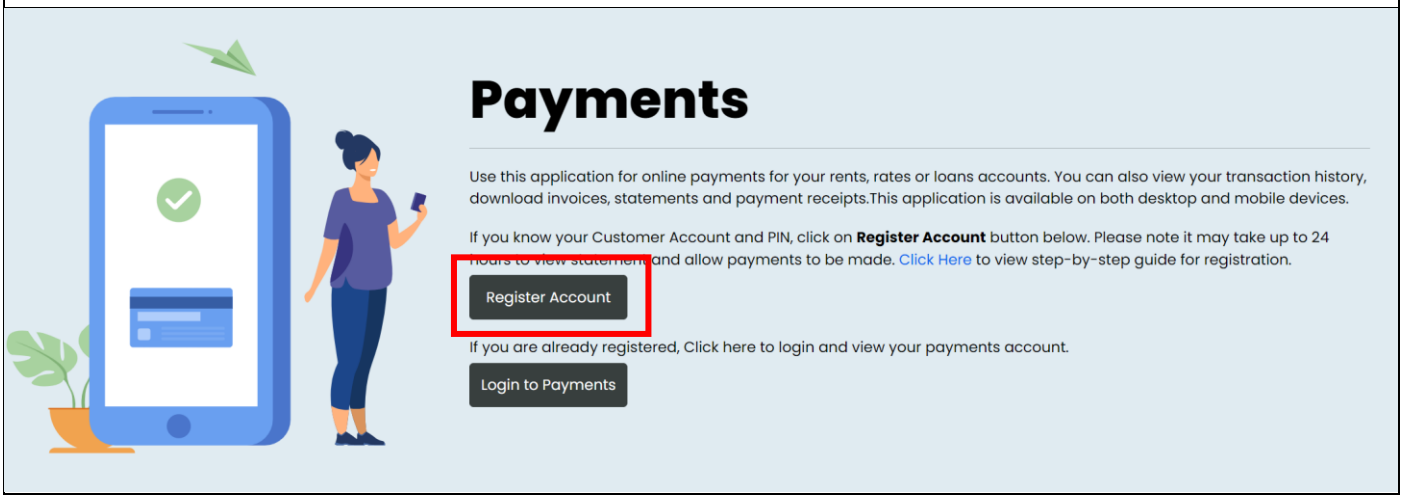
Step-by-Step Registration Guide

1. Go to ***www.mycoco.ie***

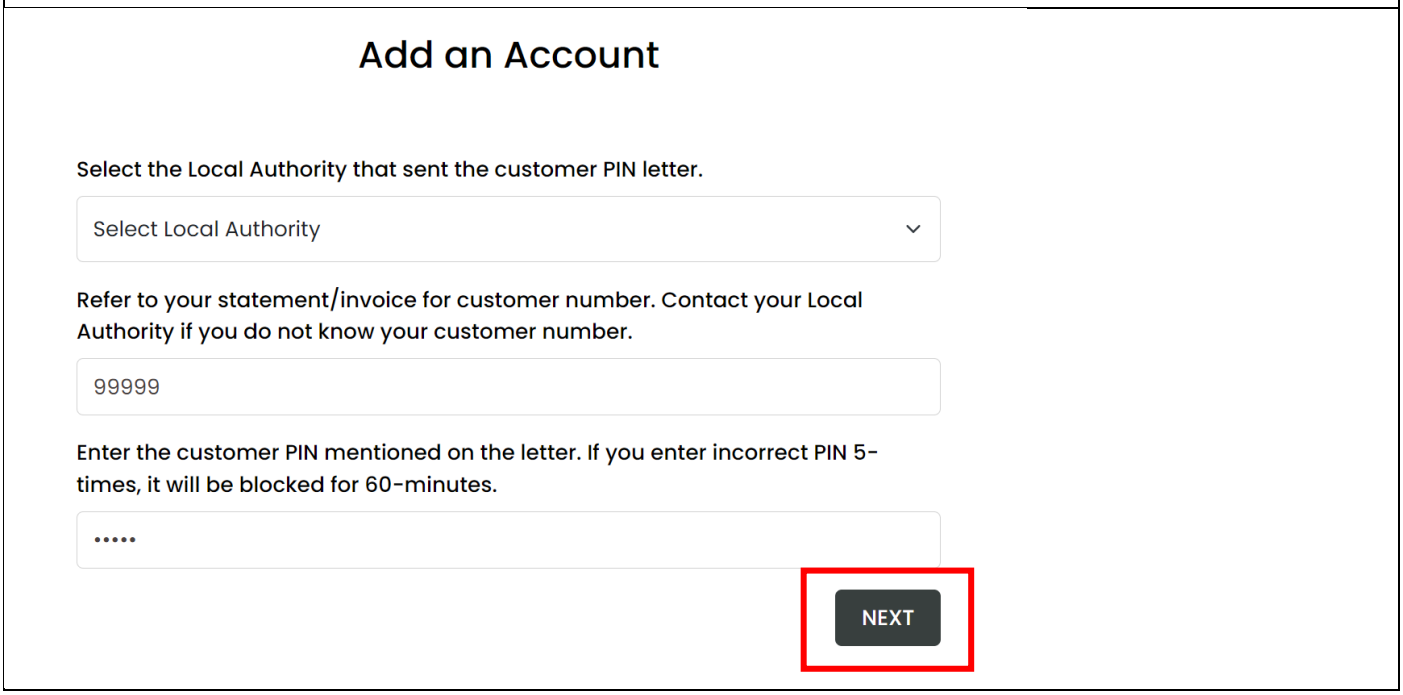
2. Scroll to bottom of page & under **Payments,** click on **Register Account**



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.

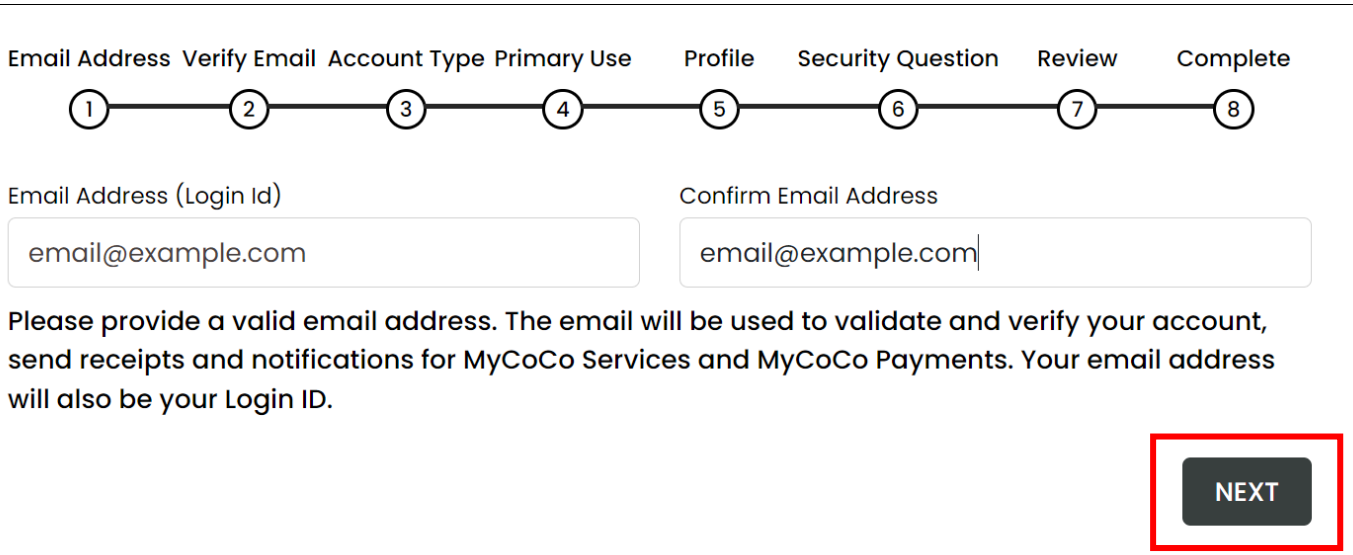
5. Enter your **PIN** provided by the Local Authority. Click on **NEXT.**



6. Enter your email address.

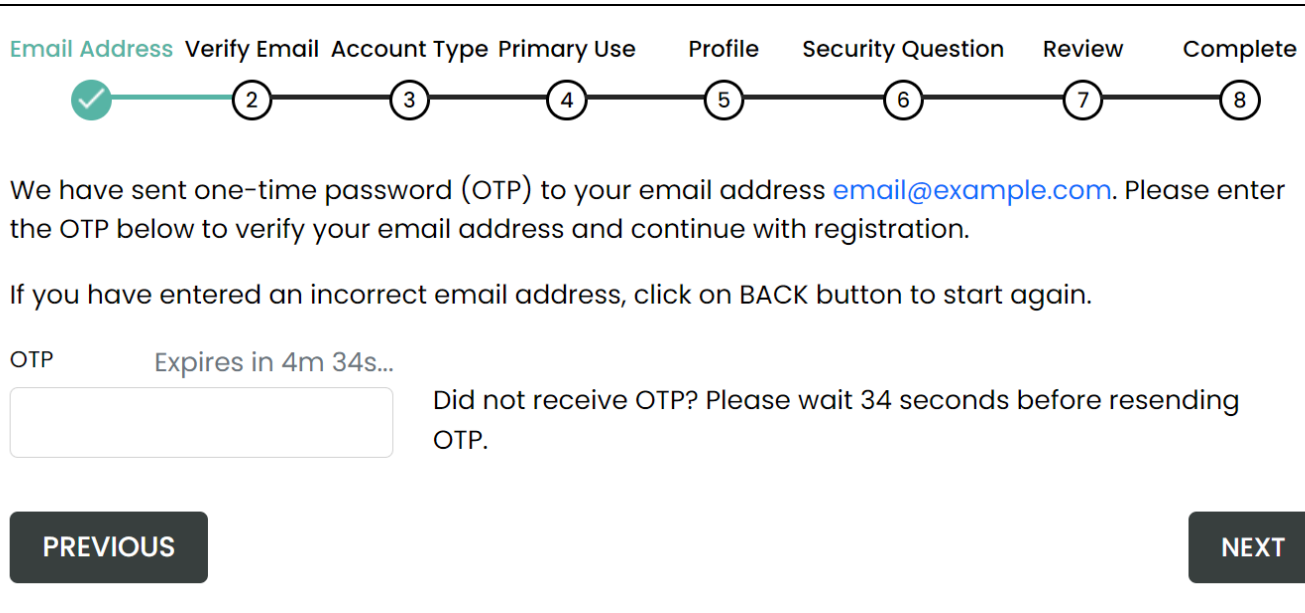
Please ensure you use a valid email address that you have access to. MyCoCo will send an OTP to verify this email address. Your temporary password will also be sent to this address to complete the registration process.

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.**

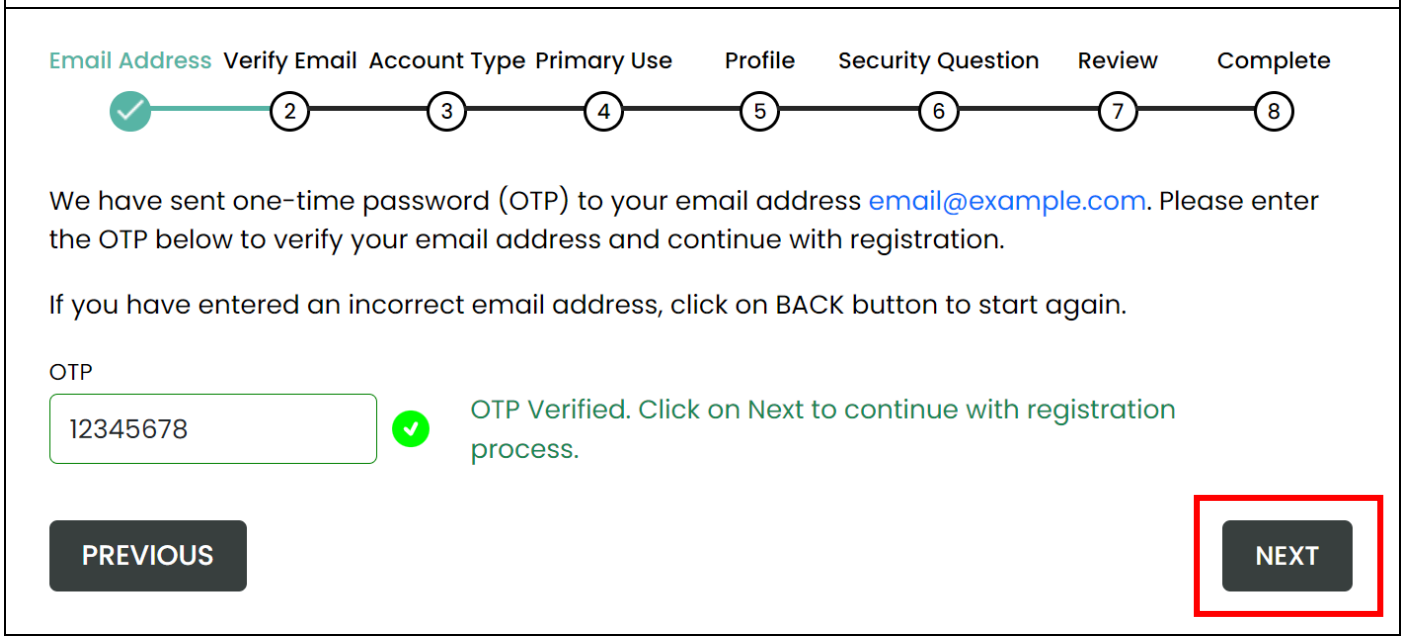


7. A One Time Passcode (OTP) will be sent to your email. This is valid for five minutes. Enter passcode into the **Verify Email** Screen.

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.



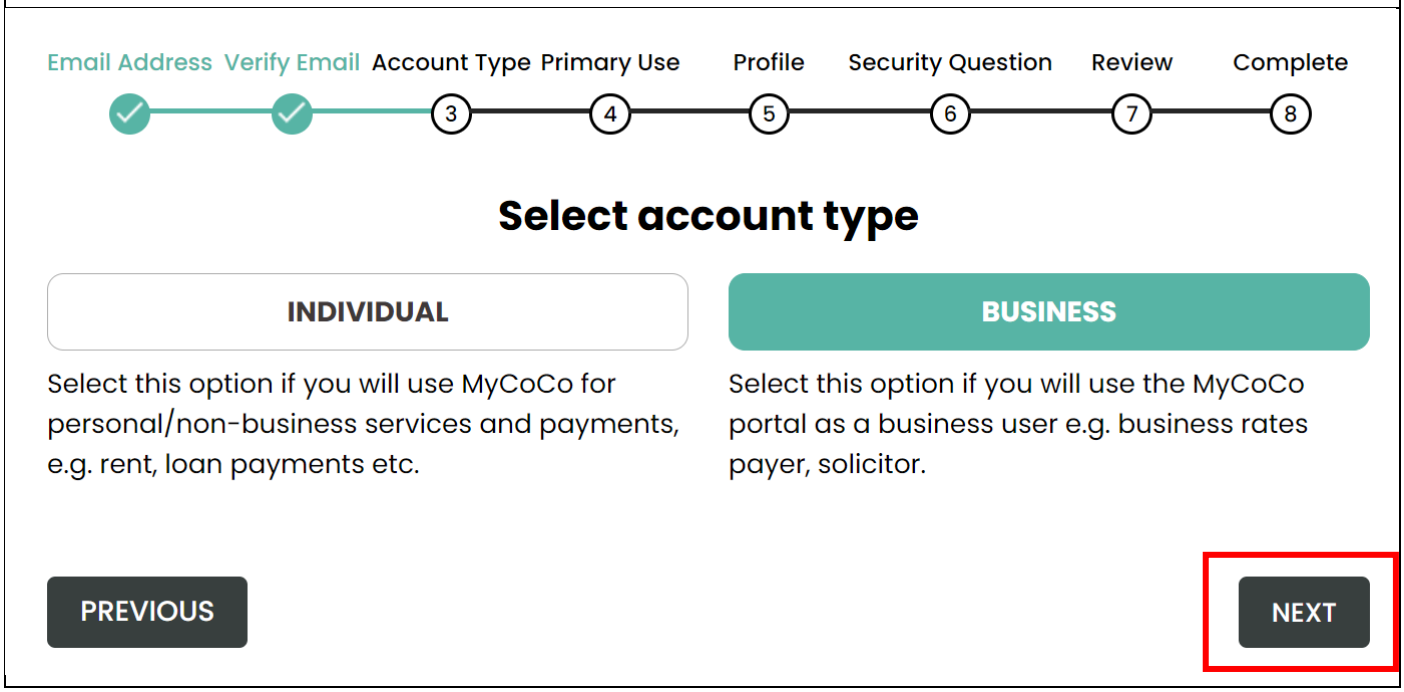
8. Once the OTP is verified, Click on **NEXT** to continue with the registration process.



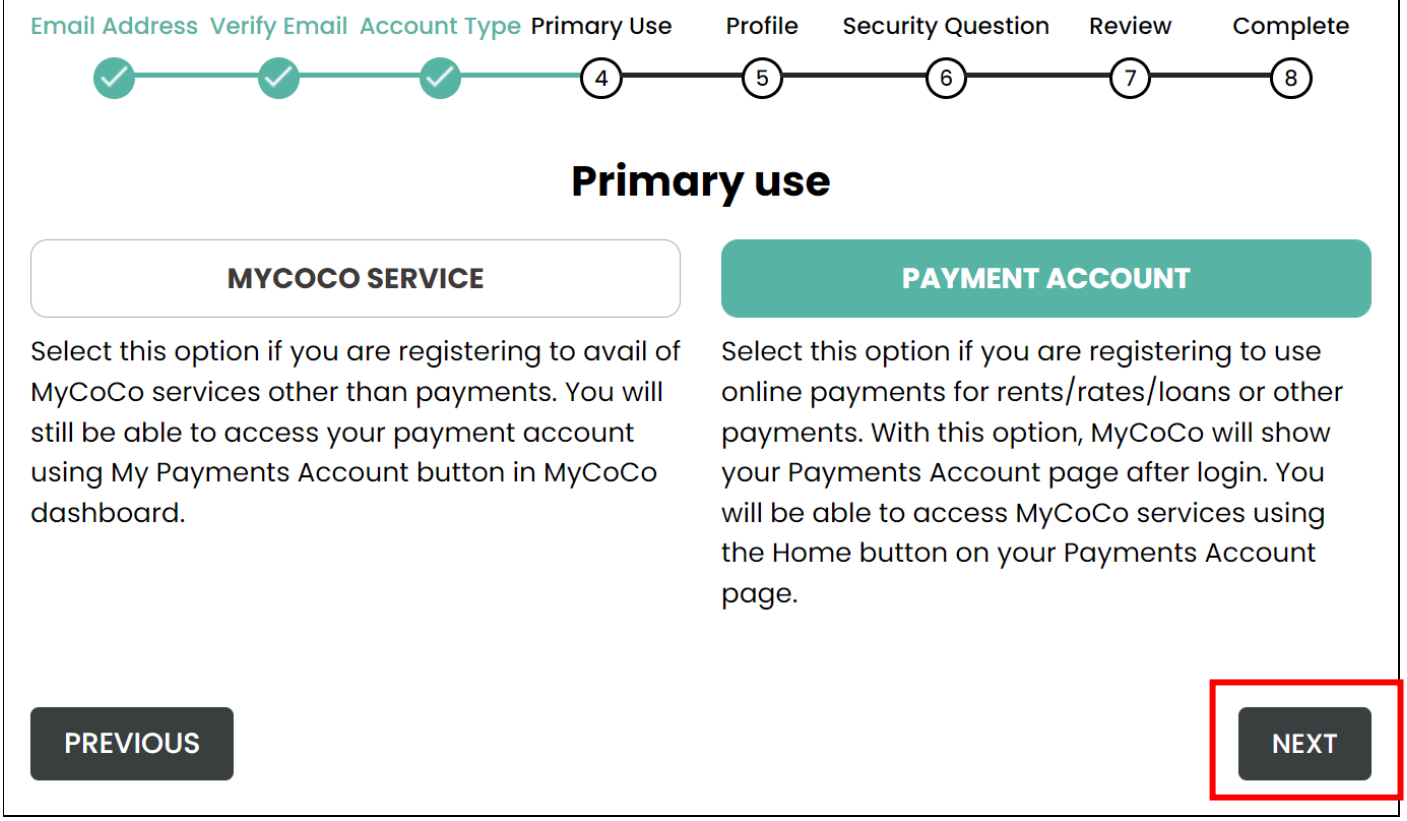
9. Select Account Type and click on **NEXT**.

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.



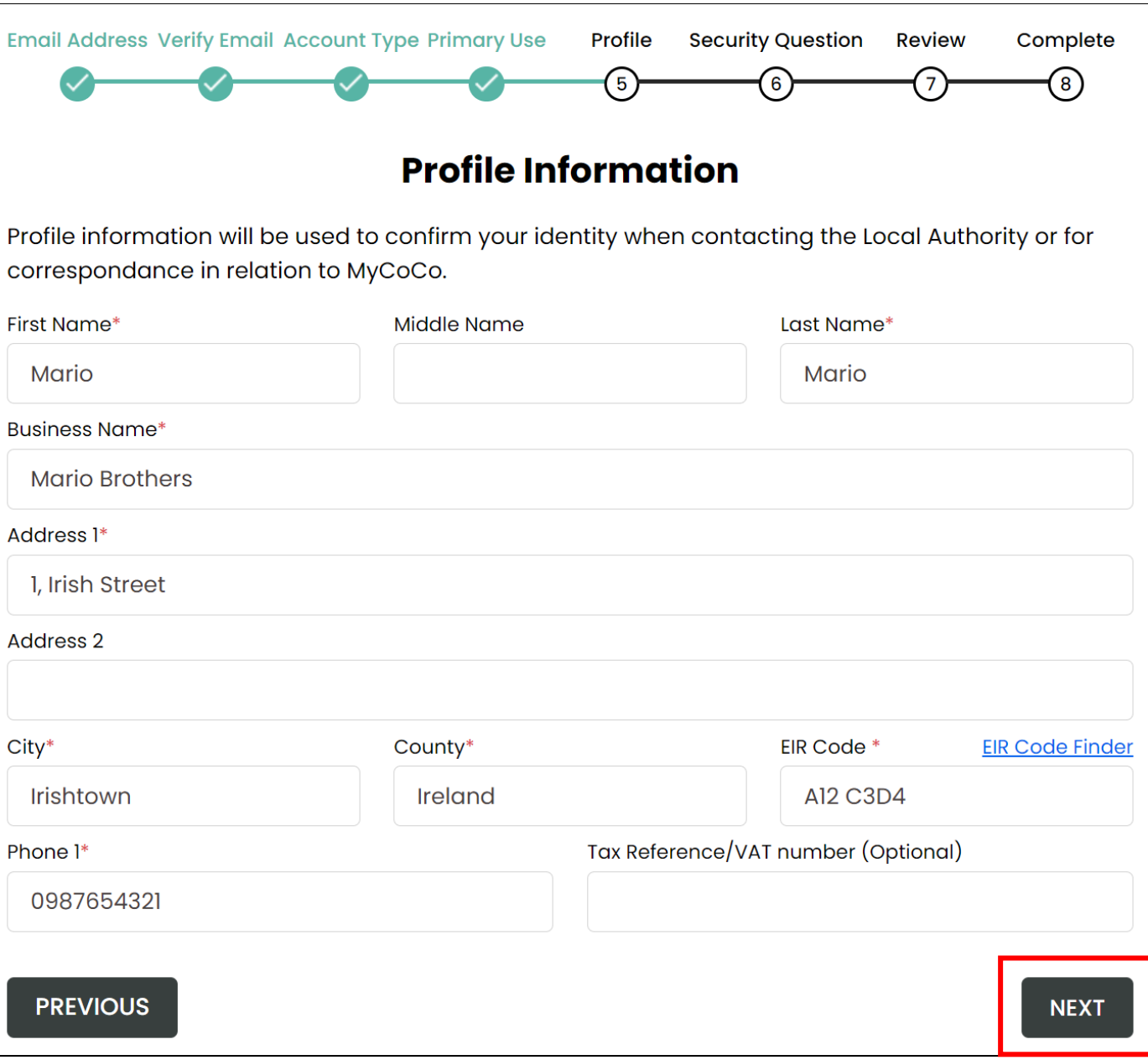
10. **Payment Account** is already selected for you on this screen. This option can be changed from your MyCoCo profile after completing the registration process. Click on **NEXT.**



11. Complete your profile.

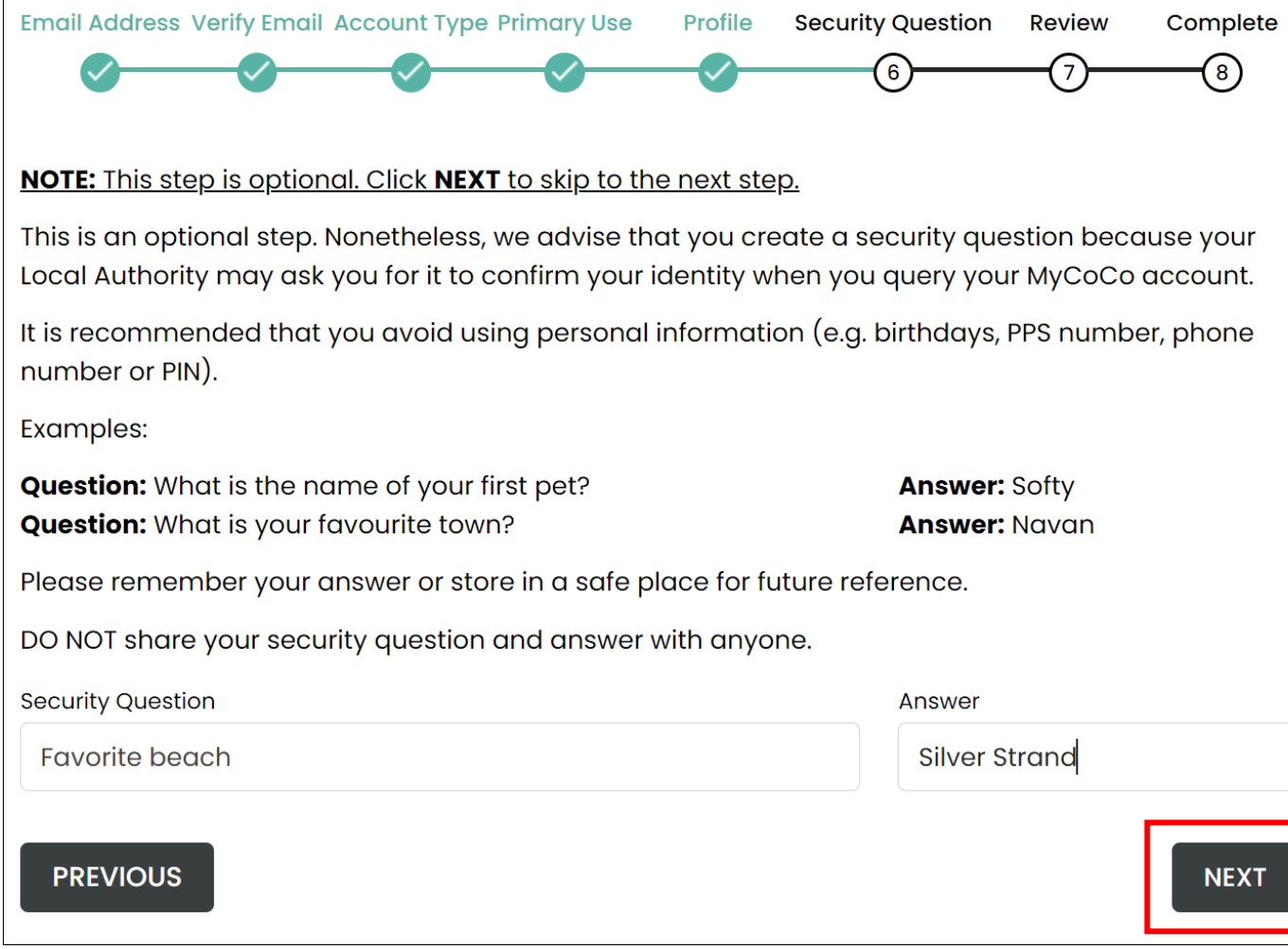
Please enter your name, address, and phone details. If you selected **Account Type – Business** in **Step 9**, you would also have to provide Business Name.

This information may be used by the Local Authority staff to confirm your identity when you contact them in relation to your account.



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 your query your MyCoCo account.

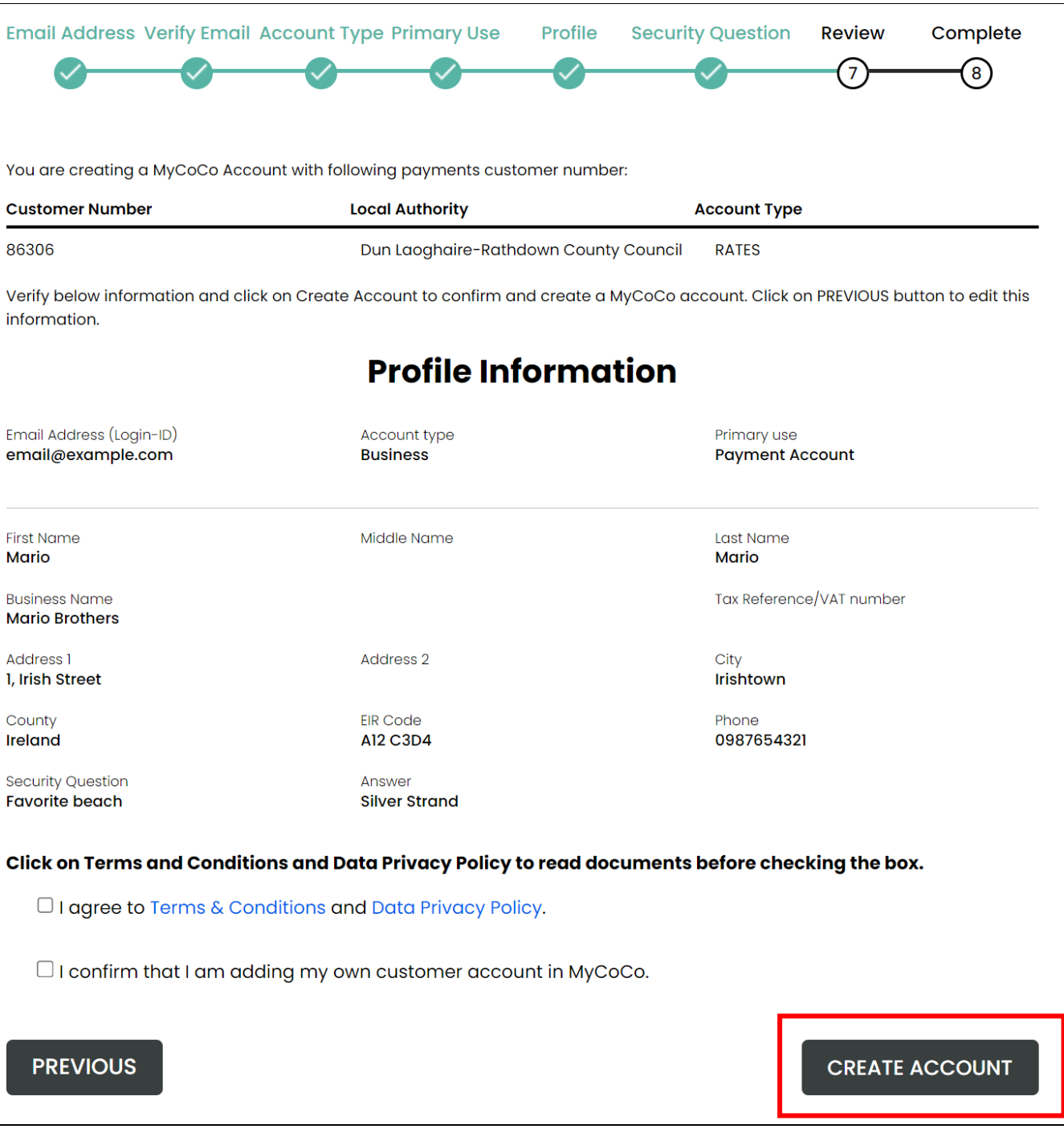
Click on **NEXT**.



13. This is profile summary page that shows the customer number and account you are registering with your profile details.

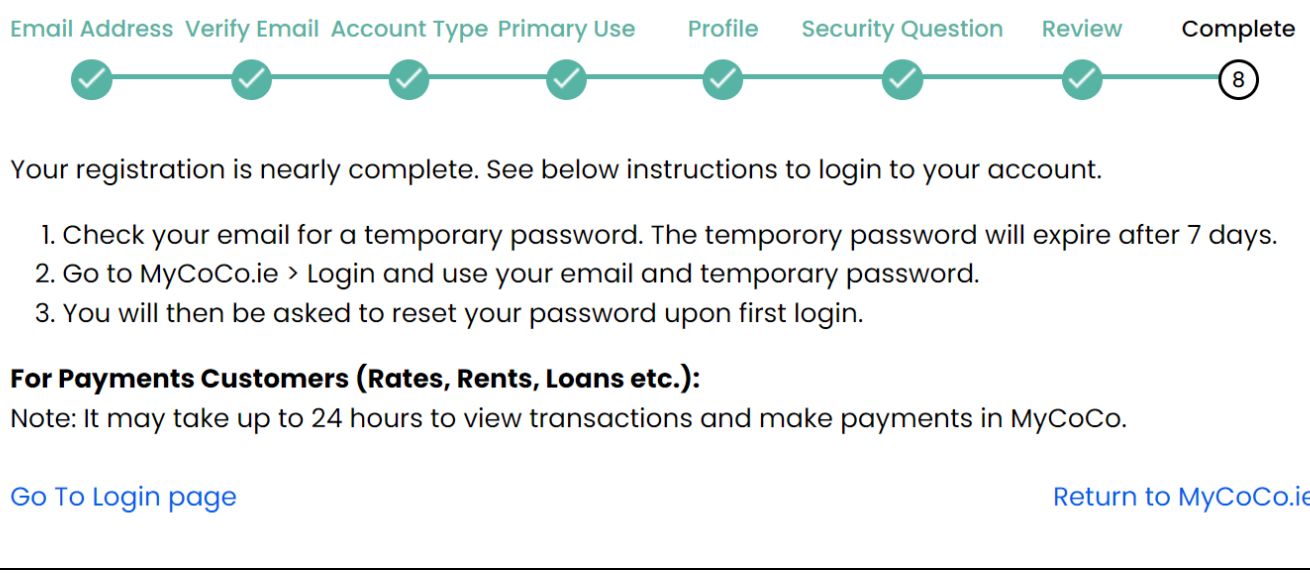
If the Customer Account number and Profile Information is incorrect, click **Previous** to return to Profile screen to make amendments. If correct, you must read and agree to the Terms & Conditions, Data Privacy Policy and confirm that you are adding your own customer account to MyCoCo.

Click on **CREATE ACCOUNT** to continue registration.



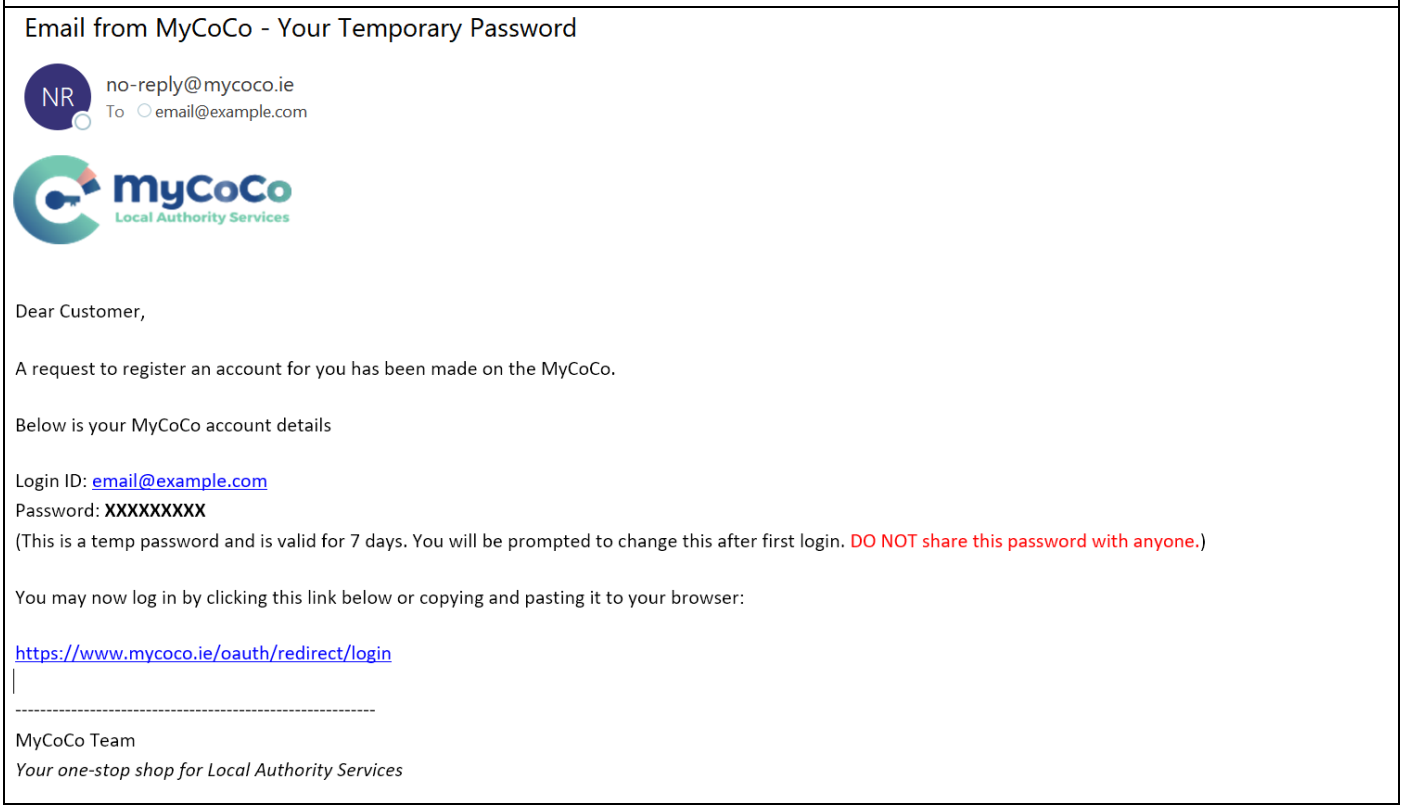
14. Your registration is now near complete.

A temporary password has now been sent to the email address that you provided in **Step 6**. Check your email.



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.



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

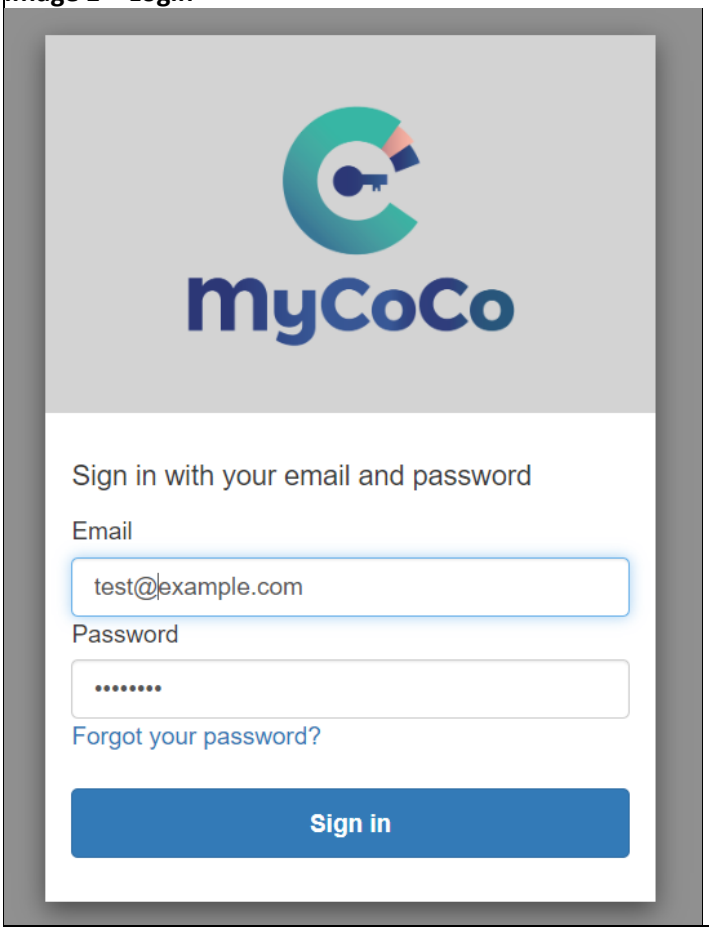
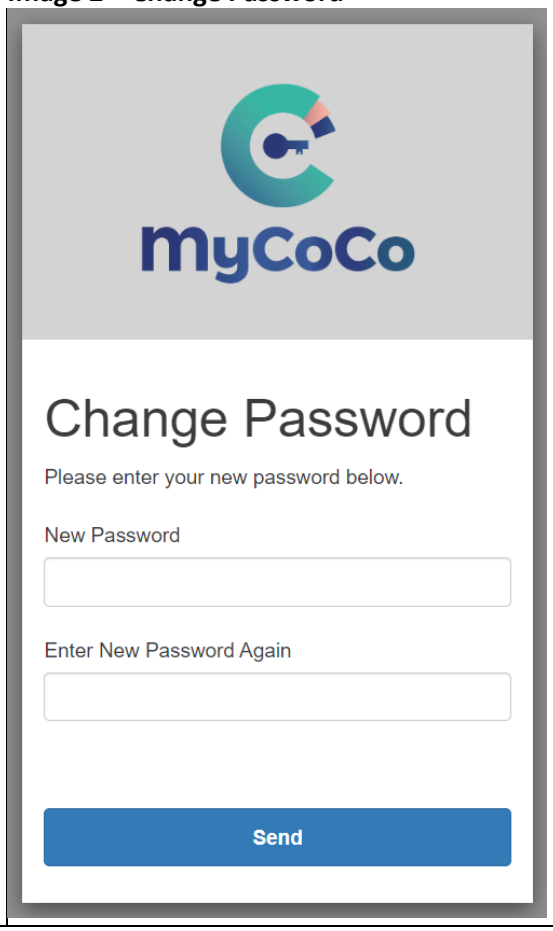


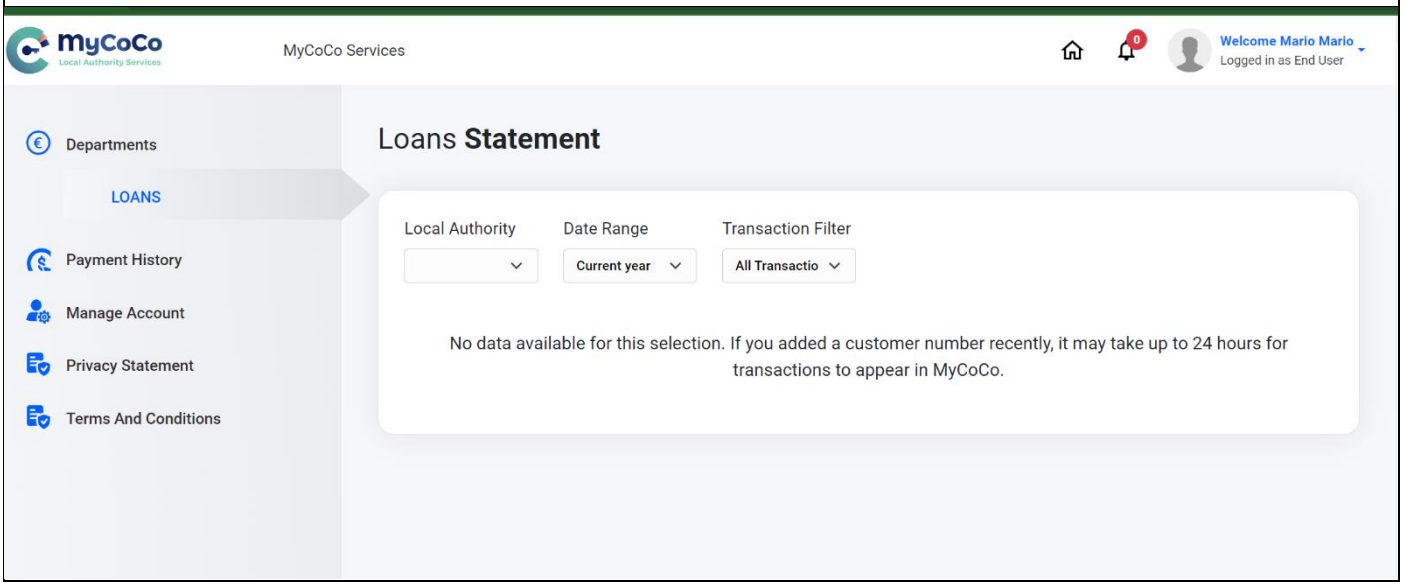
Image 2 – Change Password

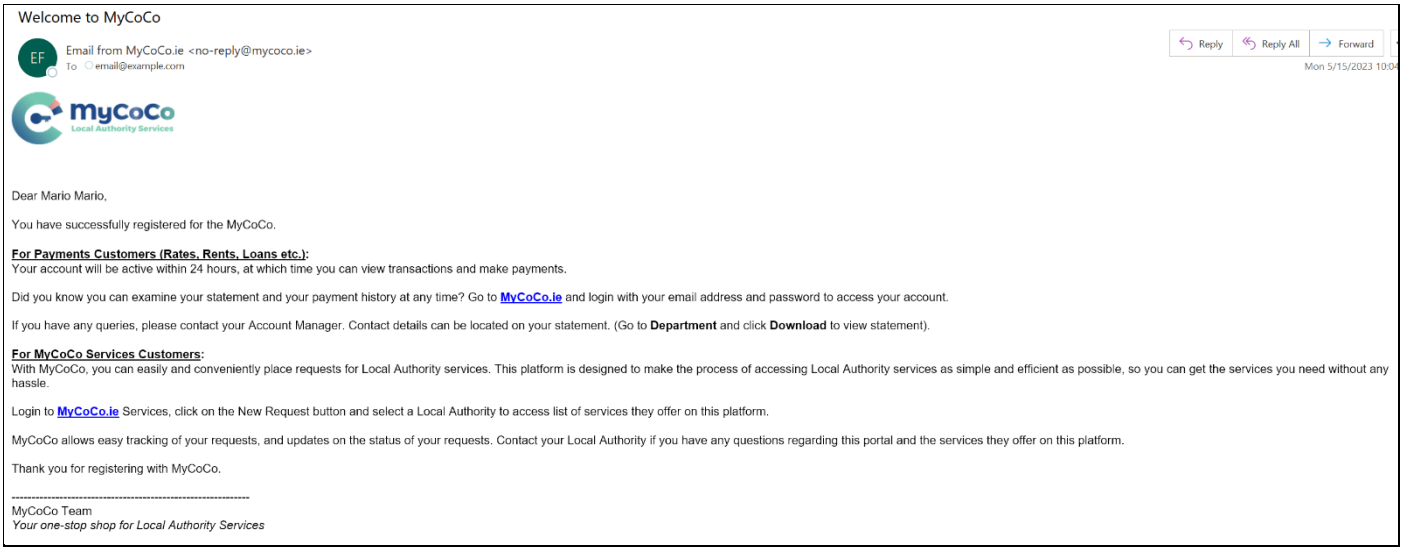


19. Congratulations. You have successfully completed the registration process and have logged-in to your MyCoCo account.

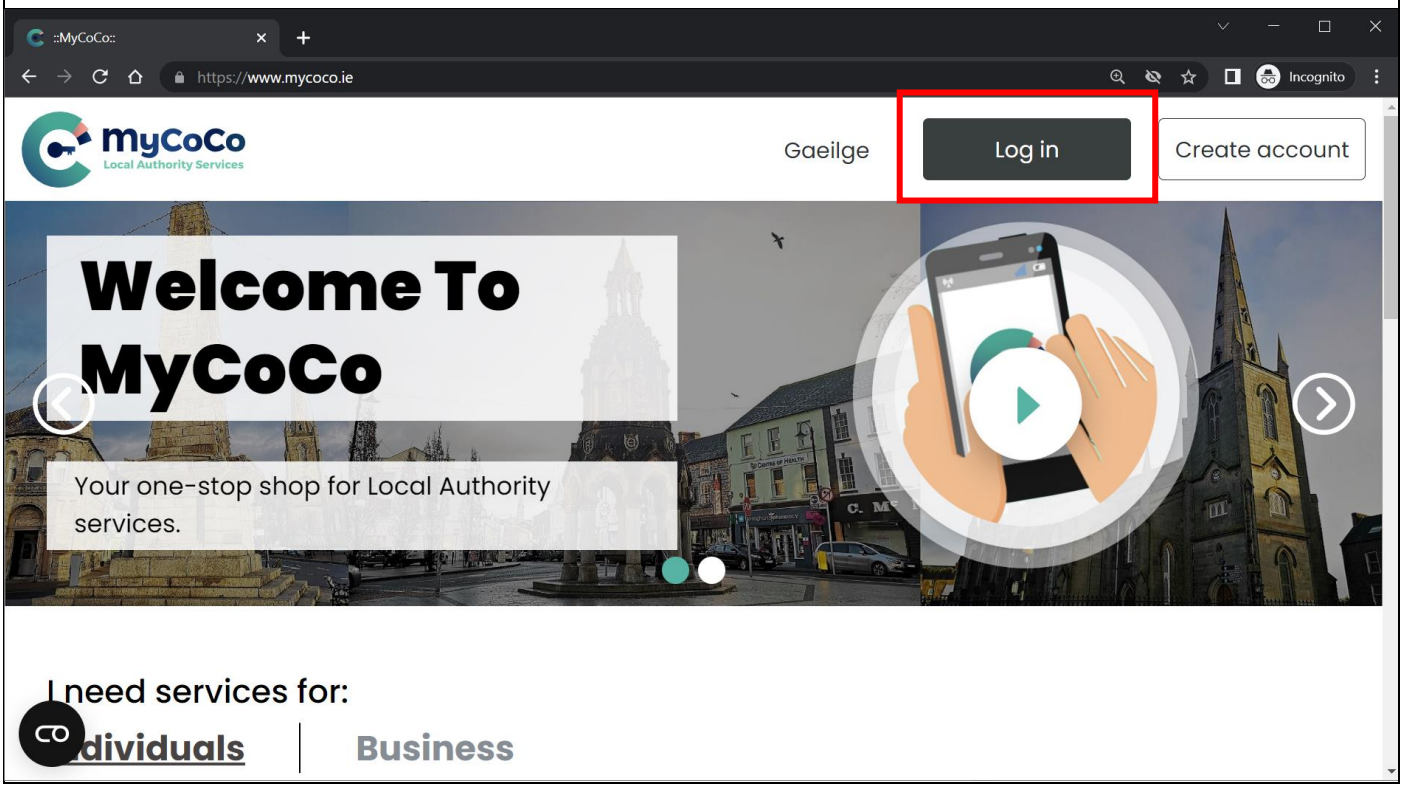
You will also receive a **Welcome To MyCoCo** email.

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.





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 and access your MyCoCo account.



Contact your **Local Authority** for questions related to your MyCoCo account.