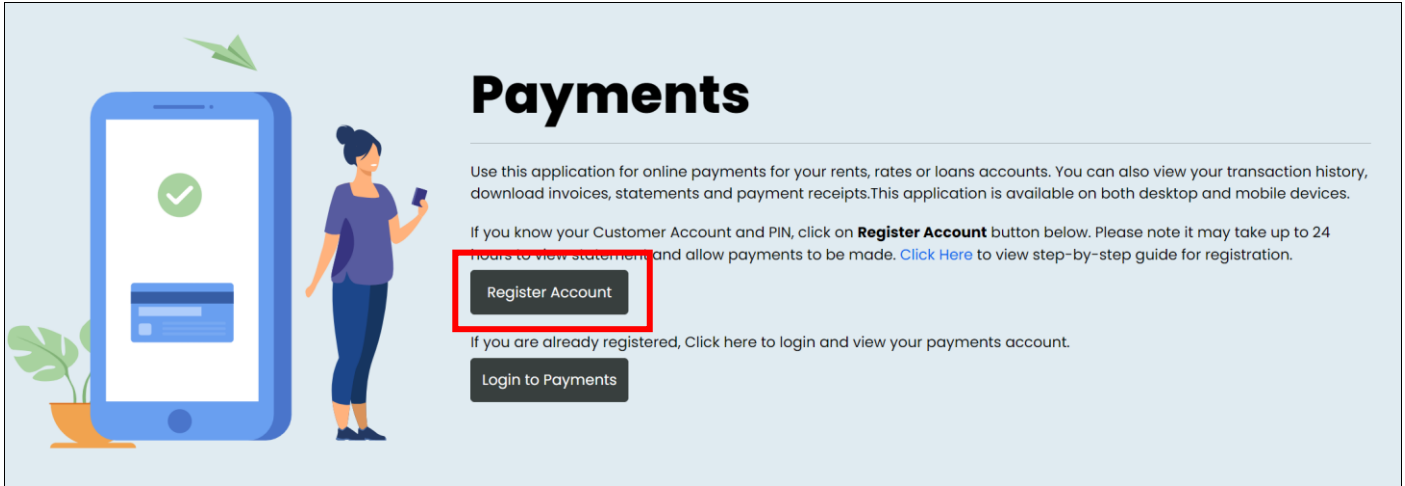
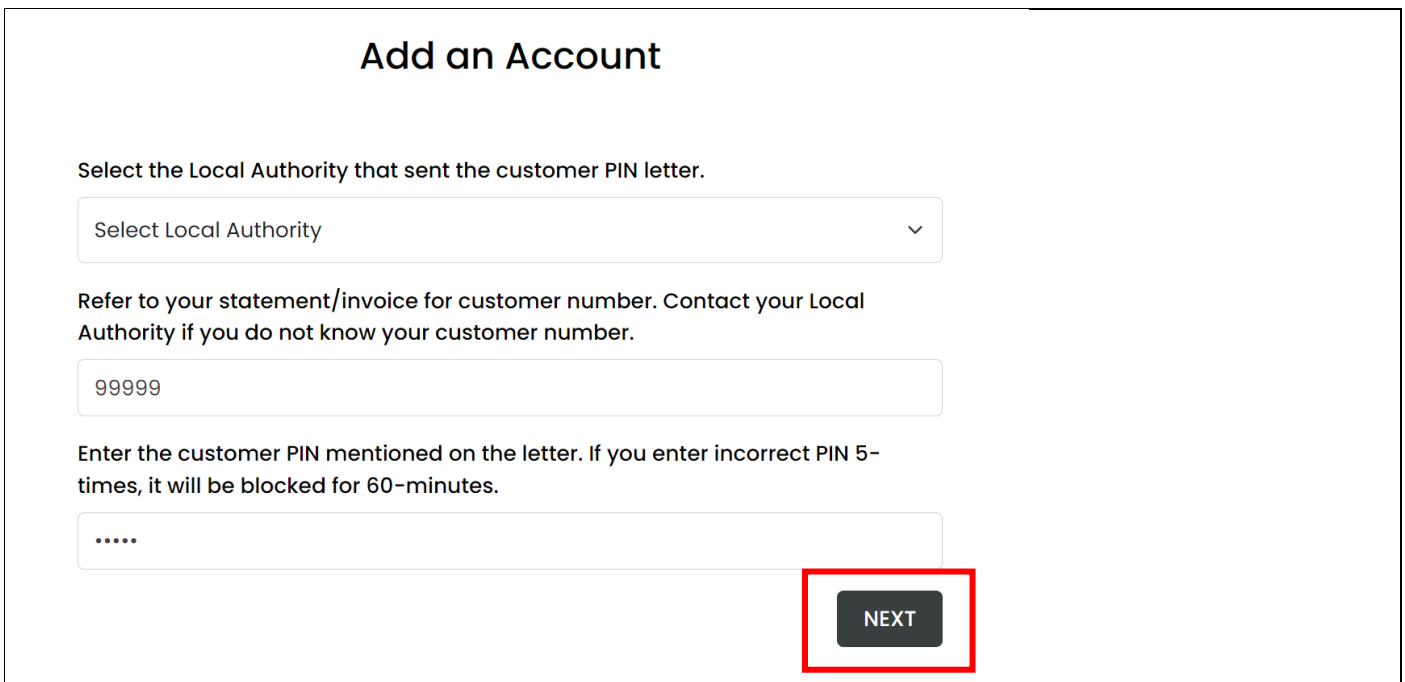


## Step-by-Step Registration Guide

1. Go to [www.mycoco.ie](http://www.mycoco.ie)
2. Scroll to bottom of page & under **Payments**, click on **Register Account**



3. Select your Local Authority from the dropdown list.
4. Enter your **Customer Number**. This is the same number you use to make payments. It is also available in your statement. For queries regarding your Customer Number, please contact your Account Manager.
5. Enter your **PIN** provided by the Local Authority. Click on **NEXT**.

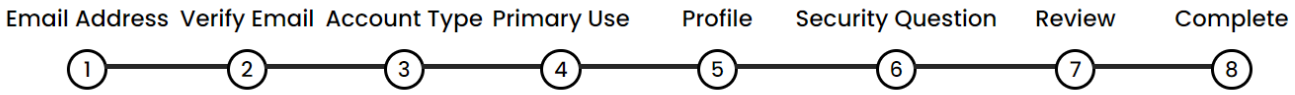


The screenshot shows the 'Add an Account' registration form. The heading 'Add an Account' is centered at the top. Below it, there is a dropdown menu for selecting the Local Authority. The next step is to enter the customer number, with a note to refer to the statement/invoice. The customer number field contains '99999'. The final step is to enter the customer PIN, with a note that it will be blocked for 60 minutes if entered incorrectly 5 times. The PIN field contains '.....'. The 'NEXT' button is highlighted with a red box.

6. Enter your email address.

Please ensure you use a valid email address that you have access to. MyCoCo will send an OTP to verify this email address. Your temporary password will also be sent to this address to complete the registration process.

This email address will be your Login ID for MyCoCo. Notifications, receipts, and other emails such as password changes will also be sent to this address. Click on **NEXT**.



Email Address (Login Id)

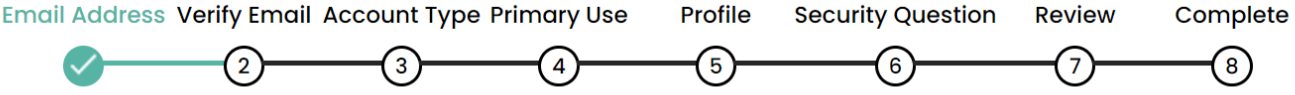
Confirm Email Address

Please provide a valid email address. The email will be used to validate and verify your account, send receipts and notifications for MyCoCo Services and MyCoCo Payments. Your email address will also be your Login ID.

**NEXT**

7. A One Time Passcode (OTP) will be sent to your email. This is valid for five minutes. Enter passcode into the **Verify Email** Screen.

Check your spam and junk email folders if you do not see the OTP in your mailbox. You can request a new OTP after 60 seconds.



We have sent one-time password (OTP) to your email address [email@example.com](mailto:email@example.com). Please enter the OTP below to verify your email address and continue with registration.

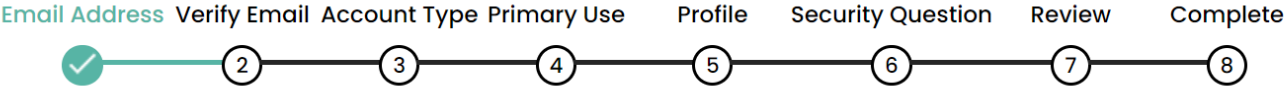
If you have entered an incorrect email address, click on **BACK** button to start again.

OTP  Expires in 4m 34s...

Did not receive OTP? Please wait 34 seconds before resending OTP.

**PREVIOUS** **NEXT**

8. Once the OTP is verified, Click on **NEXT** to continue with the registration process.



We have sent one-time password (OTP) to your email address [email@example.com](mailto:email@example.com). Please enter the OTP below to verify your email address and continue with registration.

If you have entered an incorrect email address, click on BACK button to start again.

OTP

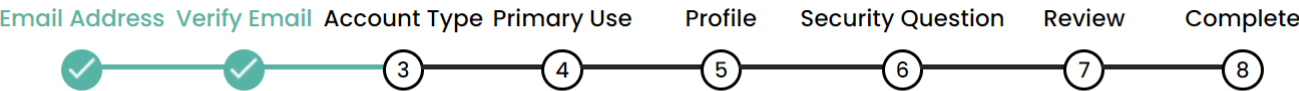
✔ OTP Verified. Click on Next to continue with registration process.

**PREVIOUS** **NEXT**

9. Select Account Type and click on **NEXT**.

Select **Individual** if you will use MyCoCo for personal/non-business services and payments e.g., Rents, Loan payments etc.

Select **Business** if you will use MyCoCo as a business user e.g., Rates payer, Solicitor etc.



### Select account type

**INDIVIDUAL**

Select this option if you will use MyCoCo for personal/non-business services and payments, e.g. rent, loan payments etc.

**BUSINESS**

Select this option if you will use the MyCoCo portal as a business user e.g. business rates payer, solicitor.

**PREVIOUS** **NEXT**

10. **Payment Account** is already selected for you on this screen. This option can be changed from your MyCoCo profile after completing the registration process. Click on **NEXT**.

Email Address Verify Email Account Type Primary Use Profile Security Question Review Complete

✓ ✓ ✓ 4 5 6 7 8

### Primary use

**MYCOCO SERVICE**

Select this option if you are registering to avail of MyCoCo services other than payments. You will still be able to access your payment account using My Payments Account button in MyCoCo dashboard.

**PAYMENT ACCOUNT**

Select this option if you are registering to use online payments for rents/rates/loans or other payments. With this option, MyCoCo will show your Payments Account page after login. You will be able to access MyCoCo services using the Home button on your Payments Account page.

**PREVIOUS** **NEXT**

11. Complete your profile.

Please enter your name, address, and phone details. If you selected **Account Type – Business** in **Step 9**, you would also have to provide Business Name.

This information may be used by the Local Authority staff to confirm your identity when you contact them in relation to your account.

Email Address  Verify Email  Account Type  Primary Use  Profile  Security Question  Review  Complete

### Profile Information

Profile information will be used to confirm your identity when contacting the Local Authority or for correspondence in relation to MyCoCo.

First Name\*  Middle Name  Last Name\*

Business Name\*

Address 1\*

Address 2

City\*  County\*  EIR Code\*  [EIR Code Finder](#)

Phone 1\*  Tax Reference/VAT number (Optional)

- 12.** This is an optional step. Nonetheless, we advise that you create a security question because your Local Authority may ask you for it to confirm your identity when you query your MyCoCo account.

Click on **NEXT**.

Email Address   Verify Email   Account Type   Primary Use   Profile   Security Question   Review   Complete



**NOTE:** This step is optional. Click **NEXT** to skip to the next step.

This is an optional step. Nonetheless, we advise that you create a security question because your Local Authority may ask you for it to confirm your identity when you query your MyCoCo account.

It is recommended that you avoid using personal information (e.g. birthdays, PPS number, phone number or PIN).

Examples:

**Question:** What is the name of your first pet?

**Answer:** Softy

**Question:** What is your favourite town?

**Answer:** Navan

Please remember your answer or store in a safe place for future reference.

DO NOT share your security question and answer with anyone.

Security Question

Answer

PREVIOUS

NEXT

13. This is profile summary page that shows the customer number and account you are registering with your profile details.

If the Customer Account number and Profile Information is incorrect, click on **PREVIOUS** to return to Profile screen to make amendments. If correct, you must read and agree to the Terms & Conditions, Data Privacy Policy and confirm that you are adding your own customer account to MyCoCo.

Click on **CREATE ACCOUNT** to continue registration.

Email Address Verify Email Account Type Primary Use Profile Security Question Review Complete

✓ ✓ ✓ ✓ ✓ ✓ 7 8

You are creating a MyCoCo Account with following payments customer number:

Customer Number	Local Authority	Account Type
86306	Dun Laoghaire-Rathdown County Council	RATES

Verify below information and click on Create Account to confirm and create a MyCoCo account. Click on PREVIOUS button to edit this information.

### Profile Information

Email Address (Login-ID) email@example.com	Account type Business	Primary use Payment Account
First Name Mario	Middle Name	Last Name Mario
Business Name Mario Brothers		Tax Reference/VAT number
Address 1 1, Irish Street	Address 2	City Irishtown
County Ireland	EIR Code A12 C3D4	Phone 0987654321
Security Question Favorite beach	Answer Silver Strand	

**Click on Terms and Conditions and Data Privacy Policy to read documents before checking the box.**

I agree to [Terms & Conditions](#) and [Data Privacy Policy](#).

I confirm that I am adding my own customer account in MyCoCo.

**PREVIOUS** **CREATE ACCOUNT**

14. Your registration is now near complete.

A temporary password has now been sent to the email address that you provided in **Step 6**. Check your email.

Email Address   Verify Email   Account Type   Primary Use   Profile   Security Question   Review   Complete 8

Your registration is nearly complete. See below instructions to login to your account.

1. Check your email for a temporary password. The temporary password will expire after 7 days.
2. Go to MyCoCo.ie > Login and use your email and temporary password.
3. You will then be asked to reset your password upon first login.



**For Payments Customers (Rates, Rents, Loans etc.):**  
Note: It may take up to 24 hours to view transactions and make payments in MyCoCo.


[Go To Login page](#) [Return to MyCoCo.ie](#)

15. Open the email and note or copy the temporary password. *Note: Make sure to NOT copy the spaces before and after the password.*

16. Click on the link provided in the email.

Email from MyCoCo - Your Temporary Password

 no-reply@mycoco.ie  
To:  email@example.com



Dear Customer,

A request to register an account for you has been made on the MyCoCo.

Below is your MyCoCo account details

Login ID: [email@example.com](mailto:email@example.com)  
Password: XXXXXXXXX  
(This is a temp password and is valid for 7 days. You will be prompted to change this after first login. **DO NOT share this password with anyone.**)

You may now log in by clicking this link below or copying and pasting it to your browser:

<https://www.mycoco.ie/oauth/redirect/login>

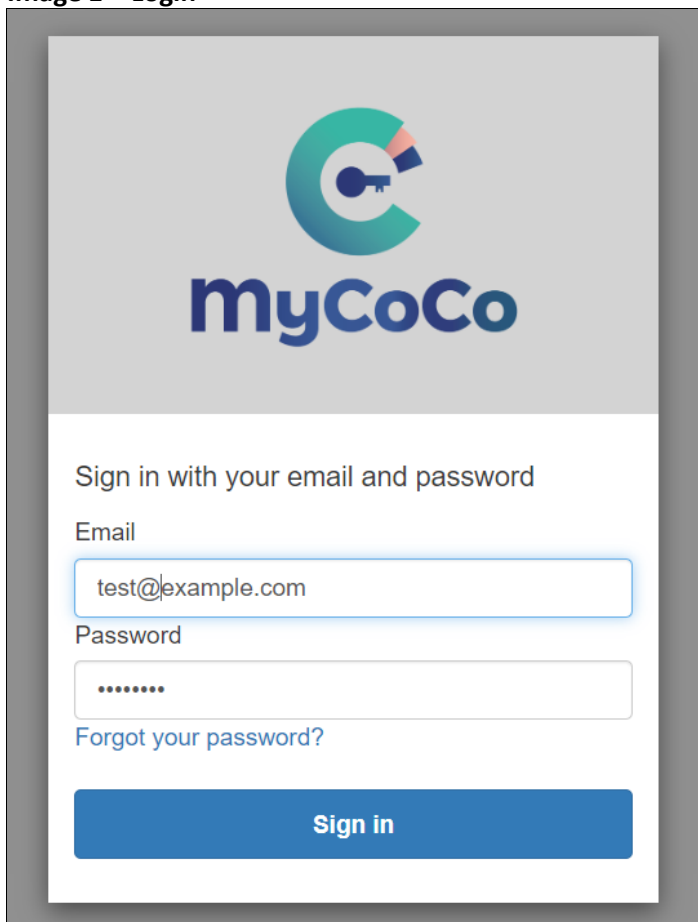
-----  
MyCoCo Team  
Your one-stop shop for Local Authority Services



17. **Image 1** - Enter your email address and temporary password. Click on **Sign in**.
18. **Image 2** - Enter new password in both fields. Please use a password with at least one upper case, one lower case, one numeral and one special character. Memorize the new password or note and store it in a safe place.

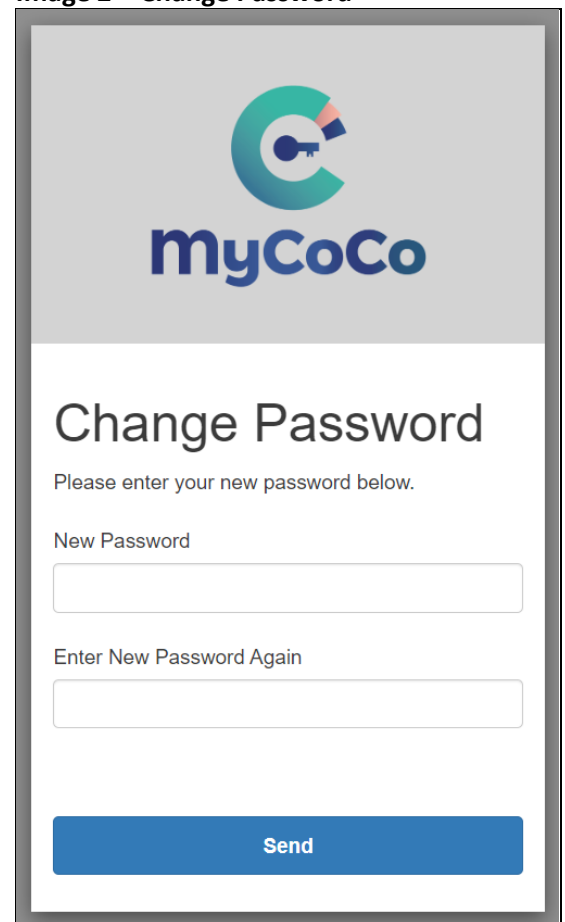
Click on **Send**.

**Image 1 – Login**



The screenshot shows the MyCoCo login interface. At the top is the MyCoCo logo. Below it, the text "Sign in with your email and password" is displayed. There are two input fields: "Email" containing "test@example.com" and "Password" containing seven dots. A link "Forgot your password?" is located below the password field. A blue "Sign in" button is at the bottom.

**Image 2 – Change Password**

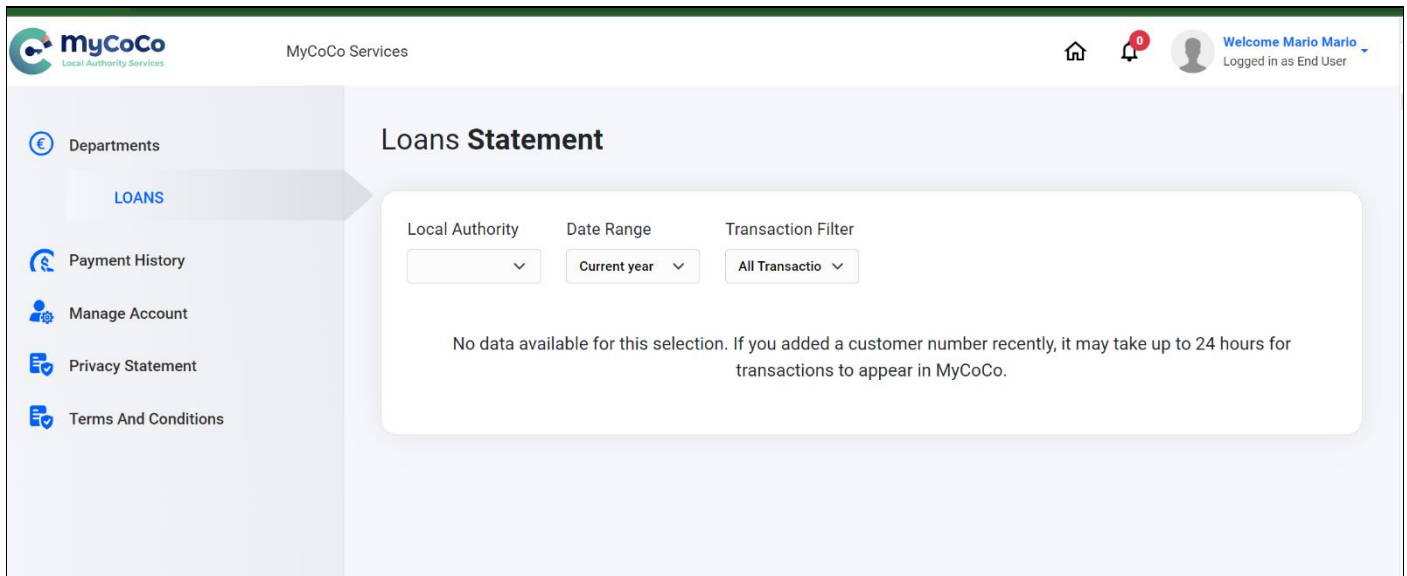
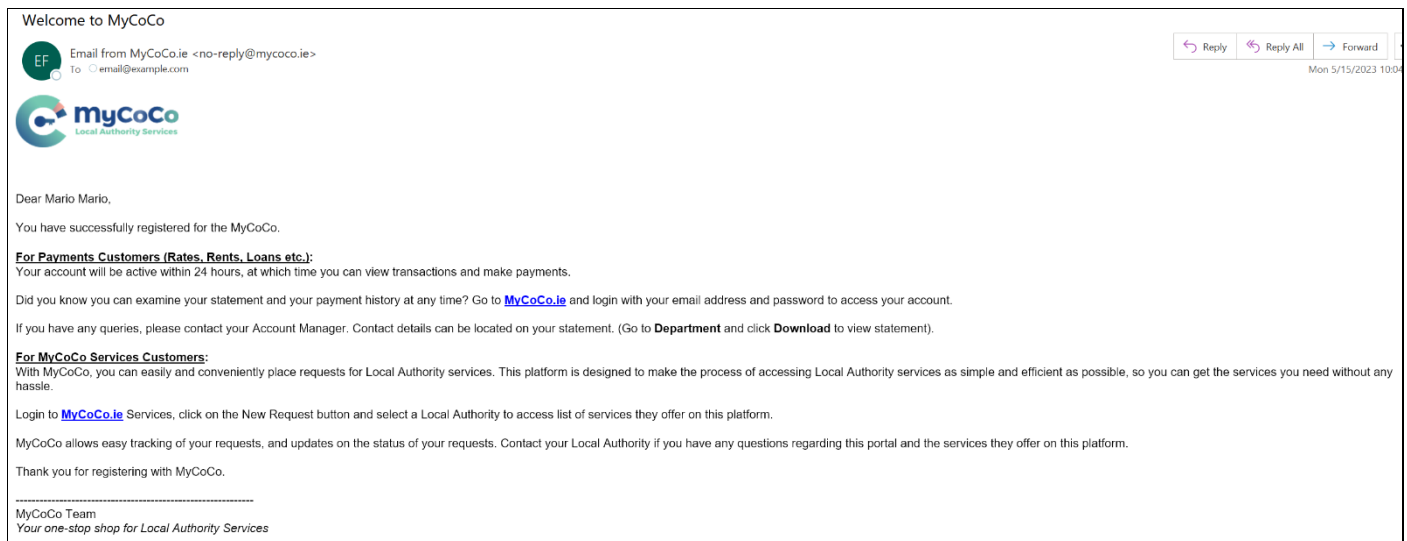


The screenshot shows the MyCoCo change password interface. At the top is the MyCoCo logo. Below it, the text "Change Password" is displayed. A sub-header "Please enter your new password below." is present. There are two input fields: "New Password" and "Enter New Password Again". A blue "Send" button is at the bottom.

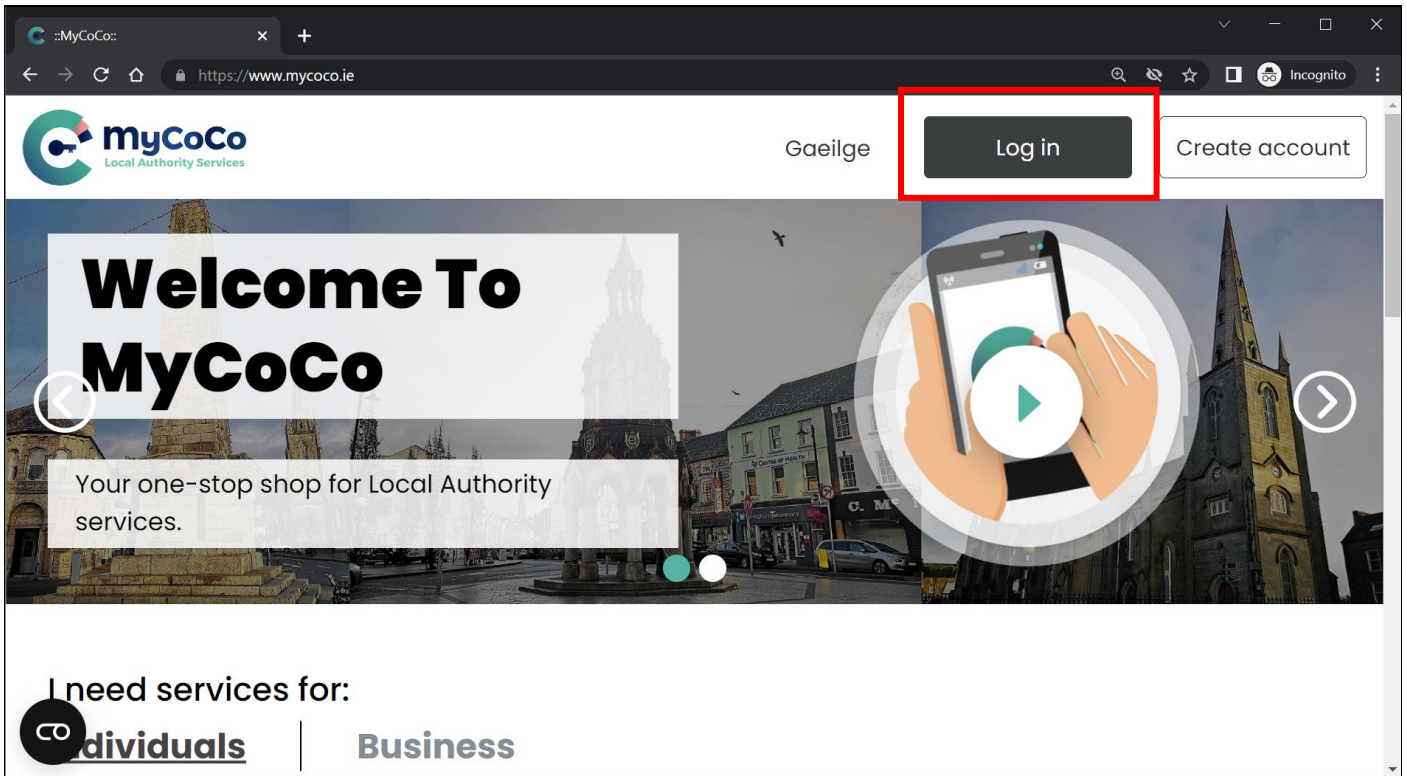
19. Congratulations. You have successfully completed the registration process and have logged-in to your MyCoCo account.

You will also receive a **Welcome To MyCoCo** email.

**NOTE: It may take up to 24 hours after registration for your account to sync with your Local Authority. Once synced, you will be able to view your transactions, download statements and make online payments in MyCoCo.**

20. To login to MyCoCo again in future, go to [www.mycoco.ie](http://www.mycoco.ie) and click on **Log in**. Use your email address and the new password to login to and access your MyCoCo account.



Contact your **Local Authority** for questions related to your MyCoCo account.