

A new Landlord Schedule is now available for you to view or download.

In order to safeguard personal data and comply with the General Data Protection Regulations, payment schedules can no longer be issued via email as they contain personal data.

From Thursday 20 June 2019, the way you access our online service has changed. You will no longer be able to log in using your previous My Revenues and Benefits account details. The new service is now accessed using your myAccount details.

### **Step 1 – Create account**

To register, please ensure you select the appropriate option dependent upon your landlord status -

#### **Landlords**

[Register for a myAccount](#)

#### **Landlord Agents**

[Register for a myAccount](#)

Select 'Register' and follow the instructions to create your new account.

Once registered, you will be sent a verification email to the address you have specified. Please follow the instructions on this email to verify your new account.

### **Step 2 – Verify account**

Your new account is now created.

#### **Landlords**

[Access your Landlord account](#)

Log in using your newly created account details and follow the instructions provided.

You will be asked to verify your account using your –

- Landlord reference number (as appears on your latest schedule)
- Last four digits of your bank account

Please note – this is required for the initial sign up, you will not be asked to verify the next time you log in.

#### **Landlord Agents**

[Access your Landlord Agent account](#)

Log in using your newly created account details and follow the instructions provided.

You will be asked to verify your account using your –

- Landlord reference number (as appears on your latest schedule)
- Last four digits of your bank account

Every time you log in to this service, you will be asked to verify the details for the Landlord account you wish to access so it is important that you keep your landlord reference details to hand.

To download your schedules click on the 'Benefits' tile then select 'View previous payments' from here you can now download your payment schedules.

Please reply with any queries regarding payments to: [paymentsbenefits.kic@hullcc.gov.uk](mailto:paymentsbenefits.kic@hullcc.gov.uk)

### **Enabling Pop-Ups**

Please be aware that you may encounter loading issues when trying to access the information held on the system. This may be caused by Pop-ups being disabled as a setting on your browser. If you are a Landlord who receives technical support, please consult your local IT team before enabling Pop-ups.

If you are unaware of how to enable Pop-ups you can follow the simple step by step guide below;

#### **For Google Chrome Browser –**

1. Click the Chrome menu on the browser toolbar.
2. Select Settings.
3. Click Show advanced settings.
4. In the "Privacy" section, click the Content settings button.
5. In the "Pop-ups" section, select "Allow all sites to show pop-ups." Customize permissions for specific websites by clicking Manage exceptions.

#### **For Internet Explorer –**

1. Open Internet Explorer
2. Select the Tools button
3. Then select Internet options.
4. On the Privacy tab, under Pop-up Blocker, select or clear the Turn on Pop-up Blocker check box, and then select OK.