

## Who We Are

### About Us

HBC Online was developed by Hartlepool Borough Council's Digital Services team, in partnership with Granicus.

### Contact Us

Digital & Customer Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY



## Important Information

You can link a Council Tax account that is registered to a person or a company. Business Rates (NNDR) accounts are unable to use this service at present.

To link your Council Tax account you will need your **Council Tax account number** and **postcode** of the property. Your account number is a 12 digit reference number that begins with a '1' and can be found on your most recent bill.

If you are registering a residential account you must be a named liable party on the Council Tax account and the name on your bill must match the name used to create your online account.

If you are registering a company account you must select the company option below and provide the company name as listed on the Council Tax bill.

By linking your Council Tax account you will also be registering for E-Billing. This means that **you will no longer receive a paper bill posted to you**. You will be able to view and download your Council Tax bill(s) using this online account.



## HBC Online

*MyAccounts – linking  
your Council Tax  
account*

## Linking your Council Tax account

1

Navigate to HBC Online (<https://online.hartlepool.gov.uk>) and log in.

2

Click the button that reads **Council Tax MyAccounts**.

**Council Tax MyAccounts**  
Click here to view your Council Tax account

3

Click the button that reads **Add Accounts**.

**Add Accounts**

4

Select the type of account you want to link.  
**Residential account** asks for first name and surname,  
**Company account** asks for the company name – there is no other difference between the two.

**Residential account**

Company account

5

Click the **Validate Now** button.

First Name *	This must be the official name on your Council Tax account.
	Tony
Surname *	McHart
Council Tax Account Number *	<input type="text" value="123456789012"/>
Postcode *	<input type="text" value="TS24 8AY"/> ✓

6

Click **Validate Now**.

**Validate Now**

7

Tick the box to say that you consent to the council storing your information.

I consent to the council storing my per  
 Yes

8

Click **Submit**.

✓ **Submit**

9

You will be taken back to the accounts page. You will see your linked council tax account. Click the **Council Tax** link to view basic details

**Accounts**

**Council Tax**

10

You will be able to see some of your details including your name, address, Council Tax number and balance. The **Full Council Tax Details** button will open a screen giving you more details about you options to pay your bill, apply for a discount and view your bill.

<b>Accounts</b>	
<b>Council Tax</b>	✓
Account Number	123456789012
Name	TONY MCHART
Address	HARTLEPOOL BOROUGH COUNCIL, CIVIC CENTRE, VICTORIA ROAD, TS24 8AY
Account Balance	£2,455.43
<b>Full Council Tax Details</b>	

### Please note:

- It can take up to 6 working days for your balance to be updated.
- By linking your account, you will no longer receive paper bills.