

SELF SERVICE – Registering and logging into Public Access link (LIVE):

<http://www.coventry.gov.uk/connectlandlords>

The screenshot shows the Coventry City Council website's 'Online Services' page. At the top, there is a navigation bar with links for 'Accessibility', 'Viewing options', and 'Contact us'. Below this is the Coventry City Council logo and a search bar. A secondary navigation bar contains buttons for 'APPLY', 'REPORT', 'PAY ONLINE', 'FEEDBACK', and 'SIGN IN / REGISTER'. The main content area is titled 'Home * Online Services' and features a 'Login' section with fields for 'Username' and 'Password', and a 'Don't have an account?' section with a 'Register Now' button. A black arrow points from the 'Register Now' button to the text 'Click on REGISTER NOW' below the screenshot. The footer includes sections for 'About Coventry', 'About this website', and 'Get involved', along with social media links for Facebook, Twitter, Flickr, and YouTube.

Click on REGISTER NOW

The screenshot shows the 'Register For Access to Online Services' page. The main heading is 'Register For Access to Online Services'. Below this, there is a section titled 'Please enter your details below' with the following fields: 'Email Address *', 'Confirm Email Address *', 'Username *', 'Password *', and 'Retype Password *'. A 'Copy Email' button is located below the 'Username' field. The 'Password' field has a tooltip that says 'Must be at least 8 characters long'. Below the registration fields is a 'Security Questions' section with a dropdown menu for 'Question: *' and a text input for 'Answer: *'. The footer of the page shows a 'Done' status and a 'Trusted sites' icon.

SELF SERVICE – Registering and logging into Public Access link (LIVE):
Complete the details on the REGISTER FOR ACCESS TO ONLINE SERVICES page. Ensuring that you remember Username and Password used.

Home

Register For Access to Online Services

* indicates a required field

Please enter your details below

Email Address *

Confirm Email Address *

Username * Can be your email

Password * Must be at least 8 characters long

Retype Password *

Security Questions

These will be used to confirm your identity should you need to reset your password.

Question: *

Answer: *

What is the name of your favourite childhood friend?
What is your eldest son's birthday month and year? (e.g., January 1980)
What is your eldest daughter's birthday month and year? (e.g., January 1980)
What primary school did you attend?
What was the name of your first pet?
What was the last name of your favourite teacher?
What is your mother's middle name?
Whats your mothers maiden name?

About Coventry

- News
- Events
- Census 2011
- Facts and statistics

About this website

- What's new
- Frequently asked questions
- Searchable directories
- External links

Get involved

- Start or sign a petition
- Watch a Full Council meeting
- Have your say
- Register to vote

FOLLOW

- Facebook
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- Flickr
- Youtube
- RSS

Coventry City Council

Error on page. Trusted sites 115%

Choose a Security Question and type in the answer.

Profile Details - Windows Internet Explorer

http://cvda1661u:9090/publicaccesstest/selfservice/citizenportal/registration.htm?_flowId=citizenportal%2Freg...

Register For Access to Online Services

* indicates a required field

Please enter your details below

Email Address *

Confirm Email Address *

Username * Can be your email

Password * Must be at least 8 characters long

Retype Password *

Security Questions

These will be used to confirm your identity should you need to reset your password.

Question: *

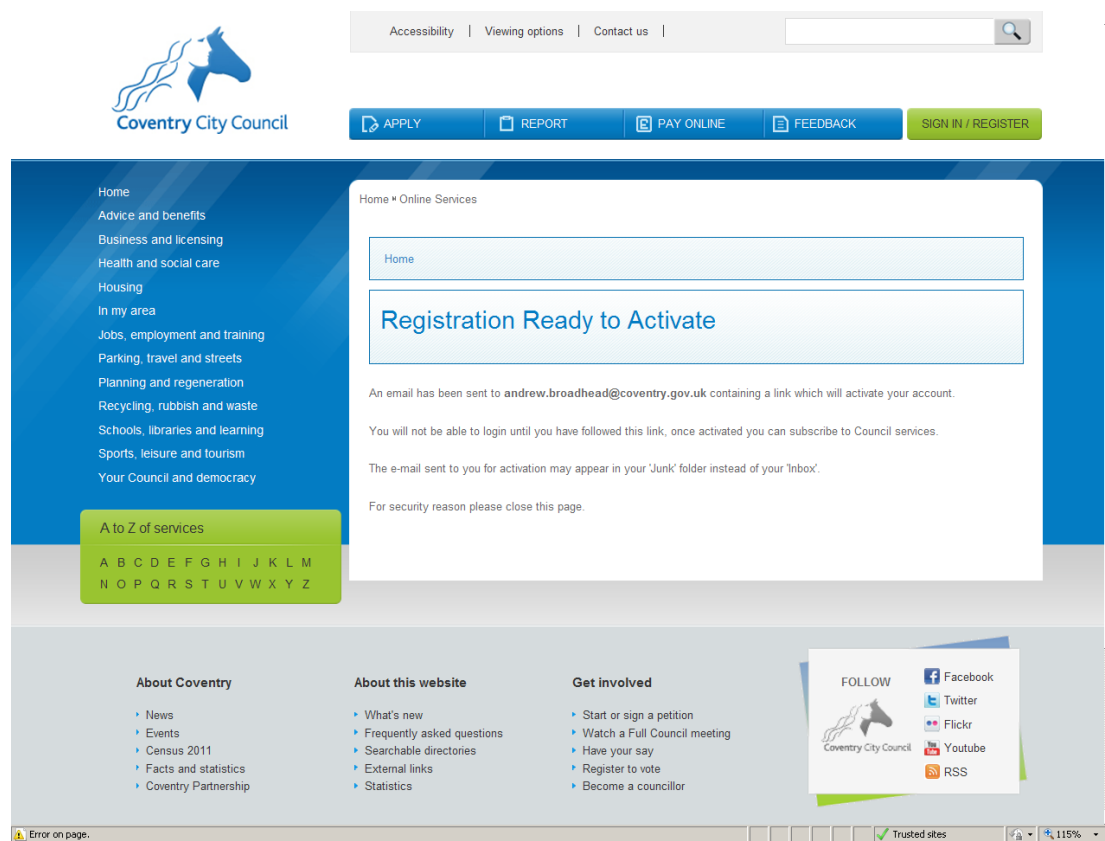
Answer: *

Local intranet 100%

Then click - NEXT

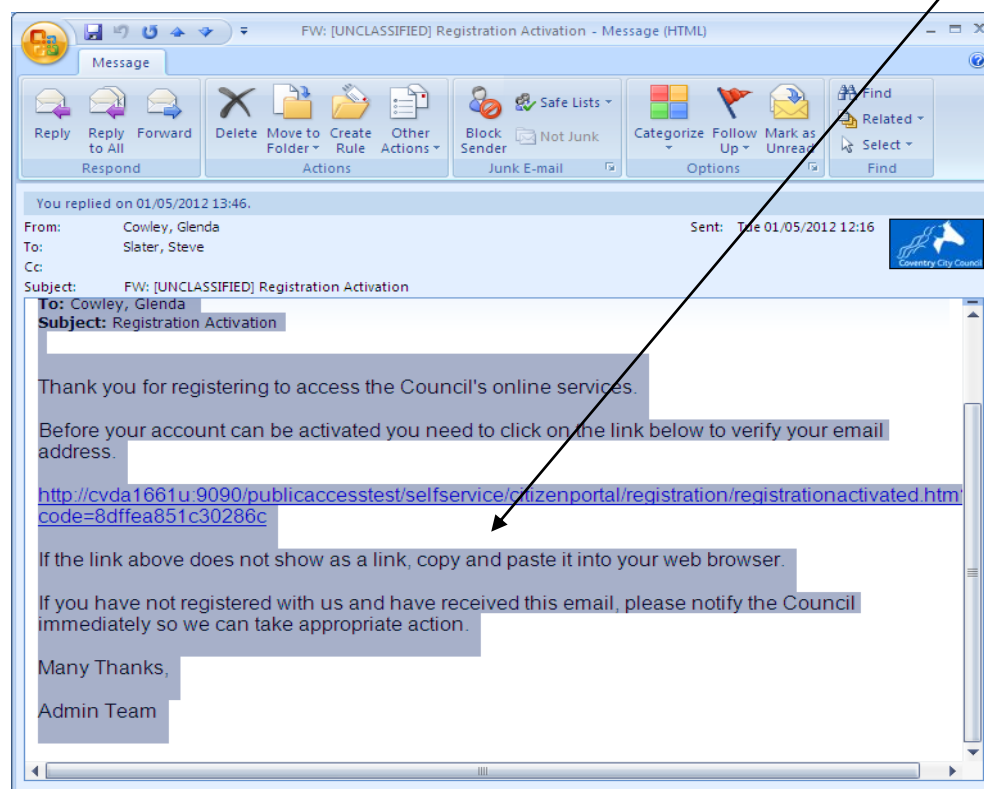
SELF SERVICE – Registering and logging into Public Access link (LIVE):

The screen below will confirm that an email has been sent through to the email address quoted in the registration screen.



The screenshot shows the Coventry City Council website. At the top left is the council's logo. A navigation bar contains links for 'APPLY', 'REPORT', 'PAY ONLINE', 'FEEDBACK', and 'SIGN IN / REGISTER'. A search bar is located at the top right. The main content area features a blue sidebar with a list of services and a central white box with the heading 'Registration Ready to Activate'. The text in the white box states: 'An email has been sent to andrew.broadhead@coventry.gov.uk containing a link which will activate your account. You will not be able to login until you have followed this link, once activated you can subscribe to Council services. The e-mail sent to you for activation may appear in your 'Junk' folder instead of your 'Inbox'. For security reason please close this page.'

The email below will be received and you will need to click on the web link



The screenshot shows an email window with the subject 'FW: [UNCLASSIFIED] Registration Activation - Message (HTML)'. The email header includes: 'From: Cowley, Glenda', 'To: Slater, Steve', 'Sent: Tue 01/05/2012 12:16', and 'Subject: FW: [UNCLASSIFIED] Registration Activation'. The main body of the email contains the following text: 'Thank you for registering to access the Council's online services. Before your account can be activated you need to click on the link below to verify your email address. <http://cvda1661u:9090/publicaccesstest/selfservice/citizenportal/registration/registrationactivated.htm?code=8dfcea851c30286c> If the link above does not show as a link, copy and paste it into your web browser. If you have not registered with us and have received this email, please notify the Council immediately so we can take appropriate action. Many Thanks, Admin Team'. A black arrow points from the text above to the URL in the email body.

SELF SERVICE – Registering and logging into Public Access link (LIVE):

By clicking on the above link – this will activate the registration details and bring you to the below log in screen again.

Accessibility | Viewing options | Contact us |

Coventry City Council

APPLY REPORT PAY ONLINE FEEDBACK SIGN IN / REGISTER

Home

Home » Online Services

Home

Login

Username

[I forgot my username](#)

Enter the **Second** and **Eighth** characters from your password.

[I forgot my password](#)

Login Cancel

Don't have an account?

Register for an account will allow you to view online details for the following Council services

- Council Tax
- Housing and Council Tax Benefit
- Landlord
- Business Rates

Register Now

A to Z of services

A B C D E F G H I J K L M
N O P Q R S T U V W X Y Z

About Coventry

- News
- Events
- Census 2011

About this website

- What's new
- Frequently asked questions
- Searchable directories

Get involved

- Start or sign a petition
- Watch a Full Council meeting
- Have your say

FOLLOW

- Facebook
- Twitter
- Flickr
- Youtube

This time complete Login fields – Username and the relevant characters of your Password

Accessibility | Viewing options | Contact us |

Coventry City Council

APPLY REPORT PAY ONLINE FEEDBACK SIGN IN / REGISTER

Home

Home » Online Services

Home

Please enter the answer to the following security question

What is the name of your favourite childhood friend?

Login Cancel

A to Z of services

A B C D E F G H I J K L M
N O P Q R S T U V W X Y Z

About Coventry

- News
- Events
- Census 2011
- Facts and statistics
- Coventry Partnership

About this website

- What's new
- Frequently asked questions
- Searchable directories
- External links
- Statistics

Get involved

- Start or sign a petition
- Watch a Full Council meeting
- Have your say
- Register to vote
- Become a councillor

FOLLOW

- Facebook
- Twitter
- Flickr
- Youtube
- RSS

Then complete the security question answer

SELF SERVICE – Registering and logging into Public Access link (LIVE):

The screenshot shows a web browser window displaying the Coventry City Council registration page. The page title is 'Registration - Windows Internet Explorer provided by Coventry City Council'. The URL is 'http://cvda1631u:9090/publicaccess/live/selfservice/citizenportal/registration/registrationactivated.html?code=a1562ae06cd719cc'. The page features a blue navigation menu on the left with categories like 'Business and licensing', 'Health and social care', 'Housing', etc. The main content area has a 'Registration Activated' message and a 'PIN Setup' form with a 'Service' dropdown menu and a 'Reference' input field. There are buttons for 'Send me a PIN' and 'Enter your PIN'. The footer contains 'About Coventry', 'About this website', 'Get involved', and social media links.

This will bring you to the Services Dashboard.

***** AT THIS POINT YOU WILL NEED THE PIN NUMBER WHICH WAS SENT TO YOU IN WRITING. YOU WILL NOT BE ABLE TO PROGRESS WITHOUT THE PIN NUMBER *****

The screenshot shows the Coventry City Council Services Dashboard. The page title is 'Home * Online Services'. The main content area has a 'My Services' section with a message: 'You are not currently linked to any services. To get started please use 'Service Setup' below.' Below this is the 'Services Setup' form, which has a 'Service' dropdown menu with options: 'Please Select', 'Council Tax', 'Housing Benefit', 'Landlord', and 'Business Rates'. There are buttons for 'Send me a PIN' and 'Remove Service'. The footer contains 'About Coventry', 'About this website', 'Get involved', and social media links.

Once you have your PIN number, click on drop down menu for SERVICE and choose – LANDLORD.

SELF SERVICE – Registering and logging into Public Access link (LIVE):

Type in REFERENCE field your Landlord Creditor ID number (If you are not aware of this please contact **Support & Control Team**).

Then press ENTER YOU PIN and the following screen will appear:-

The screenshot displays the Coventry City Council website's online services section. At the top, there is a navigation bar with links for Accessibility, Viewing options, and Contact us, along with a search box. Below this is a secondary navigation bar with buttons for APPLY, REPORT, PAY ONLINE, FEEDBACK, and SIGN IN / REGISTER. The main content area is titled 'Home * Online Services' and includes a breadcrumb trail: Home > My Services > My Profile > My History > Log Out. The central focus is the 'Enter Your PIN' form, which contains three input fields: 'Service' (pre-filled with 'Landlord'), 'Account Reference' (pre-filled with '10016'), and 'PIN Number'. Below the fields is a confirmation message: 'Please enter the PIN for the service / account you want to access and click Confirm to add this new service to your profile.' Two buttons, 'Confirm' and 'Cancel', are positioned at the bottom of the form. A black arrow points from the 'Confirm' button in the screenshot to the 'CONFIRM' button in the text below. On the left side of the page, there is a vertical menu with various service categories and an 'A to Z of services' section with an alphabetical index. The footer contains sections for 'About Coventry', 'About this website', and 'Get involved', along with social media links for Facebook, Twitter, Flickr, YouTube, and RSS.

This will bring you to the ENTER YOUR PIN screen (above). In the PIN NUMBER field you must enter a PIN number. Then Press – CONFIRM.

SELF SERVICE – Registering and logging into Public Access link (LIVE):

The screenshot shows the Coventry City Council website's online services interface. At the top, there is a navigation bar with links for Accessibility, Viewing options, and Contact us, along with a search box. Below this is the Coventry City Council logo and a row of buttons: APPLY, REPORT, PAY ONLINE, FEEDBACK, and SIGN IN / REGISTER. The main content area is divided into a left sidebar with a menu of services and a main dashboard. The dashboard is titled 'Home * Online Services' and includes a 'Log Out' link. A message states: 'This is the My Services dashboard. From here you can access any of the Council services you have subscribed to. If you want to sign up to a service, enter your reference number and PIN below. If you don't have a PIN simply click 'Send me a PIN' and one will be sent by post within 3 working days.' Under the 'My Services' section, a green message reads: 'You have successfully subscribed for reference 10016'. Below this is a 'Landlord' section with a dropdown menu showing '10016 : WHITEFRIAR' and a 'Refresh' button. It also displays 'Last Payment Received: £431162.05 on 24.09.2012' and a 'View Details' button. At the bottom, there is a 'Services Setup' section. The browser's status bar at the very bottom shows 'Error on page.' and 'Local intranet'.

Once you have pressed CONFIRM, this will take you to the above screen – which confirms that you have successfully subscribed for the relevant service.