

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



HBC Online

*Creating an HBC
Online account*

Getting started

This guide shows you how to create an HBC Online account.

You can access HBC Online by following this URL:

<https://online.hartlepool.gov.uk>

1

You must first **Register** for an account. You can do this by clicking either the **Register** link or the **Why not sign up?** button.

Register

Why not sign up?

Save time and stay secure

2

Enter an email address.

Enter a password. The password must contain 9 characters:

- An **uppercase** character
- A **lowercase** character
- A **number**
- A **symbol**

Permitted symbols are:

! @ \$ _ * ~ ^

Email *

Password *

Confirm password *

3

Click **Submit**.

Submit

4

Log into your email and click the verification link. Your account will not be set up until this step has been carried out.

Thank you for signing up to

Your account has been created and you can

Please click [here](#) to verify your account.

5

Click the **login** link and re-enter your email and password.

Your account has been activated, you can now **login**.

6

You will be taken to the HBC Online account screen. You will need to enter your name, date of birth, phone numbers and address.

Personal details

Title

Mr.

First name

First name / preferred name can not be Anon or Anonymous

Tony

Surname

Please enter your name using upper and lowercase letters i.e. John, Sarah-Louise, Smith, O'Connor, van der Waals.

McHart

Date of birth

Day Month Year

01

01

2000

Email address

hbconline5@gmail.com

Mobile phone number

01234567890

Phone number

01234567890

Preferred contact method

Phone

Mobile

Email

Post

Address details

Enter street name or full postcode *

TS24 8AY

Address outside the Borough of Hartlepool

Select your address from the list *

Hartlepool Borough Council Civic Centre Victoria Road, ▾

7

Click **Submit**.

Submit

