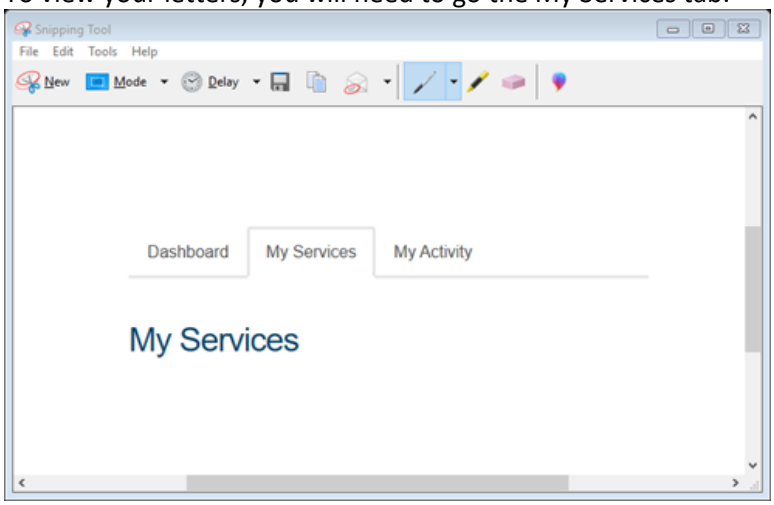
TO VIEW CORRESPONDENCE

Log into your Connect Account

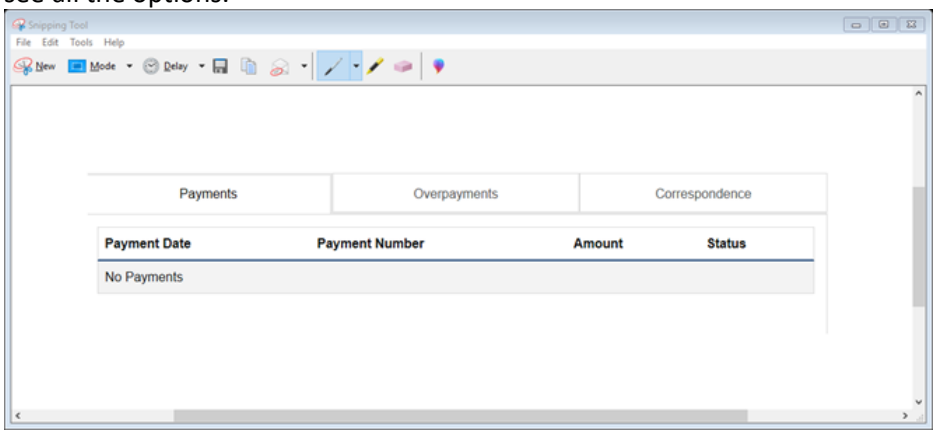
[My Services (maldon.gov.uk)](https://www.maldon.gov.uk/info/20005/my_services)



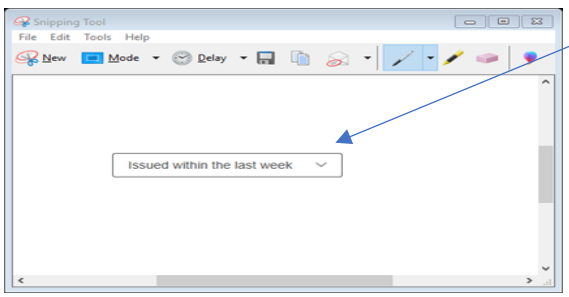
To view your letters, you will need to go the My Services tab.

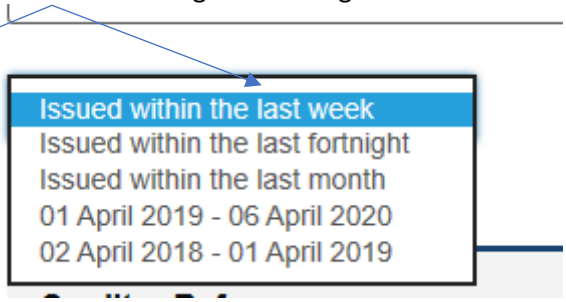


Then go to the Correspondence tab – If you are viewing on a phone you may need to scroll right to see all the options.



Change the drop down “issued within the last week” is to show a longer date range.



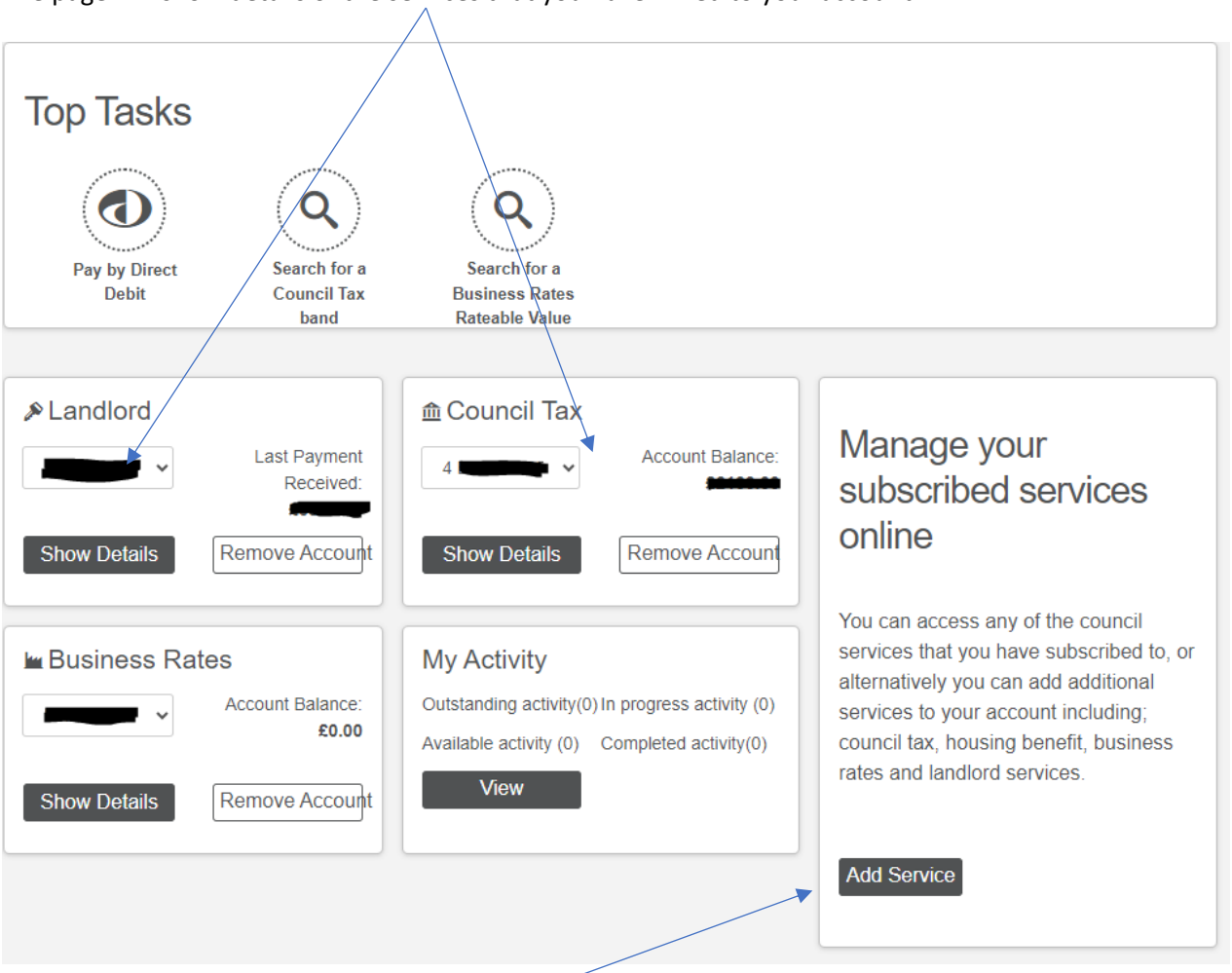


TO ADD A SERVICE

Log into your Connect Account
My Services (maldon.gov.uk)

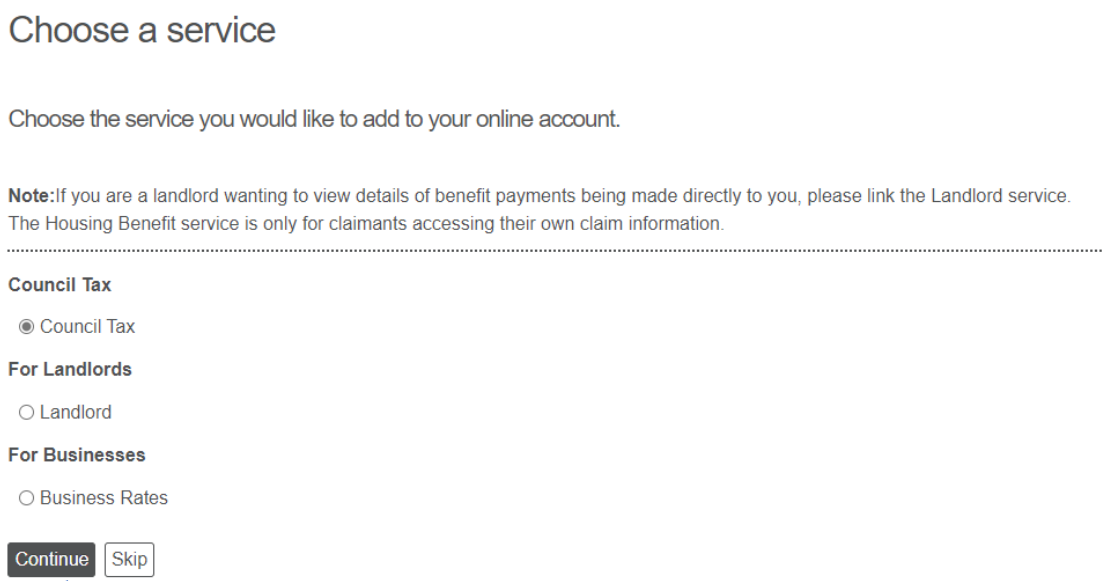


The page will show details of the services that you have linked to your account.



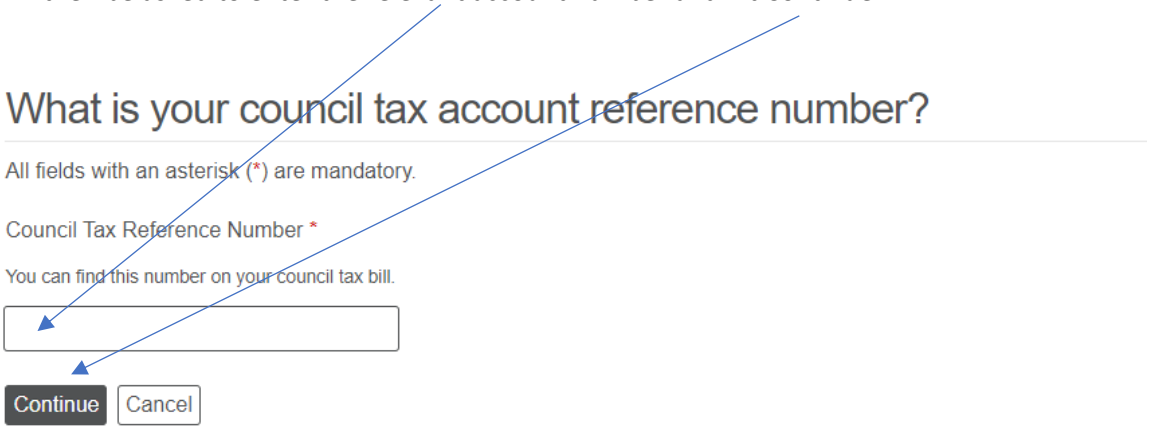
To add a new account click Add Service

You will then be asked which service you want to add

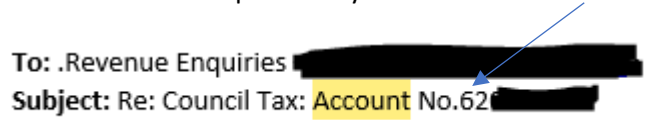


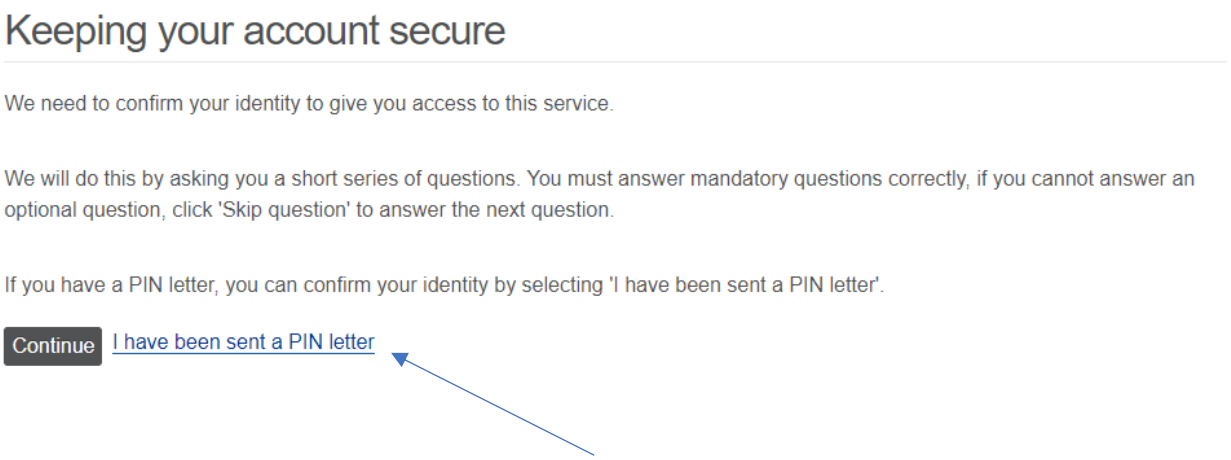
Select the relevant option and click Continue.

You will then be asked to enter the relevant account number and hit Continue.

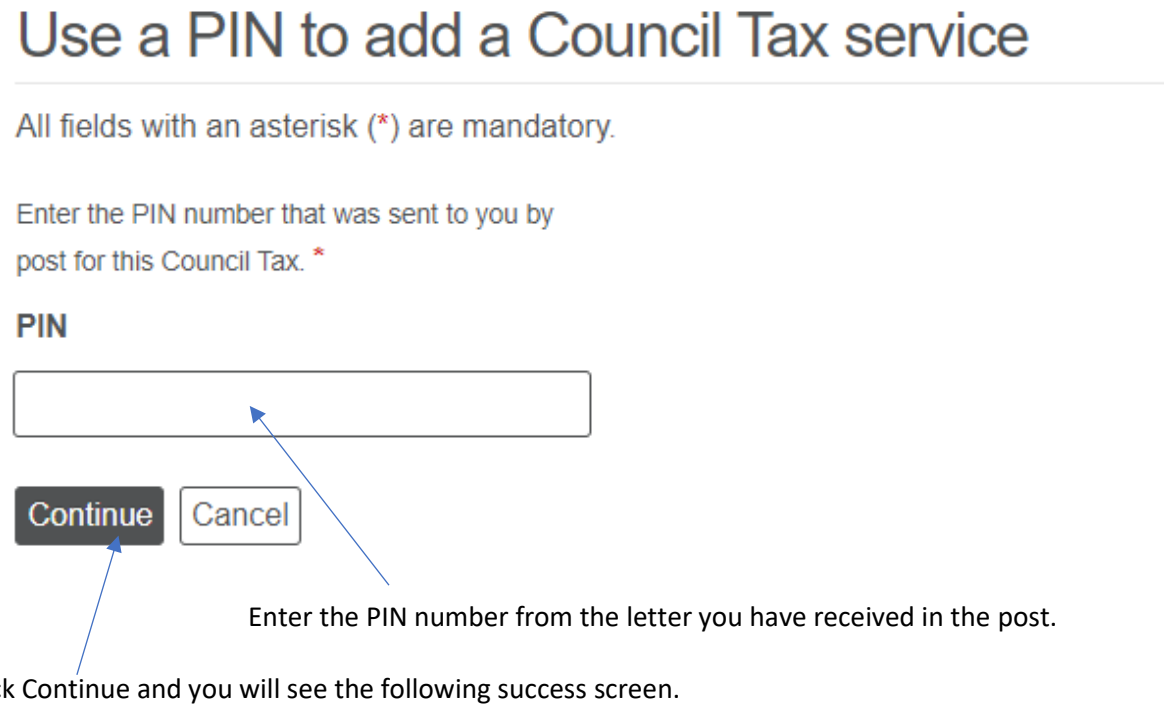


This reference can be found in the subject line of the email you receive notifying you that a new document has been placed in your Connect account.



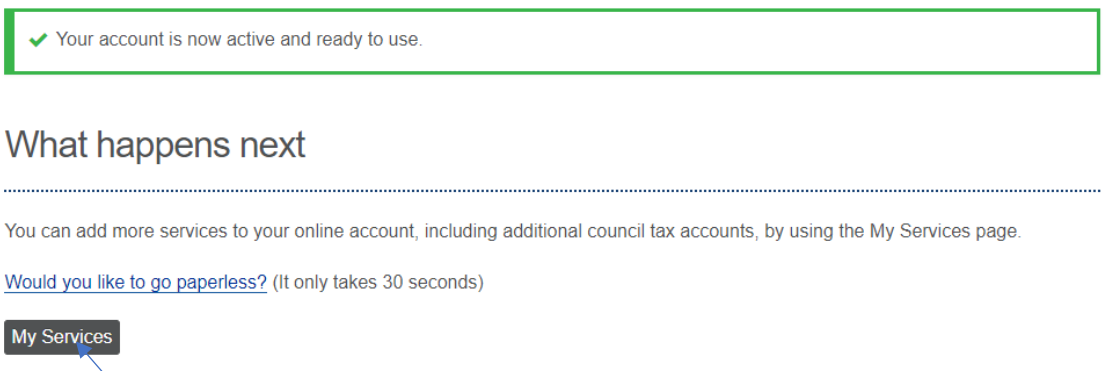


If you have received a PIN letter you can click the link here and enter the number



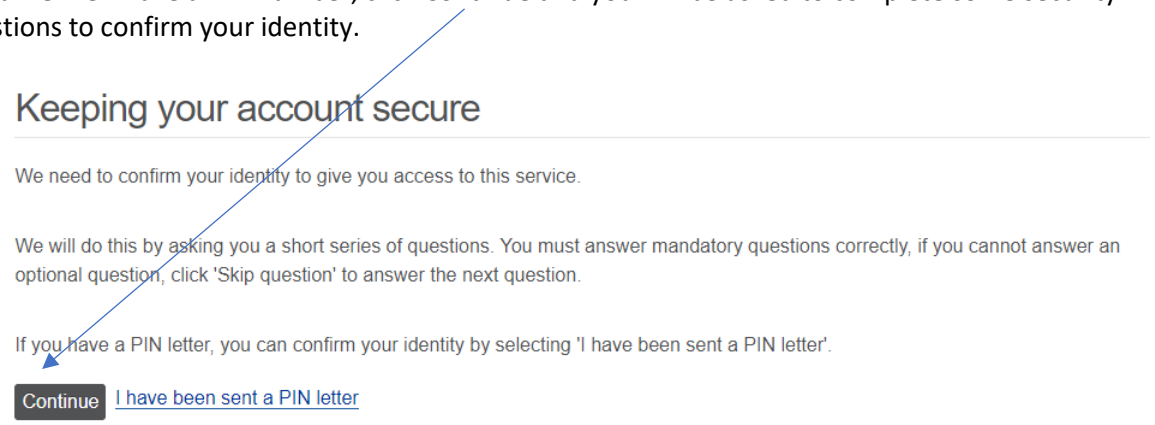
Enter the PIN number from the letter you have received in the post.

Click Continue and you will see the following success screen.

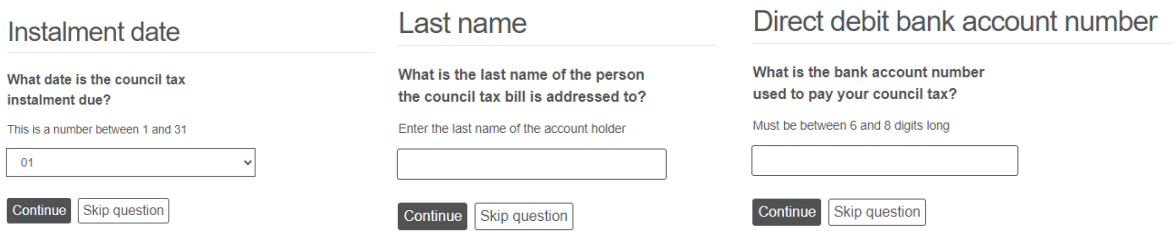


Click My Services to return to the home screen to access your accounts.

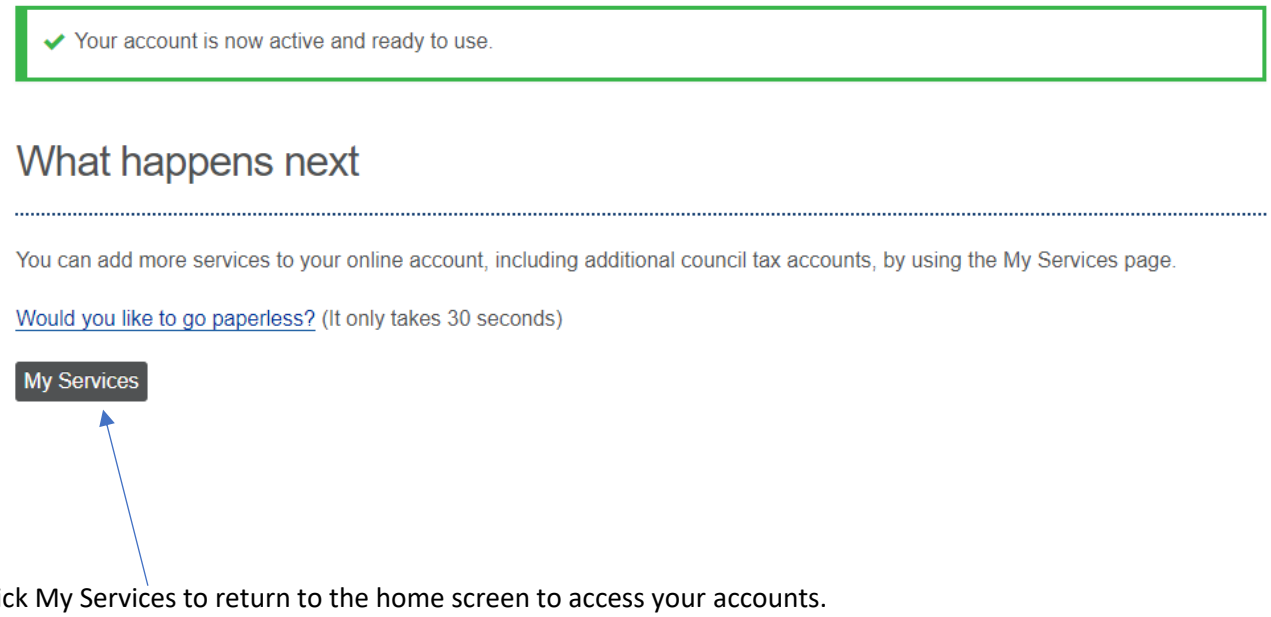
If you DO NOT have a PIN number, click Continue and you will be asked to complete some security questions to confirm your identity.



The questions are random, here are some examples:

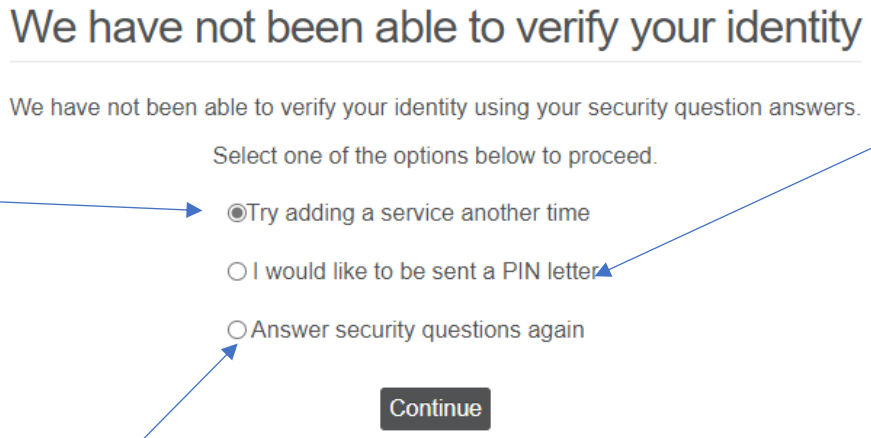


Answer the questions correctly and you will see the following success screen.



Click My Services to return to the home screen to access your accounts.

If you are unable to answer the questions or provide and incorrect answer you will see this screen



Will take you back to the Add Service screen where you can try again or return to home page.

Will send a request for a PIN number to be issued.
These are issued by post to Council Tax account address or forwarding address.
You will be returned to the homepage where you will see a message confirming the request.

Will take you back to the start of the security questions and allow you to attempt the answers again.

If you fail the security questions 3 times you will be prevented from making a further attempt for 12 minutes.

Where you do not have the answers to the questions, please request a PIN letter. A PIN will be posted to the account correspondence address. Once received you will be able to link the service by following the instructions above.