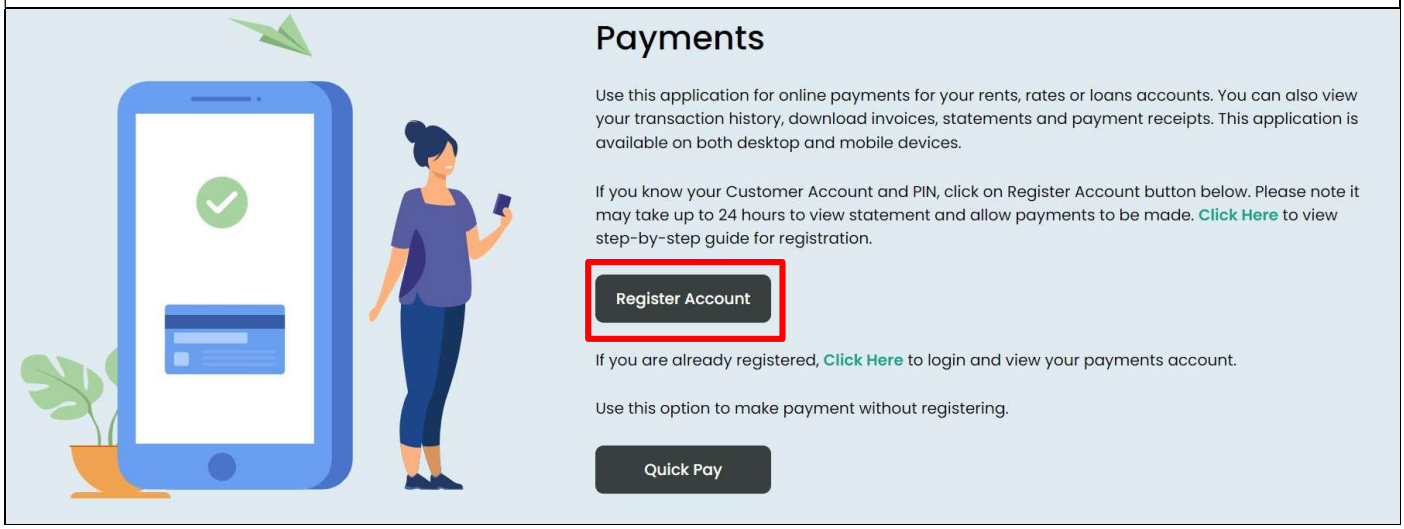
Step-by-Step Registration Guide

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

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

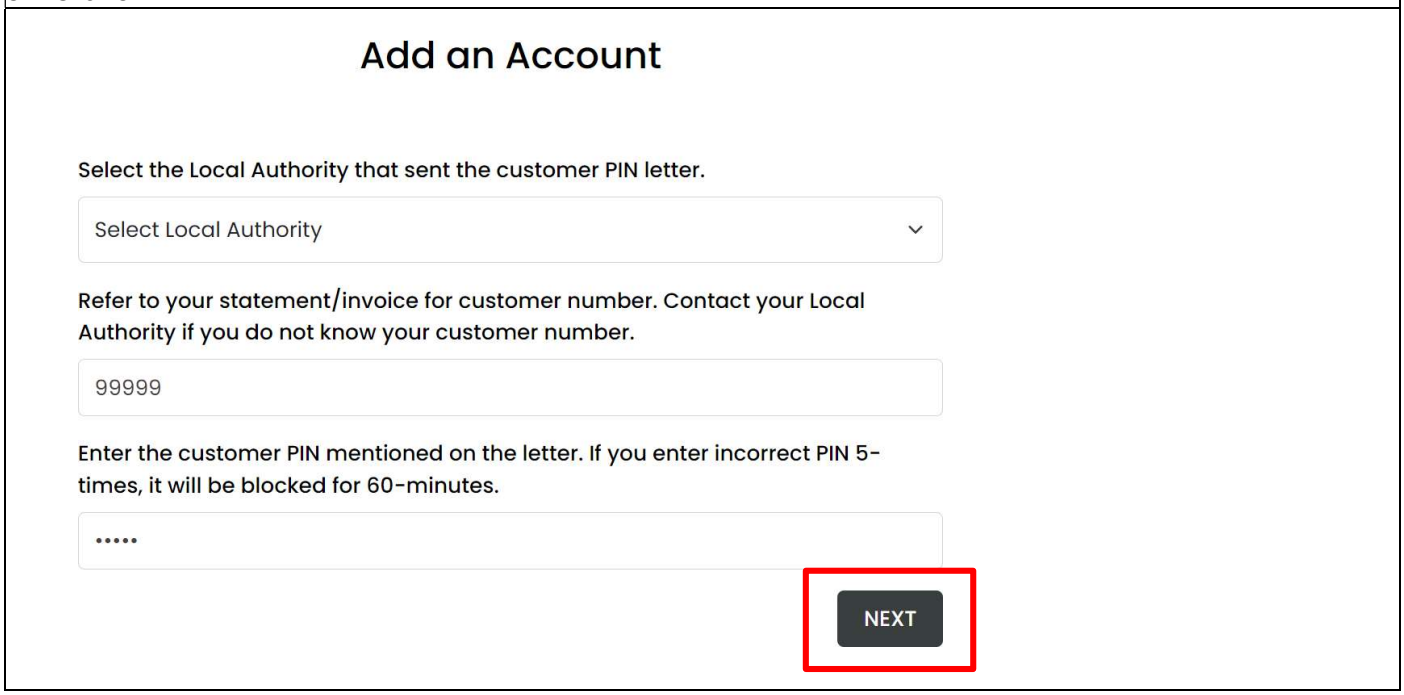


3. Select **Longford County Council** from the dropdown list.

4. Enter your **Customer Number**. This is the same number you use to make payments. It is also available on your statement and on the letter we sent you with your PIN . For queries regarding your Customer Number, please contact loans@longfordcoco.ie or call 043 3343358.

5. Enter your **PIN** - this was sent via letter from Longford County Council. For queries regarding your Pin Number, please contact loans@longfordcoco.ie or call 043 3343358.

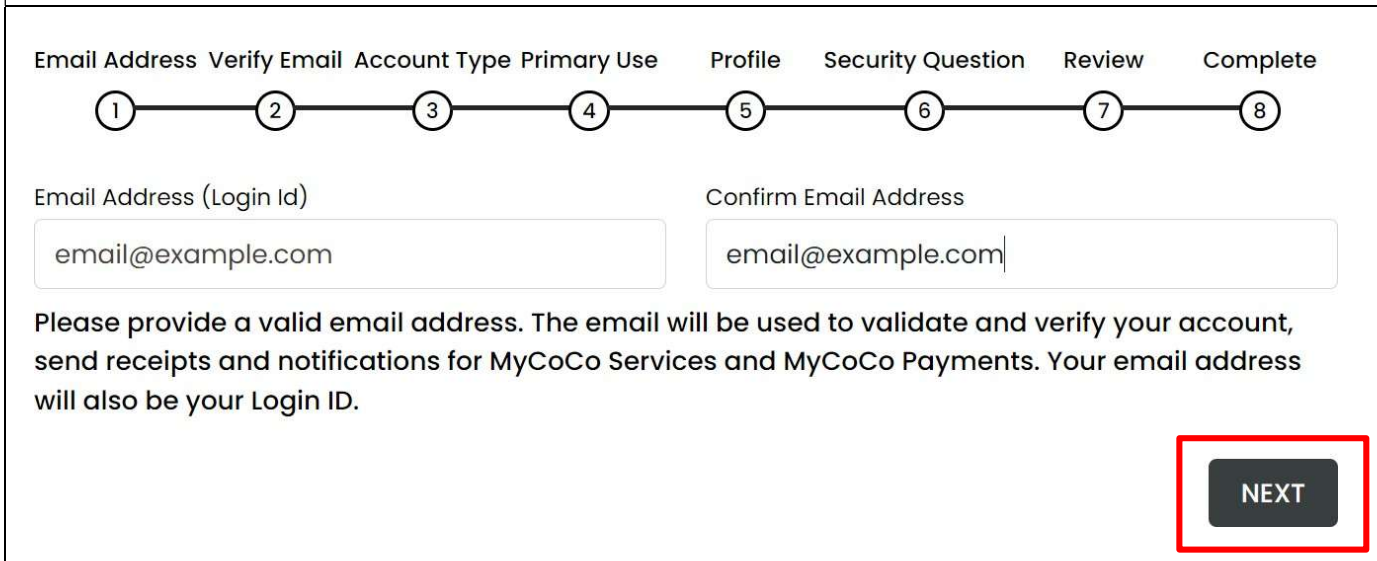
6. Click on **NEXT.**



6. Enter your email address.

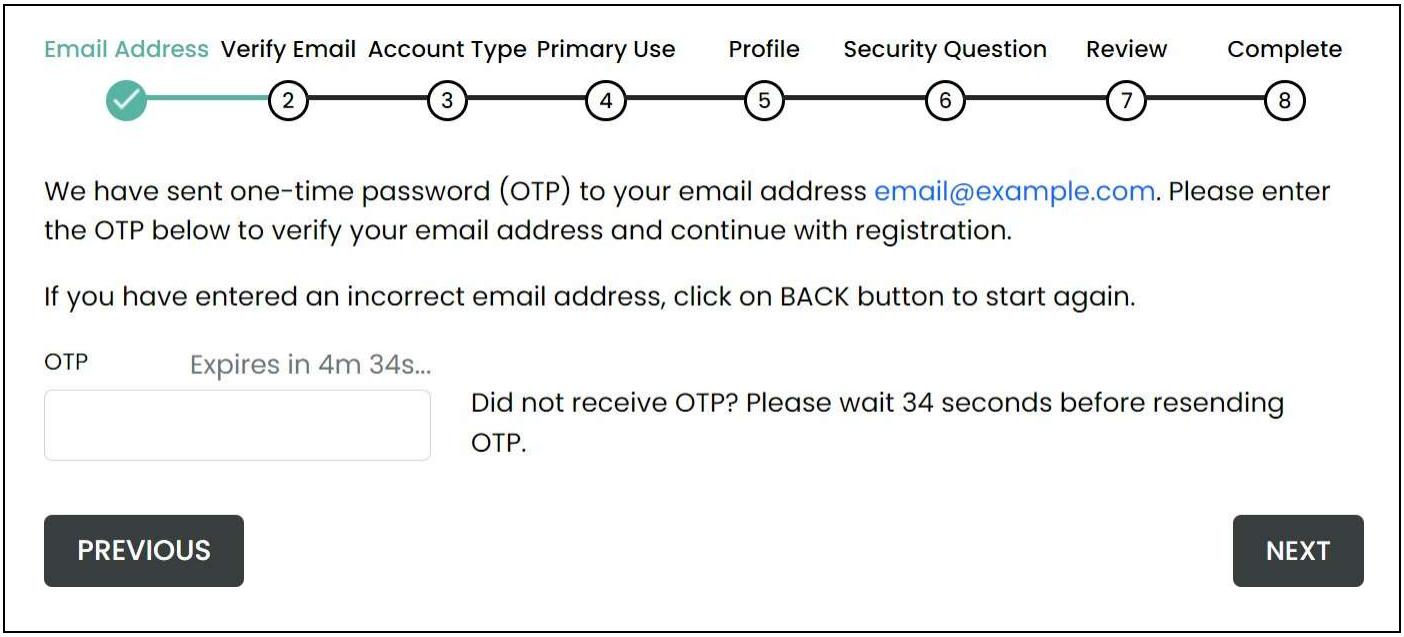
Please ensure you use a valid email address that you have access to. MyCoCo will send an OTP to verify this email address. Your temporary password will also be sent to this address to complete the registration process.

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.**

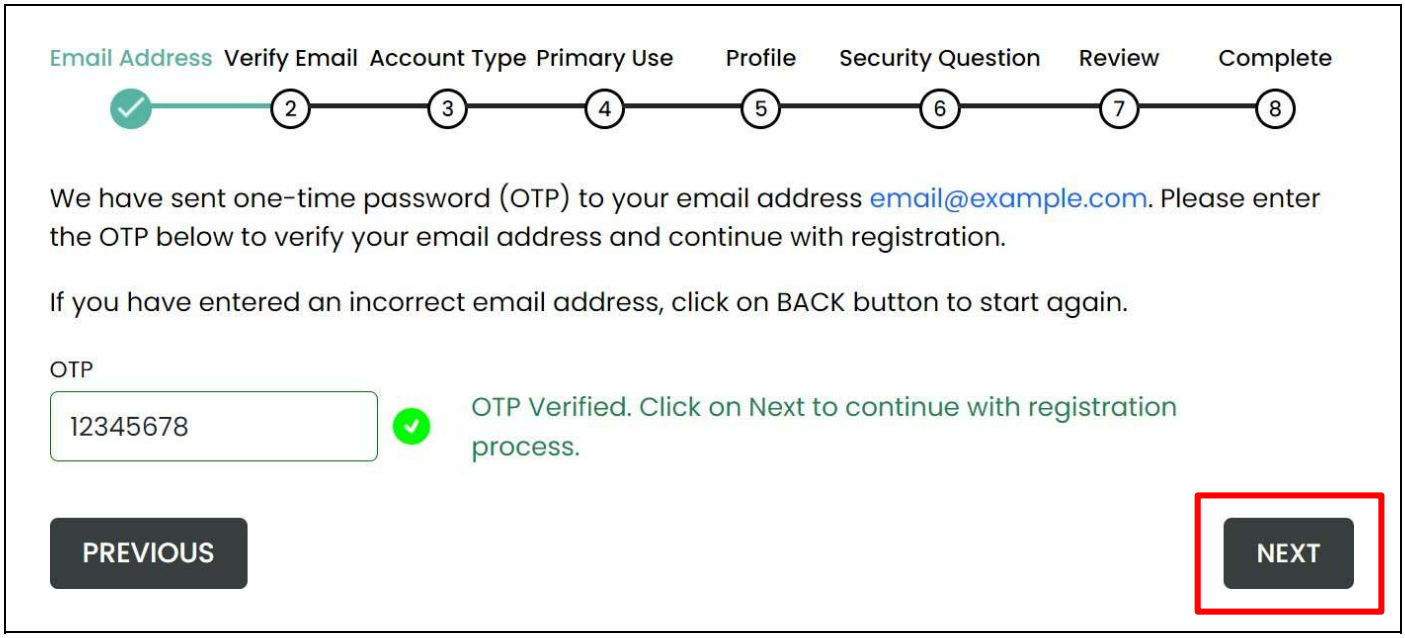


7. A One Time Passcode (OTP) will be sent to your email. This is valid for five minutes. Enter passcode into the **Verify Email** Screen.

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.

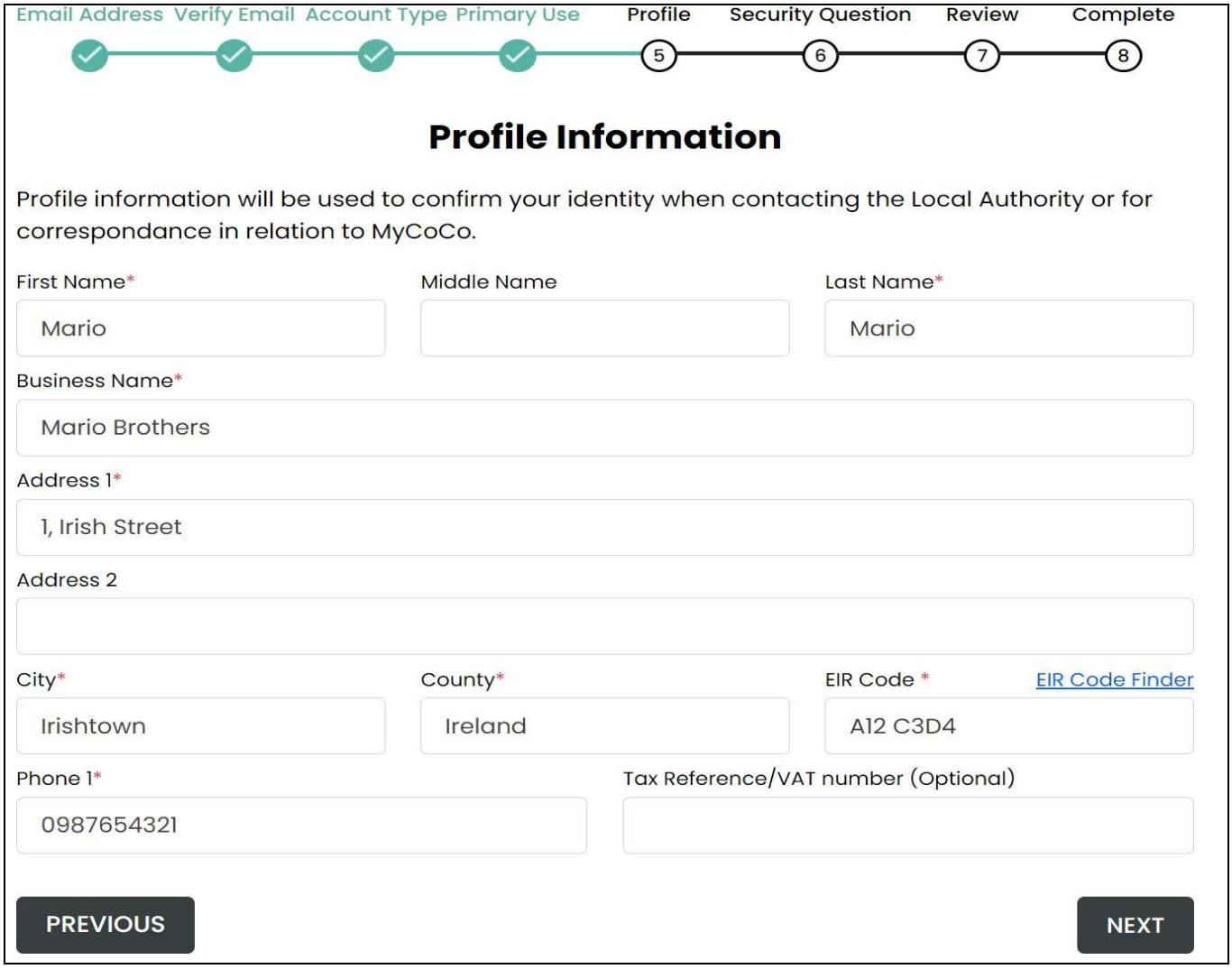


8. Once the OTP is verified, Click on **NEXT** to continue with the registration process.



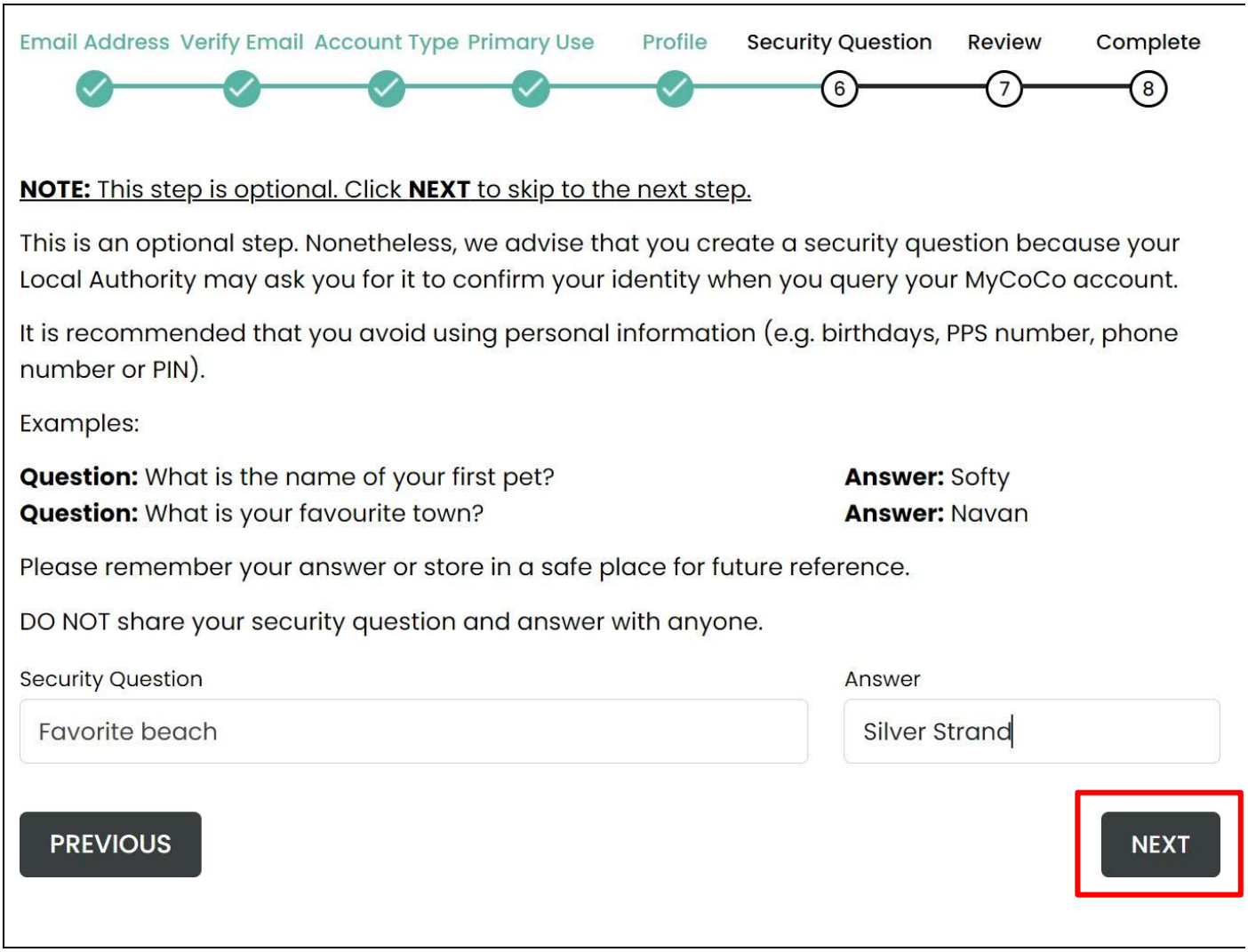
9. Complete your profile.

Please enter your name, address, and phone details. This information may be used by the Local Authority staff to confirm your identity when you contact them in relation to your account.



10. This is an optional step. Nonetheless, we advise that you create a security question because it will help us to confirm your identity when you query your MyCoCo account.

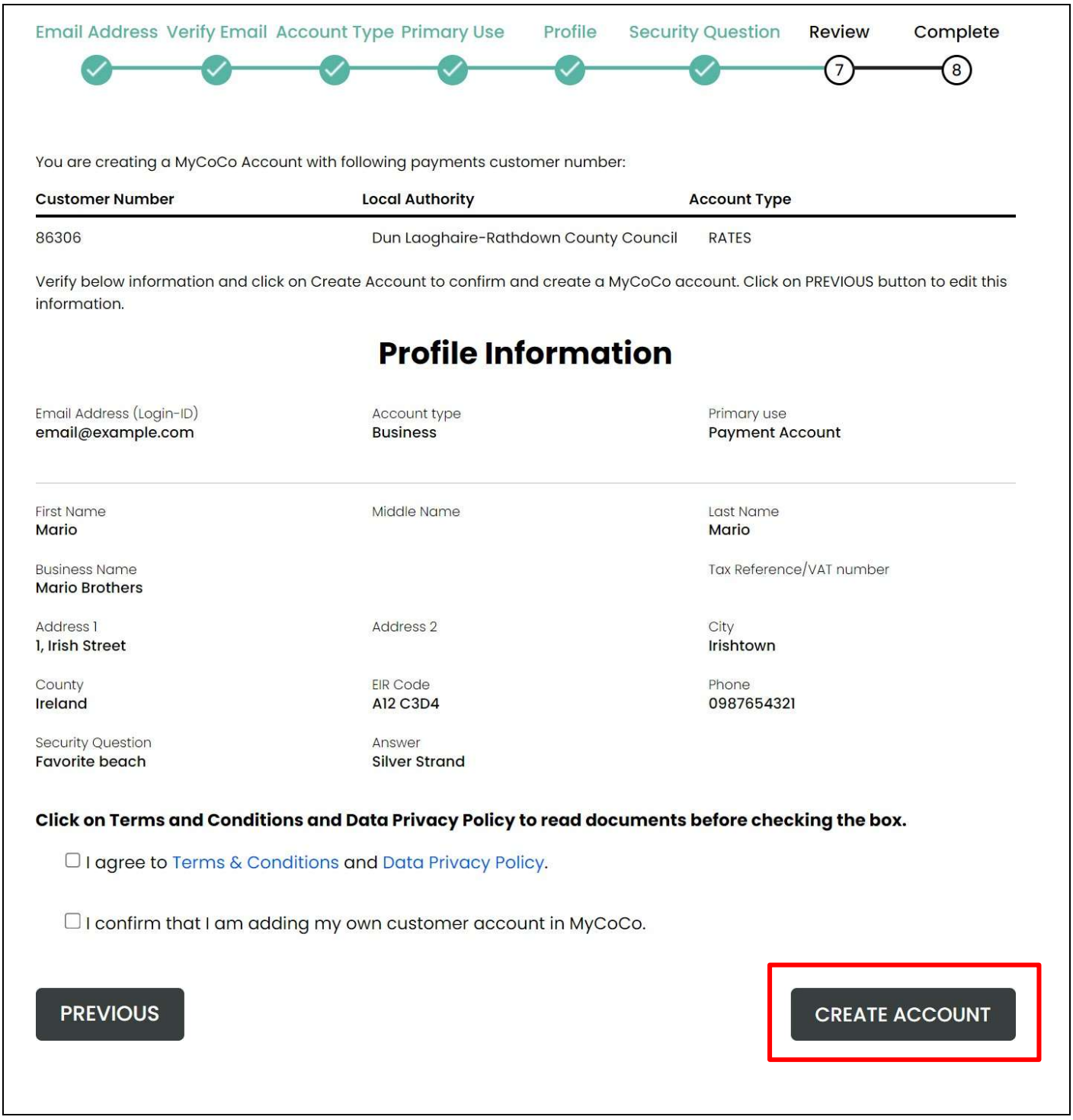
Click on **NEXT**.



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

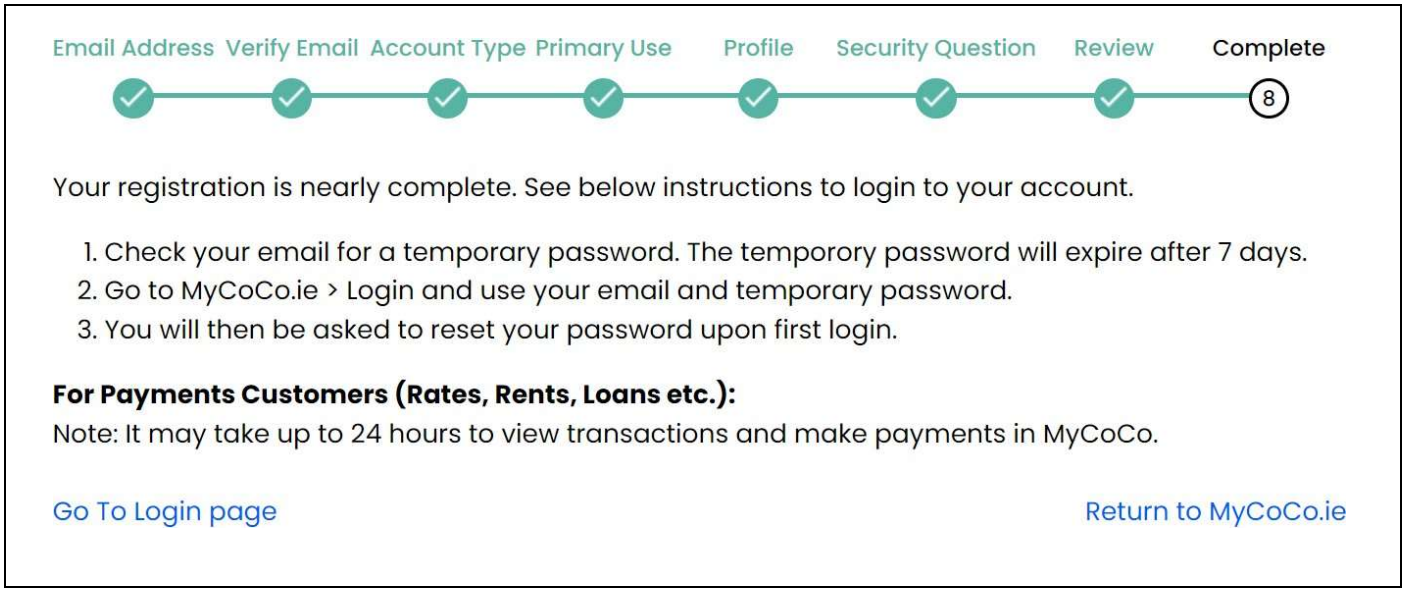
If the Customer Account number and Profile Information is incorrect, click on **PREVIOUS** to return to Profile screen to make amendments. If correct, you must read and agree to the Terms & Conditions, Data Privacy Policy and confirm that you are adding your own customer account to MyCoCo.

Click on **CREATE ACCOUNT** to continue registration.
Please note that the following example relates to RATES Account Type, yours should read Housing Loans



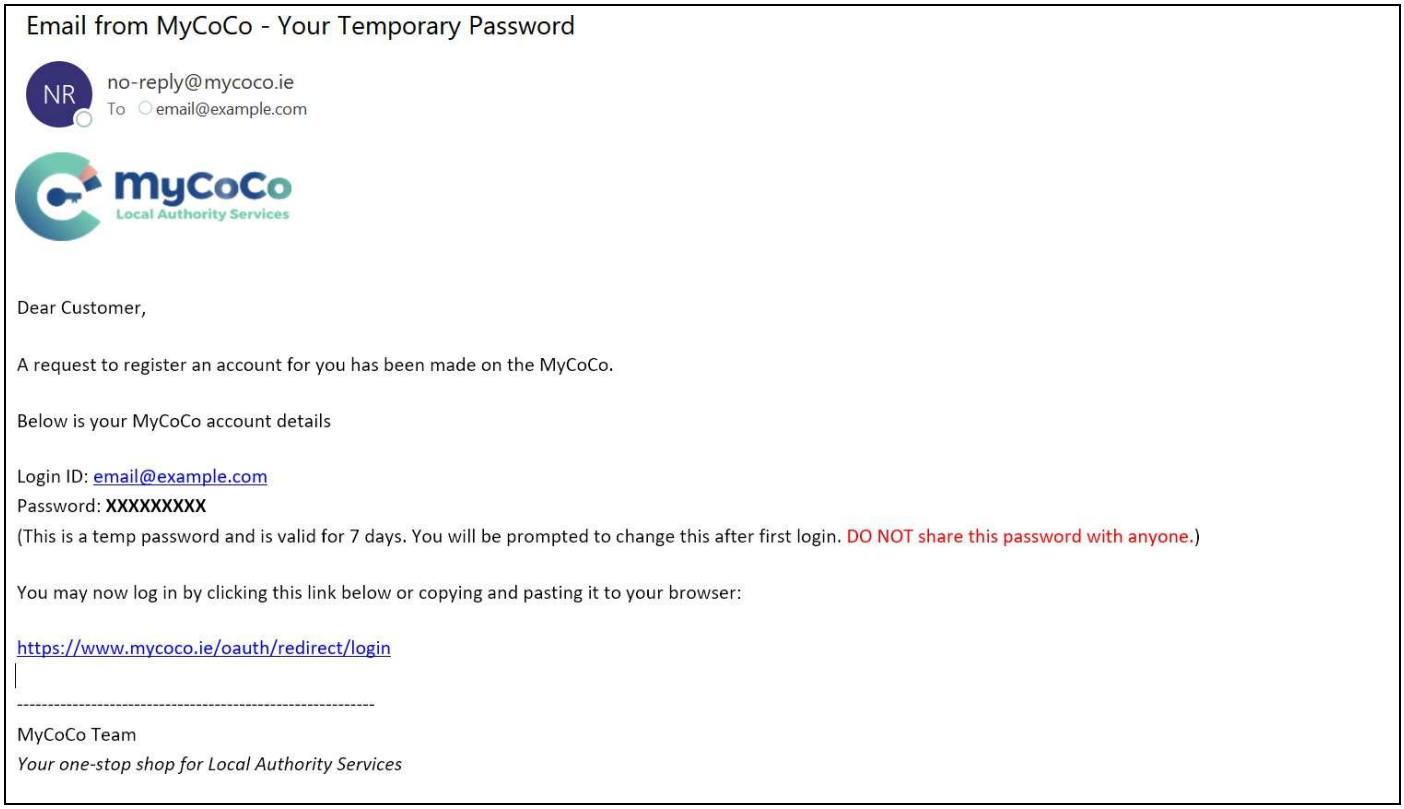
14. Your registration is now near complete.

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 **Next**.
18. **Image 2** - Check your mailbox for an email with OTP (one-time password).
19. **Image 3** - Enter OTP.
20. **Image 4** - 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.
21. Click on **Login**.

Image 1 – Login

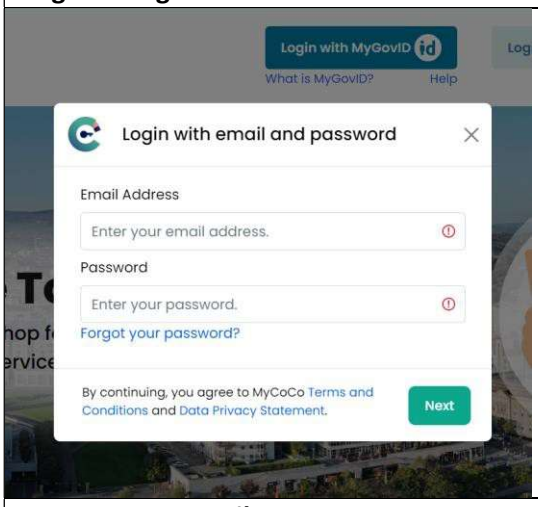


Image 2 – OTP Email

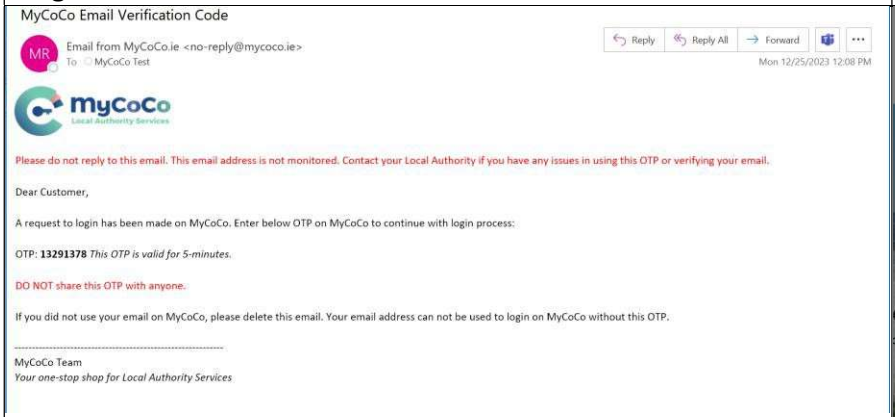


Image 3 – Enter OTP

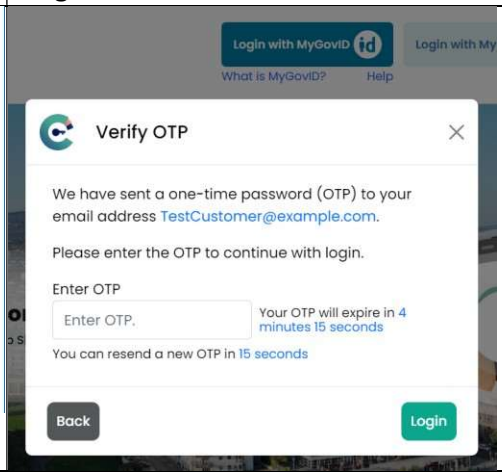
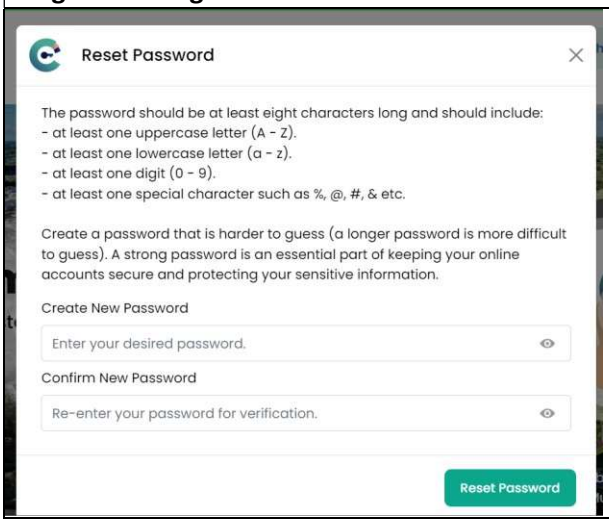


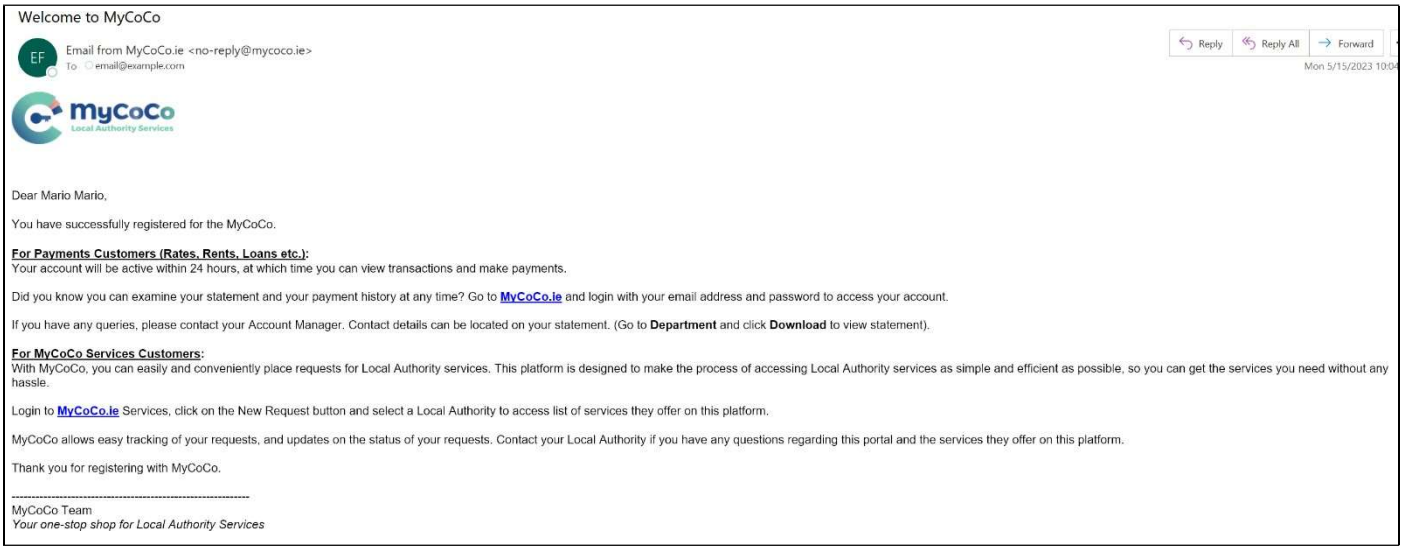
Image 4 – Change Password



22. 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.



Welcome to MyCoCo

EF Email from MyCoCo.ie <no-reply@mycoco.ie>
To email@example.com

Reply | Reply All | Forward
Mon 5/15/2023 10:04

Dear Mario Mario,

You have successfully registered for the MyCoCo.

For Payments Customers (Rates, Rents, Loans etc.):
Your account will be active within 24 hours, at which time you can view transactions and make payments.

Did you know you can examine your statement and your payment history at any time? Go to **MyCoCo.ie** and login with your email address and password to access your account.

If you have any queries, please contact your Account Manager. Contact details can be located on your statement. (Go to **Department** and click **Download** to view statement).

For MyCoCo Services Customers:
With MyCoCo, you can easily and conveniently place requests for Local Authority services. This platform is designed to make the process of accessing Local Authority services as simple and efficient as possible, so you can get the services you need without any hassle.

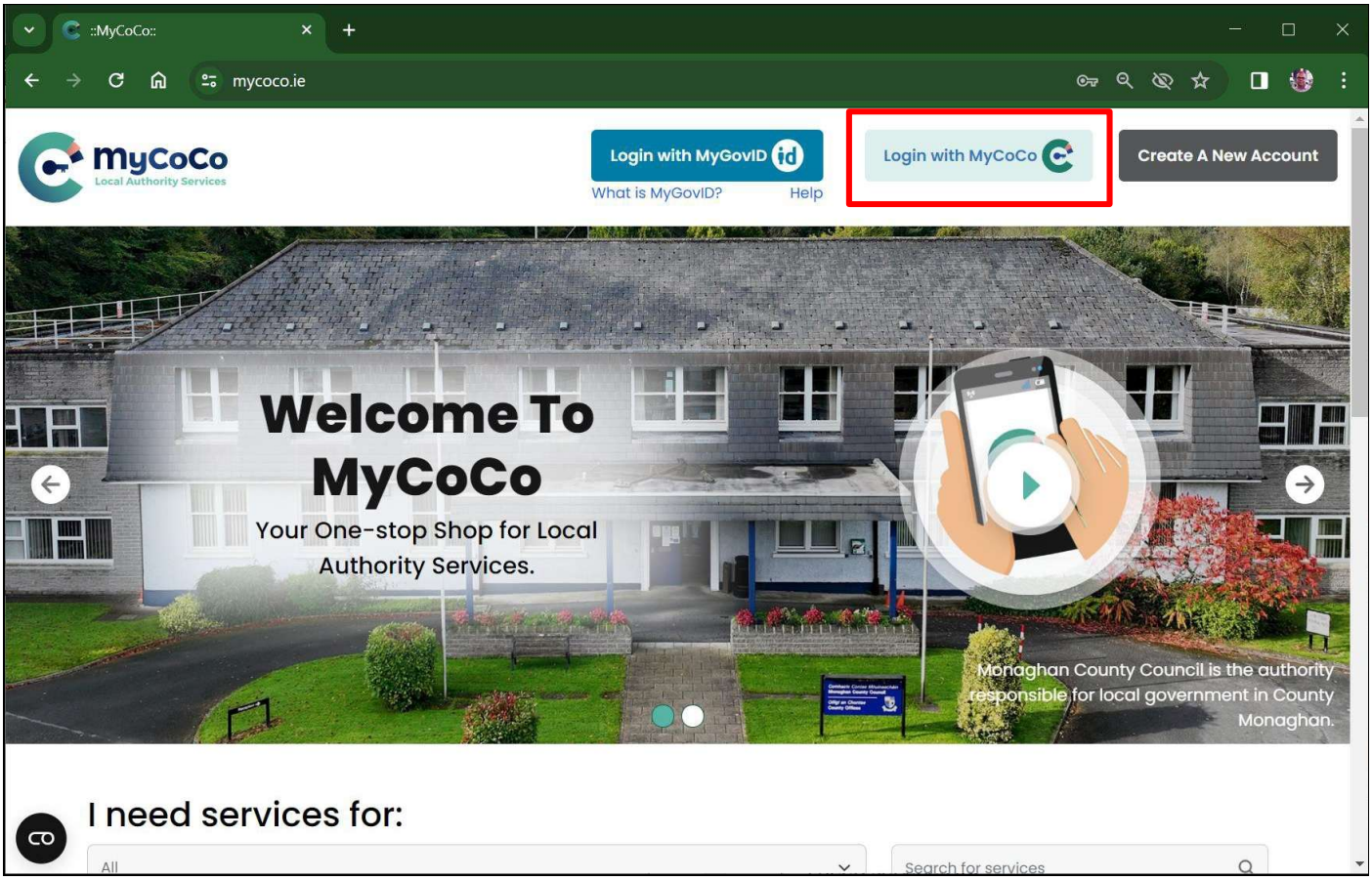
Login to **MyCoCo.ie** Services, click on the New Request button and select a Local Authority to access list of services they offer on this platform.

MyCoCo allows easy tracking of your requests, and updates on the status of your requests. Contact your Local Authority if you have any questions regarding this portal and the services they offer on this platform.

Thank you for registering with MyCoCo.

MyCoCo Team
Your one-stop shop for Local Authority Services

23. 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 to and access your MyCoCo account.



Contact your **Longford County Council Loan Team on 043 334 3358** for questions related to your MyCoCo account.