

My Accounts Frequently Asked Questions

Contents

1. How do I register for My Accounts?	2
2. How do I create a <i>Self</i> account?.....	2
3. How can I link my Rent account to my self-service account?.....	3
4. How can I unlink / remove my account?	3
5. How can I see what I owe?.....	4
6. How can I view my recent transactions?	4
7. How is my rent calculated?	5
8. How can I log a maintenance request?	6
9. How can I make a payment?	7
10. My circumstances have changed; what do I need to do?	8

1. How do I register for My Accounts?

- a) Firstly, **create an account on Self**, which is our self-service portal.
- b) Then **link your Rent Account** to your self-service account.

2. How do I create a *Self* account?

- a) This may be done by clicking on the **My Online Services** icon at the top of the www.wexfordcoco.ie website and then selecting **Register** in the top-right.



- b) You will then be prompted to enter your **email address** and **password**. An email will be sent to the email address and this must be verified before you can continue:

Image 1

A screenshot of a registration form titled 'Registration'. The form asks the user to enter their email and password to register for Wexford County Council self service. It contains three input fields: 'Email *' with the value 'testwexford77@gmail.com', 'Password *' with masked characters '.....', and 'Confirm Password *' with masked characters '.....|'. Each field has a green checkmark to its right. At the bottom, there are 'Cancel' and 'Submit' buttons.

- c) Once you verify your email address, your account will be activated and you may log in and complete your profile details.

NOTE: If you cannot see the email in your Inbox, check you Junk folder.

3. How can I link my Rent account to my self-service account?

The following information is needed and **must match the record of the named tenant held on the Rents system**:

- First Name
- Surname
- Rent Account Reference (6 digits)
- PPS Number

Image 2

Account Details

First Name, Surname, Account Reference and PPS Number must match the record of named tenant we hold for your Rent account. Your Account Reference can be found on your rent statement or on any documentation relating to your rent account. Please contact customerservice@wexfordcoco.ie if you need assistance.

First Name *

Surname *

Rent Account Reference * Please ensure you enter your full account number found at the top of your rent statement.

PPS Number *

I agree to the Terms and Conditions * Yes

4. How can I unlink / remove my account?

Go into the account under My Accounts and click on **form** in the banner

Notice - GDPR Compliance!
The Council stores your reference number for the purposes of displaying this information to you within this site. If you wish to not have your reference numbers stored and this information shown, please use this [Form](#) to remove the account from your views.

Select the account you wish to remove from the drop-down list.

5. How can I see what I owe?

- Go into your account and go to **Statement**.
- The current balance is displayed in the grey area of the screen and transactions including invoices and payments are listed below this.

NOTE: A DR balance means that you owe this amount.

Image 3

Statement

The current balance of your rent account is € DR

A Debit (DR) balance means that you owe that amount
If you have made a payment that is not yet showing on your account, please wait 5 working days before contacting us.

Show 100 entries Search:

Transaction Date	Reference	Type	Amount	Running Balance
03 Dec 2021	REC: BF BILLPAY	Receipt	€75.00 CR	
27 Nov 2021	Total Weekly Charge	Invoice	€64.81 DR	
25 Nov 2021	REC: BF BILLPAY	Receipt	€75.00 CR	
20 Nov 2021	Total Weekly Charge	Invoice	€64.81 DR	

6. How can I view my recent transactions?

- Go into your account and go to **Statement**.
- All invoices and payments are listed and the current balance is displayed above them (refer to Image 3 above).

7. How is my rent calculated?

- Go into your account and go to **Rent Calculation Summary**.
- Here you will see a breakdown of the Principal Earner's rent, any allowances, Subsidiary Earner's rent and any other charges or allowances. Total rent is displayed at the end and effective date is displayed above the calculation.
- You may also view the Council's **Differential Rents Scheme using** the link on this screen.

Image 4

Account Details	Rent Calculation Summary	
Statement	You can view Wexford County Council's Differential Rents Scheme by clicking here .	
Rent Calculation Summary	<u>Account Details</u>	
Log a Maintenance Request	Account Number	
Make a Payment	Account Type	Social Housing
Submit Change in Circumstances	Rent Effective Date	31 Jan 2021
	<u>Principle Earners Rent</u>	€
	Earners Contribution	46.56
	<u>Less Allowances</u>	
	Child Allowance	1.75
	Further Education	0.00
	OAP	0.00
	Living Alone	0.00
	<u>Plus Subsidiary Earners</u>	
	Subsidiary	20.00
	<u>Assessed Rent</u>	64.81
	<u>Plus/Minus Charges/Allowances</u>	
	Total Charges & Allowances	0.00
	Total Weekly Charge	64.81

8. How can I log a maintenance request?

- Go into your account and go to **Log a Maintenance Request**
- Read the list of what internal and external repairs are carried out by the Council.
- Complete the form, outlining your details and details of the repair being requested.

[Image 5](#)

Housing - Log a Repair Request

If you think that the repair issue is the Council's responsibility please complete the form below

Information Log Request ⓘ

Tenancy No.

Tenant's Name

Contact No. (Mobile) Enter mobile number without spaces

Contact No. (Landline) Enter landline number without spaces

Repair Type * Internal External

Repair Category (based on repairs carried out by Wexford County Council) Select... ▼

Details of Repair *

Date of Request * 07/12/2021

9. How can I make a payment?

- Go into **Make a Payment**
- Enter the **amount** you wish to pay
- Enter your billing card details; this information is necessary for [SCA compliance](#) .
- Confirm** that your details are correct and then click **Submit**.
- You will then be redirected to our payment processor, [Global Payments](#), where you can enter your card details and your payment will be processed securely.

[Image 6.1](#)

My Accounts Payments

Please complete the details below to make a payment on your account

Account Reference

Email *

Name

Weekly Charge € 64.81

Account Balance

You owe the balance above

Payment Amount * €50.00

[Image 6.2](#)

Please enter your card billing details below. This information is required for SCA compliance and is passed to our payment processor Global Payments. If you do not enter this information your card may be declined.

Email Address *

Billing Address Line 1 *

Billing Address Line 2 *

Billing Address Line 3

Billing County * Wexford

Billing Eircode for Payment

Billing Mobile No. *

Billing Landline No. *

10. My circumstances have changed; what do I need to do?

- a) Go into **Submit Change in Circumstances**.
- b) Enter **Telephone Contact** number.
- c) **Add Resident** and enter details for each resident in the house.
- d) Enter any **Additional Information** and upload any **Additional Attachments** if you need to.
- e) Complete the **Declaration** and **Submit**.
- f) A copy of the form you submit will be sent to the email address associated with your self-service account.

Image 7.1

My Accounts - Change in Circumstances

Housing Rents

Please complete all details below

Rent A/C No.

Name

Address

Eircode

Telephone Contact *

Email Address

Image 7.2

Section A - Household Details

Note: You must click the **Add Resident** button to add details and **repeat for each person residing in the house**.

1. Each person who is **employed** must have **Section B** completed.
2. Each person who is **unemployed** in receipt of benefit/allowance must have **Section C** completed.
3. Each person who is **part-time employed** plus in receipt of a **Social Welfare Payment** must have **Section B & Section C** completed.
4. Each person who is on a **Back to Work Scheme** plus in **Employment** must have **Section B & Section C** completed.
5. For **new borns** a **birth cert** is required.
6. If a **person has moved** in written permission is required and **Permission to Reside** form should be submitted. This is available from the Housing Section.
7. If **someone has moved out** please state the date they moved and submit official proof of their new address.e.g.letting agreement,utility bill etc..

Add Resident

Image 7.3

Name *

Date of Birth *

Employment Status * ✓

PPS Number * ✓

Please click button to validate your PPS Number

Gender *

Is this person an Earner or a Social Welfare Recipient? If neither select 'None of these'? *

Image 7.4

Earner Details

Employer *

Date Employment Started *

Are you on a back to work scheme? * Yes No

Are you on a CE or Tús scheme? * Yes No

Upload payslips, Notice of Tax Assessment, etc. *

Drop files here to upload -

Uploaded: 0 of 10

Rent cannot be assessed without submitting Payslips or Notice of Tax Assessment

Image 7.5

Social Welfare Recipient Details	
Social Welfare Benefit Type 1	
Benefit 1 Description *	<input type="text"/>
Benefit 1 Amount *	€ <input type="text"/>
Social Welfare Benefit Type 2	
Benefit 2 Description	<input type="text"/>
Benefit 2 Amount	€ <input type="text"/>