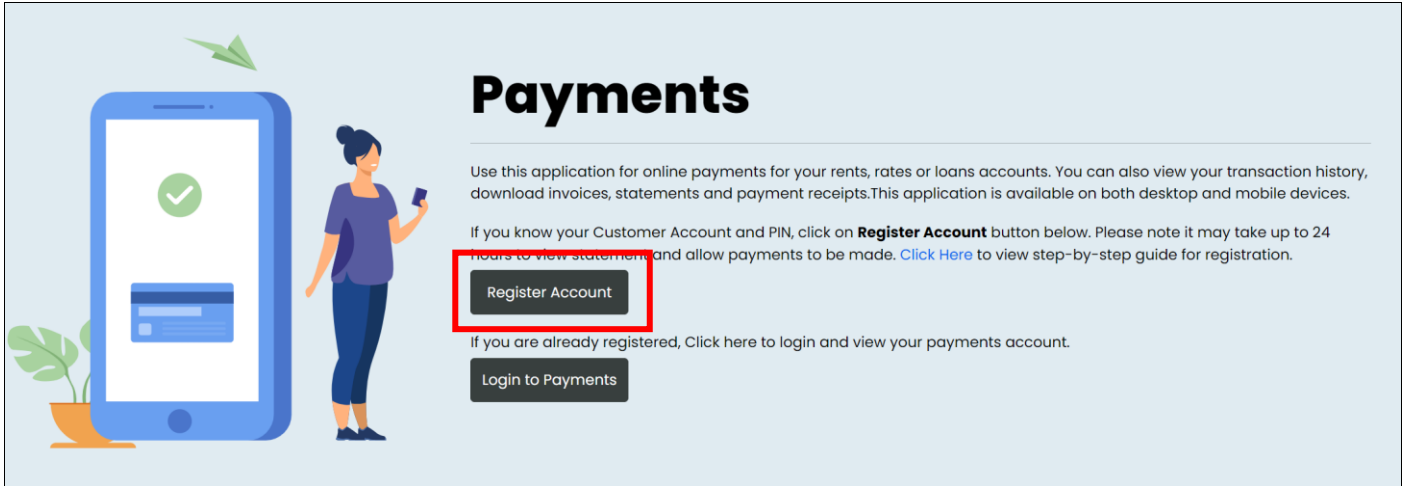
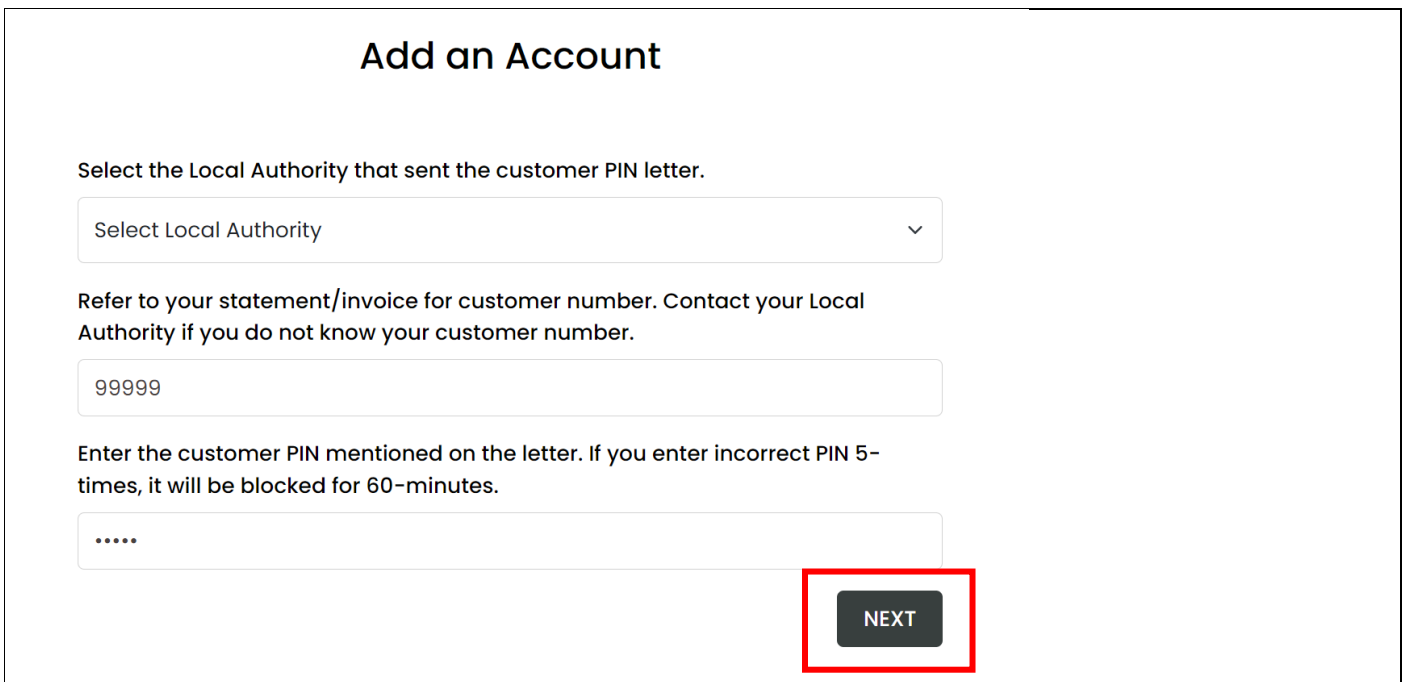


Step-by-Step Registration Guide

1. Go to 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. A text prompt asks the user to refer to their statement/invoice for the customer number. A text input field contains the number '99999'. Another text prompt asks for the customer PIN, with a note that it will be blocked for 60 minutes if entered incorrectly 5 times. A password input field contains five dots. 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 Verify Email Account Type Primary Use Profile Security Question Review Complete

① ————— ② ————— ③ ————— ④ ————— ⑤ ————— ⑥ ————— ⑦ ————— ⑧

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.

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

✓ ————— ② ————— ③ ————— ④ ————— ⑤ ————— ⑥ ————— ⑦ ————— ⑧

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

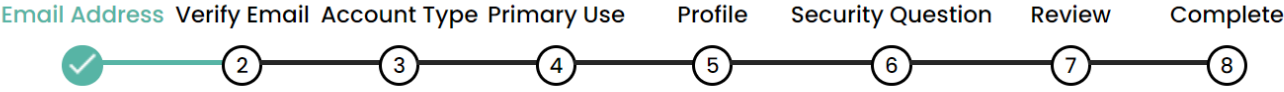
If you have entered an incorrect email address, click on BACK button to start again.

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. 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

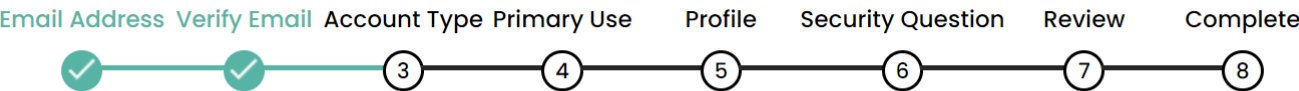
✔ OTP Verified. Click on Next to continue with registration process.

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



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

✓ ✓ ✓ ✓ ✓ 6 7 8

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

Favorite beach Silver Strand

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
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:

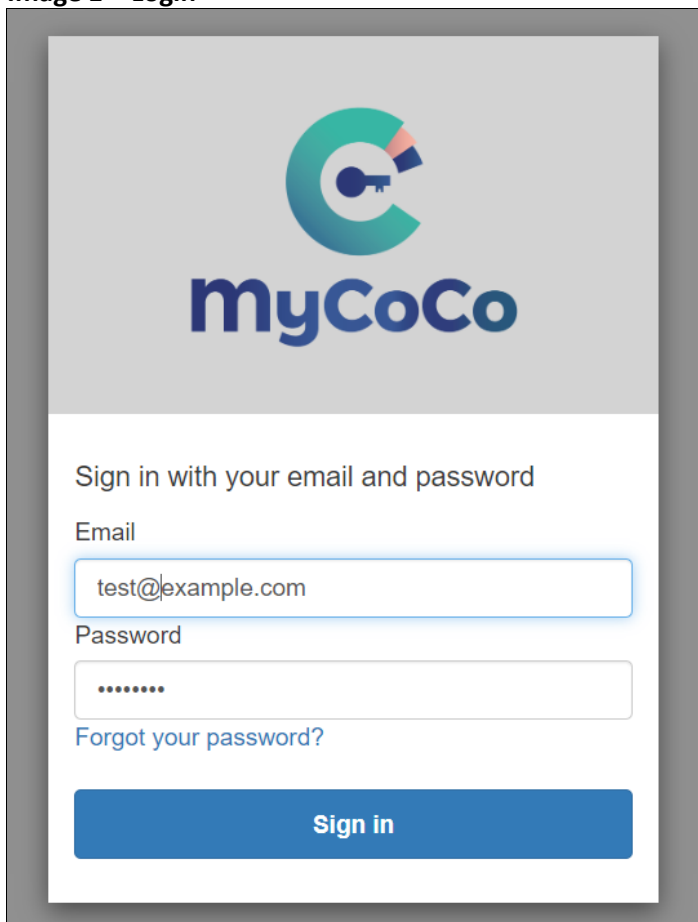
<https://www.mycoco.ie/oauth/redirect/login>

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.

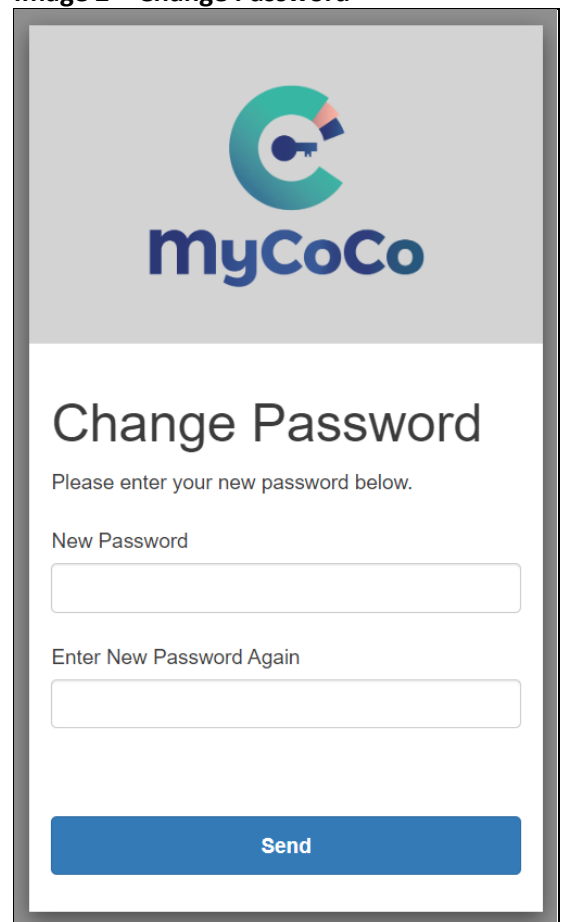
Click on **Send**.

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

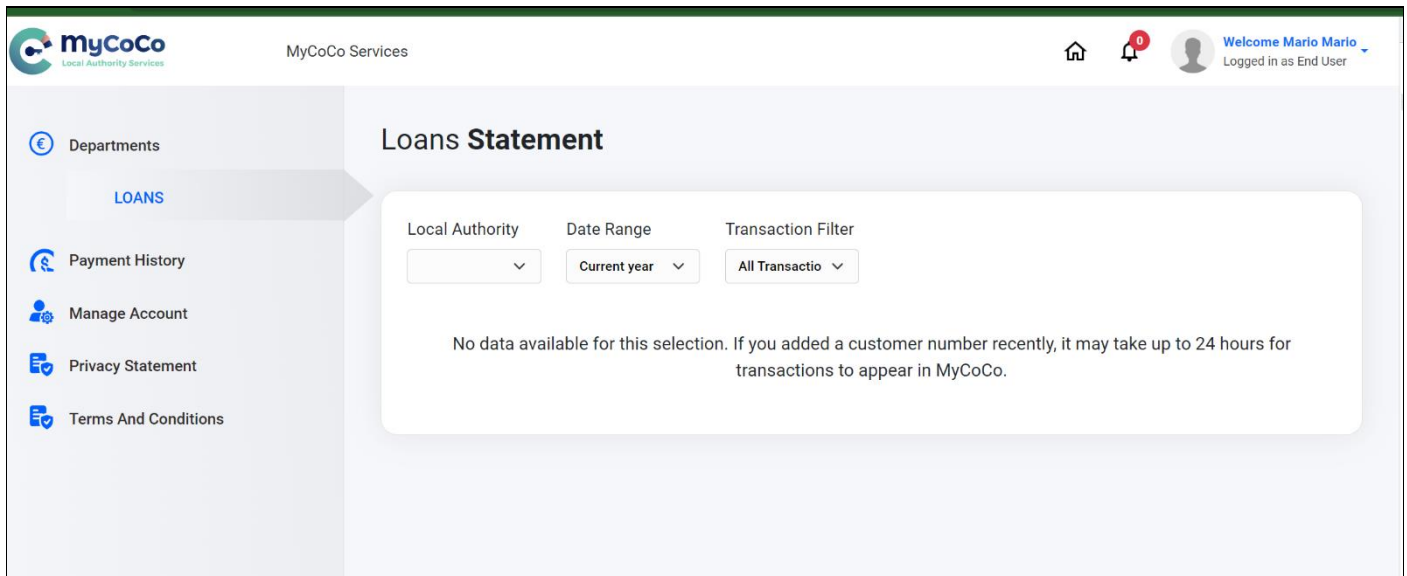
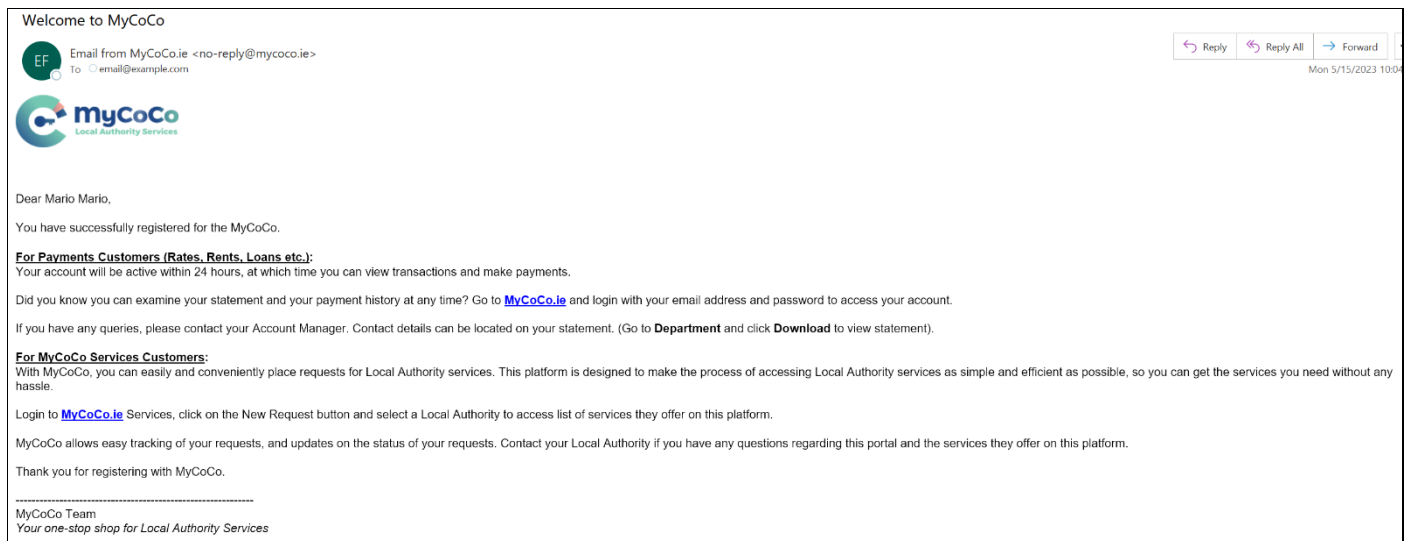


The screenshot shows the MyCoCo change password interface. At the top is the MyCoCo logo. Below it, the heading "Change Password" is displayed, followed by the instruction "Please enter your new password below." There are two input fields: "New Password" and "Enter New Password Again". A blue "Send" 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.

EF Email from MyCoCo.ie <no-reply@mycoco.ie>
To: email@example.com

Dear Mario Mario,

You have successfully registered for the MyCoCo.

For Payments Customers (Rates, Rents, Loans etc.):
Your account will be active within 24 hours, at which time you can view transactions and make payments.

Did you know you can examine your statement and your payment history at any time? Go to MyCoCo.ie and login with your email address and password to access your account.

If you have any queries, please contact your Account Manager. Contact details can be located on your statement. (Go to **Department** and click **Download** to view statement).

For MyCoCo Services Customers:
With MyCoCo, you can easily and conveniently place requests for Local Authority services. This platform is designed to make the process of accessing Local Authority services as simple and efficient as possible, so you can get the services you need without any hassle.

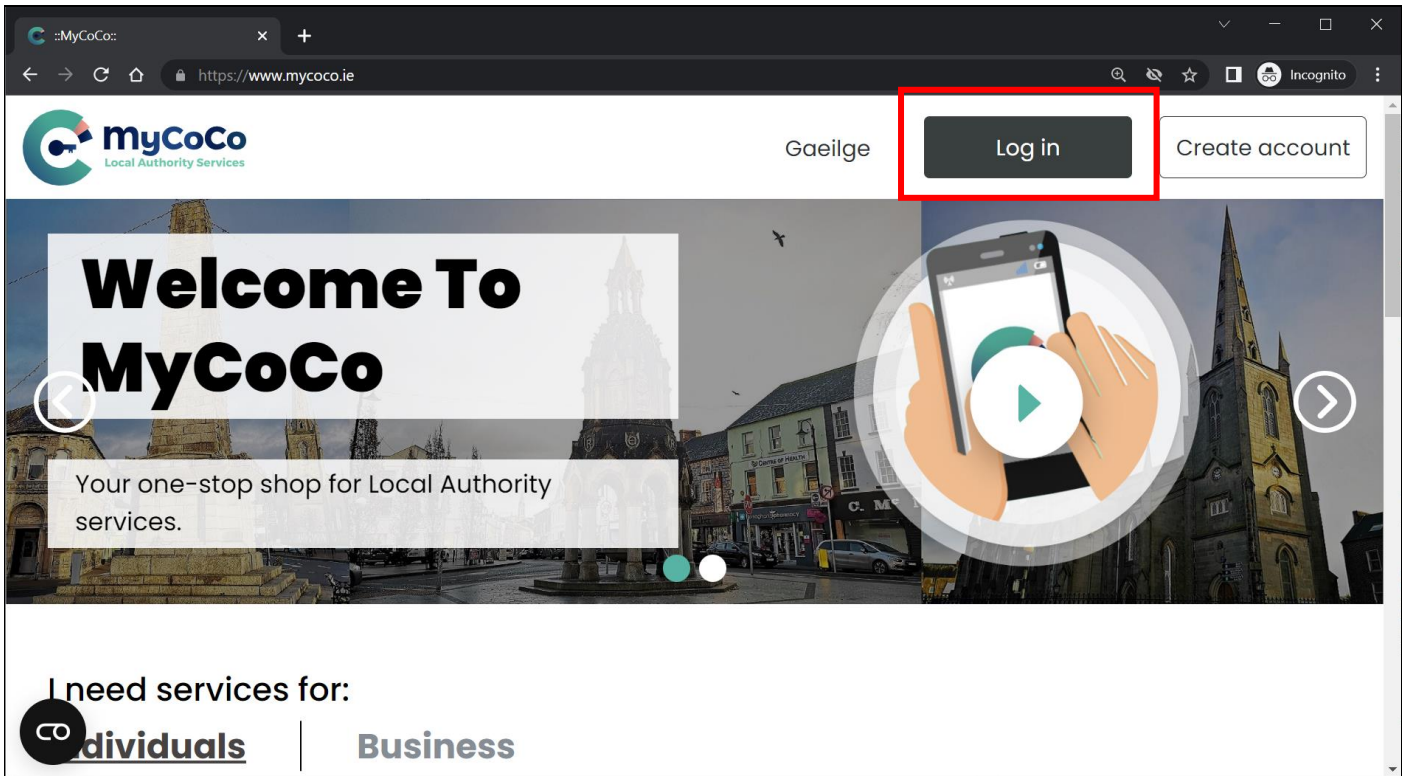
Login to MyCoCo.ie Services, click on the New Request button and select a Local Authority to access list of services they offer on this platform.

MyCoCo allows easy tracking of your requests, and updates on the status of your requests. Contact your Local Authority if you have any questions regarding this portal and the services they offer on this platform.

Thank you for registering with MyCoCo.

MyCoCo Team
Your one-stop shop for Local Authority Services

20. To login to MyCoCo again in future, go to 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.