

New reporting portal

The new portal can be used to create a customer account and report some Highways issues such as:

- Report a traffic light issue
- Report a pavement or kerb issue
- Report a bridge or highway structure issue
- Report a street light issue
- Report a salt bin or heap issue
- Report a pothole or road condition issue
- Report a flood or drainage issue
- Report an issue with a tree, vegetation or grass cutting
- This is a separate portal to the existing My Account - any other report it issues should still be reported via My Account.
- Email addresses can only be used against one customer account and can't be changed.

Steps for creating a customer account



My North Yorkshire

Access council services online

You can use My North Yorkshire to:

- track requests and applications
- save your details to complete forms faster
- return to forms later

Additional council services will be added over time.

Sign in or create an account

Sign in securely to access available online services.

Sign in or create an account



OFFICIAL

Select No account –create one



**Sign in**
Enter your email address to access your North Yorkshire Council account.

☐ No account? Create one

Sign-in page text goes here.
We can direct users to a [support page](#) if needed.

 Sign in with Microsoft account

 Sign in with Google

[Terms and conditions](#) [Cookies](#) ...

1. Enter email address

2. Click next



Create an account

Sign up text goes here.

Email

Back

Next



Sign-in page text goes here.

We can direct users to a [support page](#) if needed.

 Sign up with Microsoft account

 Sign up with Google

Access registered email to
retrieve verification code

From: "North Yorkshire Council Identity Dev (via Microsoft)" <account-security-noreply@accountprotection.microsoft.com>

Date: 18 June 2026 at 10:28:11 BST

To: [REDACTED]

Subject: Your North Yorkshire Council Identity Dev account verification code

North Yorkshire Council Identity Dev

Account verification code

To access **North Yorkshire Council Identity Dev**'s apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:

13238222

If you didn't request a code, you can ignore this email.

[Privacy Statement](#)

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



On portal enter verification
code



Enter code

We just sent a code to



Next

Sign-in page text goes here.
We can direct users to a [support page](#) if needed.

**NORTH
YORKSHIRE
COUNCIL**

[Terms and conditions](#) [Cookies](#)

OFFICIAL

1. Create password
2. Enter first and last name



Additional information

We just need a little more information to set up your account.

Create a password

Create a password

Re-enter create a password

Re-enter create a password

First name

First name

Last name

Last name

Cancel

Next

Sign-in page text goes here.

We can direct users to a [support page](#) if needed.



Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No

Yes

Sign-in page text goes here.

We can direct users to a [support page](#) if needed.

Options within the portal



North Yorkshire Council

Welcome,



View available services

You can apply, book and pay for an increasing range of services. View them all [here](#).



View account history

View details of previous services you have applied, booked and paid for. You can also see updates on their progress.



Update your details

Update your account details, including your name and contact number.

Available services

[Help and support](#)

[Public website](#)

Accessibility

[Cookies policy](#)

[Privacy statement](#)



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Update your name



Update your details

Update your account details, including your name and contact number.

1. Click here to update name
2. Retype name
3. Click Save



Welcome

[Home](#) / [Update your details](#)



Name

Update your name.



Phone number

Change the phone number linked to your account.

First name

Last name

Save changes

[Sign out](#)

[Available services](#)

[Help and support](#)

[Public website](#)

[Accessibility](#)

[Cookies policy](#)

[Privacy statement](#)



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Update your phone number

 **Update your details**
Update your account details,
including your name and contact
number.

 **Name**
Update your name.

 **Phone number**
Change the phone number
linked to your account.

1. Click here to update phone number
 2. Add or amend number
 3. Click save

 **NORTH YORKSHIRE COUNCIL**

Update your phone number

[Home](#) / [Update your details](#) / Update your phone number

Contact number

Save changes

[Back](#)



View Submitted Forms



View account history

View details of previous services you have applied, booked and paid for. You can also see updates on their progress.



Submitted forms

View details and updates to services you have previously applied, booked and paid for.



Saved forms

View details and updates to services you have previously applied, booked and paid for.

Report an issue



View available services

You can apply, book and pay for an increasing range of services. View them all [here](#).



North Lincolnshire Council

Welcome,

[Home](#)

[Available services](#)

[Highway services](#)



Report a pothole or road condition issue



Report a street light issue



Report a flood issue



Report an issue with a tree, vegetation or grass cutting



Report a pavement or kerb issue



Report a salt bin or heap issue



Report a bridge or highway structure issue



Report a traffic light issue

OFFICIAL

Reset a password



Enter password

password

Forgot your password?

Sign in

Sign-in page text goes here.

We can direct users to a [support page](#) if needed.



OFFICIAL



Verify your identity

Email code to

Cancel

Sign-in page text goes here.

We can direct users to a [support page](#) if needed.



Reset password

Use at least 8 characters. Your password is case-sensitive and must include 3 of the following: uppercase letter, lowercase letter, number, or symbol.

New password

New password

Re-enter password

Re-enter password

Reset password

Sign-in page text goes here.

We can direct users to a [support page](#) if needed.





You've updated your password

[Next](#)

Sign-in page text goes here.

We can direct users to a [support page](#) if needed.

[Terms and conditions](#) [Cookies](#)



OFFICIAL