



How to use the benefit portal

Page 3 - Benefit account overview

Pages 4-11 Registration for My account

Page 12 - Logging into My account

Page 13 – Your My account password

Page 14 - Accessing the benefit portal

Page 15-17 Authenticating your account

Page 18 – Get answers fast: viewing your personalised information

Page 19 – Get answers fast: viewing your notification letters

Page 20 – Submit a request: using our forms

Contents



Lewisham's My account service allows those receiving housing benefit or council tax reduction to view payment information, notification letters and other personalised information and to access all our forms at a time to suit you.

Once you have created a My account, you can use it to access the benefit portal which has two areas.

The first area is called 'Get answers fast' and gives access to personalised information about a current housing benefit or council tax reduction award.

The second area is called 'Submit a request' which is where you find all the benefit forms so that you can apply for benefit, report changes in circumstances or upload documents.

Any Issues relating to registration for or logging in to My account should be raised with the web team by emailing web.communications@Lewisham.gov.uk.

Benefit account overview



- If you have not previously registered for Lewisham's My account, type www.lewisham.gov.uk in your web browser
- Click on the login/register button at the top of the webpage



February is LGBTQ+ history month

There are events happening across the borough to celebrate and mark the occasion.

> [Join our mailing list](#)



Have your say on a new political map of Lewisham

The LGBC has published draft recommendations for new electoral arrangements for Lewisham.

> [Have your say by 2 March](#)



Could you foster a child or young person?

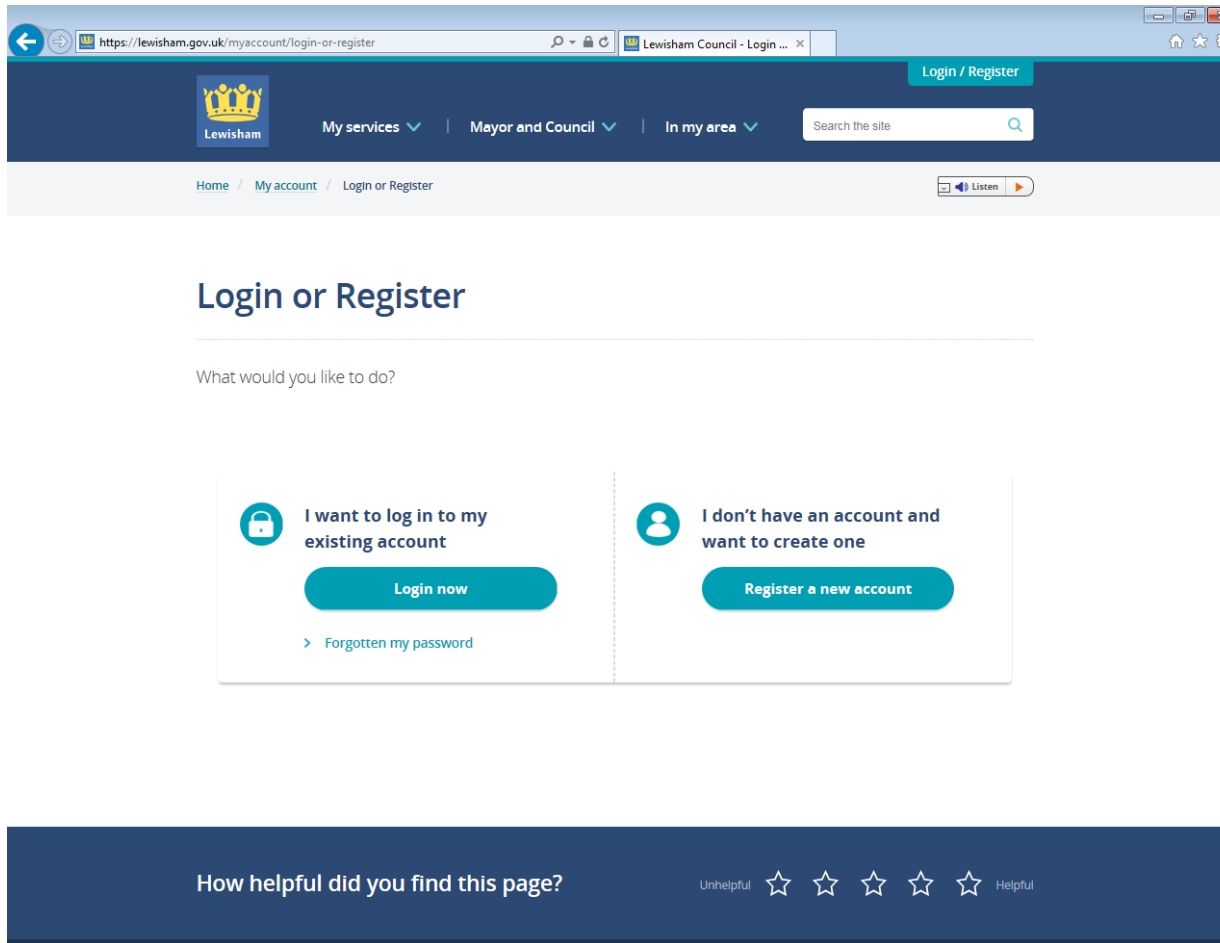
We are looking for people who have the time and space in their life to foster a child or young person in Lewisham.

> [Find out more](#)

Registration for My account



- Click on the blue 'Register a new account' button



Registration for My account



- Enter your email address (you must have access to this email account in order to complete the registration process)

https://lewisham.gov.uk/myaccount/create-an-account

Lewisham Council - Create...

Login / Register

Lewisham

My services | Mayor and Council | In my area

Search the site

Home / My account / Create an account

Listen

Create an account

Register for online transactions and access to your council tax account

- 1 What is your email address?
- 2 What is your name?
- 3 What is your home address?
- 4 Create a password

What is your email address?

We will be sending personal account information to this email address.

Email address: *

I would like to get things to do, prize draws and council news by email *

Continue to step 2 >

Registration for my account – step 1



- Enter your title, first name, surname.

The screenshot shows a web browser window with the URL <https://lewisham.gov.uk/myaccount/create-an-account>. The page header includes the Lewisham logo, navigation menus for 'My services', 'Mayor and Council', and 'In my area', a search bar, and a 'Login / Register' button. Below the header, the page title is 'Create an account' and the breadcrumb trail is 'Home / My account / Create an account'. A progress indicator shows four steps: 1. 'What is your email address?' (completed), 2. 'What is your name?' (current step), 3. 'What is your home address?', and 4. 'Create a password'. The 'What is your name?' section contains a dropdown menu for 'Title: *', and three text input fields for 'First name: *', 'Last name: *', and a blank field. At the bottom, there are buttons for '< Back to email' and 'Continue to step 3 >'.

Registration for My account - step 2



- Input the postcode of your address then click on 'Find Address' and choose the address from the list
- If your address is not listed, please contact webaddress@lewisham.gov.uk

The screenshot shows a web browser window at the URL <https://lewisham.gov.uk/myaccount/create-an-account>. The page title is "Create an account" and the sub-header is "Register for online transactions and access to your council tax account". A progress indicator shows four steps: 1. What is your email address? (checked), 2. What is your name? (checked), 3. What is your home address? (current step, highlighted with a '3' in a circle), and 4. Create a password. The main form area is titled "What is your home address?" and includes a note: "We may need to post personal information to this address." Below this is a text input field labeled "Enter your postcode or street name *" with the example text "e.g. SE6 4RU or Bargery Road". A note below the field states: "When searching by street name please use the full name without abbreviations (e.g. Bargery Road, not Bargery Rd.)". At the bottom of the form are three buttons: "Find address" with a right-pointing arrow, "Back to name" with a left-pointing arrow, and "Continue to step 4" with a right-pointing arrow.

Registration for my account - step 3



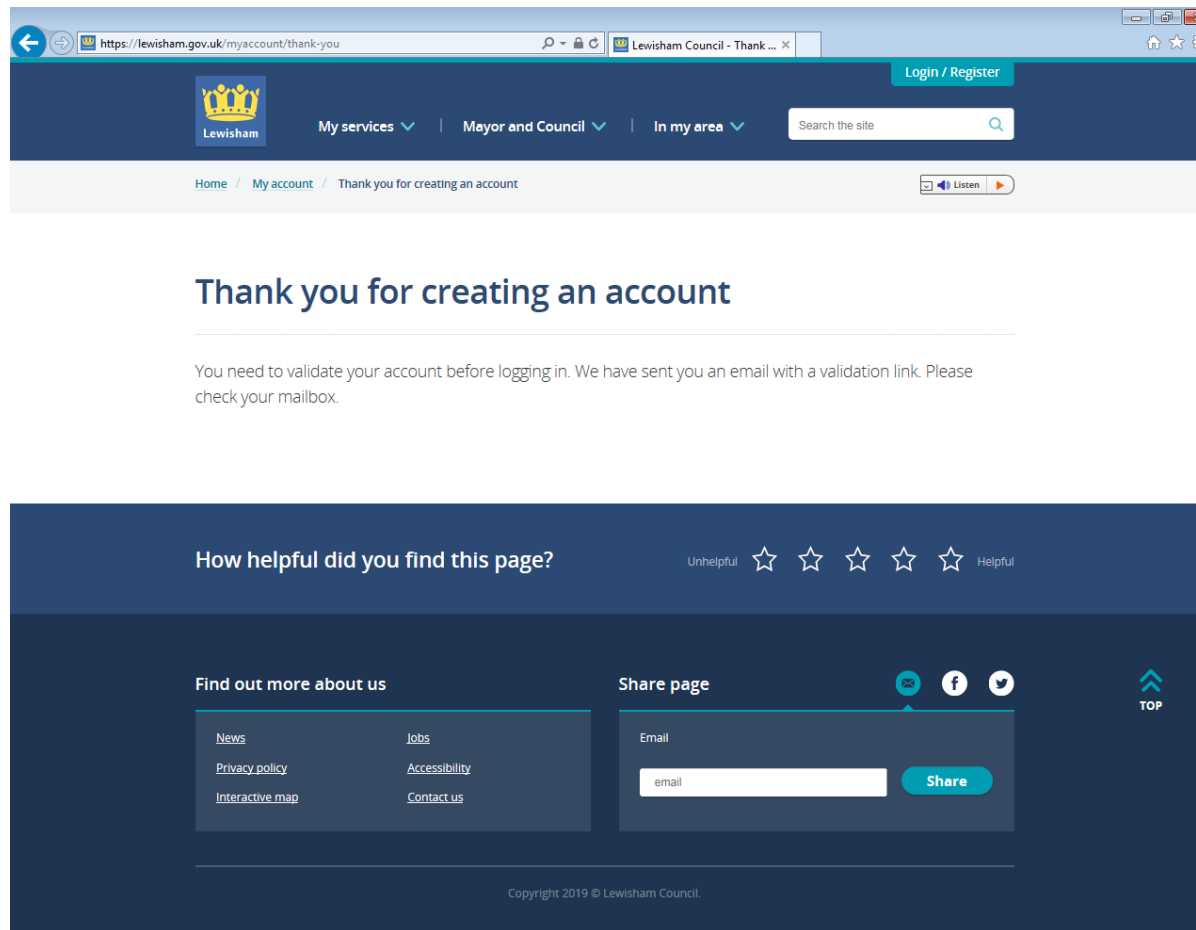
- Choose a password for the account and then click on the blue 'Create my account' button

The screenshot shows a web browser window with the URL <https://lewisham.gov.uk/myaccount/create-an-account>. The page header includes the Lewisham logo, navigation links for 'My services', 'Mayor and Council', and 'In my area', and a search bar. A breadcrumb trail shows 'Home / My account / Create an account'. The main heading is 'Create an account', followed by the text 'Register for online transactions and access to your council tax account'. A progress indicator shows four steps: 'What is your email address?', 'What is your name?', 'What is your home address?', and 'Create a password'. The 'Create a password' step is active. Below this, there is a 'Create a password' section with a note: 'Passwords must contain between 6 and 15 characters and can include letters, numbers and punctuation marks.' There are two input fields: 'Password: *' and 'Re-enter Password: *', each with a toggle icon. At the bottom, there is a blue button labeled 'Create my account' and a link labeled 'Back to postcode'.

Registration for My account – step 4



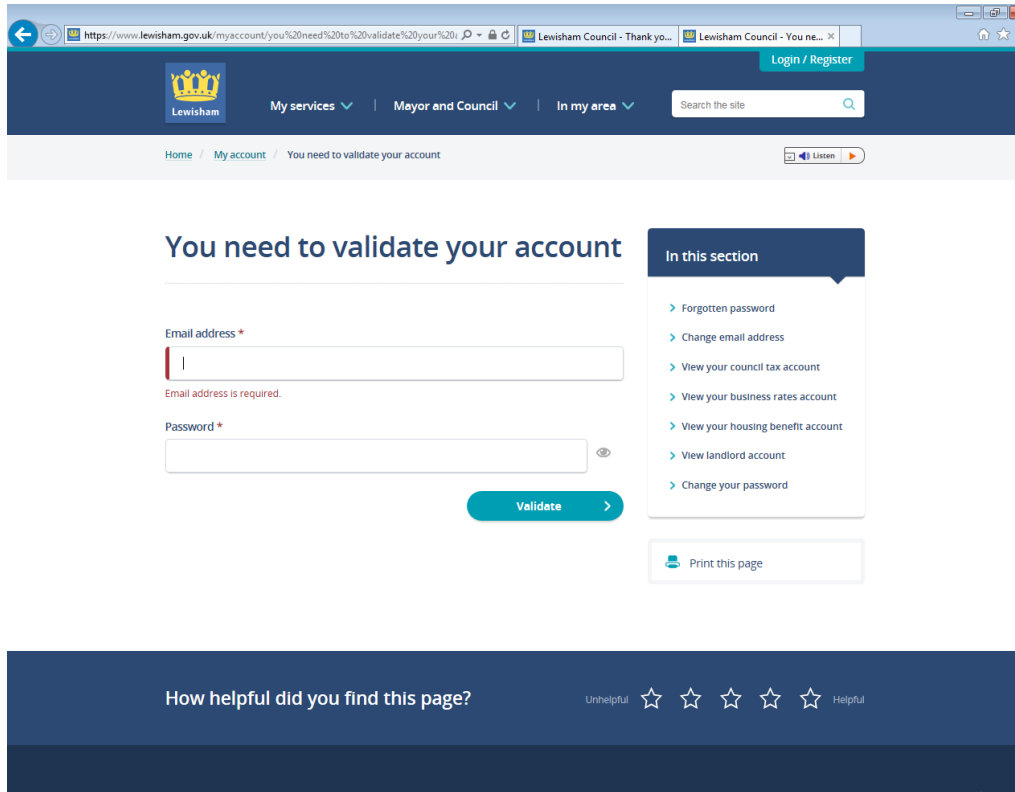
- You will then see the following message



Registration for my account – complete



- To activate your account, access the email headed 'You need to validate your account with Lewisham Council' from web@lewisham.gov.uk (check your junk or spam email folder)
- Click on the link within the email or copy and paste into your web browser
- Enter the password you chose in step 4 and click on the blue 'Validate' button



Registration for My account - validation



- Once you have completed registration, you will be logged in to your My account and taken to the home page of the Lewisham website . The home page will now display as shown.
- The Login/Register tab now says Hello <username>|My account, displaying the username the account is registered to.



Logging in to My account

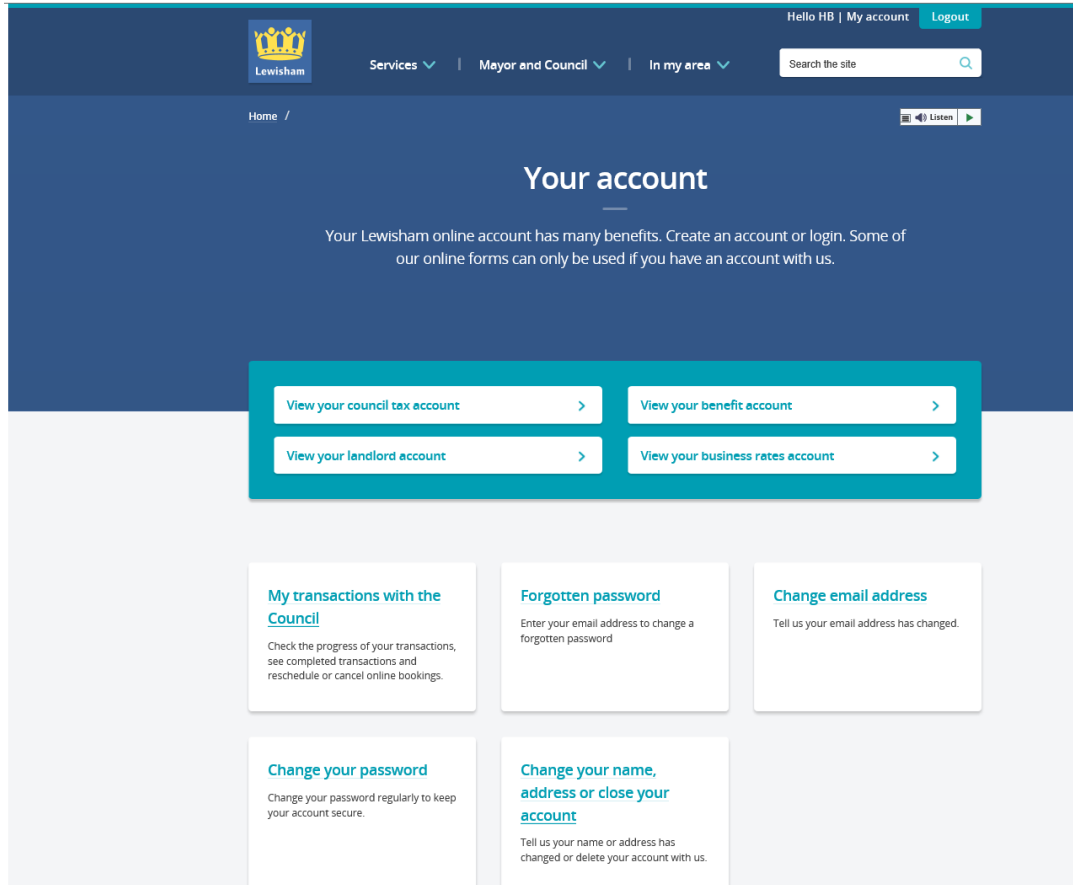


- Users of My account are reminded of their responsibility for ensuring that the password created for their account is kept secure
- To reset a forgotten password, go to the log in screen (shown on page 6) and follow the instructions under Forgotten password.
- To reset a password when logged in, click on My account and select Change password from the options on the left side of the screen (see page 14)
- Note that the housing benefit team are not able to deal with password reset requests. This facility is built into the My Account service which is managed by Lewisham's web team (web.communications@lewisham.gov.uk)

Your My account password



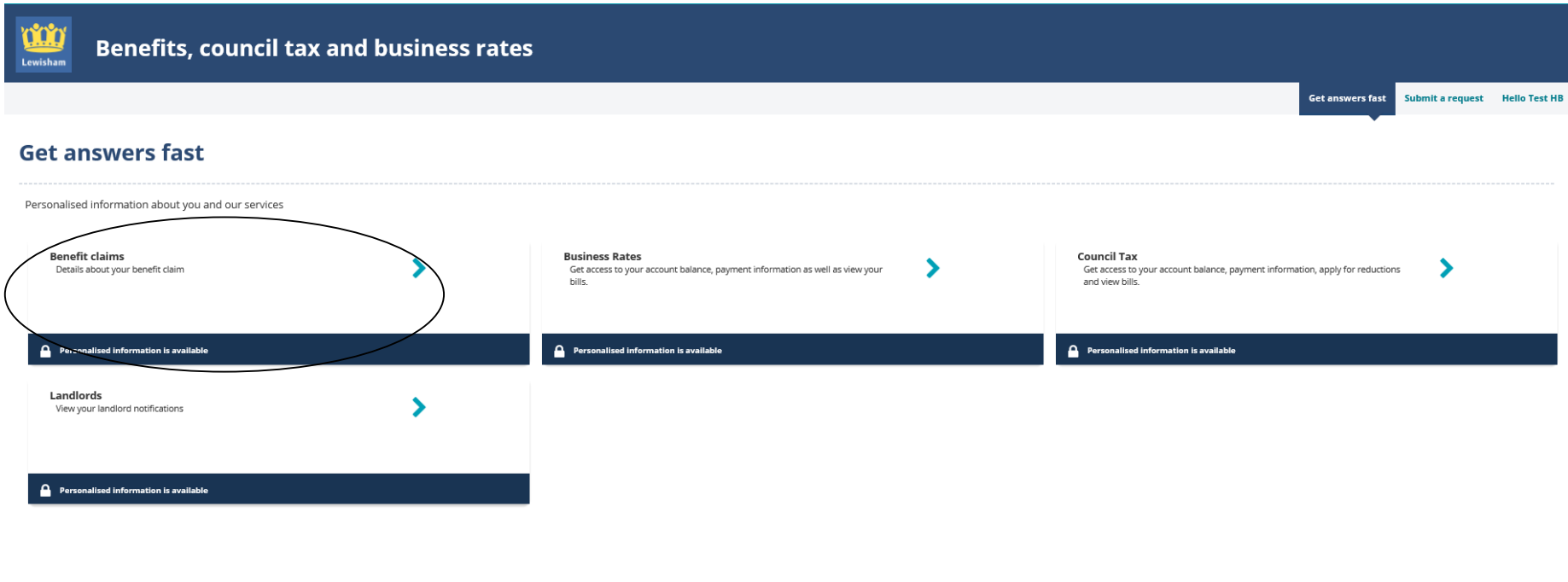
- To view information about your housing benefit or council tax reduction award, click on My account at the top of the home page, then select View your benefit account



Accessing the benefit portal



- You will then see the screen below, displaying your user name and email address in the black area.
- To view personalised benefit information, click on Benefit claims – Details about your benefit claim




The screenshot shows the 'Benefits, council tax and business rates' section of the Lewisham website. The header includes the Lewisham logo and navigation links: 'Get answers fast', 'Submit a request', and 'Hello Test HB'. Below the header, the section is titled 'Get answers fast' and contains a sub-header 'Personalised information about you and our services'. There are four service tiles, each with a lock icon and the text 'Personalised information is available':

- Benefit claims**: Details about your benefit claim. This tile is circled in red.
- Business Rates**: Get access to your account balance, payment information as well as view your bills.
- Council Tax**: Get access to your account balance, payment information, apply for reductions and view bills.
- Landlords**: View your landlord notifications.

Authenticating your account



- You will then be presented with the screen below and will need to complete the authentication process which requires five pieces of information:

**Benefits, council tax and business rates**

[Get answers fast](#) [Submit a request](#) [Hello Test HB](#)

Benefit claims

Details about your benefit claim

Personalised information is available
To view, please complete the registration form and click [Register].

Last name - the last name you used when you claimed benefit (*)

Postcode (*)

Claim reference - this will be on any letters we've sent you (*)

Date of birth - please use dd/mm/yyyy format (*)

National insurance number - this is on payslips and letters from the DWP (*)

[Register >](#)

Are you stuck or is something incorrect?

The first time you try to view your claim in Get Answers Fast we will ask you a few security questions - last name, postcode, claim reference, date of birth and national insurance number. If the system is not accepting your answers to these questions it is likely that the information you have provided does not match the information the Council holds about you. To ensure that you can access your account, please enter the requested information exactly as it is printed in your latest benefits notification letter. The only information you won't find on your notification letter from us, is your national insurance number - this can be found on your latest payslip, P60 or DWP letter.

We want to make sure we can help you get online and access your services when it suits you. If the above has not helped and / or you are experiencing any other issues in Get Answers Fast please let us know by clicking below:

[I still need help >](#)

Authenticating your account



- If you do not have the five pieces of information needed to authenticate your account (listed below) you must find these before we can enable you to view personalised information
 1. Last name is the surname we hold for the person who holds the housing benefit/council tax reduction – this is displayed on all the notification letters we send.
 2. Postcode is the postcode for the address the housing benefit/council tax reduction award is held against and is also displayed on the notification letters we send.
 3. Claim reference is a unique, 9 character reference which is displayed at the top of all the benefit notification letters we send.
 4. Date of birth must be the date of birth for the person who was awarded housing benefit/council tax reduction .
 5. National insurance number must be the national insurance number for the person who was awarded housing benefit/council tax reduction.
- If the information you enter isn't accepted you can complete a help form by clicking on the question that says 'Do you need assistance finding your details?' and then on the button that says 'Let us know what the problem is'. This generates a form for you to report difficulties with authentication. The form is not for any other purpose. Please provide as much detail as you can to help us diagnose the issue.

Authenticating your account



- Once you have successfully authenticated, you be able to access information in the Get answers fast tab, where personalised questions and answers are displayed to help you see the information you need.
- Clicking on a question will expand it to show a personalised answer
- If you have an active housing benefit award and you rent from a private landlord or a housing association, you will be able to see details of your last payment, next payment and a list of payments made in the last year. This information is not available for anyone who rents their property from Lewisham Homes.
- You can see how much housing benefit has been awarded to you and, if the amount awarded is less than the amount of rent you have to pay, you can see why. This could be because a non-dependant deduction is being made or an overpayment is being recovered.
- To see the full details of how your housing benefit/council tax reduction award has been calculated, you should click on the 'How can I view my benefit letters?' question to see a list of all the letters we have sent you. These will be displayed with the most recent letter at the top.
- There are also questions that can help signpost you to access more information.

Get answers fast: viewing your personalised information



- The question 'How can I view my benefit letters?'
All letters we have sent to you with decisions about your benefit award since the end of November 2017 can be seen here.
- To download the letters click on the 'Download' button then on 'Click here to view'
Letters are displayed in PDF, so you will need Adobe Acrobat Reader or another pdf viewer application to be able to view them
- You can save and print the letters if you need to, such as if someone asks you to provide proof that you receive benefit from us.
- Once you have signed up for the personalised service, you will no longer receive your benefit letters through the post.
- If a new letter is available to view, you will receive an email from us to tell you that you need to log into your account and access the letter. Please make sure that you check your spam email in case our emails have been filtered by your email provider.

Get answers fast: viewing notification letters



- The online forms are accessed from the 'Submit a request' area of the online service.

Submit a request

In progress forms

Completed forms

Find a form

Browse all forms

You don't have any in-progress forms at the moment

Find or browse for a form to get started

- If you have already started to complete a form, but not submitted it, you will be able to find it in the 'In Progress forms' area. Note that incomplete forms will be deleted if not submitted after a month
- Forms you have completed and submitted will be shown under the 'Completed forms' tab.
- To find a particular form you can either go through the alphabetical list under 'Browse all forms' or search using the 'Find a form' tab.

Submit a request: using our forms

