

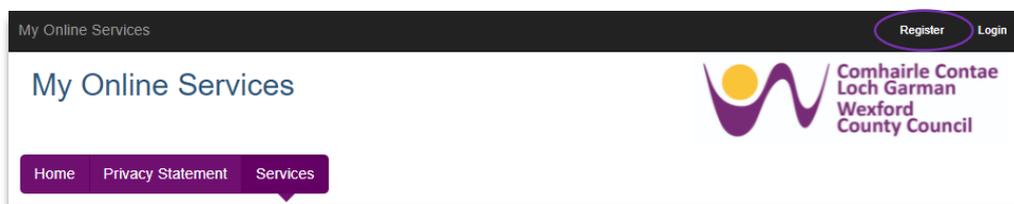
My Accounts Frequently Asked Questions

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:

A screenshot of a registration form titled "Registration". The form asks for an email address, password, and confirm password. The email field contains "testwexford77@gmail.com" and has a green checkmark. The password and confirm password fields contain "*****" and also have green checkmarks. 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.

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

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

The above must match the record for the named tenant held on the Rents system.

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.

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.

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 Principle 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.

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.

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 [SCA compliance](#) .
- d) **Confirm** that your details are correct and then click **Submit**.
- e) 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.

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.