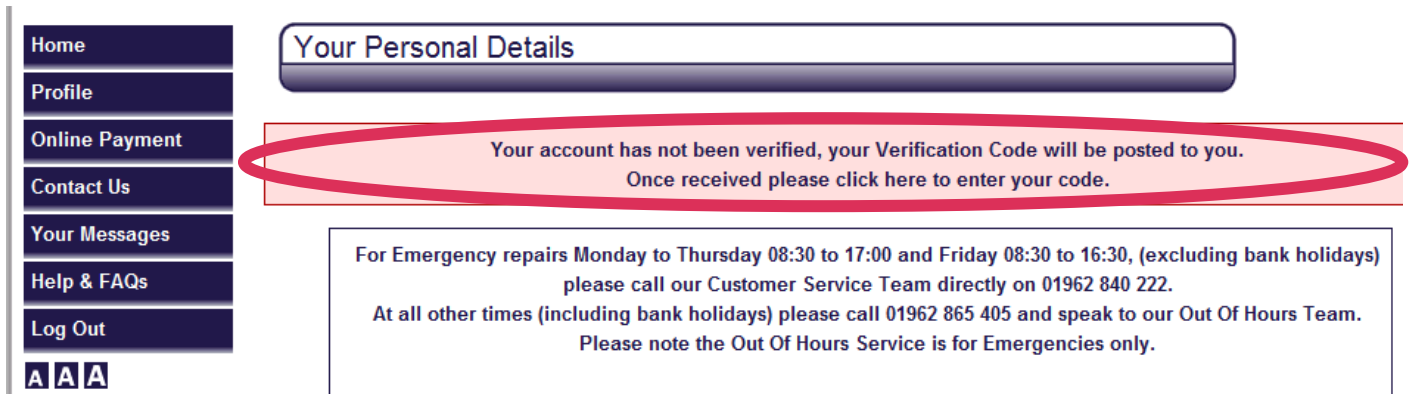


## Verifying Your Account

Before you are given access to all areas of My Council House you will need to verify your account. You will receive your “Verification Code” by letter once a member of staff has verified the details submitted as part of the Registration process.



Home  
Profile  
Online Payment  
Contact Us  
Your Messages  
Help & FAQs  
Log Out  
A A A

Your Personal Details

Your account has not been verified, your Verification Code will be posted to you.  
Once received please click here to enter your code.

For Emergency repairs Monday to Thursday 08:30 to 17:00 and Friday 08:30 to 16:30, (excluding bank holidays) please call our Customer Service Team directly on 01962 840 222.  
At all other times (including bank holidays) please call 01962 865 405 and speak to our Out Of Hours Team.  
Please note the Out Of Hours Service is for Emergencies only.

Once you receive your “Verification Code” please log in and click on the box circled above. Please note this will only appear once the “Verification Code” has been posted. This will take you through to the following screen where you can add your “Verification Code” and click “Verify Account”.

(Please be aware “Verification Codes” are case sensitive so please copy them exactly)

### Account Verification

Please enter your Verification Code in the box below once recieved, then select Verify Account.

Verification Code