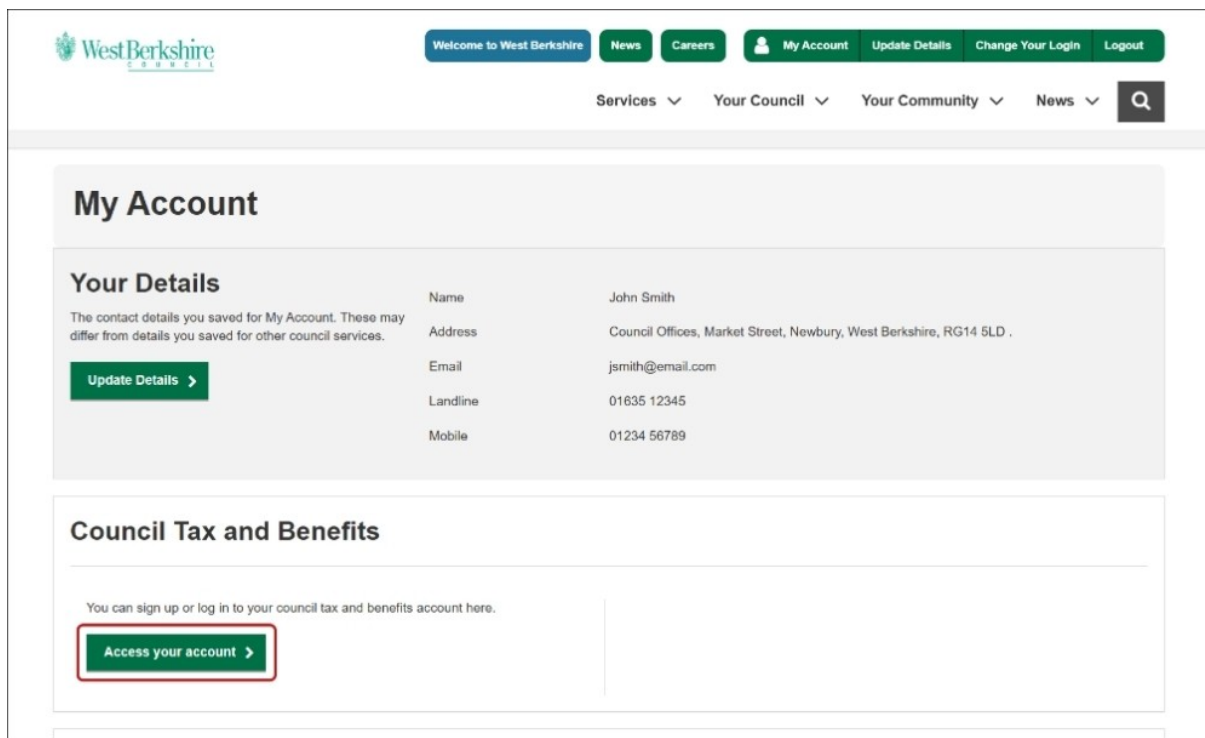
Last name*

Step 2

Once logged in, you will see **'My Account'**.

Below **'Your Details'**, you will see **'Council Tax and Benefits'**.

Click the link to **'Access your account'**. For security reasons, you may be prompted to enter your My Account username and password again.



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Welcome to West Berkshire News Careers My Account Update Details Change Your Login Logout

Services Your Council Your Community News

My Account

Your Details

The contact details you saved for My Account. These may differ from details you saved for other council services.

[Update Details >](#)

Name	John Smith
Address	Council Offices, Market Street, Newbury, West Berkshire, RG14 5LD .
Email	jsmith@email.com
Landline	01635 12345
Mobile	01234 56789

Council Tax and Benefits

You can sign up or log in to your council tax and benefits account here.

[Access your account >](#)

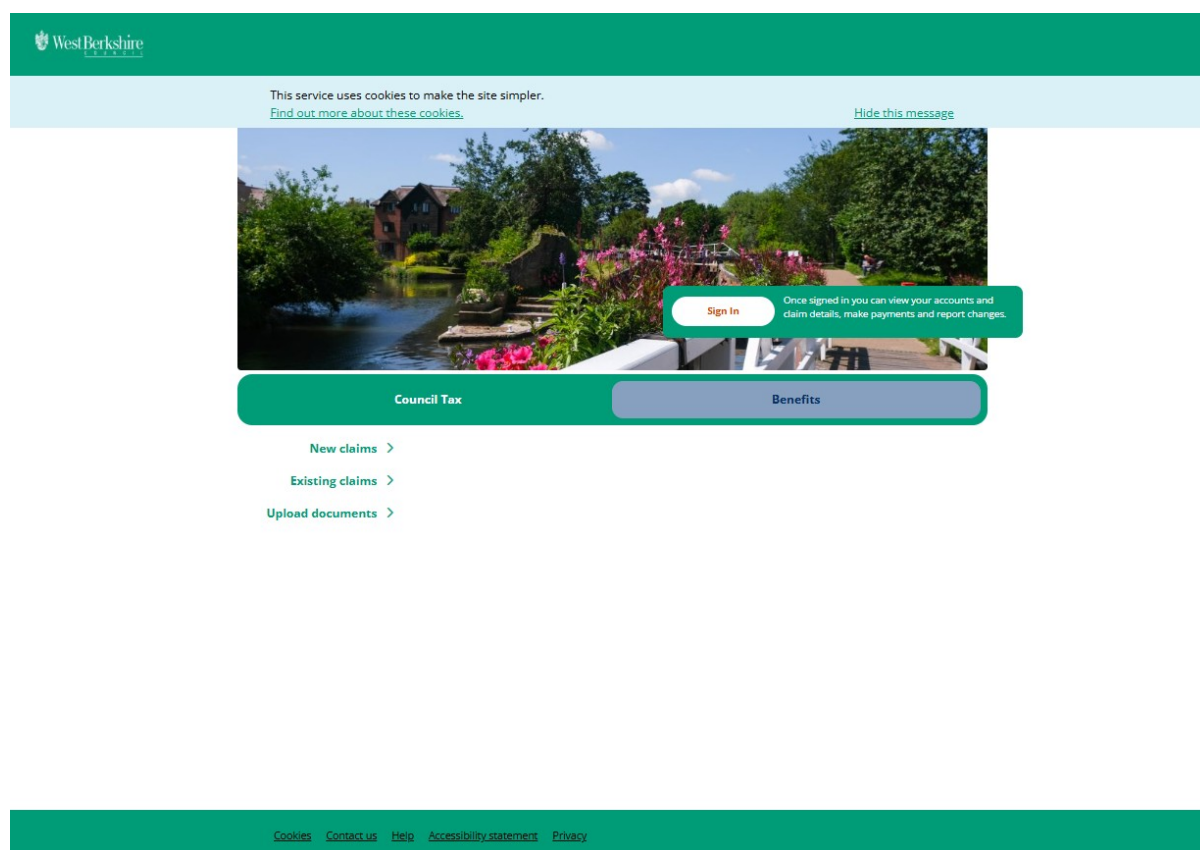
Step 3

You will now see the '**Online Services Homepage**'

You can register for a Benefits online account to:

- Make a new Housing Benefit and/or Council Tax Reduction claim
- View an existing claim (view entitlements and payments)
- Register for online letters
- Update your contact details
- Report a change of address
- Upload documents

To register or switch to online letters for an existing claim, click '**Existing Claims**', then select the '**Register for online letters**' option.



Step 4

Select the option '**Person**'.

Next it will ask you for your first and last name.

Select '**Benefits**' as the service

Enter your National Insurance number, date of birth and current postcode. Please include the space E.G RG14 5LD

Then click '**Authenticate**'.

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Citizen Access

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Previous

Benefits Details

Complete Registration

Authenticate your Benefit details

You must be a claimant on a live or recently ended claim for Council Tax Reduction or Housing Benefit.

First name

John

Last name

Smith

National Insurance number

Date of birth

For example: 23 06 2024

DD

MM

YYYY

Postcode

AUTHENTICATE

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Step 5

Now that you have confirmed your Benefits details, we will ask you to confirm your email address and whether you want to register for online letters.

If you sign up for **online letters**, you'll no longer receive a paper decision notice letter. Instead, you'll receive an email notification when your letter is ready to view.

You can then login to My Account, click the link for Council Tax and Benefits and go into Benefits and Existing claims and then '**View my letters**'.

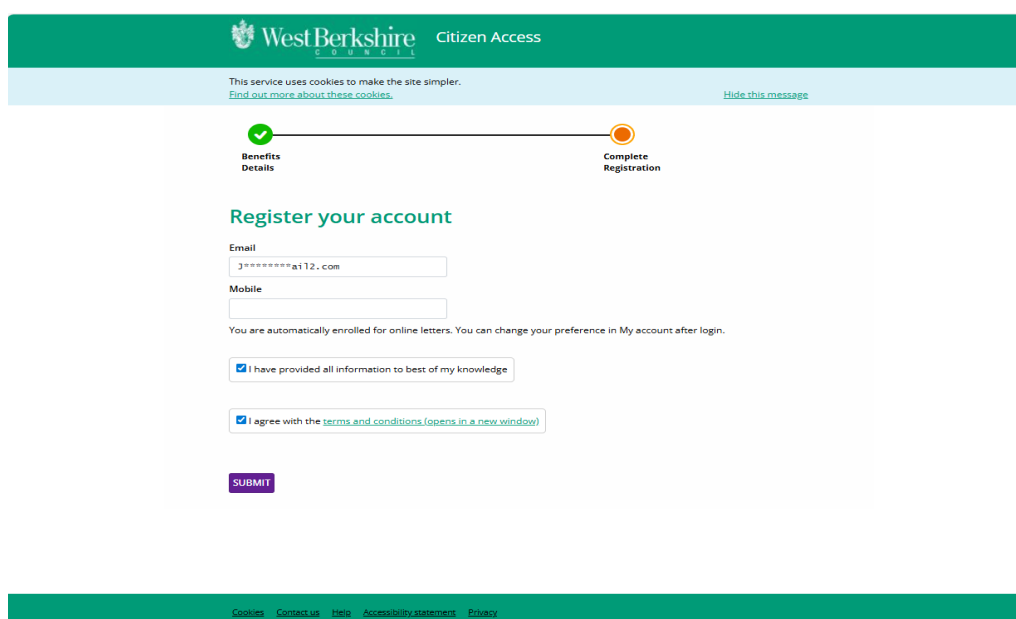
Firstly, confirm the email address you want connected to your online account. If you sign up for paperless decision letters, this will be the email address your enotification letter is sent to.

The '**Email address**' and '**Confirm email address**' boxes should already be filled in with the email address you use for your West Berkshire Council My Account. You can keep this email address or change it if needed - it does not need to be the same as your My Account.

To change it, simply delete the email address in both boxes and type in the email address you want to use, make sure you do not put any spaces before or after the address. **This will not change the email address you use to login to My Account.**

You will need to check the box by 'I have provided all information to the best of my knowledge'. Then, read the terms and conditions and check the box to confirm your agreement.

Now click on the '**Submit**' button



WestBerkshire COUNCIL Citizen Access

This service uses cookies to make the site simpler. [Find out more about these cookies.](#) [Hide this message](#)

Benefits Details Complete Registration

Register your account

Email
j*****@t12.com

Mobile

You are automatically enrolled for online letters. You can change your preference in My account after login.

☒ I have provided all information to best of my knowledge

☒ I agree with the [terms and conditions \(opens in a new window\)](#)

SUBMIT

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Step 6

You have now completed your registration process. If you selected **'Yes'** to online letter, when a new notification or entitlement letter is created, you'll receive an email notification.

You can then login to My Account, click through to Council Tax and Benefits and view your letter online.

Click **'Finish'** and this will return you back to the **'Online Services homepage'** area where you can view all your benefits details.

[Login or register for My Account](#)