



CUSTOMER GUIDE · 2026 EDITION

Business Rates Valuation Account

Registration & agent appointment

Set up secure access, add your properties, and appoint Portrait as your agent — step by step.

Before you start

Allow about 20–30 minutes to register, plus VOA review time after you submit evidence. Gather the following first.

Sign-in access

- Existing HMRC sign-in details, *or*
- an email address to create new details
- access to email and security codes

Identity evidence

- National Insurance number if requested
- photo ID such as a passport or driving licence
- mobile phone or authenticator app if requested

Property evidence

- property address and postcode
- recent business rates bill or rate demand
- lease, licence, utility bill or other proof

Portrait details

- agent code **337147**
- appoint Portrait after property approval
- choose **Yes** for checks and challenges

Note

This guide is for businesses with properties in England or Wales. Secure screens can vary slightly depending on your sign-in route, account history and evidence type.

The process at a glance

Follow the route that matches your circumstances. New users may be directed to GOV.UK One Login.

1

Start on GOV.UK

Open the business rates valuation account service.

2

Sign in or create details

Use existing HMRC details or create new sign-in details.

3

Register the account

Choose the right account type and complete required checks.

4

Add properties

Search, claim and upload evidence for each property.

5

Wait for approval

The VOA reviews your evidence before the property appears.

6

Appoint Portrait

Enter code 337147 and assign permissions.

Security reminder

You should never give Portrait your password or security codes. The official process is to appoint Portrait using its agent code **after** the property has been claimed and approved.



01

PART ONE

Start & sign in

Open the official service and choose the sign-in route that matches your business.

Step 1 — Open service

Step 2 — Choose route

Step 3 — Gateway sign in

Step 1 – Open the service

Begin on GOV.UK and start the secure HMRC sign-in journey.

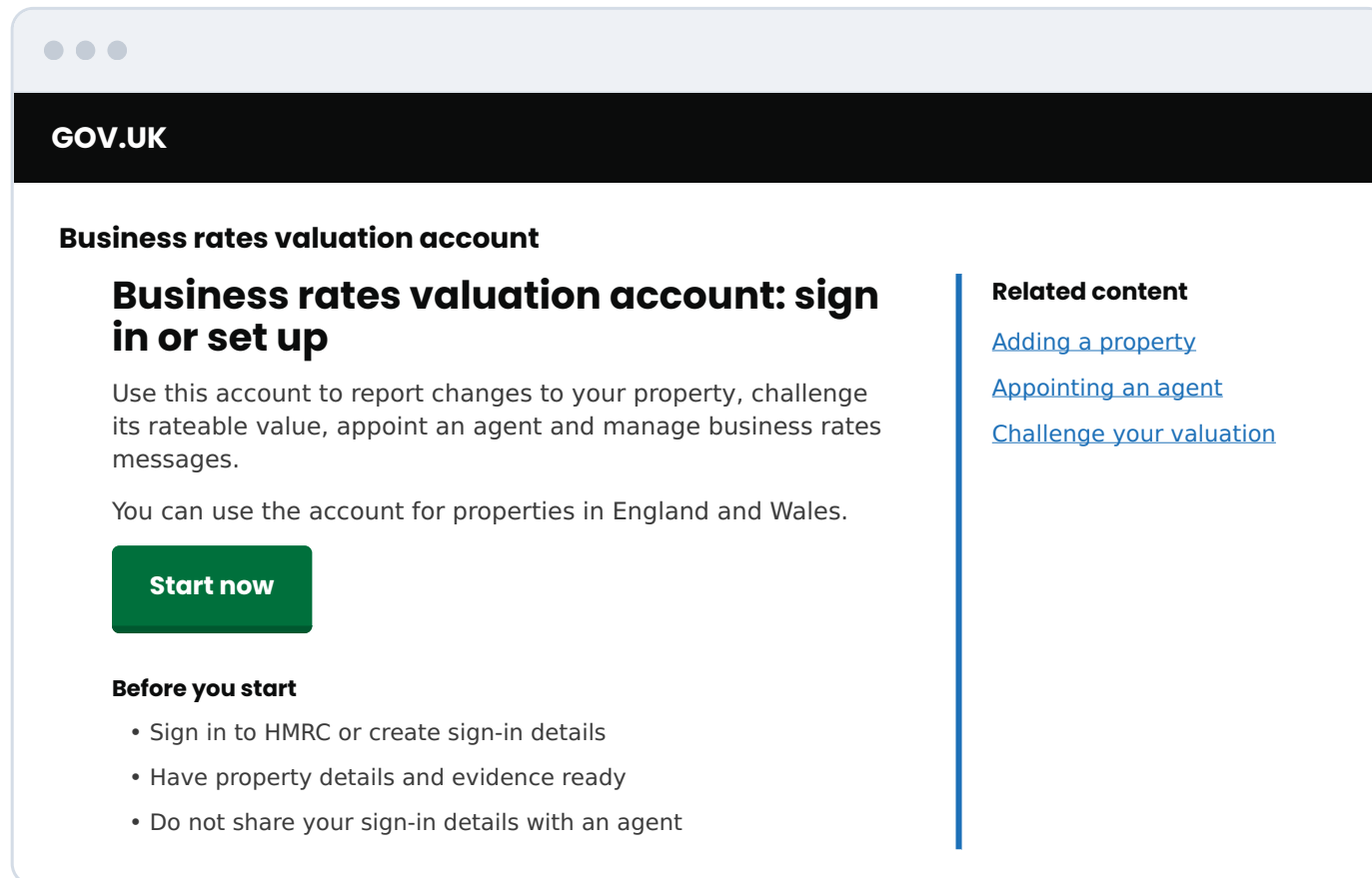
STEP 1

Open the Business Rates Valuation Account service

- Go to GOV.UK and open *Business rates valuation account: sign in or set up*.
- Select **Start now** to begin the secure HMRC sign-in journey.
- This route is for properties in England or Wales.

Current route

Start from GOV.UK rather than old bookmarks. Older Government Gateway-only links may not show the current options.



The screenshot shows a browser window with the GOV.UK logo in the top left. The main heading is "Business rates valuation account". Below this is a sub-heading "Business rates valuation account: sign in or set up". The text explains that this account is used to report changes to property, challenge rateable values, appoint agents, and manage business rates messages. It notes that the account is for properties in England and Wales. A prominent green "Start now" button is visible. To the right, there is a "Related content" section with three links: "Adding a property", "Appointing an agent", and "Challenge your valuation". Below the main text, a "Before you start" section lists three requirements: signing in to HMRC or creating details, having property details ready, and not sharing details with an agent.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 2 – Choose your route

Pick Government Gateway, GOV.UK One Login, or create new details.

STEP 2

Choose the correct sign-in route

- Use **Government Gateway** only if your business already has authorised HMRC sign-in details.
- Use **GOV.UK One Login** if you already use it with HMRC.
- New users should choose **Create new sign in details** and follow the service instructions.

New sign-in details

The service may direct a new user to GOV.UK One Login or Government Gateway, depending on the HMRC service and account history.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 3 – Existing Gateway users

Sign in with existing Government Gateway credentials.

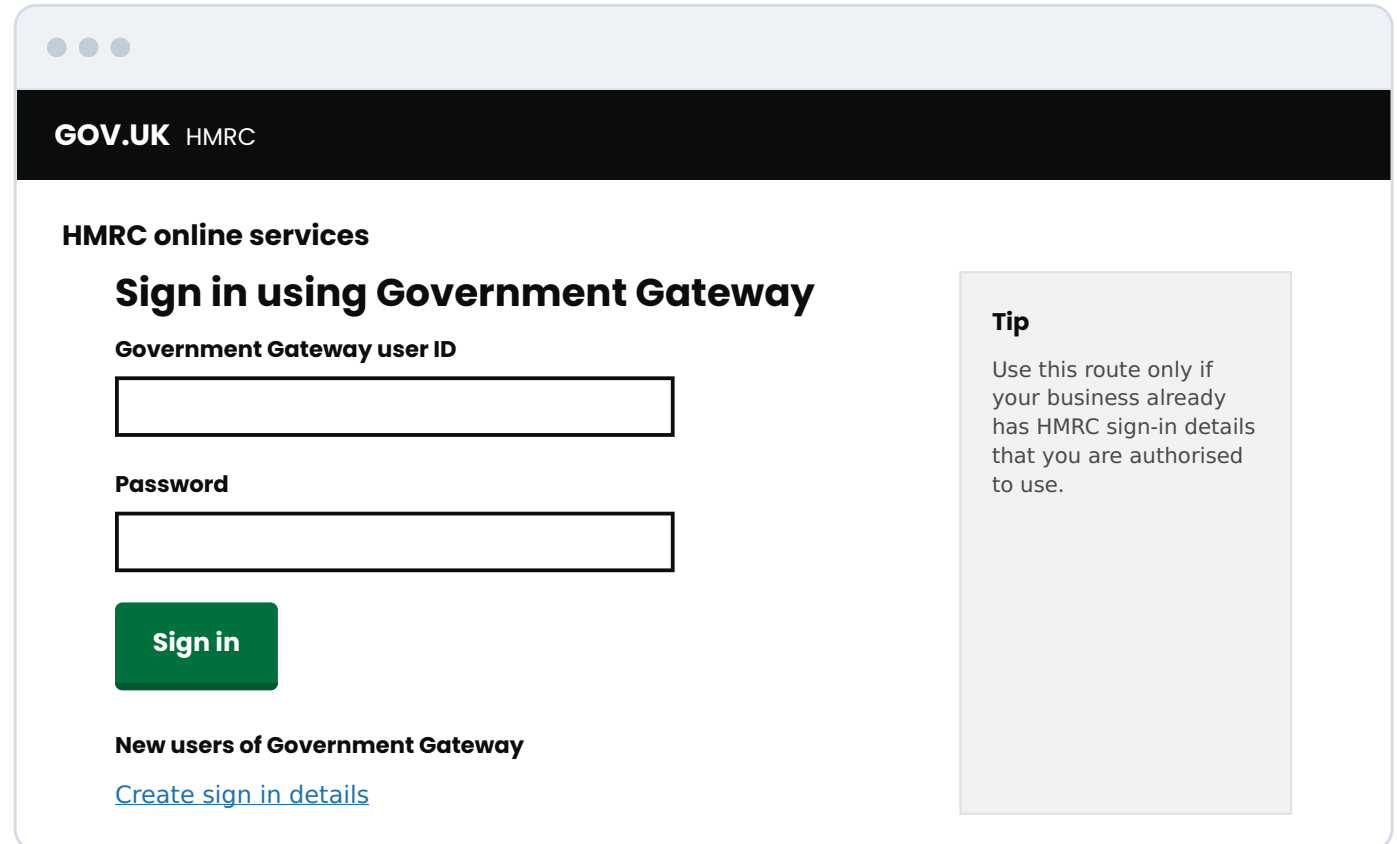
STEP 3

Existing Government Gateway users sign in

- Enter the Government Gateway user ID and password if your business already uses them.
- Complete any security checks shown on screen.
- After sign-in, continue to the business rates valuation account registration.

Security

Do not share the user ID, password or security codes with Portrait or any other agent.



The screenshot shows a web browser window with the following content:

- Header: **GOV.UK** HMRC
- Section: **HMRC online services**
- Section: **Sign in using Government Gateway**
- Form field: **Government Gateway user ID** (input box)
- Form field: **Password** (input box)
- Button: **Sign in** (green button)
- Section: **New users of Government Gateway**
- Link: [Create sign in details](#)
- Tip box: **Tip**
Use this route only if your business already has HMRC sign-in details that you are authorised to use.

Representative GOV.UK / HMRC screen — exact layout can vary by account.



02

PART TWO

GOV.UK One Login

Create or access a One Login, verify your email, set a password and prove your identity.

Step 4 —
Email

Step 5 —
Code

Step 6 —
Password

Step 7 —
Identity

Step 4 – Create or access One Login

Enter a business-controlled email address you can access during registration.

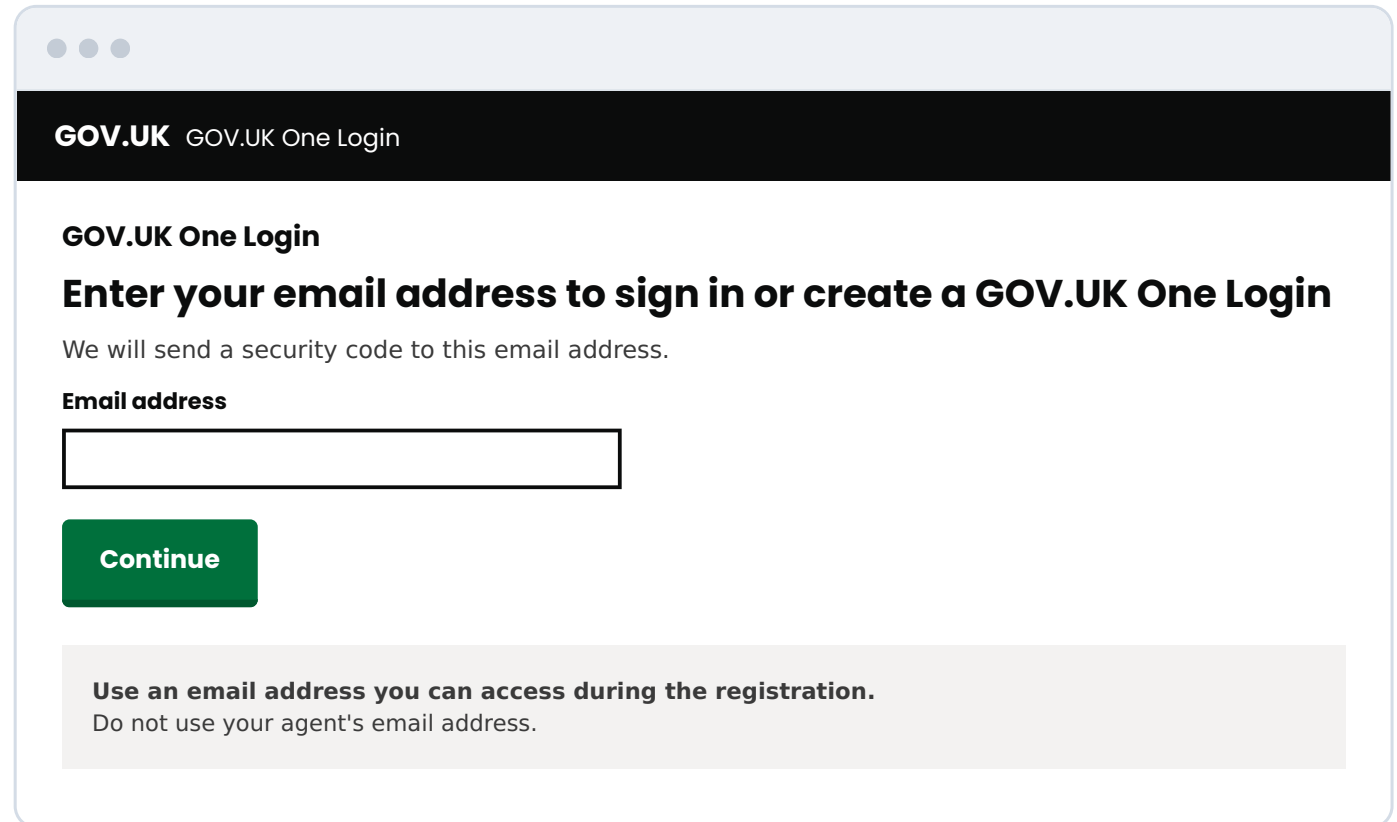
STEP 4

Create or access GOV.UK One Login

- Enter an email address you can access during registration.
- Use a business-controlled email address wherever possible.
- Do not use your agent's email address for this account.

Current process

New HMRC users are increasingly routed through GOV.UK One Login. Existing Government Gateway users can continue until HMRC moves them.



GOV.UK GOV.UK One Login

GOV.UK One Login

Enter your email address to sign in or create a GOV.UK One Login

We will send a security code to this email address.

Email address

Continue

Use an email address you can access during the registration.
Do not use your agent's email address.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 5 – Email security code

Confirm your email with the latest 6-digit code.

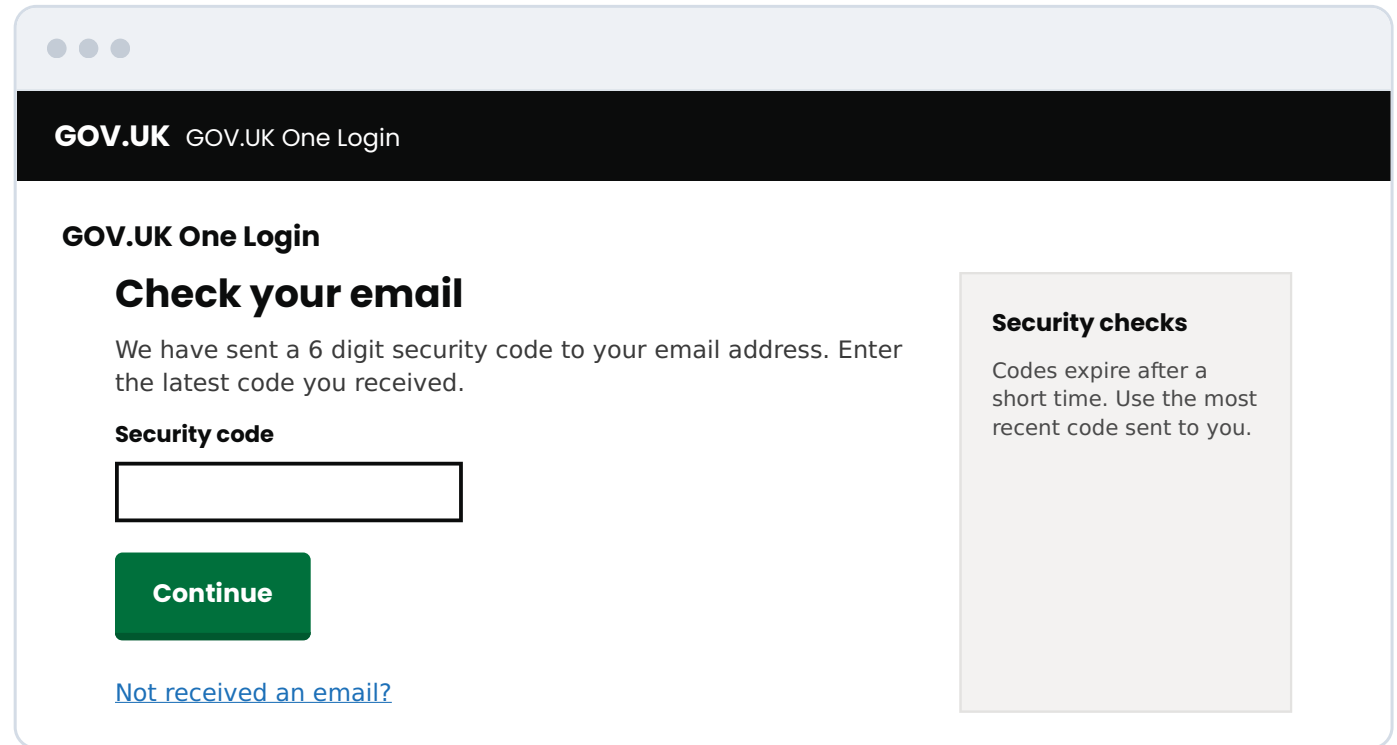
STEP 5

Enter the email security code

- Check your email for the security code.
- Enter the latest code shown in your email.
- Request a new code only if the current one has expired or has not arrived.

Tip

Security codes are time-limited. Keep the email inbox accessible until you finish registration.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 6 – Password & security method

Set a strong password and choose how to receive codes.

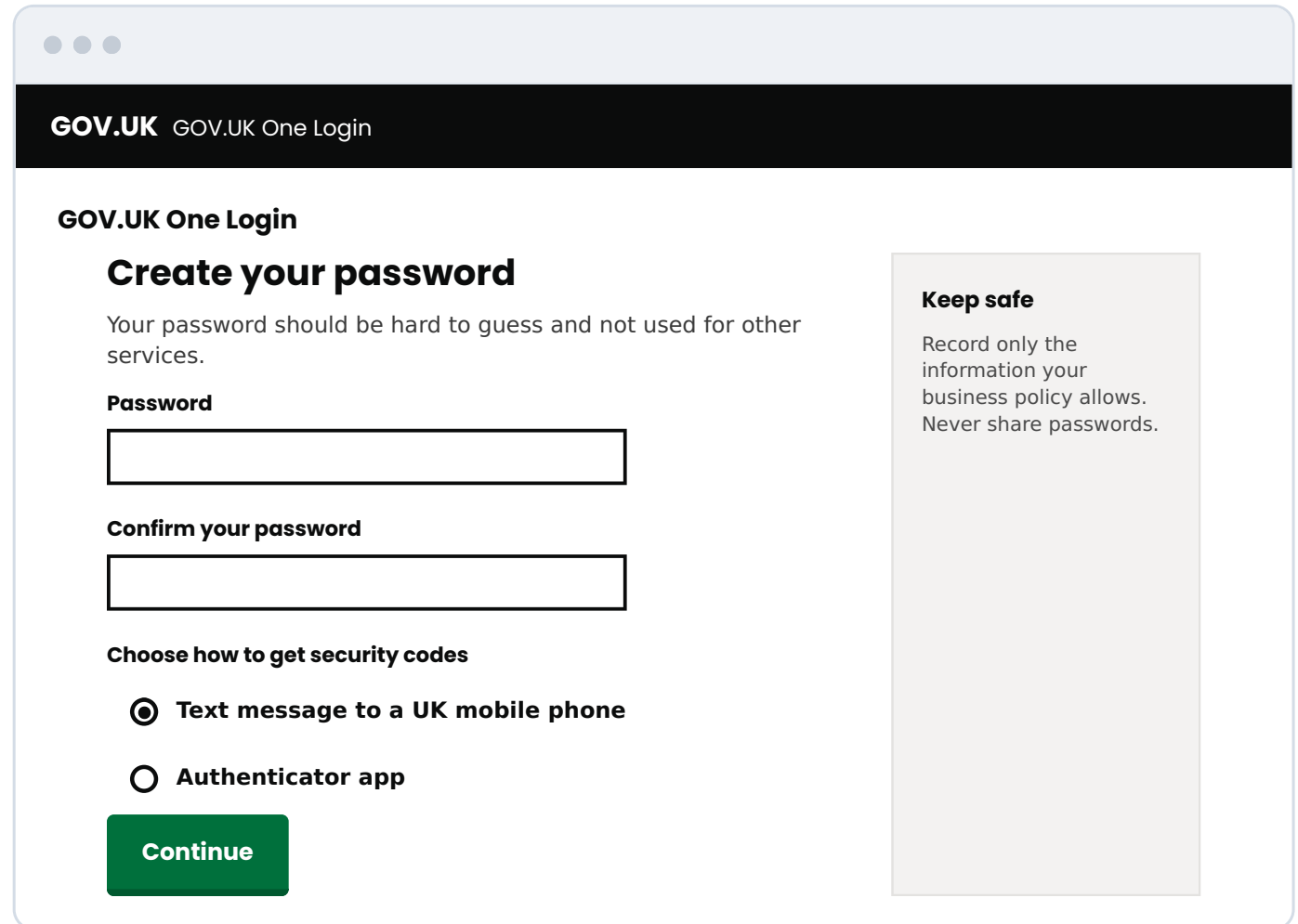
STEP 6

Create password and security method

- Create a strong password that is not used elsewhere.
- Choose how to receive security codes, such as text message or authenticator app.
- Record recovery arrangements according to your business policy.

Password safety

Avoid simple passwords such as company name plus year. Use a strong, unique password.



GOV.UK GOV.UK One Login

GOV.UK One Login

Create your password

Your password should be hard to guess and not used for other services.

Password

Confirm your password

Choose how to get security codes

Text message to a UK mobile phone

Authenticator app

Continue

Keep safe

Record only the information your business policy allows. Never share passwords.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 7 – Prove your identity

Complete identity checks if the service requests them.

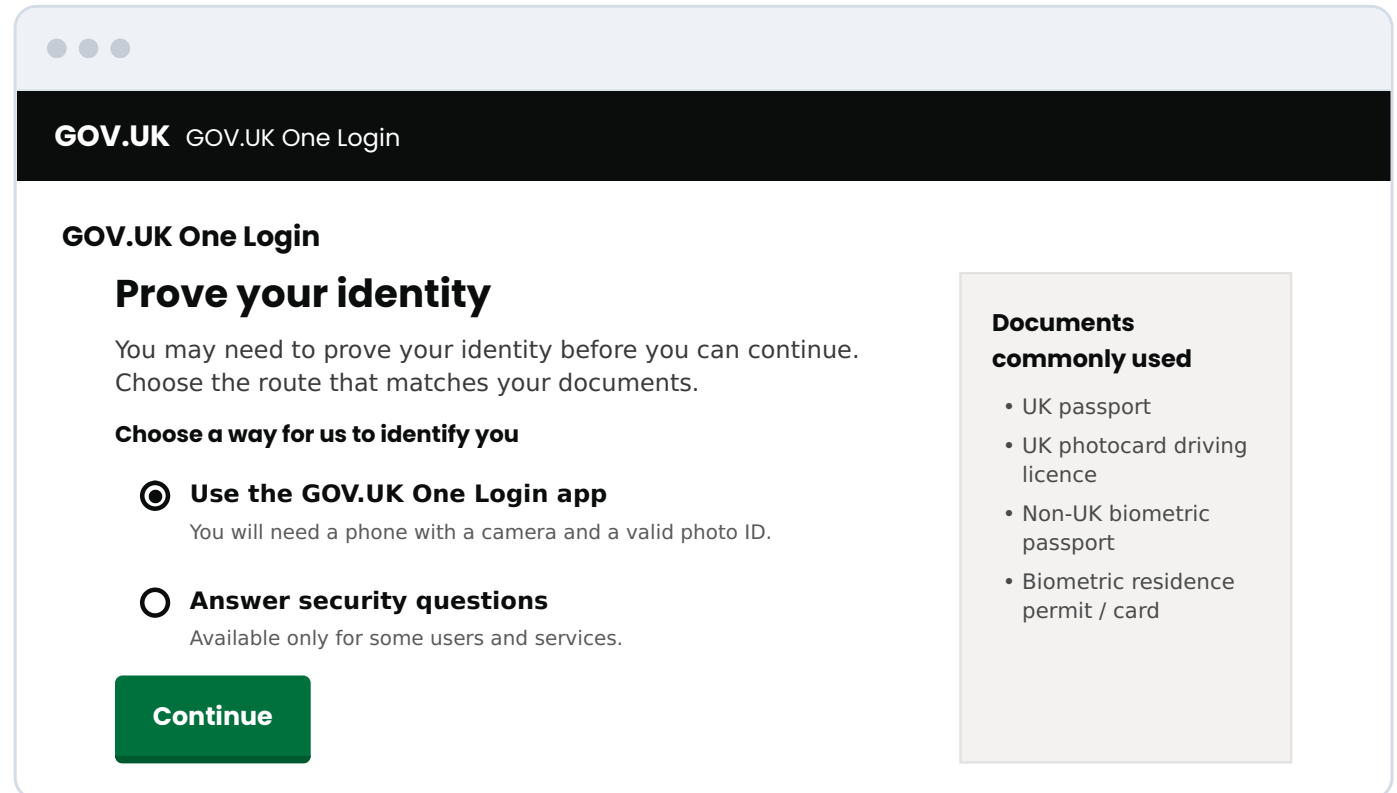
STEP 7

Prove your identity if requested

- The service may ask for identity checks before allowing registration.
- Follow the route that matches the documents you hold.
- A passport or photocard driving licence is commonly used for online identity checks.

Identity check

The exact identity route can vary. Continue on screen until the service returns you to the valuation account.



Representative GOV.UK / HMRC screen — exact layout can vary by account.



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PART THREE

Register the account

Choose the correct account type and confirm you are registering as a business, not an agent.

Step 8 — Account type

Step 9 — Not an agent

Step 10 — Dashboard

Step 8 – Choose account type

Most businesses should choose an organisation account.

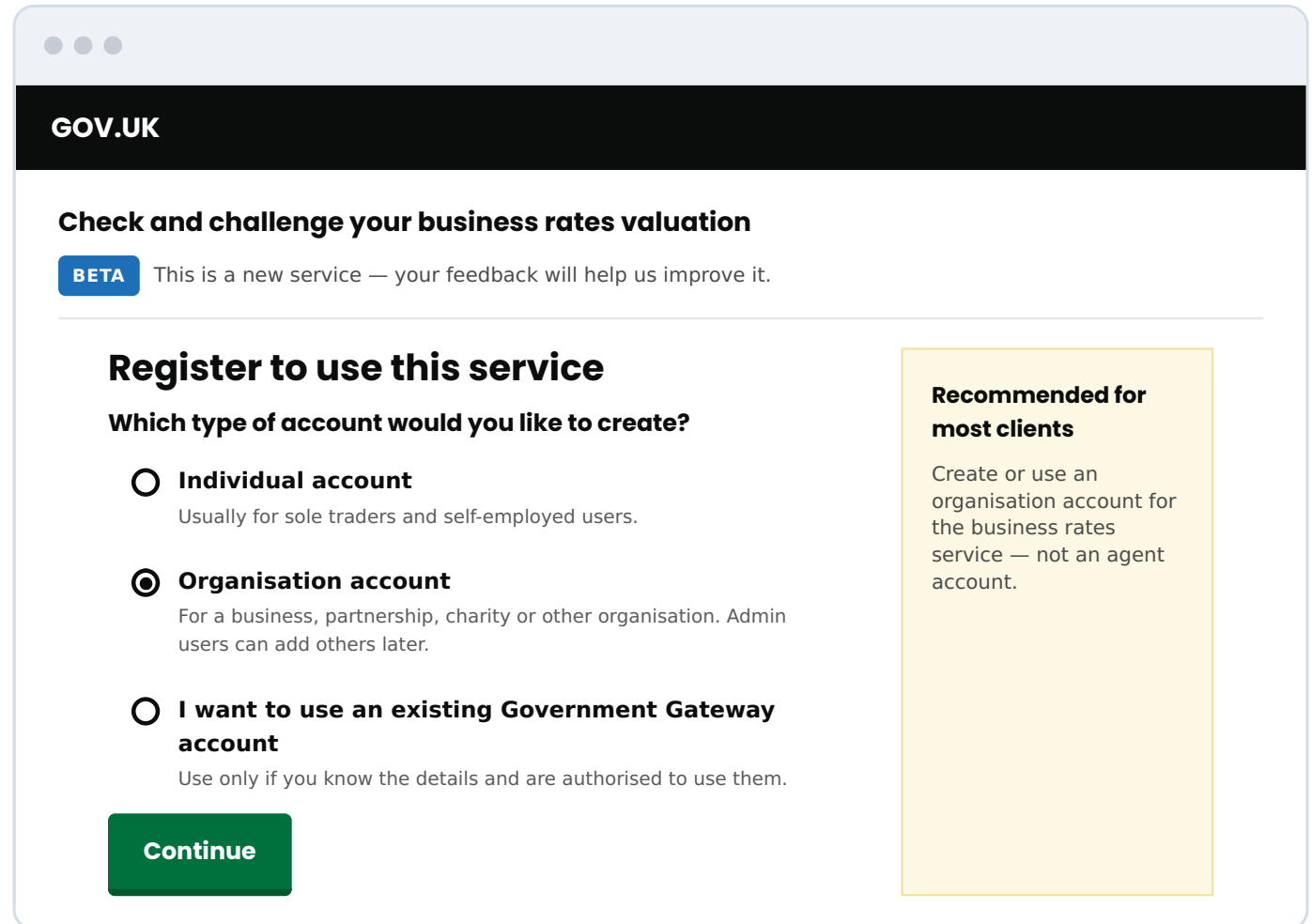
STEP 8

Choose the right account type

- For most business customers, choose an **organisation account**.
- Sole traders may be directed to an individual account.
- Use an existing HMRC account only if you know the details and are authorised to use them.

Account type

Do not create an agent account. Portrait is appointed later by code.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 9 – Confirm you are not an agent

Register as the business customer, not as an agent.

STEP 9

Confirm you are not registering as an agent

- If asked whether you are registering as an agent, select **No**.
- You are creating the customer or business account.
- Portrait will be appointed after the property claim is approved.

Important

Agents should not create customer accounts or add client properties to their own accounts.

GOV.UK

Check and challenge your business rates valuation

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

Tell us about your registration

Are you registering as an agent?

Yes

No

Choose No. You are registering your business so you can later appoint Portrait as your agent.

Continue

Important

Portrait is appointed later using its agent code. Do not let an agent create this account for you.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 10 – Open your dashboard

Reach your account home, where messages and properties live.

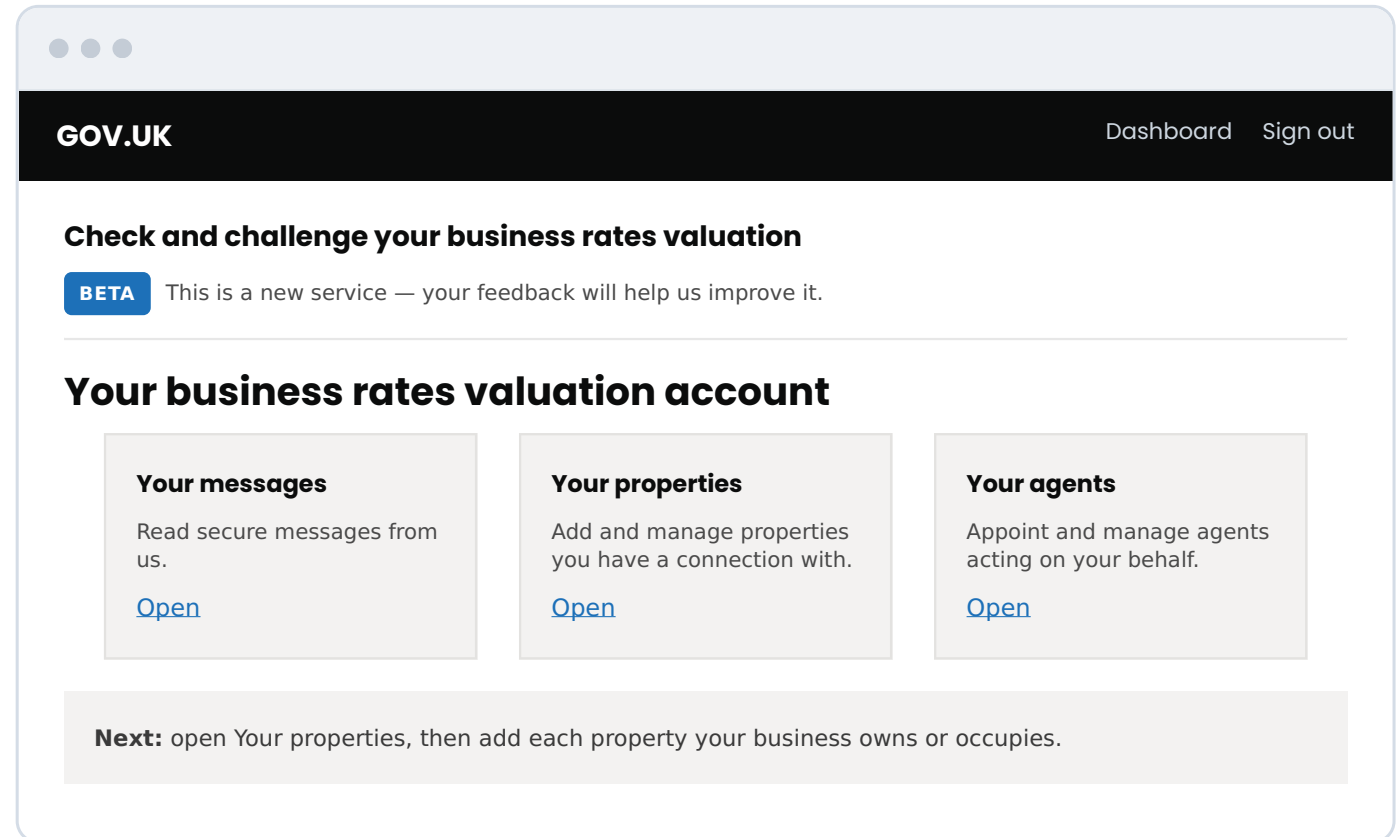
STEP 10

Open your account dashboard

- Once registration is complete, open your business rates valuation account.
- Use **Your messages** for secure correspondence.
- Use **Your properties** to add and manage properties.

Existing users

If you already signed in with an existing HMRC account, rejoin the guide at this dashboard stage.



Representative GOV.UK / HMRC screen — exact layout can vary by account.



04

PART FOUR

Add a property

Claim each property your business owns or occupies and upload supporting evidence.

Steps 11-13 — Find & select

Steps 14-18 — Claim

Steps 19-21 — Evidence

Step 11 – Select Add property

Open Your properties and begin a claim.

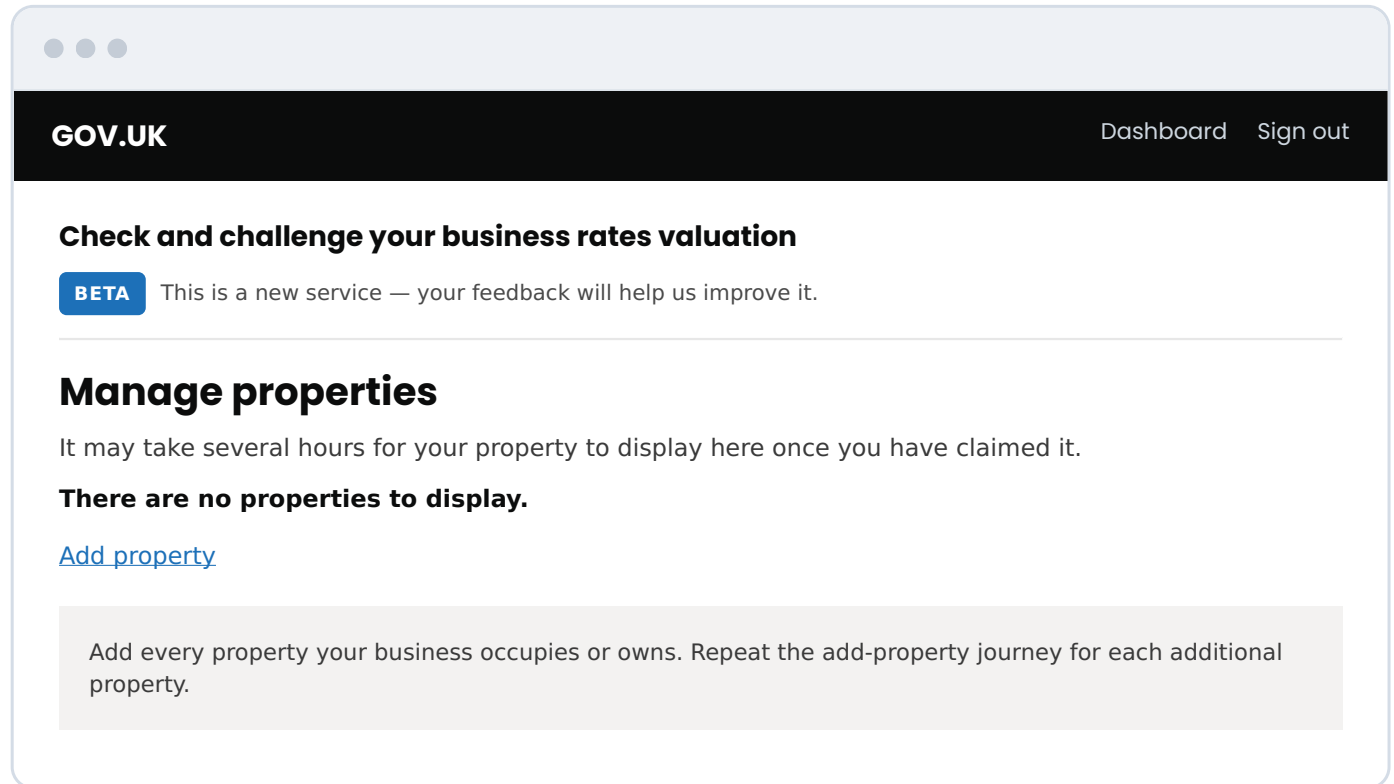
STEP 11

Select Add property

- Open **Your properties** or **Manage properties**.
- Select **Add property**.
- Repeat this process for every property your business owns or occupies.

Next step

A property will not normally be available for agent appointment until the claim has been approved.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 12 – Search for the property

Search by postcode first; use the rate demand if Royal Mail differs.

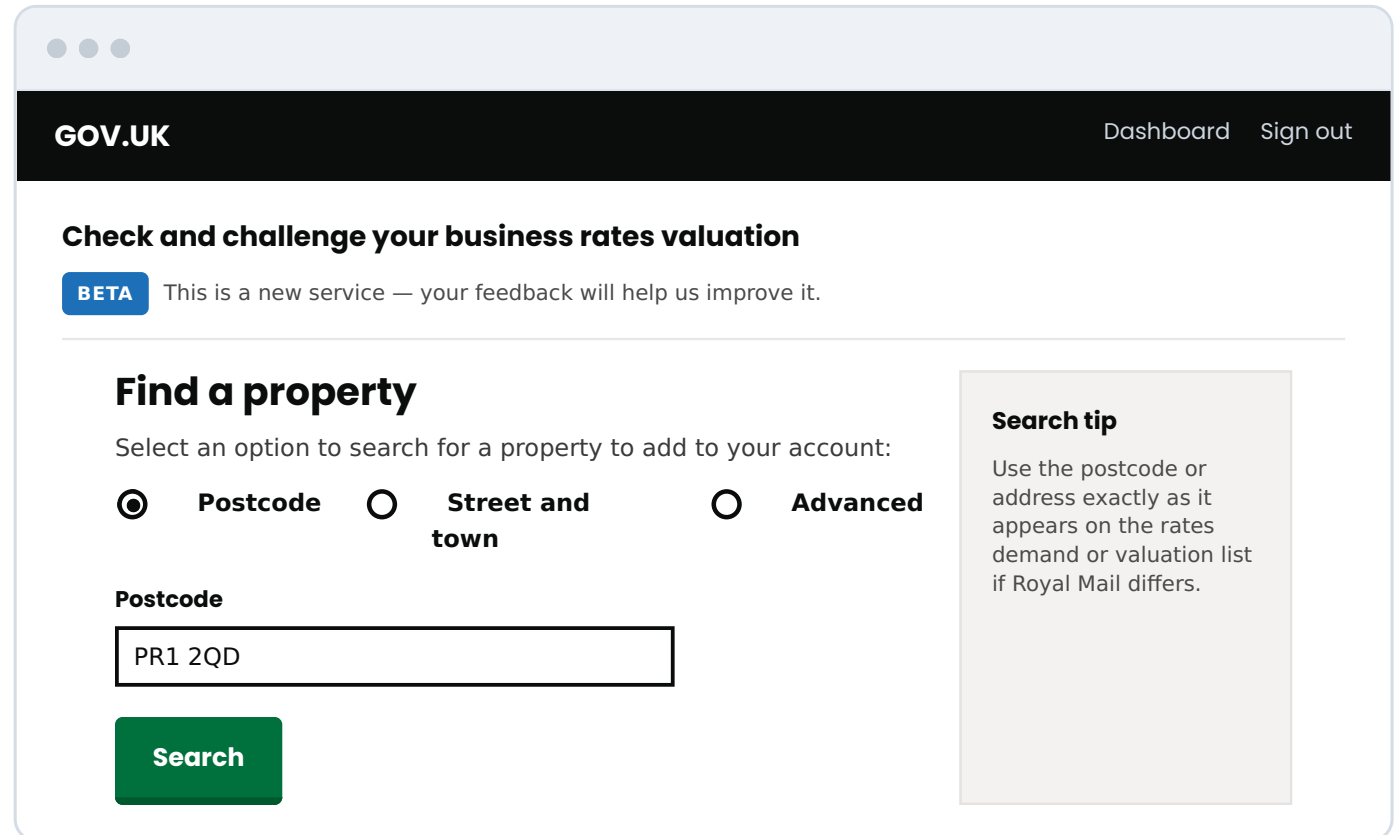
STEP 12

Search for the property

- Search by **postcode** first.
- If no result appears, try *street and town* or *advanced search*.
- Use the address or postcode shown on the rate demand where possible.

Search tip

Royal Mail postcodes can differ from the valuation list. Check the rate demand if the property does not appear.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 13 – Select the correct property

Match the address and description carefully before claiming.

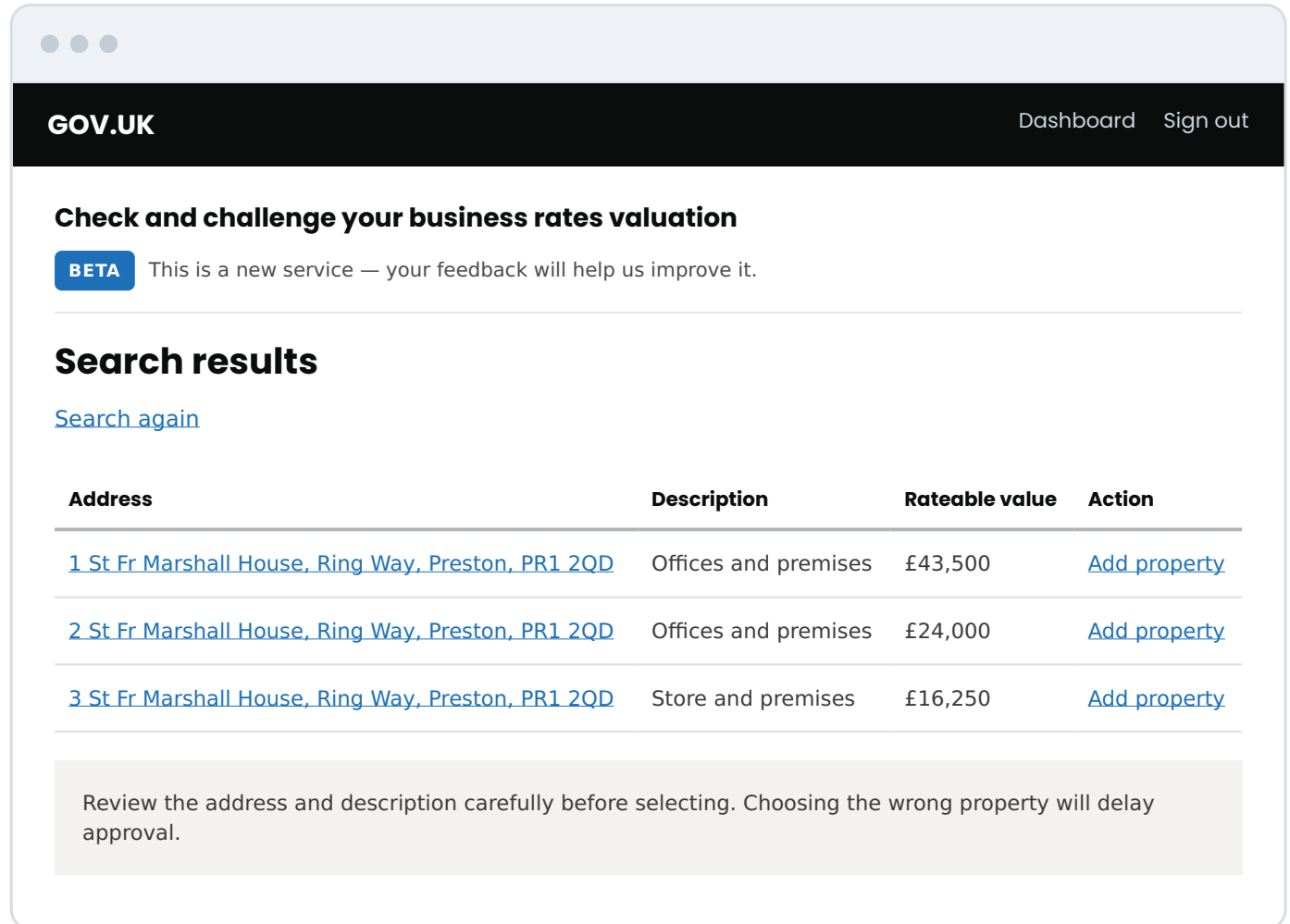
STEP 13

Select the correct property

- Review the address and description carefully.
- Choose **Add property** for the correct entry.
- Avoid selecting a neighbouring unit or similarly named property.

Check

Choosing the wrong property will delay approval and may require a new claim.



GOV.UK Dashboard Sign out

Check and challenge your business rates valuation

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

Search results

[Search again](#)

Address	Description	Rateable value	Action
1 St Fr Marshall House, Ring Way, Preston, PR1 2QD	Offices and premises	£43,500	Add property
2 St Fr Marshall House, Ring Way, Preston, PR1 2QD	Offices and premises	£24,000	Add property
3 St Fr Marshall House, Ring Way, Preston, PR1 2QD	Store and premises	£16,250	Add property

Review the address and description carefully before selecting. Choosing the wrong property will delay approval.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 14 – Start the property claim

Confirm the address and begin the connection questions.

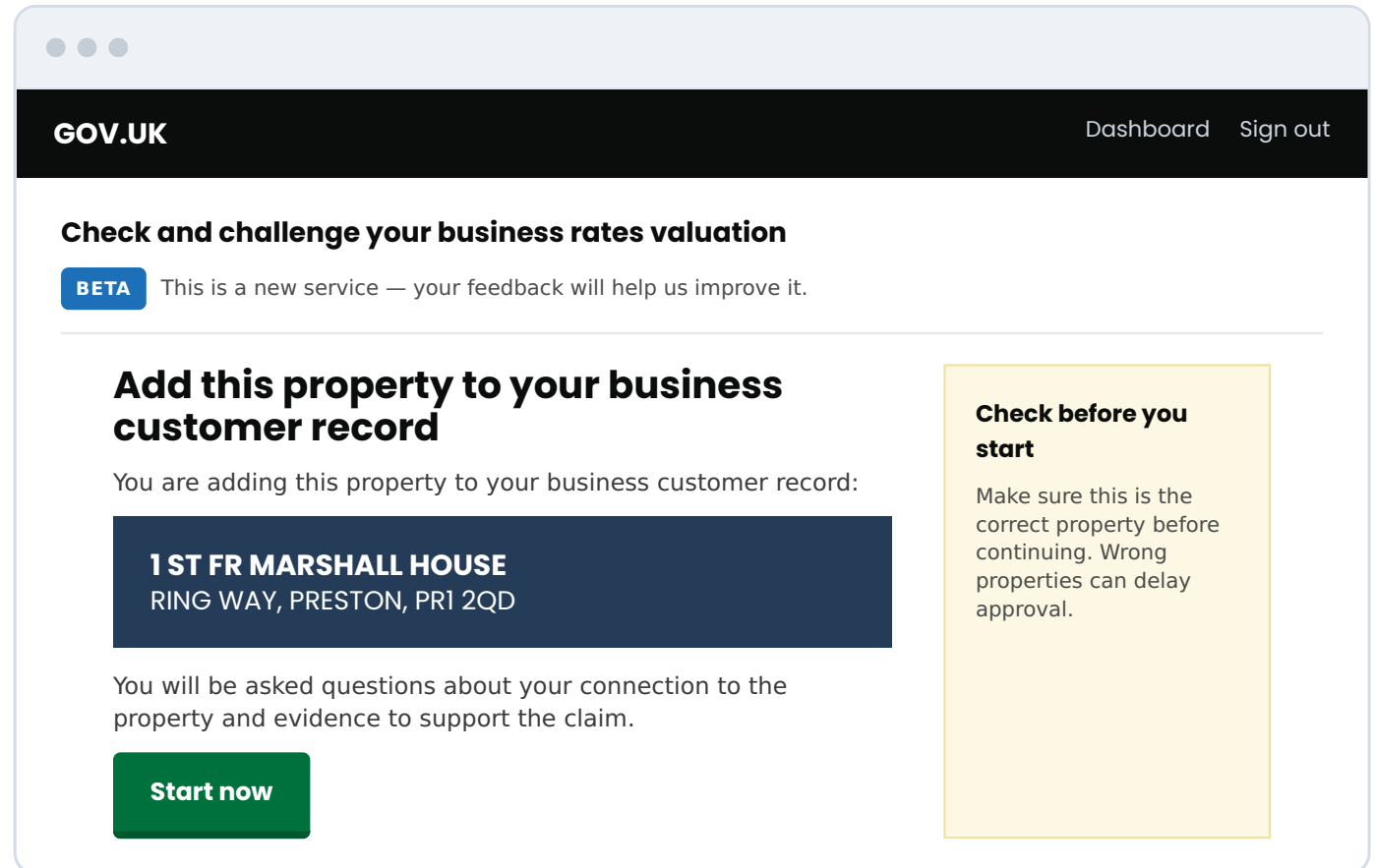
STEP 14

Start the property claim

- Confirm the address is correct.
- Select **Start now** to answer the connection questions.
- Have your evidence file ready before continuing.

Evidence ready

Use the business name and address as shown on the rates bill or supporting evidence.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 15 – State your connection

Choose owner, occupier, or both.

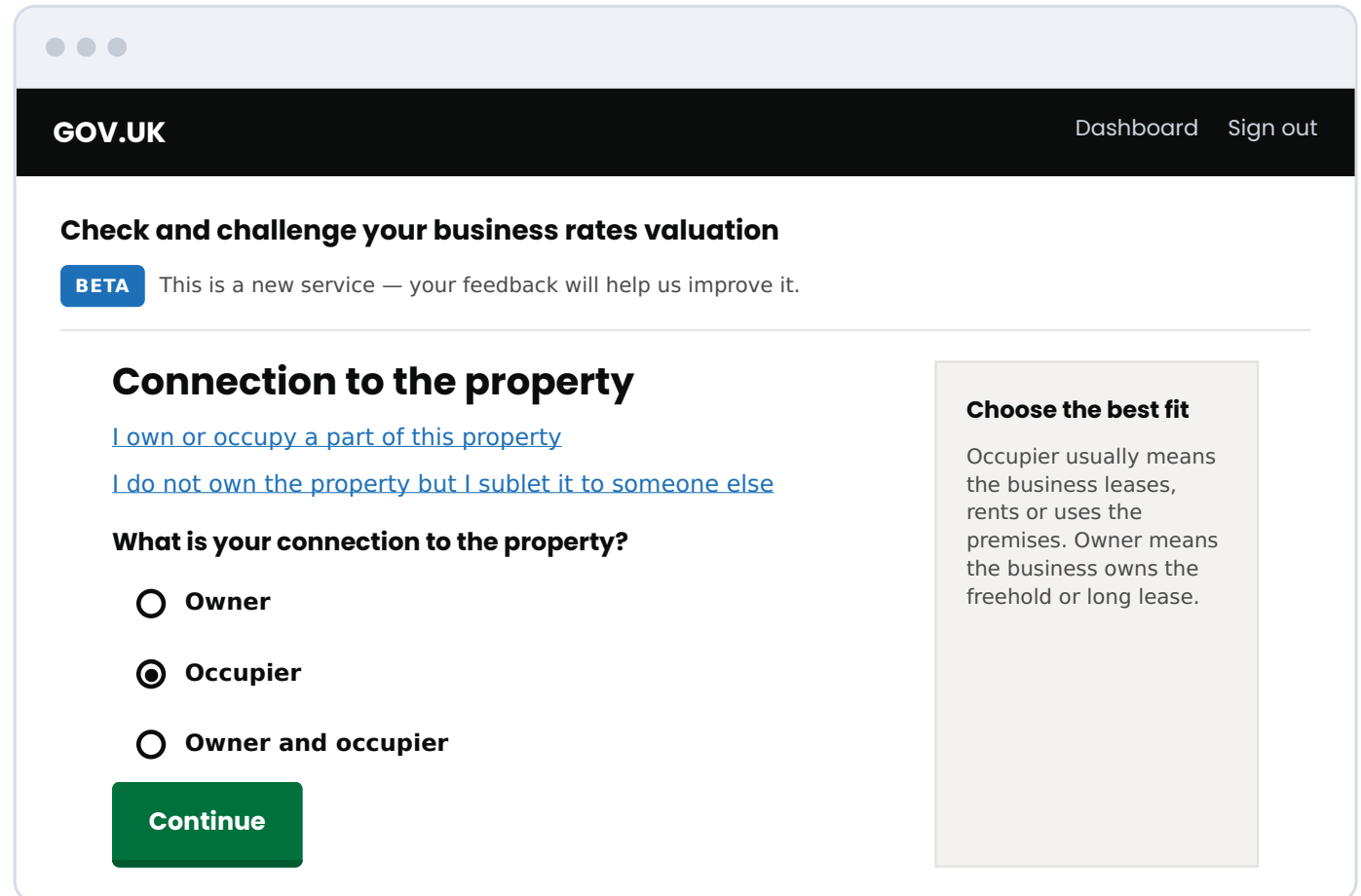
STEP 15

State your connection to the property

- Choose **Occupier** if your business leases, rents or uses the property.
- Choose **Owner** if your business owns the property.
- Choose **Owner and occupier** if both apply.

Connection

For unusual arrangements such as subletting or part occupation, use the on-screen links and answer truthfully.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 16 – Date your connection began

Enter the date your business became responsible.

STEP 16

Enter the date your connection began

- Enter the date your business became the owner or occupier.
- Use the lease start date, completion date or rates responsibility date if appropriate.
- Check your evidence before entering the date.

Accuracy

Dates should match your evidence where possible.

GOV.UK Dashboard Sign out

Check and challenge your business rates valuation

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

When you became the owner or occupier of the property

On what date did you become the owner or occupier?

For example, 1 4 2025

Day	Month	Year
01	04	2025

Continue

Use real dates

Enter the date your business first became responsible for the property. Check the lease or rates bill if unsure.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 17 – Confirm current status

Tell the service whether you still occupy.

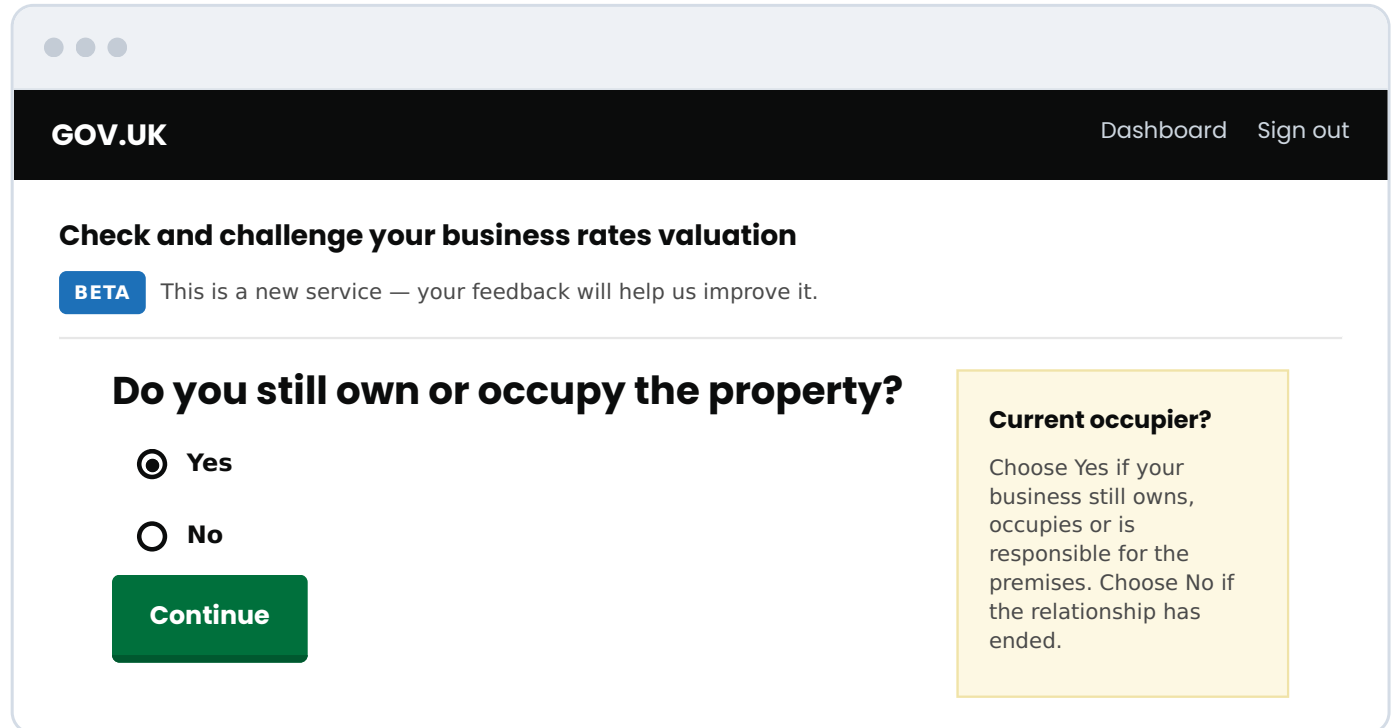
STEP 17

Confirm whether you still occupy it

- Choose **Yes** if the business still owns, occupies or is responsible for the property.
- Choose **No** if the occupation or ownership has ended.
- Continue to the next question.

Current status

If you left the property, the service may ask for the date your connection ended.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 18 — Lease or licence

Select the option matching your occupation rights.

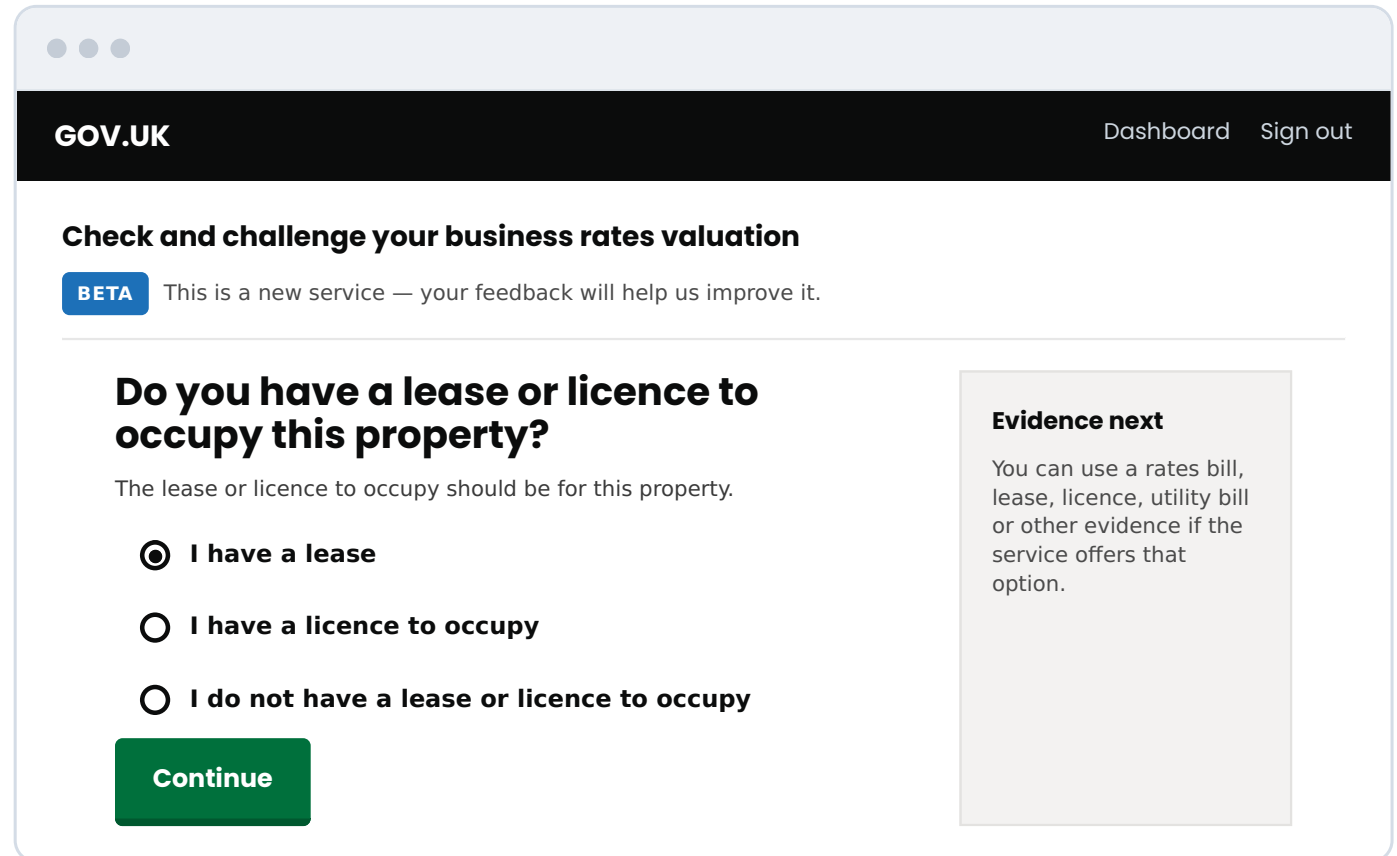
STEP 18

Answer lease or licence questions

- Select the option that matches your occupation rights.
- Choose **I have a lease** if you pay rent under a lease.
- Choose **I have a licence to occupy** if that is your arrangement.

Evidence route

If you do not have a lease or licence, use the best alternative evidence offered by the service.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 19 – Choose your evidence

Pick the evidence type you can upload clearly.

STEP 19

Choose the evidence you will provide

- A recent business rates bill is usually the simplest evidence.
- Other evidence may include lease agreements, utility bills or Land Registry documents.
- Select the evidence type you can upload clearly.

Best evidence

Make sure the file shows the business name, property address and date wherever possible.

GOV.UK Dashboard Sign out

Check and challenge your business rates valuation

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

What evidence can you provide?

Your evidence should be for 1 St Fr Marshall House, Ring Way, Preston, PR1 2QD.

- Business rates bill**
- Lease agreement or licence**
- Utility bill**
- Service charge statement**
- Land Registry title**
- I cannot provide evidence**

Continue

Best evidence

A recent business rates bill is usually clearest if it shows the business name and address.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 20 – Upload the evidence file

Upload a clear PDF or image of your evidence.

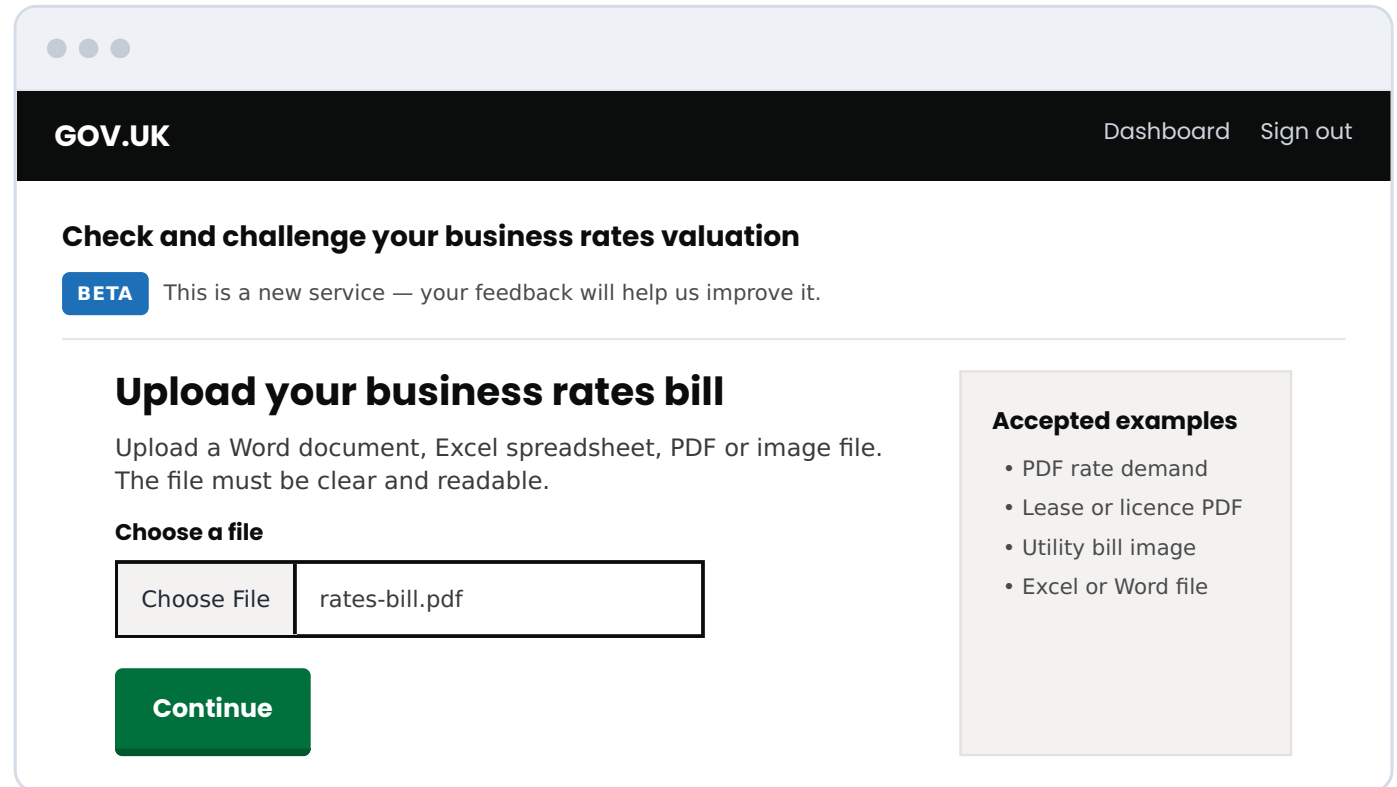
STEP 20

Upload the evidence file

- Upload the selected evidence file in the accepted format.
- Use a PDF or clear image if possible.
- Check that all pages are readable before continuing.

File quality

Accepted formats can include PDF, Word, Excel and image files. Very large or unclear files may be rejected.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 21 – Review and submit

Confirm your answers and send the claim.

STEP 21

Review the declaration and submit

- Review the property, connection and evidence details.
- Tick the declaration only when the information is correct.
- Select **Confirm and send** to submit the claim.

Final check

Submitting accurate evidence helps avoid delays.

GOV.UK Dashboard Sign out

Check and challenge your business rates valuation

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

Declaration

Check your answers before sending your request.

Property	1 St Fr Marshall House, Ring Way, Preston
Connection	Occupier
Evidence	Business rates bill

Before sending

Review the address, relationship and evidence. Incorrect information can delay approval.

I confirm that the information I have given is correct and complete.

Confirm and send

Representative GOV.UK / HMRC screen — exact layout can vary by account.



05

PART FIVE

Approval

The VOA reviews your evidence. Repeat the claim for every additional property.

Step 22 — Wait for approval

Step 22 — Wait for VOA approval

Approval can take up to 15 working days.

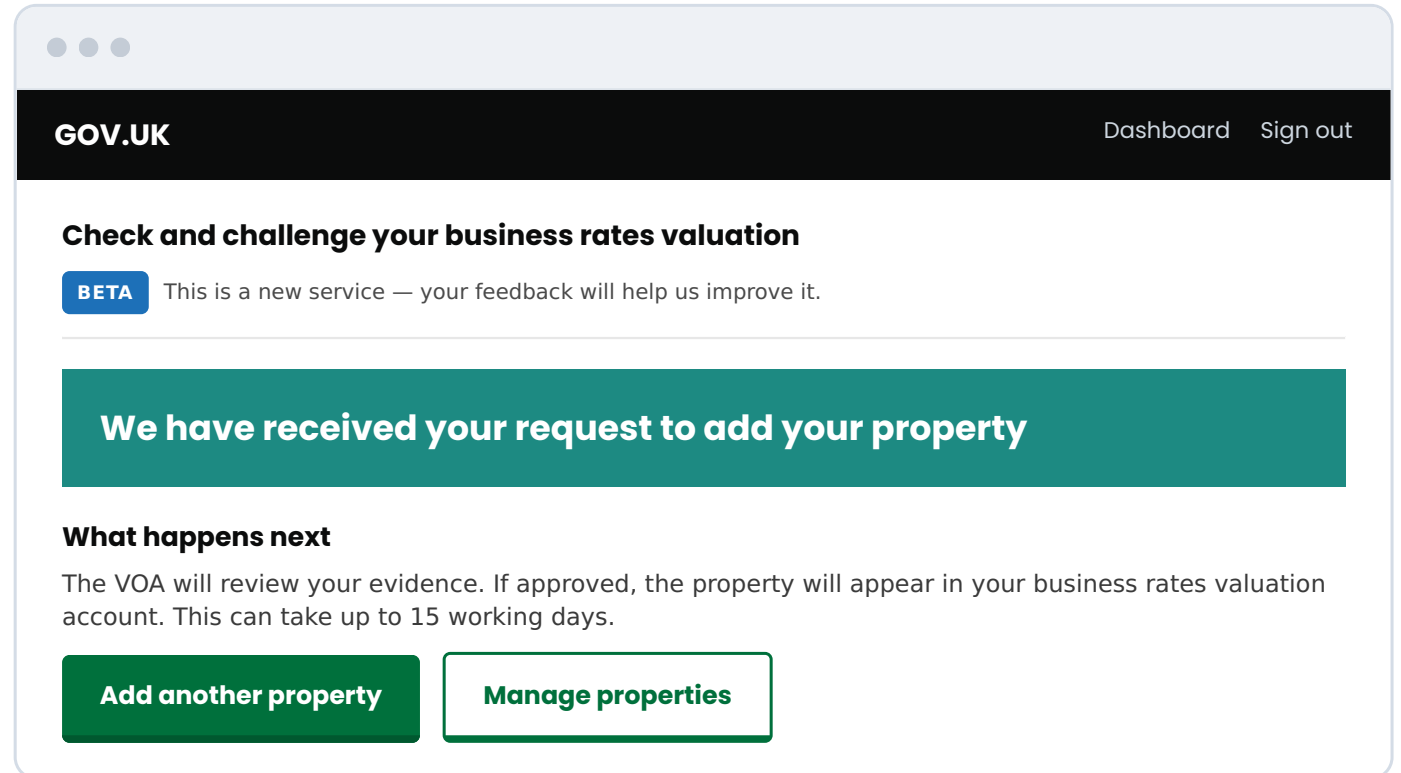
STEP 22

Wait for VOA approval

- The VOA reviews the evidence after submission.
- Approval can take up to 15 working days.
- Repeat the add-property journey for every additional property.

Timing

You can appoint Portrait to a property after it has been added and approved in the account.



The screenshot shows a web browser window with the GOV.UK logo in the top left and 'Dashboard Sign out' in the top right. The main heading is 'Check and challenge your business rates valuation'. Below this is a blue 'BETA' badge followed by the text 'This is a new service — your feedback will help us improve it.' A large green banner contains the message 'We have received your request to add your property'. Underneath, the section 'What happens next' explains that the VOA will review the evidence and that approval can take up to 15 working days. At the bottom, there are two buttons: 'Add another property' (dark green) and 'Manage properties' (white with green border).

Representative GOV.UK / HMRC screen — exact layout can vary by account.



06

PART SIX

Appoint Portrait

Use Portrait's agent code to grant the permissions you choose — never your sign-in details.

Steps 23-24 — Agent code

Step 25 — Permissions

Step 26 — Confirm

Step 23 – Start the appointment

Begin the official agent appointment from your account.

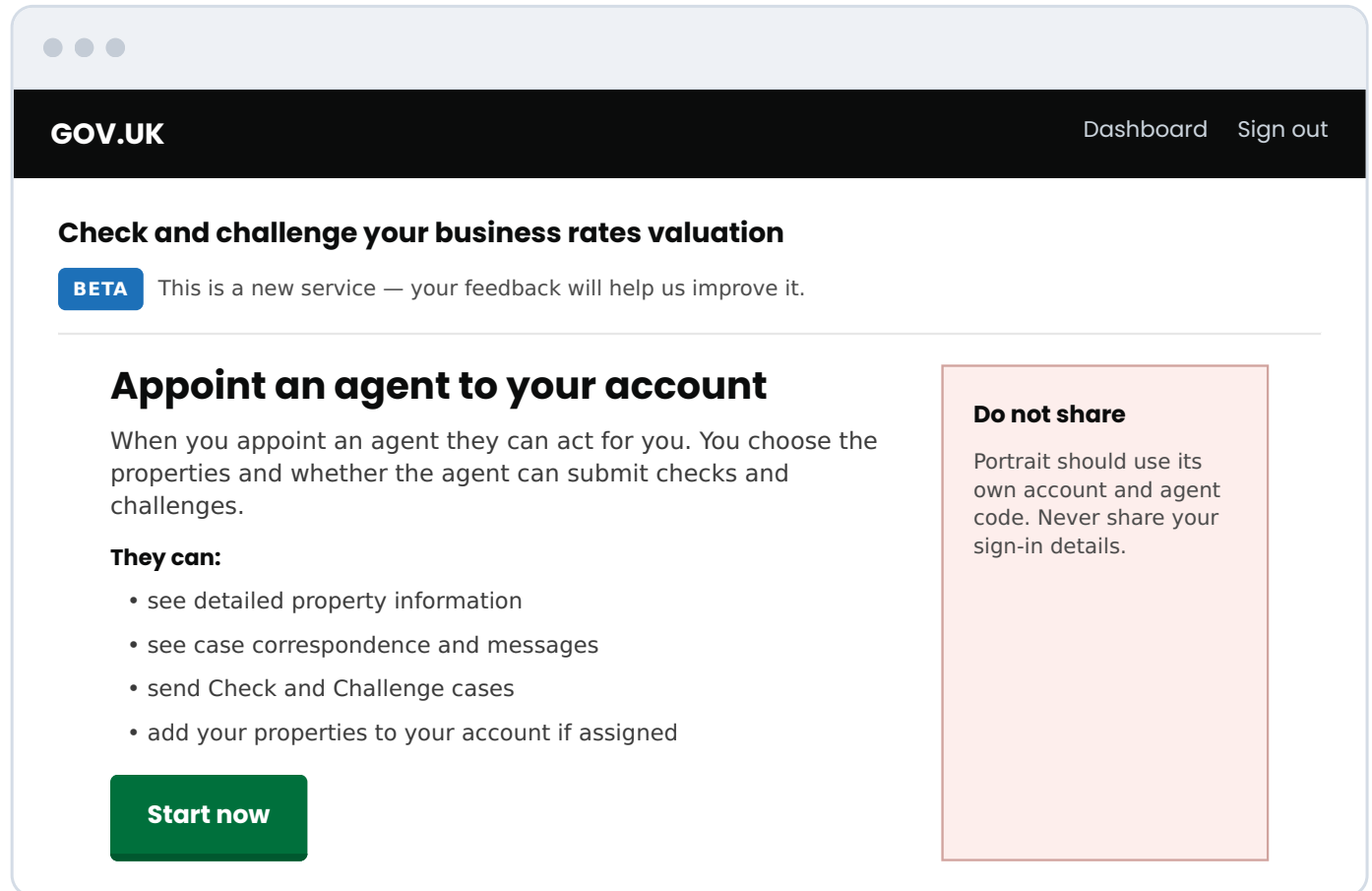
STEP 23

Start the agent appointment

- Open **Your agents** or **Appoint an agent** from your account.
- The agent must provide its own code.
- You choose which properties and permissions to assign.

Security

Never provide your sign-in details to an agent. Use the official agent appointment process.



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 24 – Enter the agent code

Enter Portrait's code exactly, with no extra spaces.

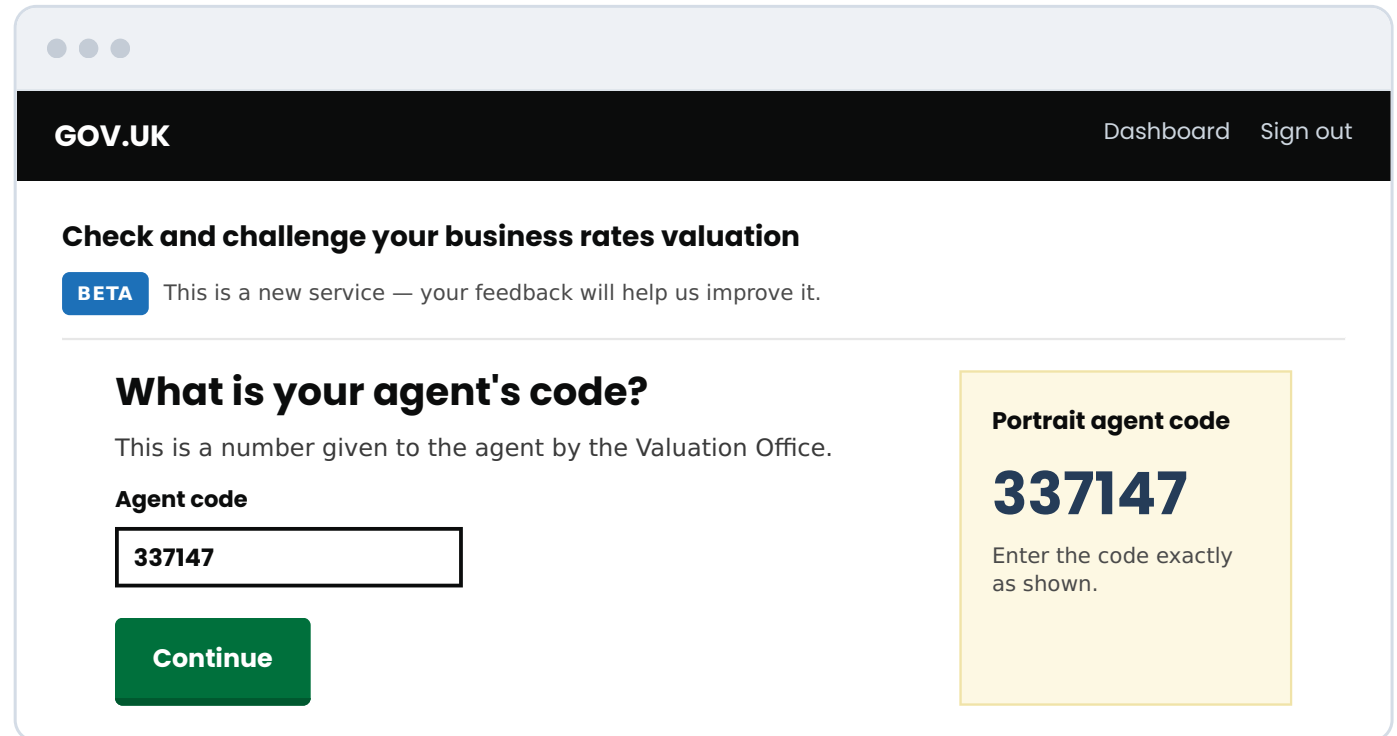
STEP 24

Enter Portrait agent code

- Enter Portrait's agent code exactly as shown.
- Check there are no spaces before or after the number.
- Select **Continue**.

Agent code

Portrait agent code: 337147



Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 25 – Assign properties & permissions

Choose properties and allow checks and challenges.

STEP 25

Assign properties and permissions

- Select each approved property Portrait should manage.
- Choose **Yes** for checks if Portrait should submit check cases.
- Choose **Yes** for challenges if Portrait should submit challenge cases.

Permissions

Repeat or update permissions for additional properties if they are approved later.

GOV.UK Dashboard Sign out

Check and challenge your business rates valuation

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

Choose what your agent can do

Which properties do you want to assign to this agent?

1 St Fr Marshall House, Ring Way, Preston, PR1 2QD
Status: approved

Do you want this agent to submit checks?

Yes No

Do you want this agent to submit challenges?

Yes No

Continue

For Portrait

Select the property and choose Yes for checks and challenges so Portrait can act for you.

Representative GOV.UK / HMRC screen — exact layout can vary by account.

Step 26 – Confirm and monitor

Confirm the appointment and keep an eye on messages.

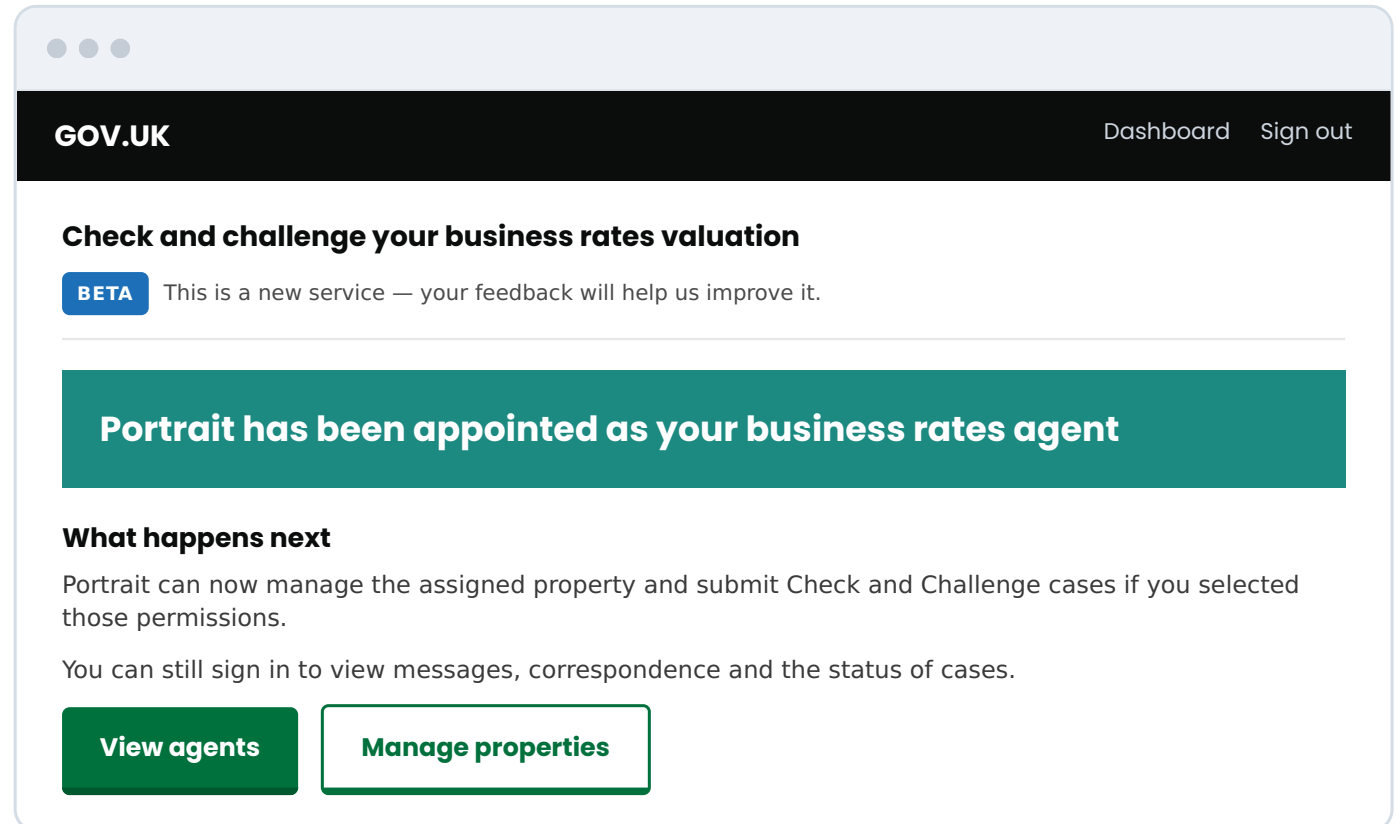
STEP 26

Confirm appointment and monitor messages

- Check the confirmation screen after appointment.
- Keep your account details safe for future messages.
- Portrait can now act only for the properties and permissions you selected.

After appointment

Review your account at least periodically and after any property changes.



Representative GOV.UK / HMRC screen — exact layout can vary by account.



07

PART SEVEN

Check, Challenge & Appeal

Once appointed, Portrait can manage the formal valuation process on your behalf.

Check

Challenge

Appeal

Check, Challenge and Appeal

The three formal stages of disputing a rateable value. Portrait manages these for assigned properties once appointed with permission.

1 Check

Correct property details before a valuation challenge. A Check must be completed before a Challenge can be made.

2 Challenge

Challenge the valuation with reasons, supporting evidence and a proposed rateable value.

3 Appeal

A later tribunal stage if the challenge decision is disputed or unresolved.

Portrait support

Once appointed with permissions, Portrait can submit checks and challenges for assigned properties on your behalf — and keep you updated through your account messages.



Thank you

Your setup is complete once Portrait is appointed

- Keep your sign-in details, recovery information and security method safe.
- Check your account messages periodically; VOA correspondence remains in the portal.
- Portrait can manage assigned properties and submit checks or challenges only where you have granted permission.

PORTRAIT AGENT CODE

337147

Use this during the agent appointment step.

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This guide contains representative GOV.UK / HMRC screens to show the current process. Exact screens can vary by account and service updates.