OPENPortal Handy Hints

This document outlines some common problems that our growing OPENPortal community have come across when registering for or using OPENPortal.

When first registering for the service

The reference number field

You can use any of the following;

- your Council Tax account reference number (starting 41)
- your Business Rates account reference number (starting 21)

You can find these numbers on the top right-hand corner of your bill.

The name field is case sensitive

Enter your name exactly as it appears on your latest Council Tax Bill or a recent letter that we have sent you – we verify this against our database so any differences will delay your registration.

If it is a joint account only one person can register – so only enter one person's name.

The 'Forgotten your password?' and 'Forgotten your user-name?' functions

These functions will not work for anyone who has not fully logged into their OPENPortal account since registering.

If you have not fully logged into your account since registering, you should first go back to the credentials we emailed you when you first registered and follow the instructions on the email until you have completely logged into the service.

If you have lost this email you will need to counciltax@castlepoint.gov.uk

When using the Portal

Difficulties downloading your Council Tax Bill

First, check that your device has Acrobat Reader installed on it. If it does not, then you will need to download it.

When you click on the blue wording 'Bill', a document should be offered to you in your browser. The way this is offered depends on your search browser e.g. Chrome will offer a bar at the bottom of the page with the option to open/save, Firefox offers an arrow in the top bar advising there is a document to download. Other browsers offer different opening points.

Further support

If you have any other difficulties using the service or want to simply give us some feedback about it please contact us at counciltax@castlepoint.gov.uk