Portrait

Registration guide for Portrait business rates customers.

'VOA Government Gateway portal for Business Rates'

Check, Challenge, Appeal

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How to create your User ID



How to verify your identity



How to register your company details



How to manage your properties



How to appoint Portrait as your agent

To register for this service you'll need to verify your identity by providing your National Insurance number and details from at least one of the following:

- UK passport
- Payslip
- P60

The registration process takes approximately 15-20 minutes to complete

Start by clicking on 'Register' to commence the process P

Before you can access the details of your rating assessment(s), you will need to create a <u>COMPANY</u> gateway account FOR <u>BUSINESS RATES ONLY</u>

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		Organisation (you represent a business .charity or other organisation) – you'll be able to add others to this account

Decide here which type of Government Gateway Account to create?

We recommend if you haven't already created a BUSINESS RATES ACCOUNT, then you create either

B Organisation

C Use your existing HMRC GOVERNMENT GATEWAY ACCOUNT (If you know the user ID and password)



Decision Tree

Which way to go?



Put your name and personal email address (not your agents) and create a password.

NB: Ensure you make a note of it!

Please avoid using a personal one. We suggest 'your business name' plus '2023'.

eg "company2023".

a conon	
HM Revenue & Customs	
Enter your details	
Full name	
Email address	
We need this so we can send you your sign in details	if you lose them
Create your password	
Your password must:	
 be between 8 and 12 characters (letters and num characters) 	nbers only, no special
 contain at least one letter (a-z) 	
 contain at least one number (0-9) 	
not contain the word 'password'	
Confirm your password	
Continue	
Get help with this page.	



You now will have to add your personal details in order to verify, identify and allocate company data to this Government Gateway account for your business.

	GOV.UK Check and challenge your business rates valuation	
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nt	Last name	Business name Postcode
our	Business name	Find address Ether address reasonly
	Postcode	 There's more than one address for my business Business telephone number
	Find address	Business email address
	Enter address manually	Confirm business email address
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		Do you wish to act on behalf of an other individual or company?
		If you want to act as an agent on behalf of another business (including as a professional surveyor, an accountant or as a friend or relatively, we'll give you aurique, identification codes, knows as an agent code. You'll need to give this to your client so that they can appoint you to act on their behalf.
		National Insurance number It's on your National Insurance card, benefit letter, payslip or P60. For
		example, QQ123456C.
		I don't have these details
		Save and continue

You now will have to verify your identity.

The system will require you go through a verification process – the details required about you will vary, dependent on which identification route you choose. Most client contacts are opting for the UK Passport route.

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	GOV.UK Check and challenge your business rates valuation
	DETA This is a new service - your <u>feedback</u> will help us to improve it.
	HIM Revenue & Customs
	Confirm your identity
_	Choose a way for us to identify you
	We'll ask you some security questions that relate to your:
	O Payslips
	UK Passport
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You should receive this message once you have completed the verification questions.

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BETA This is a new servi	e - your <u>feedback</u> will help us to improve it.	
We've	verified your identity	
What happens ne	ct	
You'll need to provide it	nformation about your business in order to complete	
Register your tusine		
	•	
Get help with this page.		Now register you
		business.
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It is important to use the company name shown on the rate demand even if it's no longer correct.

If there are different trading company names on other rate demands, you will have to repeat the process and register a new Govt Gateway User ID for each 'different' business. We suggest you use your work email or your general business email as an alternative.



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Once you have completed the registration process...

Now you need to select 'Manage properties'



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Manage properties allows you to 'claim' your business premises.

So you will need to add here every property you occupy.

This is a new service - your <u>feedback</u> will help us to improve it.	This is a new service - your <u>feedback</u> will help us to improve it. Dashboar Signou Manage properties Item are no properties to display here once you have claimed it. There are no properties to display. Add property Get help with this pace MccBook Ar	Letta This is a new service - your feedback will help us to improve it. Manage properties It may take several hours for your property to display here once you have claimed it. There are no properties to display. Add property	Dashboard	<u>Sign out</u>
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Find all your properties here.

Search for the Post Code on the Rate Demand - the Royal Mail Post Code may be slightly different to the one shown in the 2023 Rating List.

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BETA This is a new service - your	feedback will help us to improve it.	
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Back to deshboard		
Other useful informatio	on	
<u>Central rating lists</u> <u>Valuation scales</u>		
Download full property data	set	
 Get help with this page, 		
Restricted terms and condition	ns apply.	
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Select the appropriate answers and click 'Add property'

- If you lease a property and pay rent, click occupier.
- If you own the property freehold , click owner.
- If you own the property freehold and occupy the premises click owner and occupier.



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You will now need to upload a pdf of the rate demand for the premises.

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This business rates bill should be property, for the period that you	the most recent bill that you have for the were the owner or occupier.		
I have a business rates bill			
I don't have a business rat	es bill		
Continue			
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Repeat the process here for each additional property.

Once completed, click on 'manage properties' to appoint us as your agent (for each property).



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To appoint Portrait as your rating agent insert Agent code **337147**, and click on Yes to enable us to submit Checks and Challenges on your behalf.

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