

## Frequently Asked Questions

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### 1. Does the Citizen Portal have copies of my Council Tax Bill?

No, the Citizen Portal shows your liability and payments and can confirm any entitlement to Council Tax Support.

However, for an actual copy of your Council Tax Bill you need to request this via the Council Tax Department at [westminster.counciltax1@secure.capita.co.uk](mailto:westminster.counciltax1@secure.capita.co.uk). Please include your Council Tax Account Number.

### 2. I am getting an error message when trying to complete a Housing Benefit and/or Council Tax Support form, what should I do?

If you are getting a “404 – File or directory not found” error message, please delete your history/cookies/cache.

Also try a hard reset “CTRL+F5”.

Additionally, please try using a different browser, such as Firefox, Chrome or Edge instead of Internet Explorer.

If you are still getting the error please contact us at [Westminster.Benefits@secure.capita.co.uk](mailto:Westminster.Benefits@secure.capita.co.uk) and confirm that you have tried the above options and what form you were trying to access. In the subject please include: **FAO: Technical Team – 404 Error for \*\*\*\*\* Form** eg. Ctax change of address, or Housing Benefit new claim form etc.

### 3. How do I open encrypted e-mails for Housing Benefit and Council Tax Support?

Please see guide titled “Opening Secure E-mail Guide”.

Please note that if you forget your password for the encrypted e-mail you need to follow the forgotten password process for FORCEPOINT.

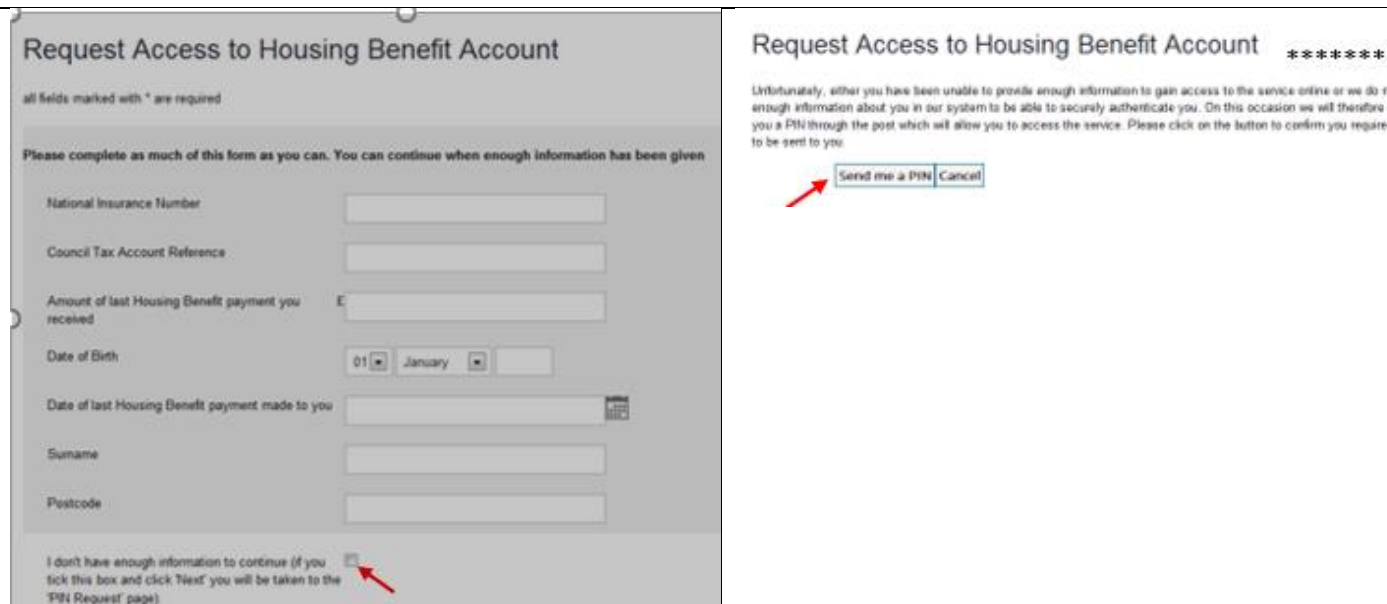
### 4. I cannot link my Council Tax number to the Council Tax service on the Citizen Portal?

For the Citizen Portal you only need to input the first 9 digits of your 11 digit council tax number.

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5. I was not able to complete the online authentication for the Citizen Portal when I was linking my: Housing Benefit/Council Tax Support; Council Tax account or Business rates account, what should I do?

There is an option to request a PIN, you tick the box “I don’t have enough information to continue” and then click on the box “Send me a PIN”. This PIN will be generated overnight and then we will send you a letter with your PIN.



6. What is the difference between the “Citizen” Portal and the “My Westminster” Portal?

The “**Citizen**” portal for Housing Benefit/Council Tax Support, Council Tax and Business rates provides different services to the “**My Westminster**” portal, so you need to register for the Citizen Portal and My Westminster separately. Please see below for more clarification of the difference between the portals.

### **Citizen Portal (Housing Benefit and Council Tax Support)**

The Citizen portal enables you to access information regarding awards or to make payments for local authority services such as: Council Tax, Housing Benefit and Council Tax Support, Landlord and Business Rates. There are quick links to forms relating to these services only available on the portal.

### **Incomplete Housing Benefit/Council Tax Support Forms**

To resume the forms you require the unique **LGS reference** of the form and had to have saved the form before exiting, where you would have set up a unique password. Please use this link to return to the incomplete form: <https://revenuesbenefits.westminster.gov.uk/doitonline2.html>

*Please note that you will not receive a password reset e-mail if the form was already submitted successfully as that form is no longer editable. If you made a mistake or need to advise of a change in circumstances, please complete a new form.*

If you submitted a form and then need to submit further supporting evidence instead of a new change in circumstances please go to [www.westminster.gov.uk/go-online](http://www.westminster.gov.uk/go-online) and click on “Quick actions – apply and pay”. Then on the new window that opens scroll to the Housing Benefit and Council Tax Support section and select the link “Upload additional evidence documents”.

### **MyWestminster Portal**

MyWestminster is a service that allows you to report issues and faults with recycling, rubbish or street cleaning; noise and anti-social behaviour; streets and pavements; health, safety and housing; vehicles, including traffic contraventions and illegal driving; and other issues such as graffiti and advertising and trading.

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If you are trying to sign in to your MyWestminster account, go to the web page <https://www.westminster.gov.uk/portals> and click on the 'Sign in with MyWestminster' button. This will enable you to sign in to your account with your email and password. If you have forgotten your password, click the link 'Forgot your password?'. You can then request a verification code to be emailed to you which can be used to sign back into your account.

### 7. Forcepoint password reset failure (Housing Benefits and Council Tax Support)

Eg. Click on “continue” and nothing happens.

1. Check if the new password met the password complexity criteria (6 letters and numbers, mixed cases)
2. Try the password reset again a little later, eg. 10 mins or the next day.
3. If there is still an issue request that the original e-mail is resent.  
In the subject of the e-mail please type in “FAO: Technical Team – Forcepoint PW issue” and send to [Westminster.Benefits@secure.capita.co.uk](mailto:Westminster.Benefits@secure.capita.co.uk)

### 8. How to use help icons on the forms when using your mobile phone

Double click on the help (?) icon to open the help window.  
Then double click on the help icon again to close the window.

Example of a help window when using your mobile phone.

14:48

fits.westminster.gov.uk

What date did/will you move into the property? \*

When do you want your benefit/Council Tax Reduction to start from? \*

Please provide the first 8 digits of your 11 digit Council Tax account reference.

What is your home phone number?

What is your mobile number?

What is your email address?  
*Once you have entered your email address it is recommended that you save the form at this point and keep a record of your unique LGS reference code. It is in the top right-hand corner of this form. \**

Four orange square help icons with a white question mark are positioned to the right of the input fields for the Council Tax account reference, home phone number, mobile number, and email address.

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What date did/will you move into the property? \*

When do you want your benefit/Council Tax Reduction to start from? \*

Please provide the first 8 digits of your 11 digit Council Tax account reference.

This is not mandatory; however, it may speed up your application if provided.  
You will find your eleven digit reference number on your Council Tax Bill. The number starts with a 1 and we require the first 8 digits of that number.

What is your home phone number?

What is your mobile number?

A yellow help window is open over the Council Tax account reference field, displaying the explanatory text. The other orange help icons remain visible on the right side of the form.