

Isle of Wight Council
MYACCOUNT USER GUIDE
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1.1	11/11/2015	Updated links
1.2	27/02/2017	Added section for email address changes
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1.5	17/10/2019	New section for Council Services, updated screenshots and text to reflect related design and UI changes.

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myAccount User Guide

The Isle of Wight Council website myAccount application provides you with the ability to save your personal details and access website features in a single account.

You can add website sections, such as Events and News, save and submit forms and review submitted forms. You can login at any time and review or amend your information.

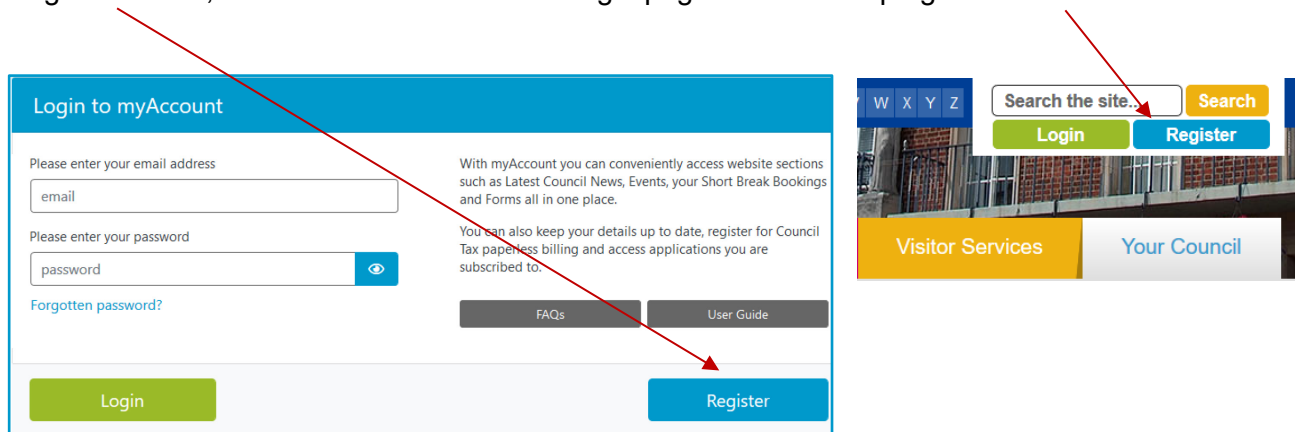
FAQs

Answers to frequently asked questions can be found here:

<https://www.iow.gov.uk/Council/OtherServices/Website/Fags>

Register

To register for myAccount, go to <https://www.iow.gov.uk/MyAccount/Register.aspx> or click the Register button, found at the bottom of the Login page and in the top right Search Box.



Please complete the registration form with your details. If registering a business, please include a Contact Person as well as your business' contact information.

Note: Please use the Address Lookup feature to automatically enter your address. This makes it quicker for you to complete the form and helps to ensure the integrity of Council data.

Information you'll need to register

- Personal details
- Address
- Email address
- Phone number

Please complete the form with your information:

Register for myAccount

1 Type of user Individual

2 Enter your details

Title <input type="text" value="Title"/>	Forename <input type="text" value="Forename"/>
Middle name(s) <input type="text" value="Middle name(s)"/>	Surname <input type="text" value="Surname"/>
Postcode <input type="text" value="Postcode"/> Lookup Address	<input type="checkbox"/> No Enter address manually?
House name / number <input type="text" value="House name / number"/>	Street <input type="text" value="Street"/>
Village or Town <input type="text" value="Village or Town"/>	County <input type="text" value="Isle Of Wight"/>
Country <input type="text" value="United Kingdom"/>	<input checked="" type="checkbox"/> Yes Island resident?
Phone number <input type="text" value="Phone number"/>	
Email - an activation email will be sent to this address <input type="text" value="Email address"/>	Confirm email <input type="text" value="Confirm email"/>
Password <input type="text" value="Create a password"/> 👁	Confirm password <input type="text" value="Confirm password"/> 👁

3 Accept Terms

No I have read and accept the [Terms & Conditions](#)
 No I have read and accept the [GDPR Policy](#)

Register

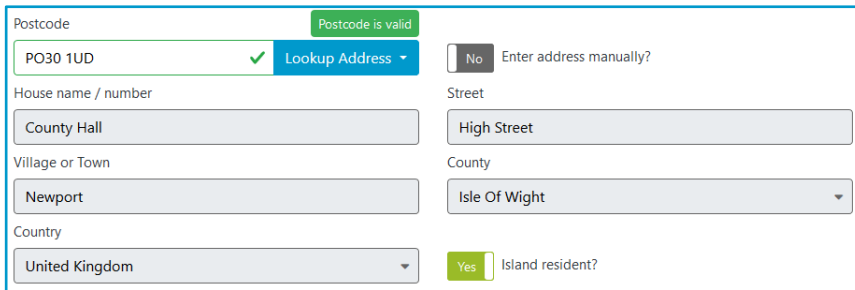
To use the Lookup Address feature, enter your postcode in the Postcode field and click Lookup Address:

Postcode Postcode is valid

Lookup Address

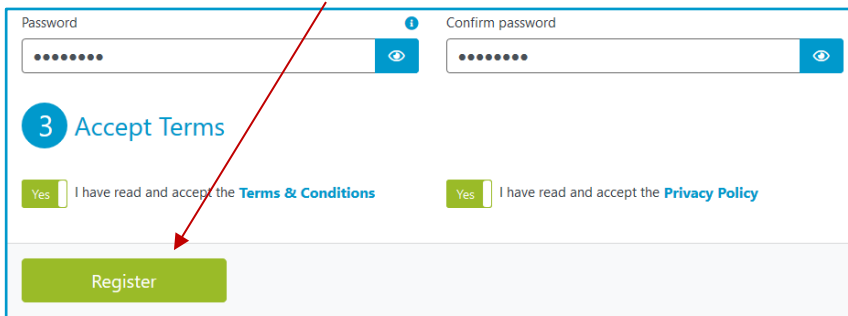
Then select your address from the list that appears. You will see the address fields have been completed for you:

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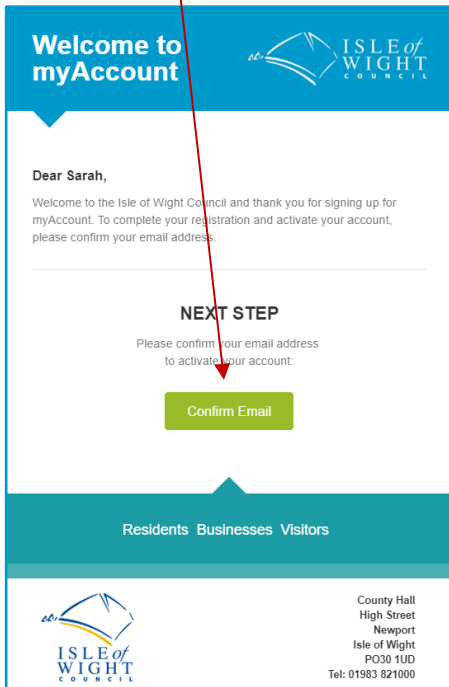
Postcode: PO30 1UD (Postcode is valid) | Lookup Address | No Enter address manually?
House name / number: County Hall | Street: High Street
Village or Town: Newport | County: Isle Of Wight
Country: United Kingdom | Yes Island resident?

Once you have completed all fields, created a password and accepted the Terms & Conditions and Privacy Policy, click Register.

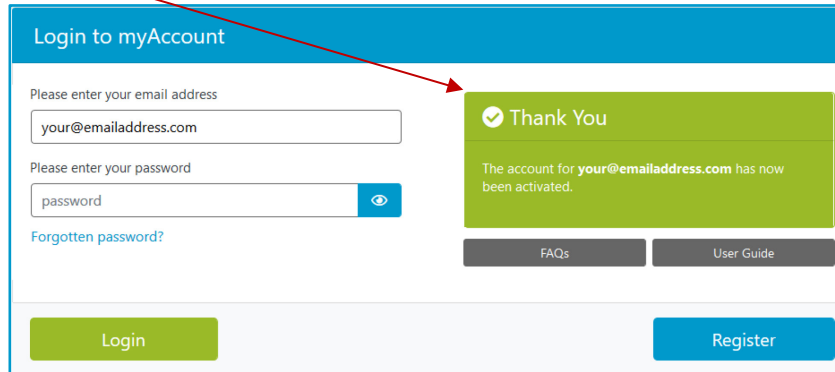


Password: [masked] | Confirm password: [masked]
3 Accept Terms
Yes I have read and accept the Terms & Conditions | Yes I have read and accept the Privacy Policy
Register

An Activation Email will have been sent to your email address provided during registration. **You will need to click the link within it to Activate your account**, which will launch a web browser window and navigate to the Login page with a success message. You can now login to myAccount.



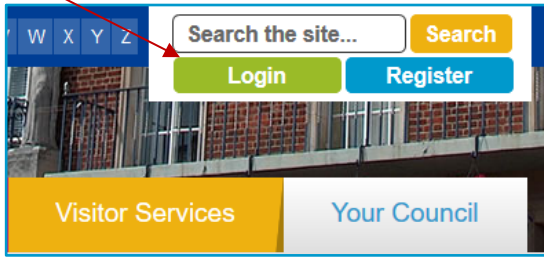
Welcome to myAccount
Dear Sarah,
Welcome to the Isle of Wight Council and thank you for signing up for myAccount. To complete your registration and activate your account, please confirm your email address.
NEXT STEP
Please confirm your email address to activate your account.
Confirm Email
Residents Businesses Visitors
ISLE of WIGHT COUNCIL
County Hall
High Street
Newport
Isle of Wight
PO30 1UD
Tel: 01983 821000



Login to myAccount
Please enter your email address: your@emailaddress.com
Please enter your password: password
Forgotten password?
Thank You
The account for your@emailaddress.com has now been activated.
FAQs | User Guide
Login | Register

Login

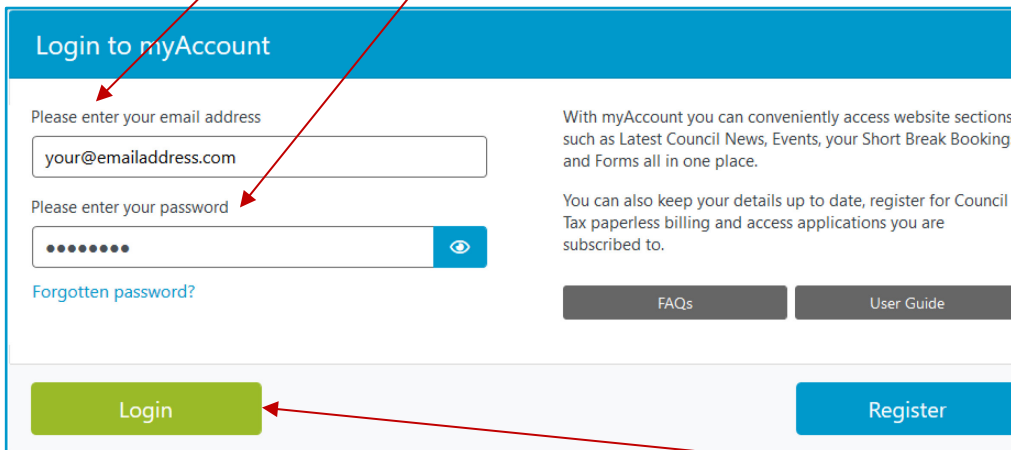
To login to your account, go to <https://www.iow.gov.uk/MyAccount/Login.aspx> or click the Login button, found in the Search Box in the top right corner of the website.



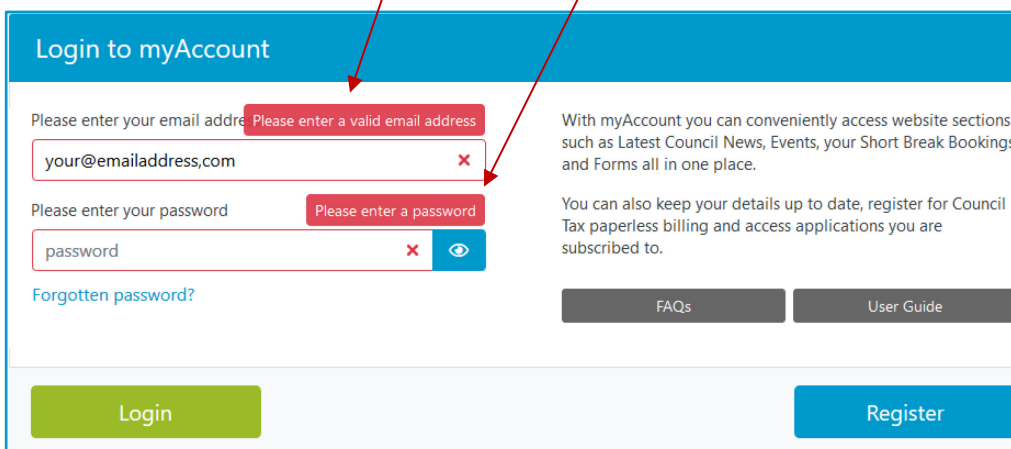
Information you'll need to login

- Email address
- Password

Enter your email address and password to login. You can only login if you have already registered for myAccount.

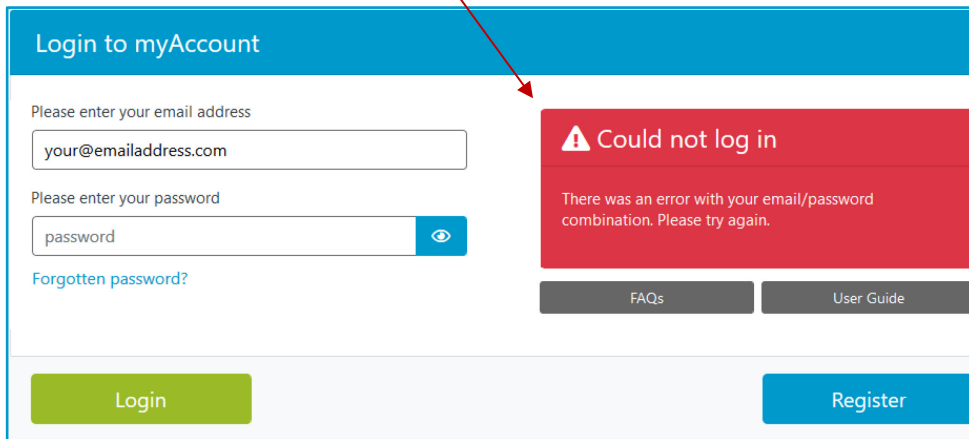


Once you have entered your email address and password, click Login. **Note:** If your email address is entered in an invalid format and/or your password has not been entered, warning messages will display when you click Login:

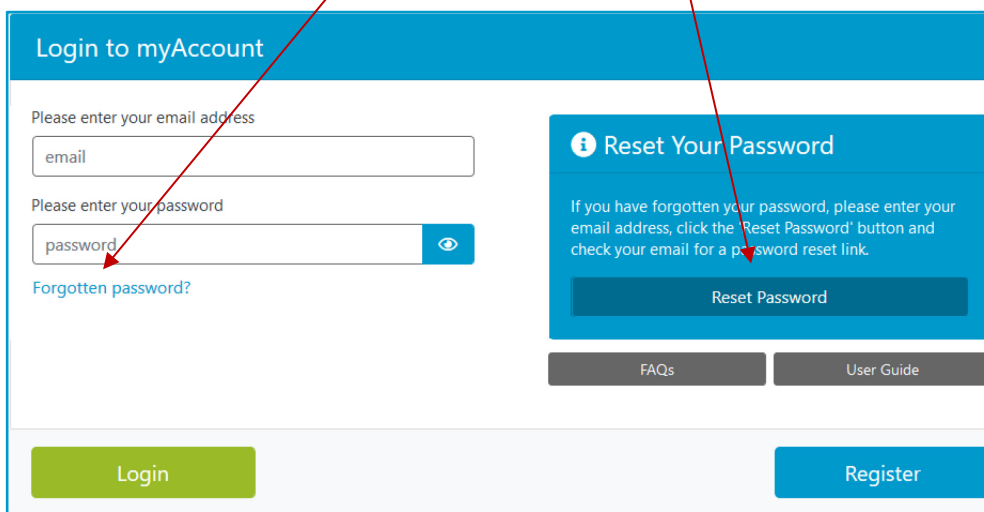


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If your email address and password are valid formats but do not match Council records, for example if you enter a different email address from the one you used to register for myAccount or the password is incorrect, the following message will display:



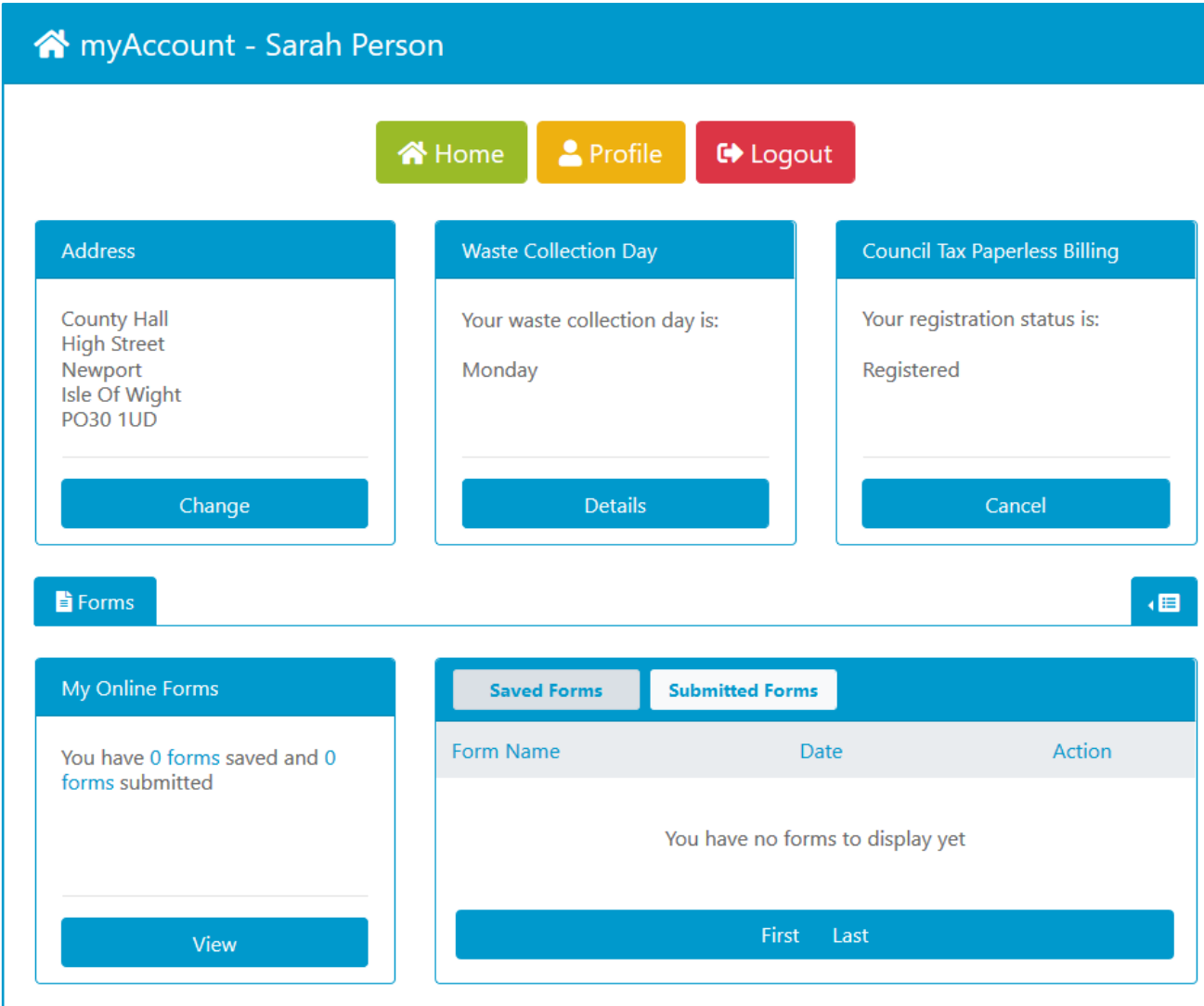
If you see this message, please check your email address and password are correct and try again. If you have forgotten your password, you can use the Forgotten password link to reset it and create a new one. Click Forgotten Password and then Reset Password in the message that displays:



For full instructions on how to change your password, please see the **Change Your Password** section on Page 15.

Home

After logging in successfully, you will be taken to your Home page:



myAccount - Sarah Person

Home Profile Logout

Address
County Hall
High Street
Newport
Isle Of Wight
PO30 1UD
Change

Waste Collection Day
Your waste collection day is:
Monday
Details

Council Tax Paperless Billing
Your registration status is:
Registered
Cancel

Forms

My Online Forms
You have 0 forms saved and 0 forms submitted
View

Saved Forms Submitted Forms

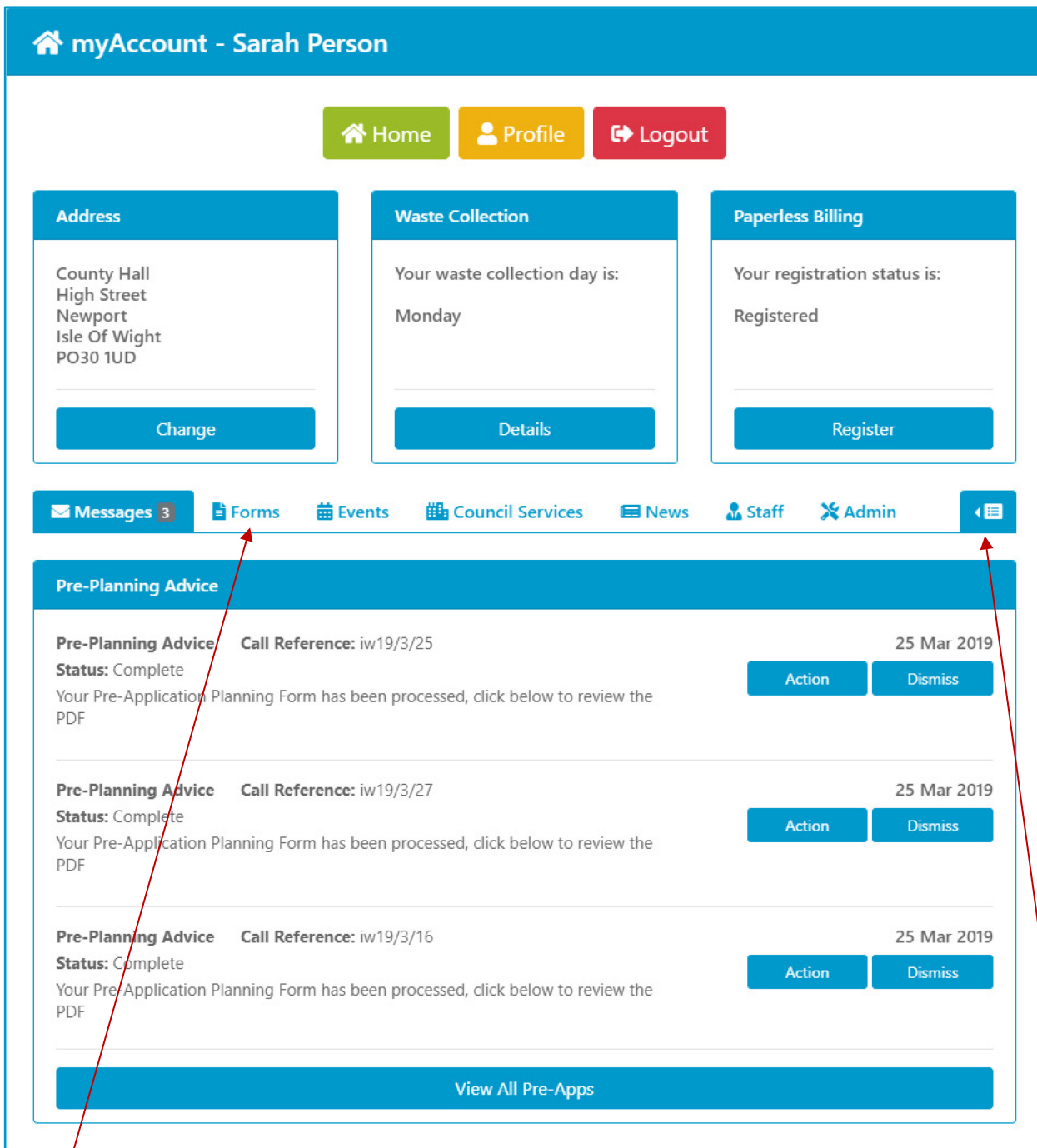
Form Name	Date	Action
You have no forms to display yet		
First Last		

From your Home page, you can see at a glance your:

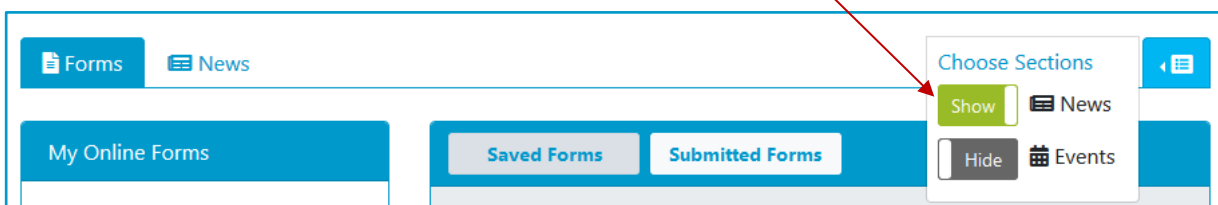
- Address.
- Waste collection day.
- Council Tax paperless billing status.

And, in the Tab(s) section, information, applications and other services you have access to. The section(s) you can see will depend on what services you use, have been granted access to, any roles you may have and optional sections you have chosen to show:

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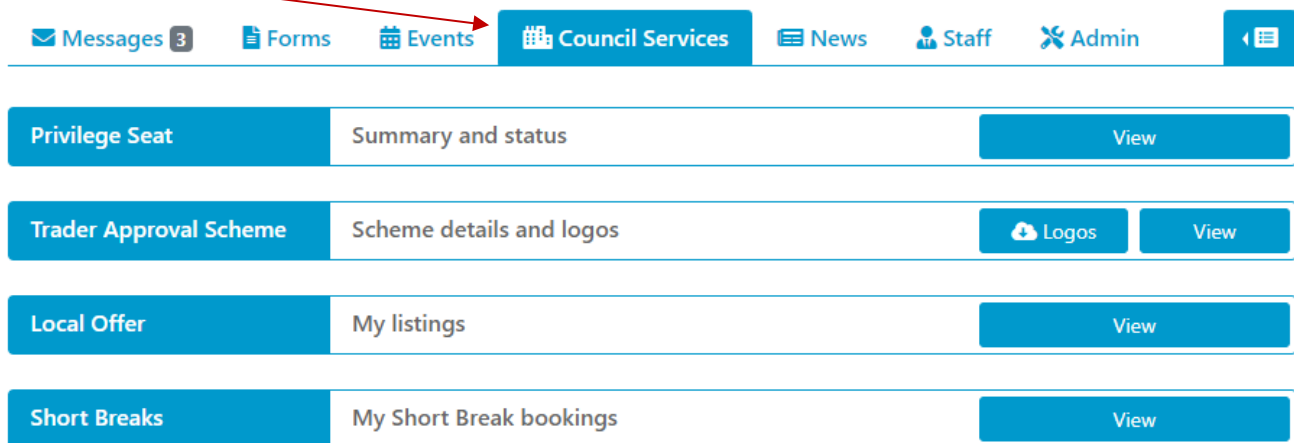
To switch between sections, simply click on the desired tab. To select which sections to show or hide, click the Choose Sections button and set the Section to Show or Hide:



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Council Services

The Council Services Tab groups a number of services together:



The screenshot shows a navigation bar with several tabs: Messages (3), Forms, Events, Council Services (highlighted with a red arrow), News, Staff, Admin, and a hamburger menu icon. Below the navigation bar are four service cards:

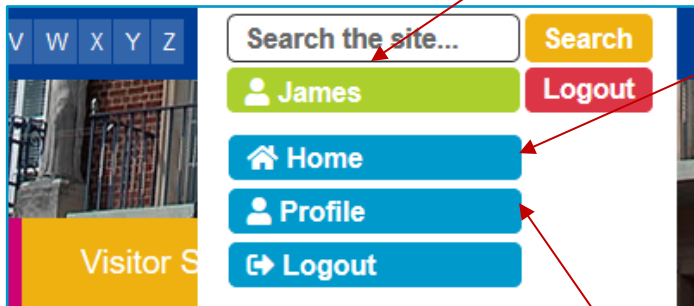
Privilege Seat	Summary and status	View
Trader Approval Scheme	Scheme details and logos	Logos View
Local Offer	My listings	View
Short Breaks	My Short Break bookings	View

Depending on your access, it may include services such as:

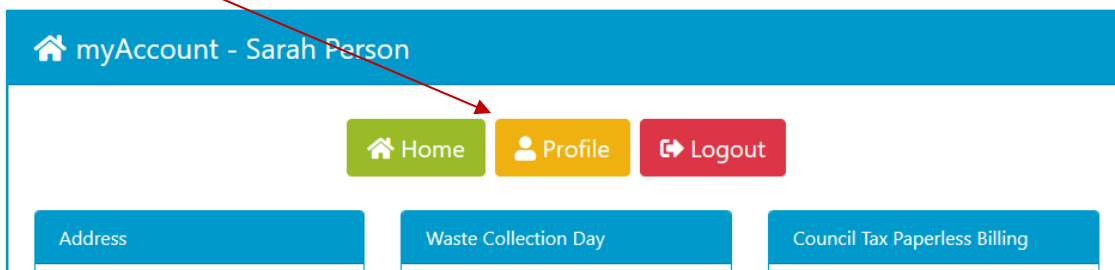
- Privilege Seat.
- Trader Approval Scheme.
- Local Offer.
- Short Break Bookings.

Profile

While logged-in, you can access the myAccount Home page from anywhere within the Isle of Wight Council website by clicking your name under the Search Box, or on the Home button in the dropdown menu:



Your Profile is where you can see and update your personal information and contact details. It can also be accessed from the Search Box dropdown menu and from the Profile button at the top of the Home page:



From your Profile, you can enter additional information, change your email address and reset your password. The additional fields are:

- Date of Birth. This is entirely optional, and will only be used for convenience, such as assisting with pre-populating forms when logged in.
- Mobile phone number.
- Evening phone number.

Note: Please use the Lookup Address feature if changing your address. To use the Lookup Address feature, enter your postcode in the Postcode field and click Lookup Address.



A screenshot of the address lookup form. It shows a 'Postcode' field with the text 'PO30 1UD' and a green checkmark. To the right of the field is a green box that says 'Postcode is valid'. Below the field is a blue button with a dropdown arrow that says 'Lookup Address'. Below the button, the full address is displayed: 'County Hall, High Street, Newport, Isle Of Wight, PO30 1UD'. A red arrow points from the 'Postcode' field to the 'Lookup Address' button, and another red arrow points from the 'Lookup Address' button to the address text.

Then select your address from the list that appears. You will see the address fields have been completed for you.

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Please enter any other information you need to update, enter your password to confirm the changes and click Update:

👤
myAccount Profile

🏠 Home
👤 Profile
🚪 Logout

✍️

Update your profile

<p>Title <input type="text" value="Mrs"/></p> <p>Middle name(s) <input type="text" value="Isa"/></p> <p>Date of Birth <input type="text" value="27/04/1994"/></p> <p>Postcode <input type="text" value="PO30 1UD"/> Lookup Address</p> <p>House name / number <input type="text" value="County Hall"/></p> <p>Village or Town <input type="text" value="Newport"/></p> <p>Country <input type="text" value="United Kingdom"/></p> <p>Phone number <input type="text" value="01983 555444"/></p> <p>Evening phone number <input type="text" value="01983 444555"/></p> <p>Current email <input type="text" value="your@emailaddress.com"/> Change</p>	<p>Forename <input type="text" value="Sarah"/></p> <p>Surname <input type="text" value="Person"/></p> <p><input type="checkbox"/> No Enter address manually?</p> <p>Street <input type="text" value="High Street"/></p> <p>County <input type="text" value="Isle Of Wight"/></p> <p><input checked="" type="checkbox"/> Yes Island resident?</p> <p>Mobile phone number <input type="text" value="07567 555444"/></p>
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✔️

Confirm changes

Please enter your password to confirm changes

👁️

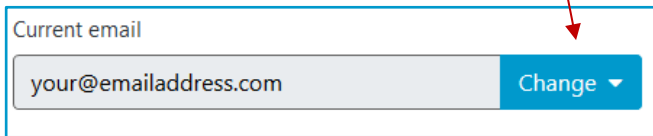
Request a password reset link

Change Password

Update

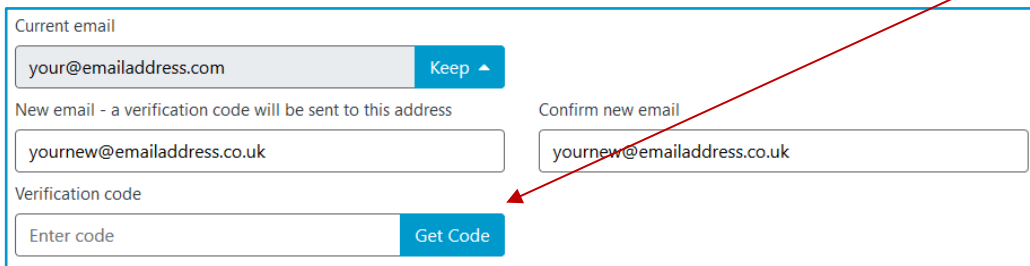
Change Your Email Address

To change you email address, click the Change button on the Current email field:



Current email
your@emailaddress.com **Change** ▾

In the fields that appear below, enter your new email address and click the Get Code button on the Verification code field:



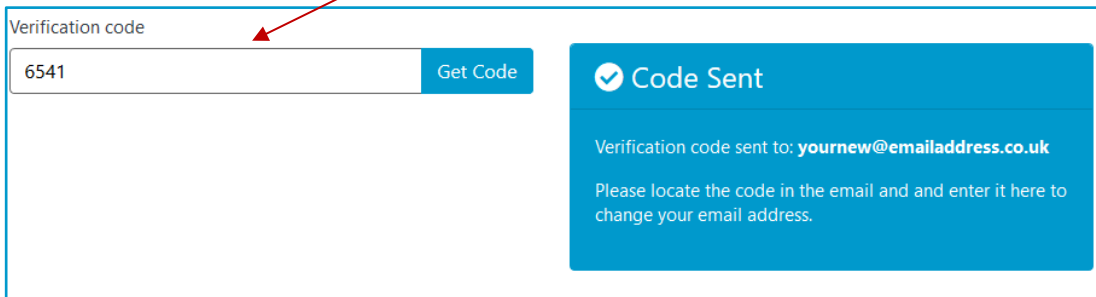
Current email
your@emailaddress.com **Keep** ▲

New email - a verification code will be sent to this address
yournew@emailaddress.co.uk

Confirm new email
yournew@emailaddress.co.uk

Verification code
Enter code **Get Code**

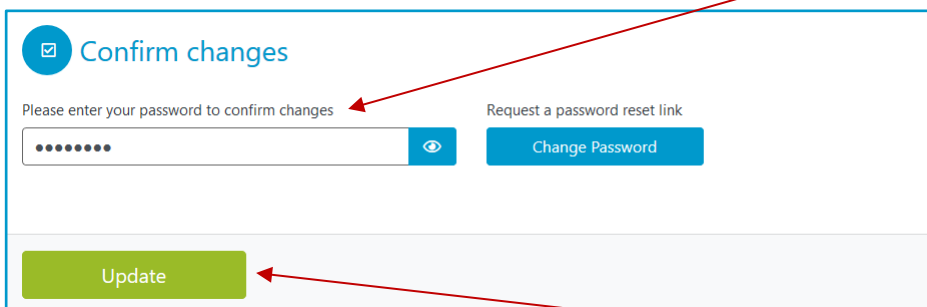
A verification code will be sent to your **new** address. Please locate the email, retrieve the code from it and enter it into the Verification code field:



Verification code
6541 **Get Code**

Code Sent
Verification code sent to: **yournew@emailaddress.co.uk**
Please locate the code in the email and and enter it here to change your email address.

When changing your email address, or any other details, you **must** enter your password before you can continue:



Confirm changes

Please enter your password to confirm changes **Request a password reset link**

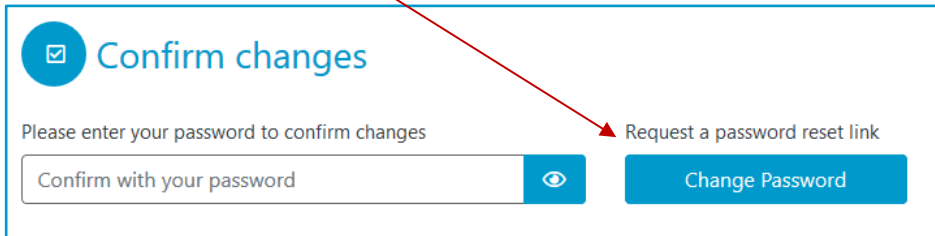
..... **Change Password**

Update

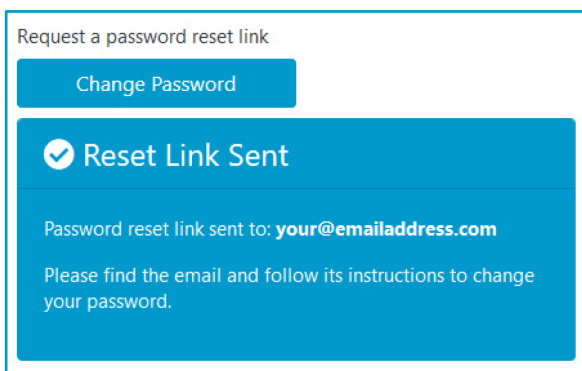
Your email address, and any other changes you've made, will only be updated when you click Update.

Change Your Password

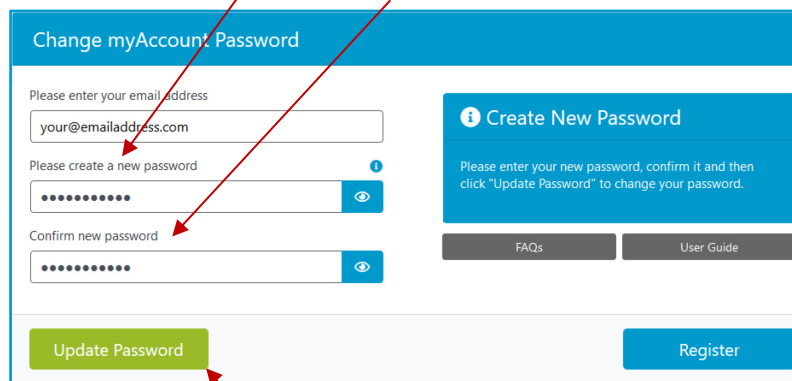
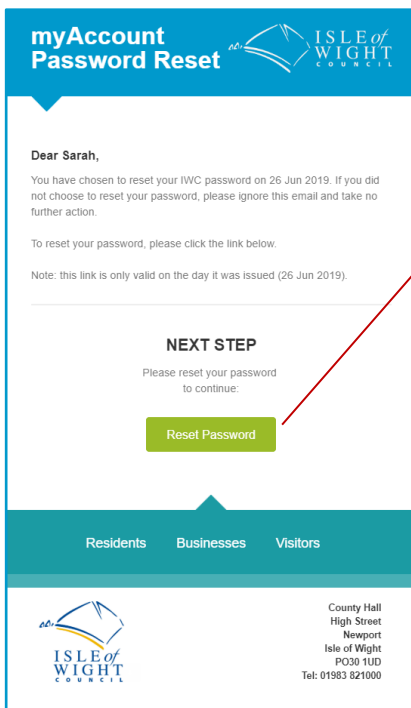
To change your password, you must reset it and then create a new one. To do this, click on the Change Password button:



A reset link will be sent to your current email address:



Please locate the email and click the link in it, which will launch a web browser window and navigate to the Change myAccount Password page. You can enter and confirm your new password:



Click Update Password to save your new password.