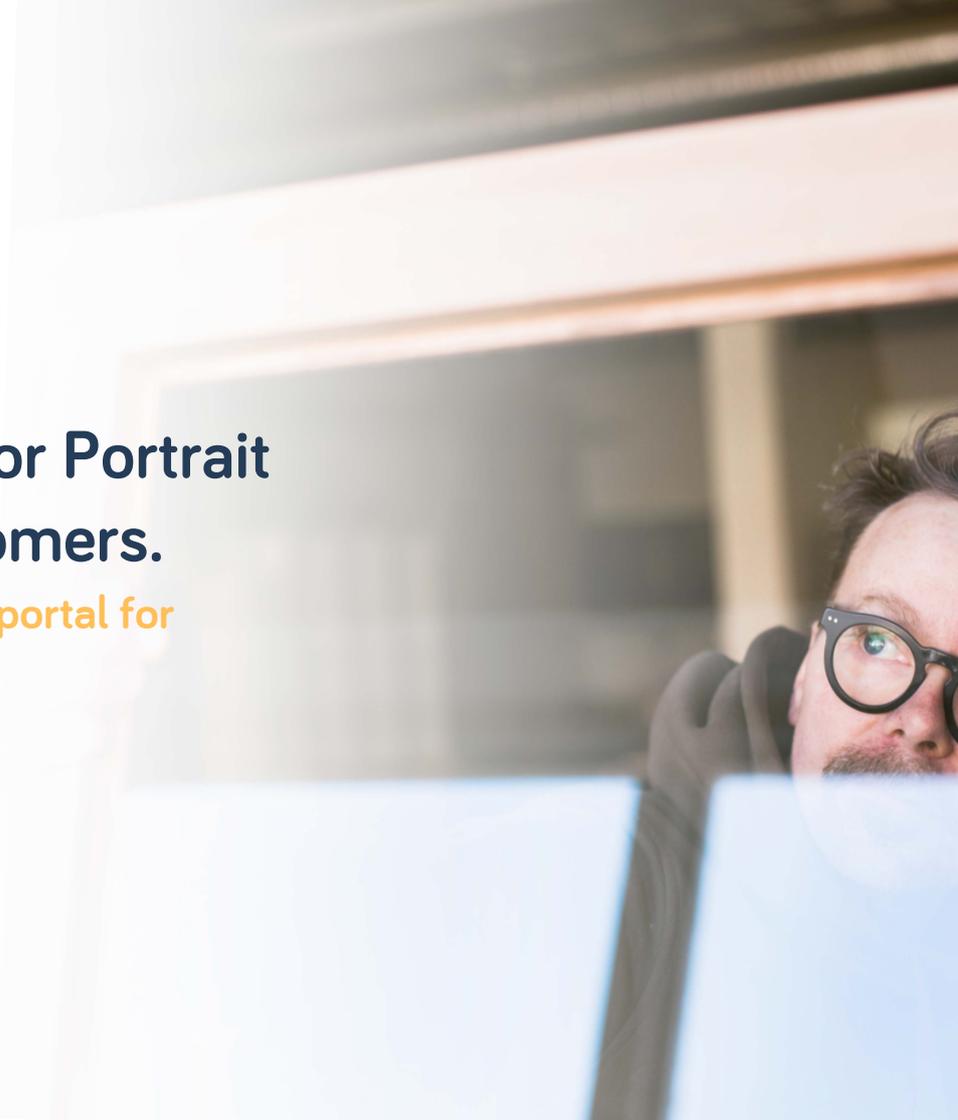




Registration guide for Portrait business rates customers.

**‘VOA Government Gateway portal for
Business Rates’**

Check, Challenge, Appeal





Contents



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

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

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Find a property

Sign in Register

Select an option to search for property information:

Postcode Street name and town Advanced

Other useful information

- [Central rating lists](#)
- [Valuation scales](#)

[Download full property dataset](#)

Get help with this page.
Restricted terms and conditions apply.

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Register to use this service

If you're a returning user, you can [sign in](#) to use this service.

If you've already registered for this service and other people from your business want to register, you need to [add them to your business Government Gateway account](#).

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

- payslips
- UK passport
- P60

You should allow approximately 15 minutes without interruption to complete the registration process.

[I don't have these details](#)

Which type of account would you like to create?

[Individual \(you represent yourself\)](#) - you won't be able to add others to this account

[Organisation \(you represent a business, charity or other organisation\)](#) - you'll be able to add others to this account

[I want to register using my existing Government Gateway account](#)



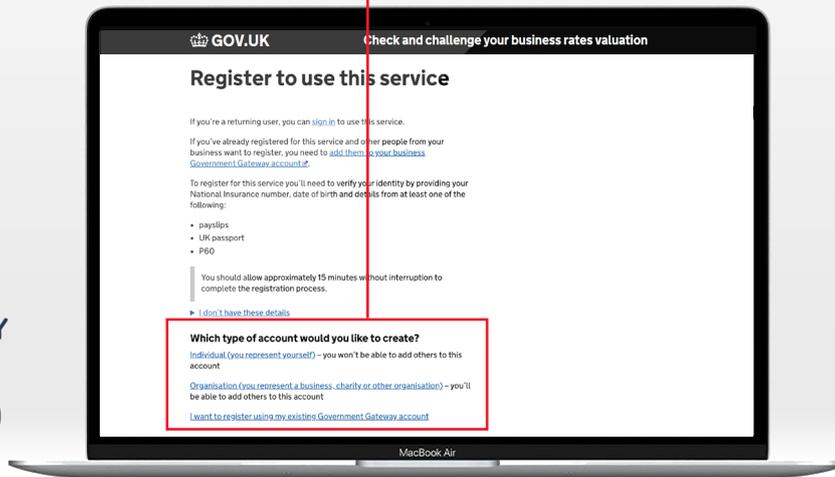
Step 2

Decide here which type of Government Gateway Account to create?

- A** Individual **B** Organisation **C** Existing Government Gateway Account

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?

Your choice either

Set up new
VOA Government Gateway

or

Use existing
HMRC Government Gateway

A Individual or **B**
organisation Government
Gateway account

C Use existing
HMRC Government
Gateway account

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If you are new to this service and do not already have a Government Gateway account then select "No" and "No" for these two questions and continue following this guide.

Register to use this service

Is your business already registered for this service?

Yes No

Do you have an existing Government Gateway account that you'd like to use to register your business?

Yes No

[Continue](#)

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Sign in using Government Gateway English | Contact us

User ID
This should be up to 12 characters. It is sometimes known as a Government Gateway ID

Password

[Sign in](#)

[Set up a user ID](#)

Problems signing in
[Help with sign-in](#)

Go to Step 3

Go to Step 10

If you DO NOT want to use your existing HMRC gateway Account

Or if new to the gateway set up process

- go this way

Select No and No and follow guide onwards.

If you can use your existing HMRC gateway account

- go this way
- you will need your existing user ID and password

Sign in, click continue and follow instructions. Rejoin guide at step 10.



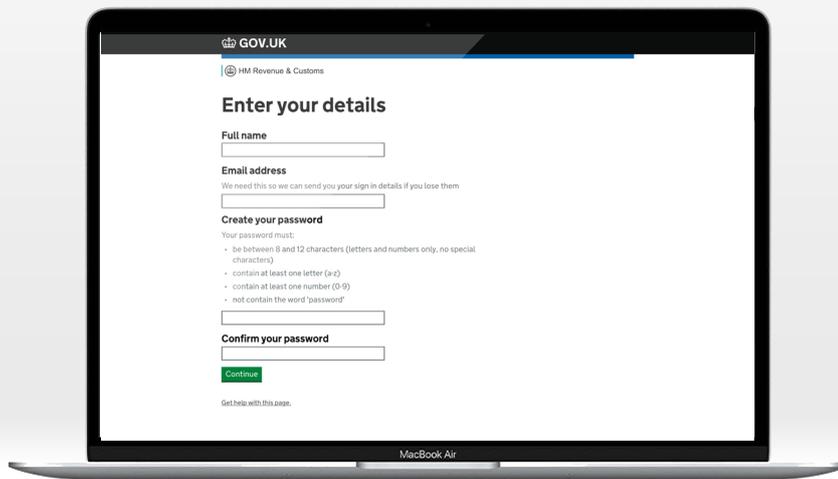
Step 3

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".

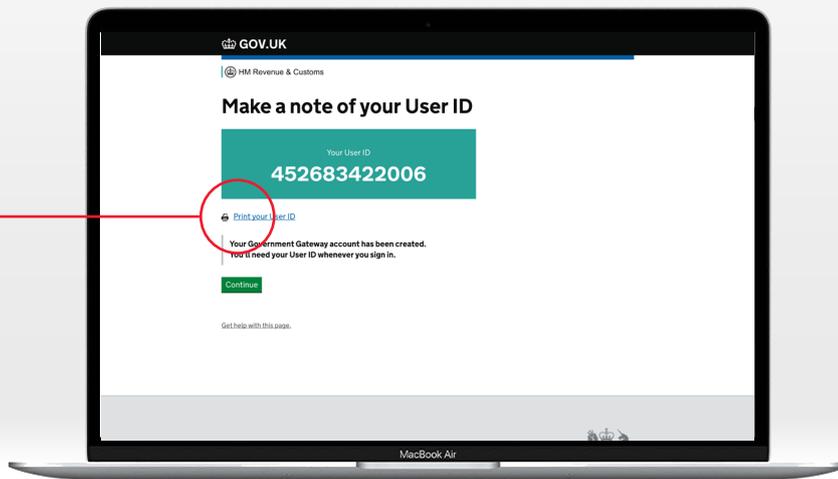




Step 4

You've now created a user ID.

Print this off and keep it safe





Step 5

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.

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Complete your contact details

► [Find out more about registering as an agent](#)

First name

Last name

Business name

Postcode

[Find address](#)

[Enter address manually](#)

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BETA This is a new service - your feedback will help us to improve it.

Complete your contact details

► [Find out more about registering as an agent](#)

First name

Last name

Business name

Postcode

[Find address](#)

[Enter address manually](#)

► [There's more than one address for my business](#)

Business telephone number

Business email address

Confirm business email address

Do you wish to act on behalf of an other individual or company?

Yes No

If you want to act as an agent on behalf of another business (excluding as a professional surveyor, an accountant or as a friend or relative), we'll give you a unique identification code, known 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, payroll or P45. For example, GG123456C.

► [I don't have these details](#)

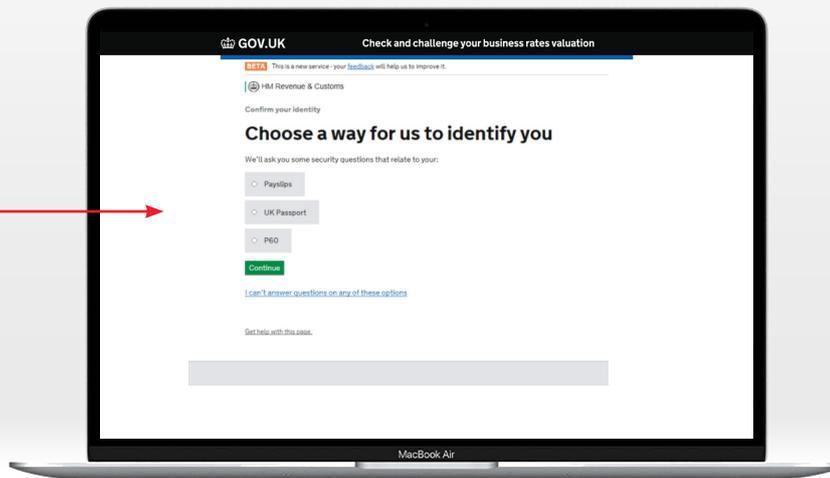
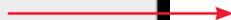
[Save and continue](#)



Step 6

You now will have to verify your identity.

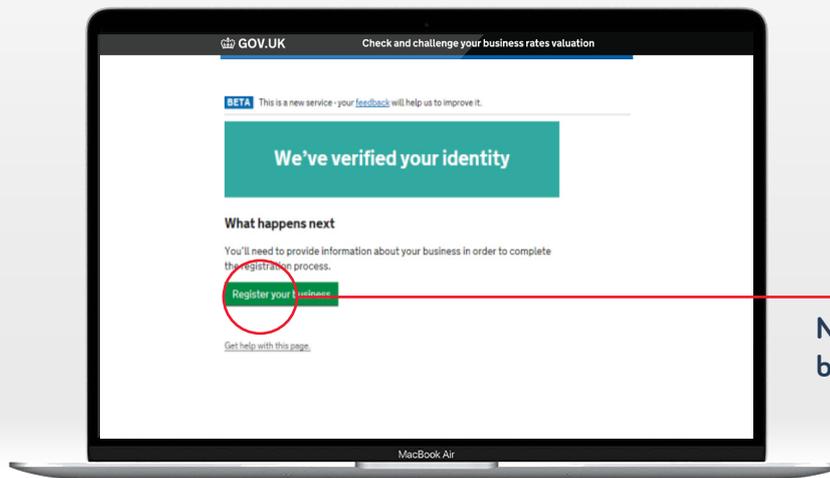
The system will require you go through a verification process – the details required about you will vary, dependent on which identification route you choose. Most client contacts are opting for the UK Passport route.





Step 7

You should receive this message once you have completed the verification questions.



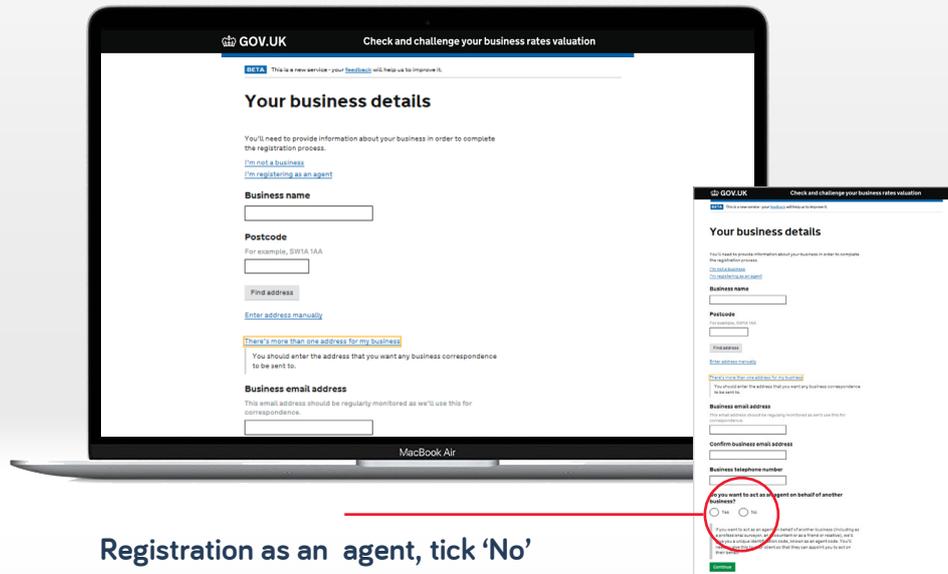
Now register your business.



Step 8

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.



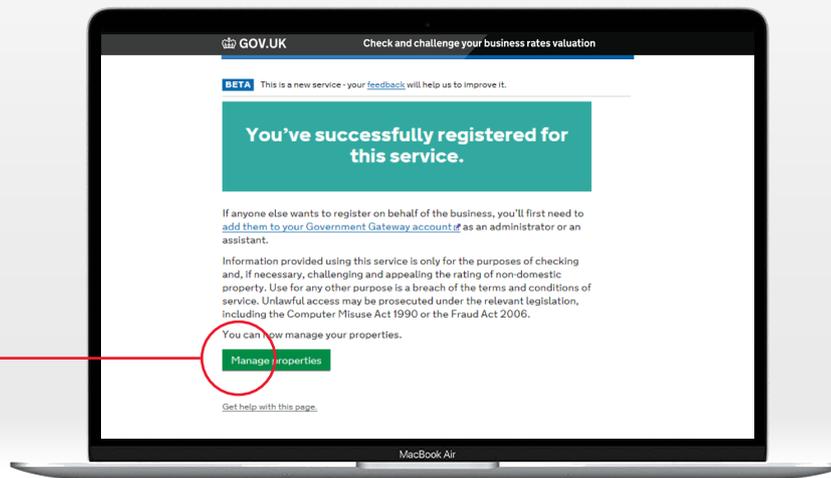
Registration as an agent, tick 'No'



Step 9

Once you have completed the registration process...

Now you need to select 'Manage properties'

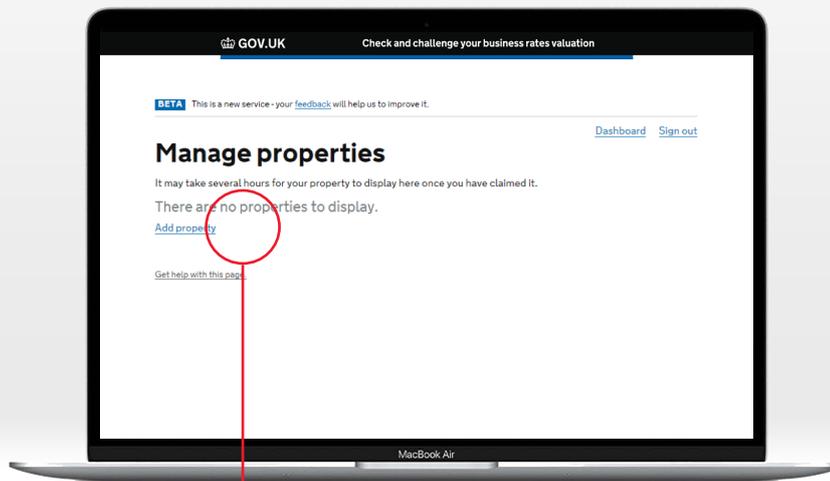




Step 10

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

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



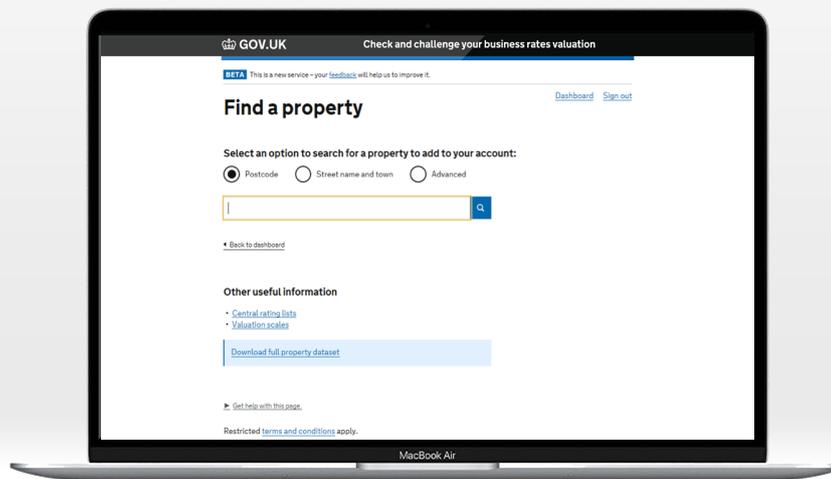
Click 'Add property'



Step 11

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.

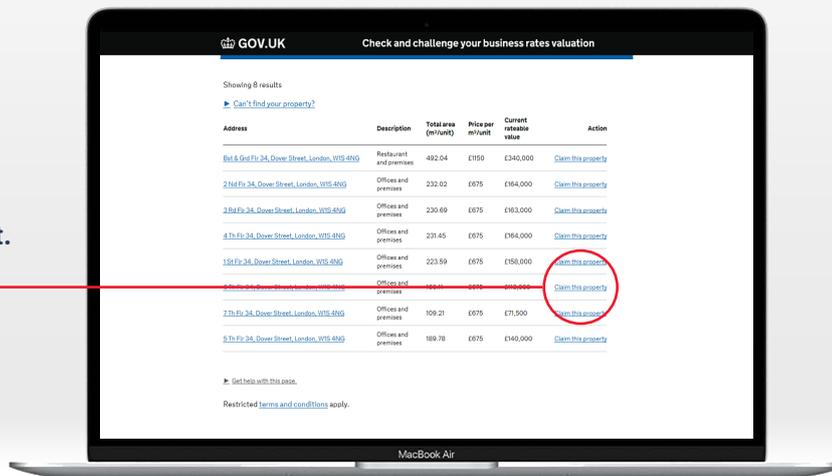




Step 12

Find your property from the list.

Click 'Claim this property'





Step 13

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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Add this property to your business's customer record

You are adding this property to your business's customer record:

6 TH FLR 34, DOVER STREET, LONDON, W1S 4NG

If this isn't the right property you can [search for a different property](#)

[I'm the owner or occupier for only part of this property](#)
[I'm not the owner but I let the property to someone else, as a sublet](#)
[I'm an agent acting on behalf of the owner or occupier for this property](#)

What is your relationship to the property?

Owner
 Occupier
 Owner and occupier

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[I'm not the owner but I let the property to someone else, as a sublet](#)
[I'm an agent acting on behalf of the owner or occupier for this property](#)

What is your relationship to the property?

Owner
 Occupier
 Owner and occupier

When did you become the owner or occupier of the property?

On or before 1 April 2017
 After 1 April 2017

Do you still own or occupy the property?

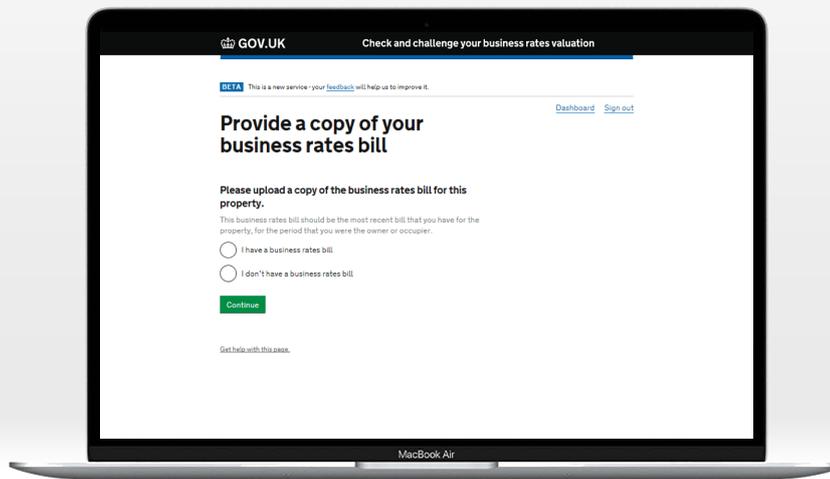
Yes No

[Add property](#)



Step 14

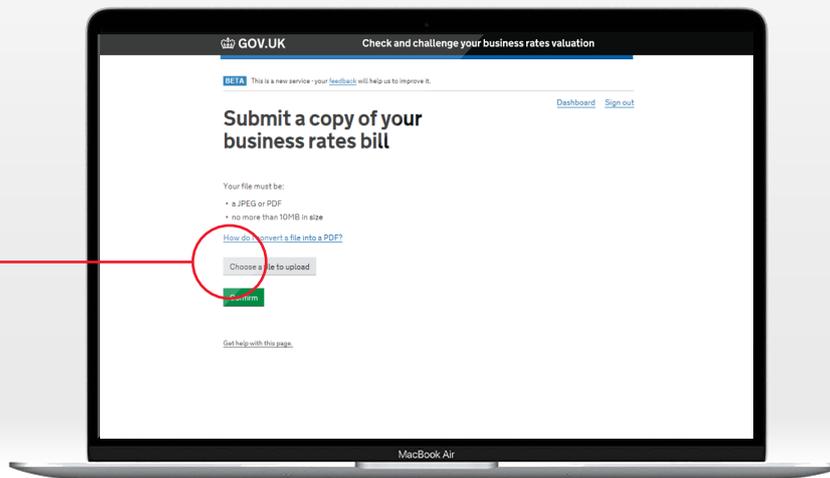
You will now need to upload a pdf of the rate demand for the premises.





Step 15

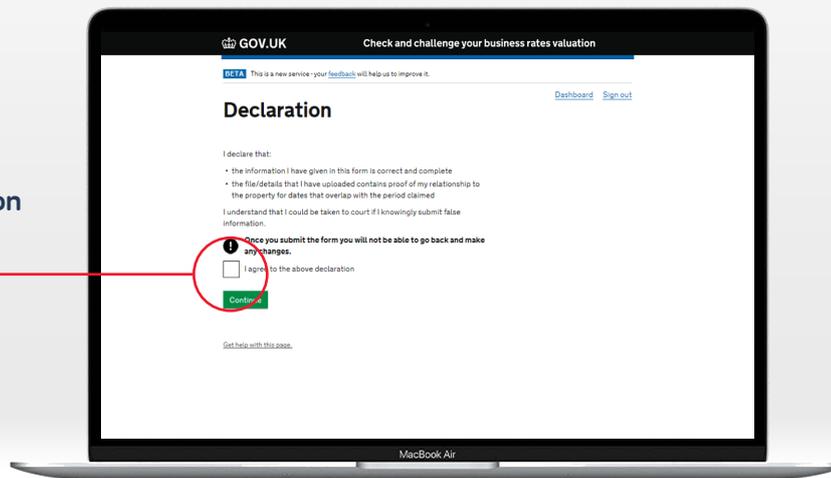
Upload the saved rate demand as a pdf





Step 16

To proceed, click the declaration box and click 'Continue'

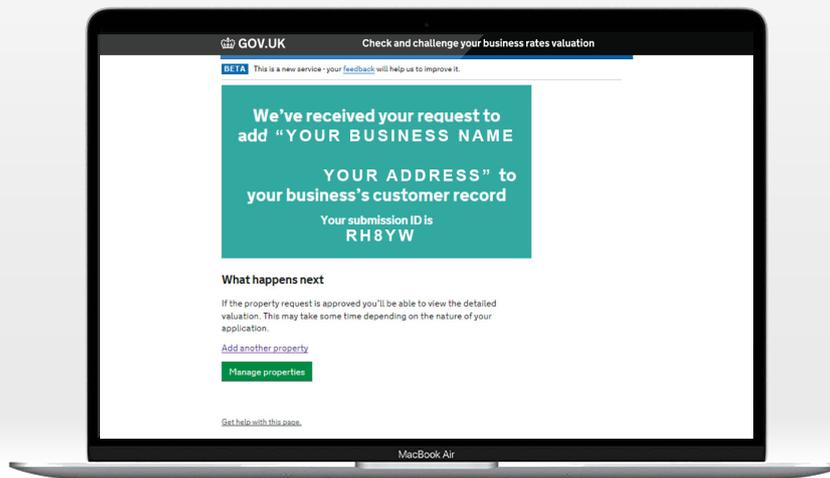




Step 17

Repeat the process here for each additional property.

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





Step 18

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.

