

ONLINE SERVICES FOR COUNCIL TAX AND BENEFITS ARE CHANGING

From 18 November 2025, the way you log in to Citizens Access to manage your Council Tax account and Benefit claim details is changing.

You will need to sign in with your My Newham login details to access the full range of online services for Council Tax and Benefits. All existing online Council Tax and Benefit service account logins will no longer be valid as of 18th November 2025.

Don't worry if you don't have a My Newham account, you can create one at <https://my.newham.gov.uk/> or during the registration process.

Please follow these simple steps to register :

1 VISIT OUR CITIZENS ACCESS WEBSITE

Visit [Citizens Access](#) and select 'Sign in'. When prompted, select 'Login using your Newham Council My Account' (even if you do not have a My Newham account).

2 LOGIN OR CREATE A MY NEWHAM ACCOUNT

You will be directed to the My Newham portal. If you already have an account, log in with your current credentials. Or select 'Sign up now' to create a new account. Once you have signed in or created an account you will be directed back to Citizens Access.

3 LINK YOUR COUNCIL TAX AND/OR BENEFIT DETAILS

Link your Council tax account and /or Benefit claim with a 'one off' registration. Select 'Manage your account online' from the Council Tax menu and then follow the on-screen steps. Any previous registration to these services will no longer be valid as of 18/11/2025.