

GYE NTOBOA

MANUAL 1 - RATE PAYER TRAINING

PROCESS GUIDE 01 / 08

Register a rate payer account

Create a personal or business account through the real two-step registration form, enter a valid international phone number, protect the account with a strong password, and understand what a new account can show.

WHO THIS IS FOR

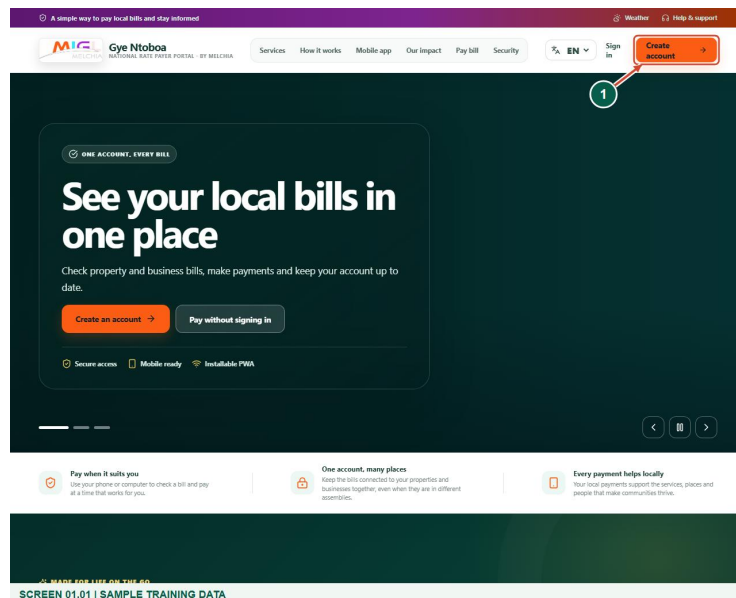
Individuals and businesses creating their own web account

ALLOW ABOUT

10–15 minutes

DOCUMENT VERSION

1.0 | 19 October 2026



Illustrated steps with numbered arrows and clear expected results.

About the examples

Screens show the actual application in a training environment with sample data. Use your own verified account, bill and contact details when following the guide.

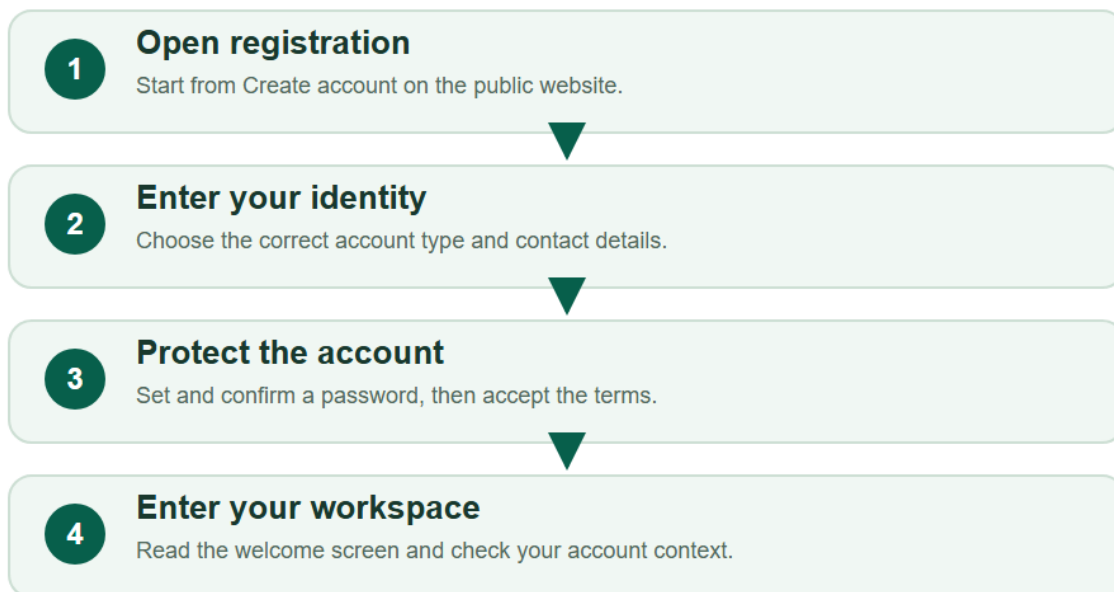
Website: gyentoboa.com

Process flow

Follow the arrows from start to finish. Optional routes are explained in the numbered steps.

Before you start

- Use a modern browser and open <https://gyentoboa.com/>. Check the address before entering personal information.
- Have access to your own email and phone. Use genuine contact details in the live service; this guide shows synthetic training data.
- Decide whether the account represents you personally or a registered business. Prepare a unique password; never use a mobile-money PIN as a password.

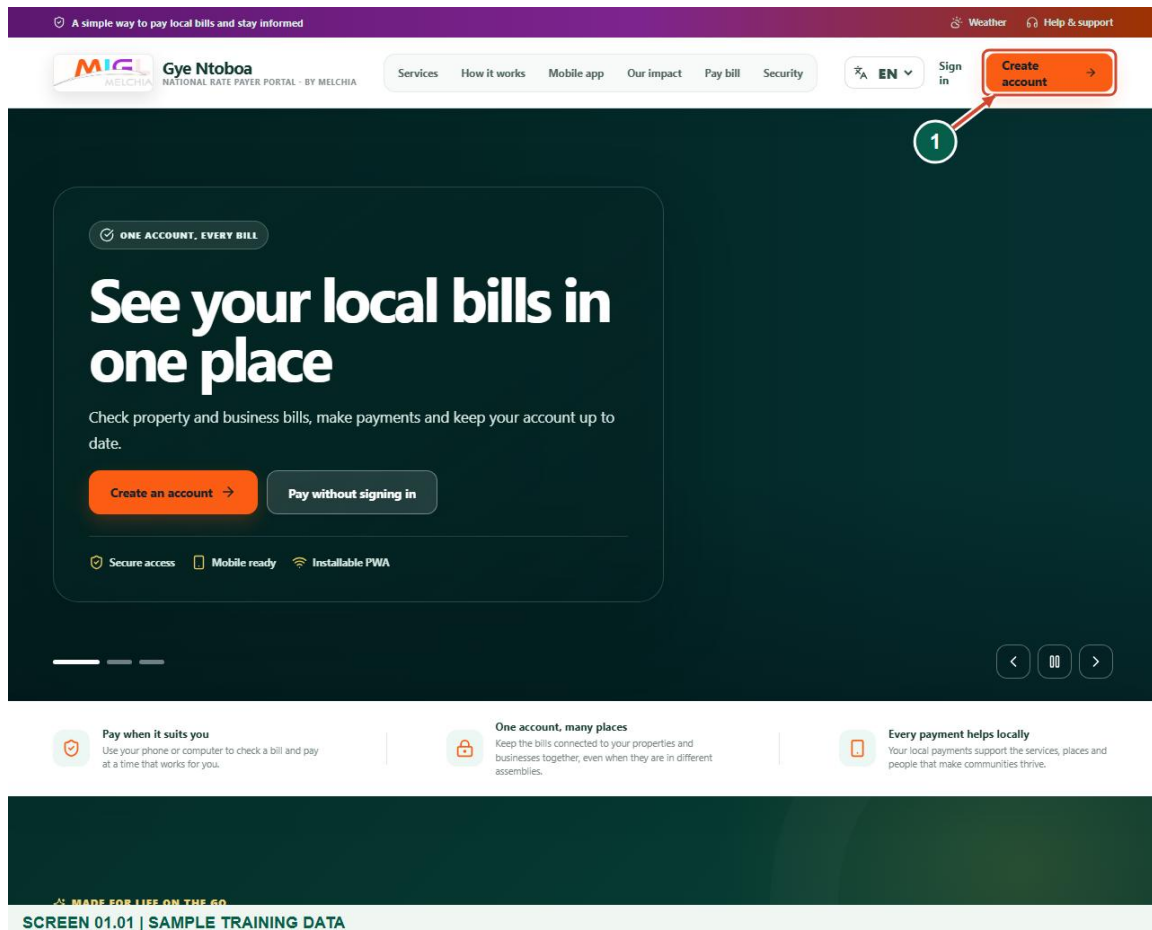


Numbered markers on screenshots identify the controls described beneath each image.

STEP 01

Open Create account

1. Open the official website in your browser. Use the Create account button in the header to start registration.
2. On a narrow screen, open the navigation menu if the button is not visible. You do not need to sign in before registering.



Sample training data. Open Create account from the website.

1 Create account

What should happen

The registration page opens at Account identity.

STEP 02

Enter your individual identity

1. Choose Individual when the account is for your personal property and business records.
2. Enter your first name, last name and email address carefully. The sample Ama Mensah details in the figure are training data, not details to copy.
3. Use an email address you can access. Statements are delivered to the registered profile address, so a spelling mistake can prevent you receiving documents.

CREATE YOUR ACCOUNT

Tell us a little about yourself

Choose an individual or business account, then add your contact details.

1 Account identity **2 Account security**

Individual
My personal property and business records

Business
An organisation or registered enterprise

First name
Ama

Last name
Mensah

Email address
ama.new@example.com

Phone number Choose your country
GH +233

Select a flag to choose a country. Your number is saved with its international calling code.

Digital address (optional)
GA-000-0000

SCREEN 01.02 | SAMPLE TRAINING DATA

Sample training data. Choose Individual and enter your identity.

- 1 Individual account
- 2 Your name

What should happen

Your individual account fields contain your own correct details.

STEP 03

Business account alternative

1. If you are registering an organisation, select Business instead of Individual. This is an alternative branch, not an extra account you must create.
2. Enter the registered business name. Registration number and tax identification number are optional fields in this form.

CREATE YOUR ACCOUNT

Tell us a little about yourself

Choose an individual or business account, then add your contact details.

1 Account identity **2 Account security**

Individual
My personal property and business records

Business
An organisation or registered enterprise

Registered business name

Training Sample Enterprise

Registration number (optional) **Tax identification number (optional)**

#

Email address

you@example.com

Phone number Choose your country

GH +233 +233

Select a flag to choose a country. Your number is saved with its international calling code.

Digital address (optional)

SCREEN 01.03 | SAMPLE TRAINING DATA

Optional business-account branch. No second account was submitted for this figure.

- 1 Business account
- 2 Registered business name

What should happen

The form shows business identity fields.

Helpful note: Do not register both types merely to see the same records.

STEP 04

Check the country and phone number

1. Select the phone-country flag if needed, then enter the complete number with the correct international calling code.
2. The form checks whether the number is valid for the selected country. Correct an incomplete number before continuing.
3. A digital address is optional. Review your name or organisation, email and phone, then choose Continue. If Continue is unavailable, check the required identity fields.

g.

Phone number Choose your country

GH +233 ▾ +233 24 123 4568

Select a flag to choose a country. Your number is saved with its international calling code.

Digital address (optional)

GA-000-0000

Your information stays protected
We use your verified details to connect the right bills and never ask for a mobile-money PIN.

Continue →

SCREEN 01.04 | SAMPLE TRAINING DATA

Sample training data. Choose your phone country and continue.

- 1 Country and international phone
- 2 Continue

What should happen

The form advances to Account security.

STEP 05

Protect your new account

1. Enter a password with at least eight characters, uppercase and lowercase letters, and at least one number. Use a password that you do not use elsewhere.
2. Enter the same password in Confirm password. The password checks must pass and both entries must match.
3. Read the terms and Privacy & Security notice, select the agreement checkbox, and choose Create secure account. Wait for completion before clicking again.

CREATE YOUR ACCOUNT

Keep your account safe

Choose a strong password you do not use elsewhere.

✓ Account identity 2 Account security

← Back to account identity

1 Create password

.....

✓ At least 8 characters ✓ Upper and lowercase letters ✓ At least one number

Confirm password

.....

☒ I agree to the terms of use and acknowledge the Privacy & Security notice.

Create secure account →

Already registered? [Sign in](#)

SCREEN 01.05 | SAMPLE TRAINING DATA

Sample training data. Set a strong password and accept the terms.

- 1 Password requirements
- 2 Create secure account

What should happen

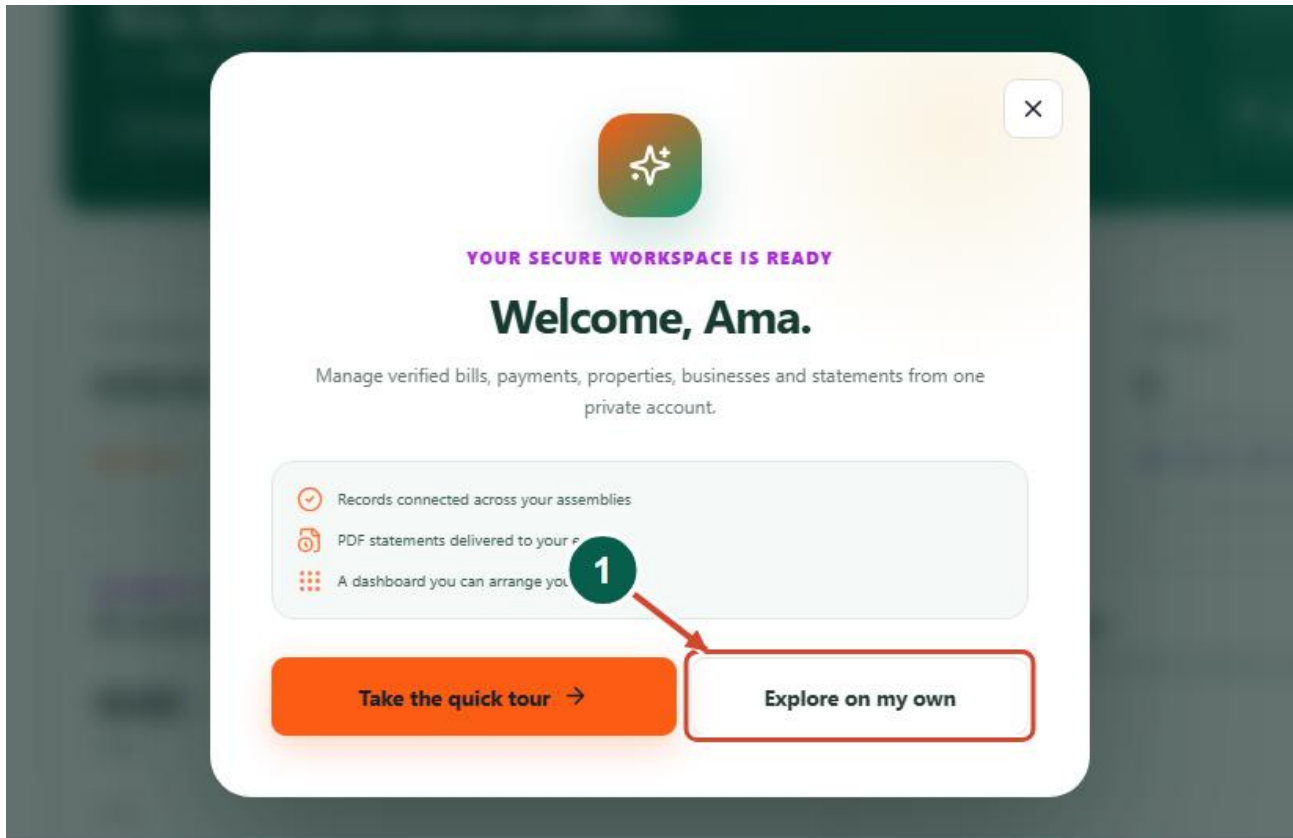
The service creates the account and signs you into the new workspace.

Helpful note: Passwords remain masked in this guide. Never share yours with a trainer, agent or another payer.

STEP 06

Read the welcome screen

1. The welcome panel confirms that your secure workspace is ready. Check that the name is yours.
2. Choose Take the quick tour for a guided introduction, or Explore on my own to go directly to the dashboard.
3. The walkthrough can be opened again later from Customize portal. Closing the welcome panel does not remove your account.



SCREEN 01.06 | SAMPLE TRAINING DATA

Sample training data. Your new secure account is ready.

1 Explore on my own

What should happen

The dashboard is available after you leave the welcome panel.

STEP 07

Understand the new dashboard

1. Check the account identity and account number displayed in your workspace. Keep the account number for future sign-in or support enquiries.
2. A fresh account may have no connected assembly, property or bills yet. Registration does not automatically authorise access to older records simply because an email or phone looks similar.
3. Ask the relevant assembly to verify and link the correct records. Do not create repeated accounts to try to make bills appear.

SCREEN 01.07 | SAMPLE TRAINING DATA

Sample training data. Check your new account dashboard.

1 Account context

What should happen

You can identify your own new account and understand any empty bill view.

STEP 08

Finish safely and prepare for the next visit

1. On a shared device, use the profile menu to Sign out when you finish.
2. For future access, select Sign in and use your email, phone or account number together with your password.

What should happen

You know how to return to the account without registering again.

Check your result

- A real account was created successfully.
- You can recognise its identity and account number.
- You understand that record linking is separate from registration.

If you need help

Continue is unavailable.

Complete the required name or business name, email and valid country-aware phone number.

The email or phone is already registered.

Use Sign in or Forgot password? rather than creating a duplicate identity.

No bills appear after registration.

Ask the assembly to verify and link the right records. Do not assume matching contact details alone grants access.

Useful things to know

- All illustrated people, contacts and account data are synthetic training examples.
- The registration form has no assembly picker or self-service legacy-record linking screen.

Continue learning

- Guide 02: Create a rate payer account as assembly staff
- Guide 03: Access your rate payer account on the web
- Guide 04: View bills and arrears

[Download all eight training guides](#)

[Open Help and support](#)

For account or bill-record corrections, contact the relevant assembly using its verified contact details. Keep your account or bill reference available when requesting assistance.