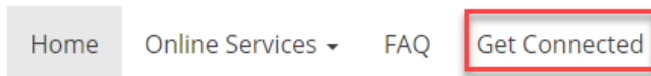




Guide for Using Online Services

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 **[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
- 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 00123456 000 Billing Date: 08-Oct-2020 Bill From: 01-Jan-2020
 Service Address: 100 RAIN RD Batch #: 2020100801 Bill To: 31-Dec-2020

Due Date : 23-Dec-2020


 * U B 0 0 0 0 0 5 0 1 2 1 8 0 0 0 *

DOE, JON
 100 RAIN ROAD
 VICTORIA BC V9B 1A1

Make Cheque Payable to
 TOWN OF VIEW ROYAL
 Enter Amount Enclosed

Account Balance \$ 106.07
 Amount Due \$ 106.07

Please detach and return top portion with payment. Retain bottom portion for your records.

Account #: 000 00123456 000 Billing Date: 08-Oct-2020 Bill From: 01-Jan-2020
 Service Address: 100 RAIN RD Batch #: 2020100801 Bill To: 31-Dec-2020

Account Details From: 01-Jan-2020 **PIN # 12345**

Code	Description	From	To	Units	Amount
SM	View Royal Sewer Collection	01/01/20	31/12/20	1.00	40.07
	<i>Consumption 48.00 @ 0.83480000</i>				<i>40.07</i>
CM	Capital Regional District Sewer Treatment	01/01/20	31/12/20	1.00	66.00
	<i>Consumption 48.00 @ 1.37510000</i>				<i>66.00</i>

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: 000 00123456 000

Access Code / Pin:

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

I will view my sewer utility bill online:

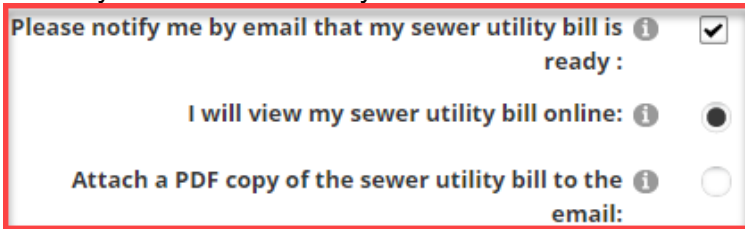
Attach a PDF copy of the sewer utility bill to the email:

Email Address:

Verification Code:

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.

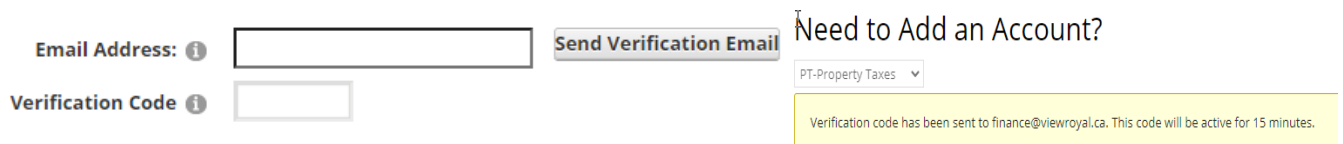
6. Select your invoice delivery method



The screenshot shows a form with three radio button options for selecting an invoice delivery method. The first option, "Please notify me by email that my sewer utility bill is ready:", is selected with a checked checkbox. The second option, "I will view my sewer utility bill online:", is unselected. The third option, "Attach a PDF copy of the sewer utility bill to the email:", is also unselected. Each option has an information icon to its right.

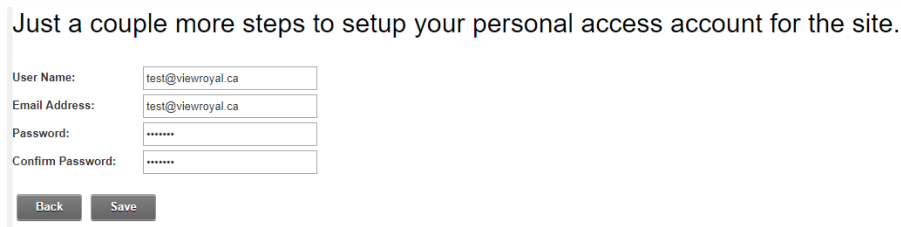
- **Please notify me by email that my sewer utility bill is ready**
Select this option if you want to receive your sewer utility bill online.
- **I will view my sewer utility bill online**
Your sewer utility bill will be available online through this website using your registered account and can be printed 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 your email address and click “Send Verification Email”. You will receive an email with a verification code (check your spam/junk folder). Once received enter it in the Verification Code box as shown below and click SAVE. A yellow notification box will appear advising that you have 15 minutes to enter the code that was emailed.



The screenshot shows a form for email verification. It includes an "Email Address" field with an information icon, a "Send Verification Email" button, and a "Verification Code" field with an information icon. To the right, there is a "Need to Add an Account?" link and a dropdown menu set to "PT-Property Taxes". A yellow notification box at the bottom states: "Verification code has been sent to finance@viewroyal.ca. This code will be active for 15 minutes."

8. Choose a username for your account. Your username can be identical to your e-mail address. Ensure your password is at least 7 characters long. Once complete click on the save button.



The screenshot shows a form titled "Just a couple more steps to setup your personal access account for the site." It contains four input fields: "User Name:" (test@viewroyal.ca), "Email Address:" (test@viewroyal.ca), "Password:" (masked with dots), and "Confirm Password:" (masked with dots). At the bottom, there are "Back" and "Save" buttons.

9. 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 additional 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](#)