# My Accounts Frequently Asked Questions

# Contents

1.	How do I register for My Accounts?	2
2.	How do I create a Self 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 <a href="https://www.wexfordcoco.ie">www.wexfordcoco.ie</a> website and then selecting **Register** in the top-right.





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



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 *						
Terms and Conditions						
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!

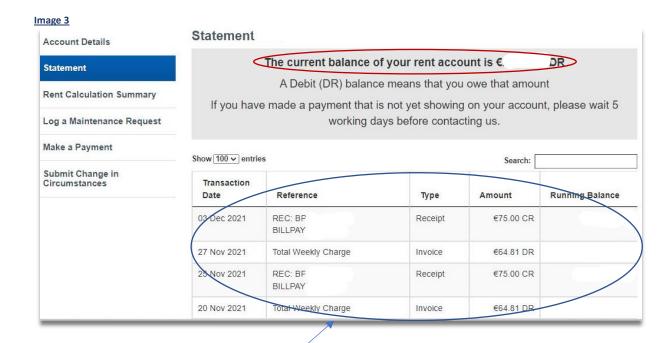
The Council stores your reference number for the purposes of displaying this information to you within this site. If you wish to not have your reference numbers stored and this information shown, please use this Form to remove the account from your views.

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

### 5. How can I see what I owe?

- a) Go into your account and go to **Statement**.
- b) 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.



# 6. How can I view my recent transactions?

- a) Go into your account and go to **Statement**.
- b) 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?

- a) Go into your account and go to **Rent Calculation Summary**.
- b) 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.
- c) You may also view the Council's *Differential Rents Scheme using* the link on this screen.

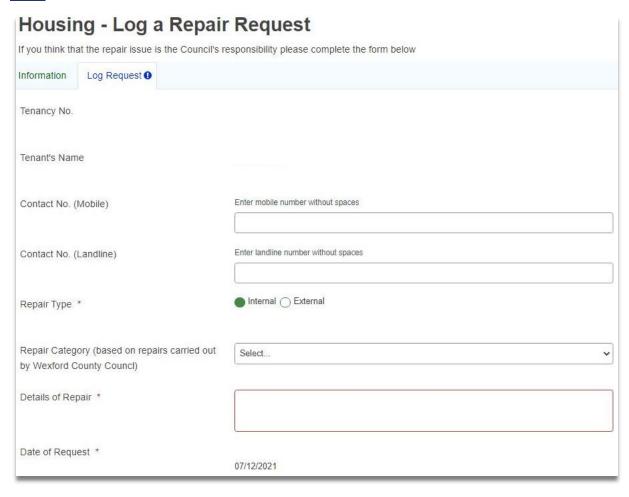
### Image 4

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

# 8. How can I log a maintenance request?

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

### Image 5



### 9. How can I make a payment?

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

<u>Image 6.1</u>

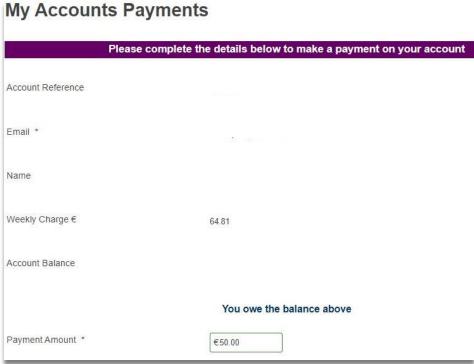
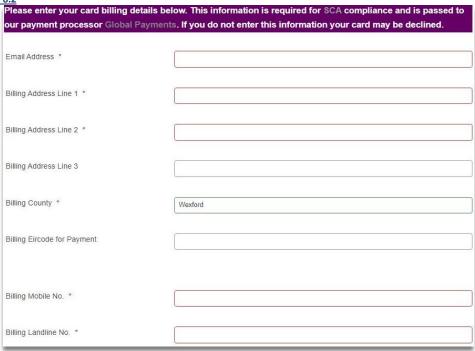


Image 6.2



# 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.

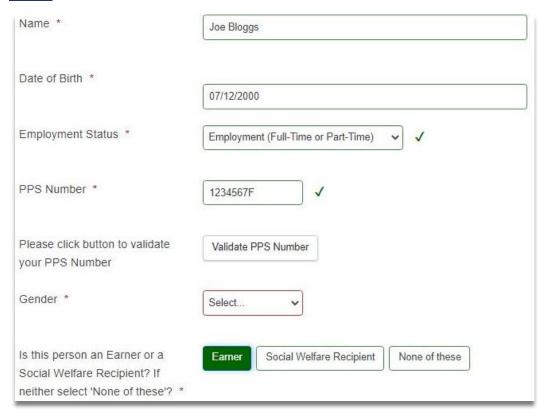
### **Image 7.1**

# My Accounts - Change in Circumstances Housing Rents Please complete all details below Rent A/C No. Name Address Eircode Telephone Contact \* Email Address

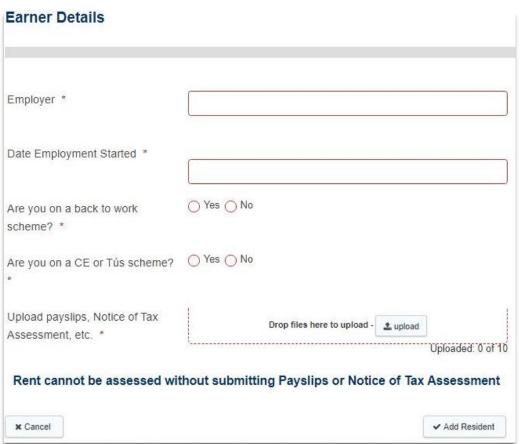
### Image 7.2

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 <b>employed</b> must have <b>Section</b> 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**



### **Image 7.4**



### <u>Image 7.5</u>

Social Welfare Recipient Details					
Social Welfare Benefit Ty	pe 1				
Benefit 1 Descripton *					
Benefit 1 Amount *	€				
Social Welfare Benefit Ty	pe 2				
Benefit 2 Descrption					
Benefit 2 Amount	€				