

What can I do via my eStore Payment Account?

Introducing eStore, Haringey's upgraded online payment system. There are several things that can be done via your eStore payment account, including some new features introduced in our latest upgrade.

As previously you can use eStore to make an anonymous one-off payment, or you can register for an online account to take advantage of the wider benefits of eStore:

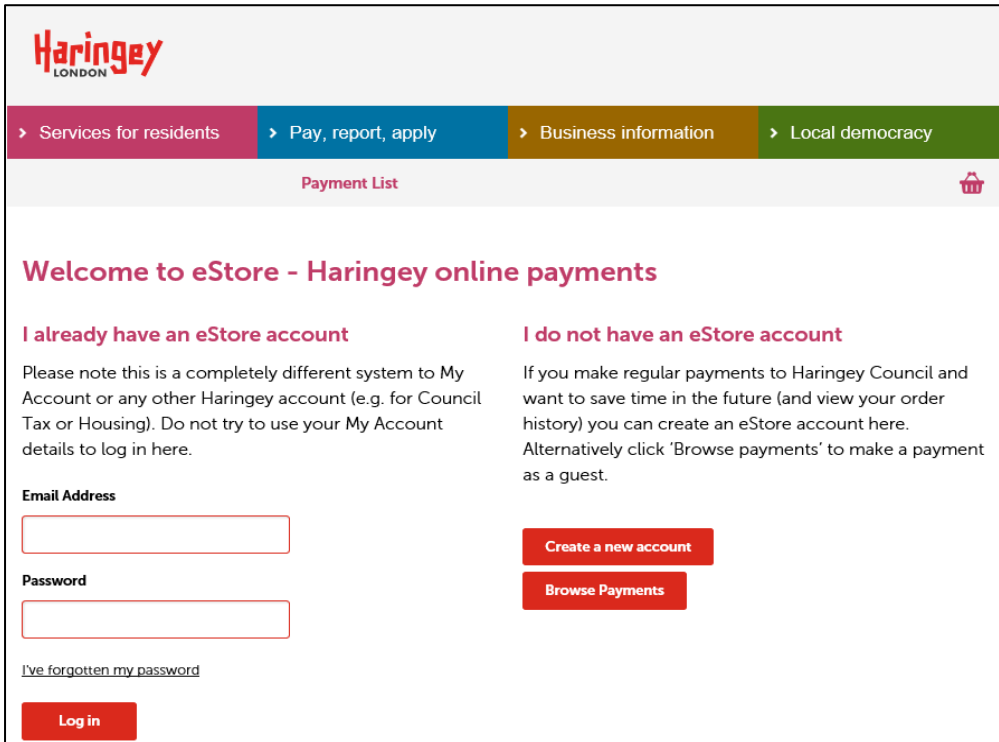
- A complete payment history
- Access to print or email receipts
- Registration of card details
- Customer personalisation – Messages, Favourite Payments – a quicker way to make regular payments (New)
- No need to re-enter saved personal details when using eStore
- Quicker more streamlined Checkout and registration processes (New)
- Find Address Picker – simply enter your Post Code and select your address from the returned list (New)
- Payments via saved Debit or Credit Cards as well as Paypal
- Mobile option, eStore will resize the payment pages for mobile phones and tablets making it far more user friendly and portable solution
- Future proof – access to additional functionality that will be implemented in future releases as well as access to additional payment options, for example Fixed Penalty Notices which will be implemented soon
- New Checkout process for other payments linked to our payment systems for Registrar payments, Parking PCN's & Permits, Haringey's New My Account (this is not linked to our eStore), eForms (Building Control etc), Music Payments, Library Fines and Electronic Licensing and will all use the same checkout process as our eStore
- Fully PCI and WCAG compliant web pages

Please refer to the list of helpful customer guides on our help page which will take you through the main processes of registering your account, making a payment without registering, making a payment after you have registered, registering your card details and how to reset your password.

Some of the additional post registration functions mentioned above can be accessed as follows: -


From the eStore Haringey online payments home page enter your registered Email address and your Password and

click .



Haringey
LONDON

> Services for residents > Pay, report, apply > Business information > Local democracy

Payment List 

Welcome to eStore - Haringey online payments

I already have an eStore account

Please note this is a completely different system to My Account or any other Haringey account (e.g. for Council Tax or Housing). Do not try to use your My Account details to log in here.

Email Address

Password

[I've forgotten my password](#)

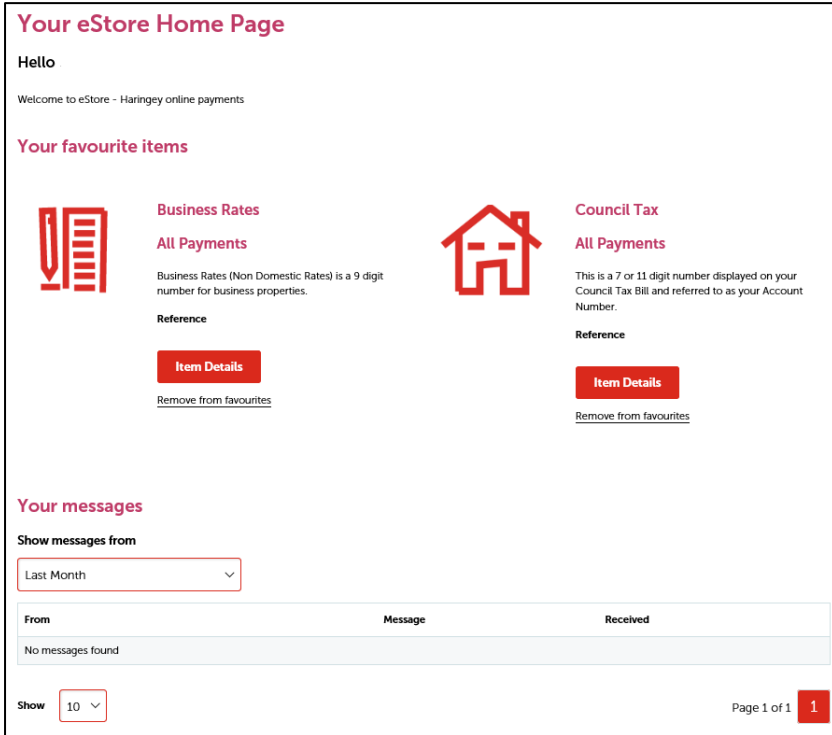
I do not have an eStore account

If you make regular payments to Haringey Council and want to save time in the future (and view your order history) you can create an eStore account here. Alternatively click 'Browse payments' to make a payment as a guest.

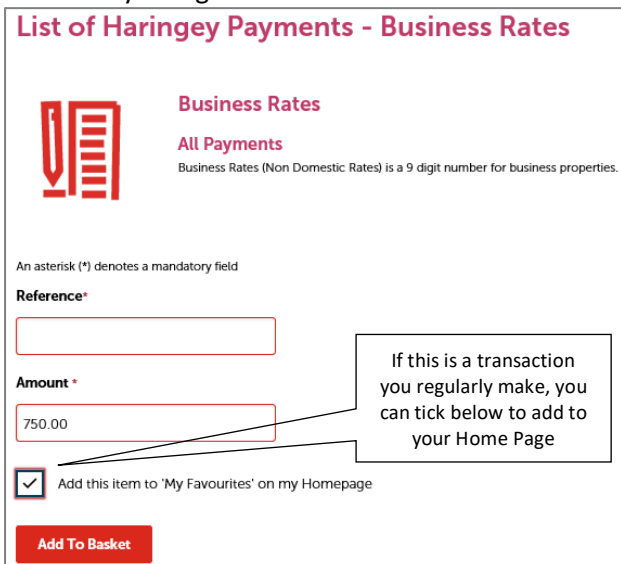
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Home Page

By default, you are presented with your Home Page where you can view any messages that Haringey may send and a new feature where you can add regular payments as favourite items.



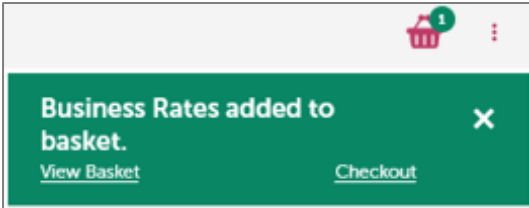
Any items that regular pay for on eStore can be simply added as a favourite item which saves time having to re-enter the information each time from the Payments list page. Enter the reference and click **Validate** if correct the Amount field will appear. Enter the amount to pay and select the Add this item to 'My Favourites' on my Homepage then click **Add To Basket**. The item will automatically be added to your Home Page to make it easier to select the next time you login.



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Simplified Checkout Process

When making a payment via your registered eStore account, as soon as you add the payment to your basket you will be provided with a large visual green confirmation box which will appear just below the basket icon with 2 links, : [View Basket](#) and [Checkout](#).



By clicking [Checkout](#) at this point you can skip straight to the Payment Details page below, from here, you only need enter the enter the CVC number and click [Submit Payment](#) to complete the payment process.

Payment details

Payment Details ————— Payment Confirmation

* indicates a required field

Payment method

Pay with existing card
 Pay with new card
 Paypal

Select payment card
 2346 MCRD CREDIT 0521

CVC number *
 This is the 3 or 4 digit number that is on the back of your card

Order summary

Business Rates-

Business Rates (Non Domestic Rates) is a 9 digit number for business properties.

Quantity	1
Total	£750.00
Total price	£750.00




[Submit Payment](#)

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Payment History

By clicking on **Payment History** at the top of the screen, you can access your complete payment history. There are links to each of the payment receipts, which you can click on to view or print.

Payment History

Date range from: 26/08/2020  Date range to: 26/09/2020  Payment type: All  Amount:

Reset **Search**

Receipt information is available for payments made using the registered users account. To view the receipt click on the receipt number.

Date	Receipt	Type	Method	Item	Mandate ID	Amount
25/09/2020 21:27	WEST00000206	Payment	Card	Business Rates		£750.00
24/09/2020 12:12	WEST00000203	Payment	Card	Council Tax		£125.00
24/09/2020 12:08	WEST00000202	Payment	Card	Council Tax		£125.00

For example....

Your copy receipt for £750.00

<p>Payment made to</p> <p>Haringey Council Civic Centre High Road London N22 8LE Website www.haringey.gov.uk</p>	<p>Payment details</p> <p>Receipt Number : WEST00000206 Auth Code : 012718 Transaction Type : Card Card Type : Mastercard Credit Card Number : *****2346 Date : 25/09/2020 21:27:15</p>	<p>Payment received from</p> <p>Mr C Tax 10 Station Road Wood Green N22 7TR</p>
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Description	Quantity	Item price (£)	Paid (£)
Business Rates	1	750.00	750.00
Total			750.00

Your payment has been accepted

Your account will be debited the amount shown above

Please retain a copy of this receipt

Print **Finish**

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Password Issues

Should you forget your password you can reset this via the main login screen. Enter your Email Address then click on the [I've forgotten my password](#) link.

Email Address

Password

[I've forgotten my password](#)

Log in

The Forgotten password page will appear where you can reset your password. Your email address will be displayed, enter your date of birth and then select your secret question and enter your secret answer then click **Next**.

Forgotten password

Please enter the following details so we can reset your password

An asterisk * denotes a mandatory field
Please complete the form below and click the next button

Enter email address *

Enter date of birth *

Day	Month	Year
<input type="text" value="01"/>	<input type="text" value="01"/>	<input type="text" value="1921"/>

Secret question *

You must select the correct question

Secret answer *

Back **Next**

You should then see confirmation that an email has been sent containing a link to reset your password.

Forgotten password

Email sent

An email has been sent to your registered account address. Follow the link in this email to reset your password and log into the portal

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Check your email account for an email from noreplyonlinepayments@haringey.gov.uk, it should look like the example below.

Dear

A forgotten password request has been received for your Haringey Online Payment account. If you did not request this, please ignore this email.

To log in to your account, please visit this URL within the next 720 minutes:

<https://www.civicaepay.co.uk/HaringeyEstoreTest/estore/default/Account/ResetPassword/9709412c-58c7-4f20-981c-d47bc9ed606e-507500-05d57cf3b8555515941a58f605d5caeb?email=g...e@haringey.gov.uk>

Or paste the above URL into your browser. You will be then be asked to change your password to a more memorable one prior to login. Please do not reply to this email as the account is not monitored. If you need to contact us please email us at PCIComplianceandE-payments@haringey.gov.uk

Best Regards

Portal administration

If you cannot see the email then check your spam/junk email folders in case it in there.

Simply click on the link which will open the Portal Change Password Page where you can enter a new password,

confirm that password then click on **Change password**. The following message will appear if successful, click

Login

this will take you back to the main Login Page where you can re-enter your email address and new password.

Change password

An asterisk * denotes a mandatory field
Please complete the form and click the next button

Email

Password *

Confirm password *

Cancel **Change password**








Password Reset Success

Your password has been successfully reset. Click on the link below to login.

Login

What can I do via my eStore Payment Account?

You can also change your password at any time within the payment portal from several places.






- Via the 3 dots just to the right of the basket icon  from the drop-down list select  and click on the  link, then enter your current Password, New password and Confirm Password and click  to change your current password.
- Via the 3 dots just to the right of the basket icon  from the drop-down list select  then enter your current Password, New password and Confirm Password and click  to change your current password.

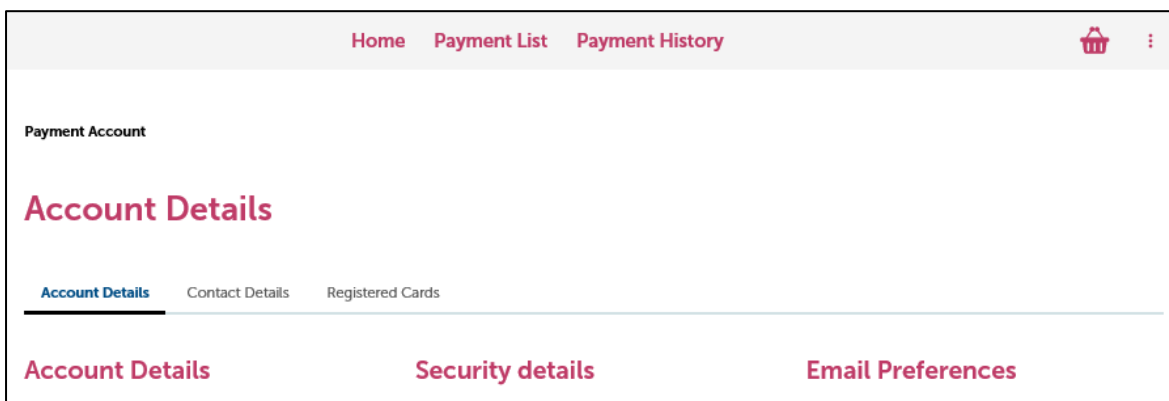
Account Details

You can enter or update your registered account details from the 3 dots just to the right of the basket icon

 from the drop-down list select . This will open a screen with three pages:

- **Account details** which contains your name and email address, your security details i.e. D.O.B, secret question and answer and email preferences which are set by default to No for Global and Personal messages.
- **Contact Details** which contains your address and phone numbers.
- **Registered Cards** which contains any Debit or Credit cards you have registered.

To change any details on any of these pages click on the  button at the bottom of each page, make any required changes, then click  to save those changes. On the Registered Cards page, you can click  or  against any registered card or you can click  to add a new card.




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Future Payment Type Options

Several additional payment options will be available via our eStore that previously could not be offered online, the first of those will be Fixed Penalty Notices which we hope to have available in October 2020.

Look out for the following Payment option from the Payment List Page.



Fixed Penalty Notice

All Payments

Please enter the full 11 digit reference prefixed WK and ensure that you pay the full suggested amount

Other planned options will be a new Commercial Rent option that will be separated from Haringey Invoices, this is planned for later this year and several others to be confirmed.