Voice over script

1. You can now access many of our services, create and view requests, complete forms and keep up to date with email alerts by setting up an account on our website.

2. This short video will show you how to register.

3. Once you have set up your account, you can access it on a computer, a laptop, a tablet or a smartphone – wherever you are.

4. To create your account, follow the links on our website…

5. …or go to **leicester.gov.uk/myaccount**

6. Once there, select the 'Register' button to get started.

7. You will need to use your email address and decide on a password.

8. To finish setting up your account, you will need to verify your email address by following the instructions we will send to your inbox.

9. To do this, you will need to log into your email account. If you can't find the email from us in your inbox, you may need to check in your junk or spam folder.

10. Select the link in the email we sent you to be returned to our website. Then you will see the option to log in to your new account.

11. Once you have logged in using your email address and the password you created, you will be prompted to fill in other details such as your name and address. You only need to do this once and we will remember your details whenever you contact us from within your account.

12. Your account is now ready to use. If you need any further help, or want to give us feedback, you can do so at the bottom of the My Account home page.

More of our services will be added in the future, so be sure to log in to your account often to see what's new.