

## Having trouble signing up online?

Follow these steps to ensure you can sign up successfully.

### 1. Check your internet browser

The system is compatible with most internet browsers, but is not compatible with Internet Explorer 11. If you are currently using Internet Explorer 11 or a previous version, please use an alternative browser i.e. Edge, Chrome or Safari.

### 2. 'Your Winchester' account is different from your Council Tax account

When you sign up for the new garden waste service, you will need to create a 'Your Winchester' account. This is a different account and separate from your council tax account.

### 3. Password

When making a password on 'Your Winchester' for security reasons, it must abide by the password policy. Please make sure your password has all the following criteria:

- Passwords must be between 10 and 30 characters in length.
- New and confirm password must be same.
- Passwords must contain at least one letter and one number.
- Passwords must contain at least one special character. This can be any of the following: `!"@${%&()}`*,-/;:<=>?_ ^~{}`.
- Passwords cannot use repeating characters (e.g. aaa64135).
- Passwords cannot contain your Sign-In ID or the part of your e-mail address before the '@'.
- Password must be different than your previous password

### 4. Address (postcode)

When inputting your postcode please note that it needs to have a space – E.g. SO23 9LJ and not SO239LJ

### 5. Device

We are aware some users have experienced problems when signing up due to the device they are using. This does not seem to be specific to an exact device. Please try using another device to sign up to the service with.

If you are still unable to sign up online please call us on: 0300 300 0013