



## Guide for Using Online Services

1. Click on the **[Get Connected]** button at the top of the site:



2. For first time users, you are required to set up a new account. Scroll down and click on the **[Show Me How]** button near the bottom of the page.

### Welcome to Online Services

User Name:

Password:

Not Setup for Access on our Site?

Click on Show Me How to register now. Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.

3. Click the drop-down menu and select **[BL-Business Licences]**, **[PT-Property Taxes]** or **[UB – Utility Billing]** to indicate the type of account to add.

### Get Connected with Us - Link & Register

What type of Account are you trying to add?

Select Account Type

- Select Account Type
- BL-Business Licences
- PT-Property Taxes
- UB-Utility Billing

- For this example, we will be using the sewer utility invoice. Once you've selected the UB – Utility Billing from the drop-down box, you will need to fill in your account number and PIN#. This will be found on your invoice.

TOWN OF VIEW ROYAL  
45 VIEW ROYAL AVE  
VICTORIA BC V9B 1A6  
Phone: (250) 479-6800  
Fax: (250) 727-9551

**Sewer Utility Invoice**

Account #: 000 01234567 000      Billing Date: 27-Aug-2019    Bill From: 01-Jan-2019  
Service Address: 100 NONAME DR      Batch #: 2019082701    Bill To: 31-Dec-2019

Due Date : 30-Nov-2019

JOHN JOHNSTON  
100 NONAME DR  
VICTORIA BC V9B 1A1

Make Cheque Payable to  
TOWN OF VIEW ROYAL  
later Amount enclosed

Account Balance \$      52.40  
Amount Due \$          52.40

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Please detach and return top portion with payment. Retain bottom portion for your records. Payable at Most Financial Institutions.

Account #: 000 01234567 000      Billing Date: 27-Aug-2019    Bill From: 01-Jan-2019  
Service Address: 100 NONAME DR      Batch #: 2019082701    Bill To: 31-Dec-2019

PIN# 01234

Account Details From: 01-Jan-2019				PIN# 01234	
Code	Description	From	To	Units	Amount
SF	Sanitary Sewer Flat Fee	01/01/19	31/12/19	1.00	20.27
SM	Sewer - Consumption Charge	01/01/19	31/12/19	1.00	32.13
	Consumption 21.00 @ 1.53000000				32.13

This invoice is an example.

- Use the account number and PIN# on your invoice to fill in the account number and access code/PIN fields on the website. Using the example from the previous step:

## Get Connected with Us - Link & Register

What type of Account are you trying to add?

UB-Utility Billing

**Add UB Account**

Enter your Account & PIN #

Account Number:

Access Code / Pin:

Please notify me by email that my sewer utility bill is ready

I will view my sewer utility bill online:

Attach a PDF copy of the sewer utility bill to the email:

Email Address:  **Send Verification Email**

Verification Code

**Cancel** **Save**

Note: If you entered any of the 2 items above incorrectly, you will not be able to continue with the registration. Please double check the information on your invoice and try again.

6. Select your invoice delivery method.
  - Please notify me by email that my sewer utility bill is ready.  
Select this option if you want to receive your sewer utility bill online.
  - I will view my sewer utility bill online.  
Your sewer utility bill will be available online through this website using your registered account and can be printed from the billing summary page if required.
  - Attach a pdf copy of the sewer utility bill to the email.  
A pdf copy of your sewer utility bill will be attached to the notification e-mail you receive.
7. Enter in your email address.
  - Enter in a valid email address and click send verification email.
  - Go to your email account and retrieve the verification code sent from [noreply@viewroyal.ca](mailto:noreply@viewroyal.ca), you may need to check your spam folder.
  - Enter verification code and click save.

## Get Connected with Us - Link & Register

### What type of Account are you trying to add?

UB-Utility Billing ▾

**Add UB Account**

Enter your Account & PIN #

Account Number:

Access Code / Pin:

Please notify me by email that my sewer utility bill is ready

I will view my sewer utility bill online:

Attach a PDF copy of the sewer utility bill to the email:

Email Address:  **Send Verification Email**

Verification Code:

**Cancel** **Save**

8. Choose a username for your account. Your username is not your email address. Your user name **may only contain letters, numbers or a period, dash, or underscore**. It may not contain spaces or special characters (like @).
  - Enter you email address again and click send verification email.
  - Go to your email account and retrieve the verification code sent from [noreply@viewroyal.ca](mailto:noreply@viewroyal.ca), you may need to check your spam folder.
  - Enter verification code.

Just a couple more steps to setup your personal access account for the site.

Your User Name is not your email address. Your User Name may only contain letters, numbers, or a period, dash or underscore. It may not contain spaces or special characters (like @). The Password must contain 7 characters.

User Name:

Email Address:  **Send Verification Email**

Verification Code:

Password:

Confirm Password:

**Back** **Save**

9. Choose a password for your account. It must contain 7 characters and click save.

Just a couple more steps to setup your personal access account for the site.

Your User Name is not your email address. Your User Name may only contain letters, numbers, or a period, dash or underscore. It may not contain spaces or special characters (like @). The Password must contain 7 characters.

User Name:

Email Address:

Verification Code:

Password:

Confirm Password:

10. Once you click on Save, you will be redirected to your accounts page that will display the account that you just registered with. **If you have other properties**, you can add them within this window by clicking on the 'Need to Add an Account?' heading below, choosing the "Select Account Type" option, and completing the above steps for subsequent properties.
- Click on your account to access the sewer utility information for your property.

Accounts

Show 10 entries Search:  Print

	Module	Account Code	Name	Linked
Edit	UB-Utility Billing	000-03798030-000	VIEW ROYAL (TOWN)	Linked

Showing 1 to 1 of 1 entries First Previous 1 Next Last

Need to Add an Account?

Select Account Type