



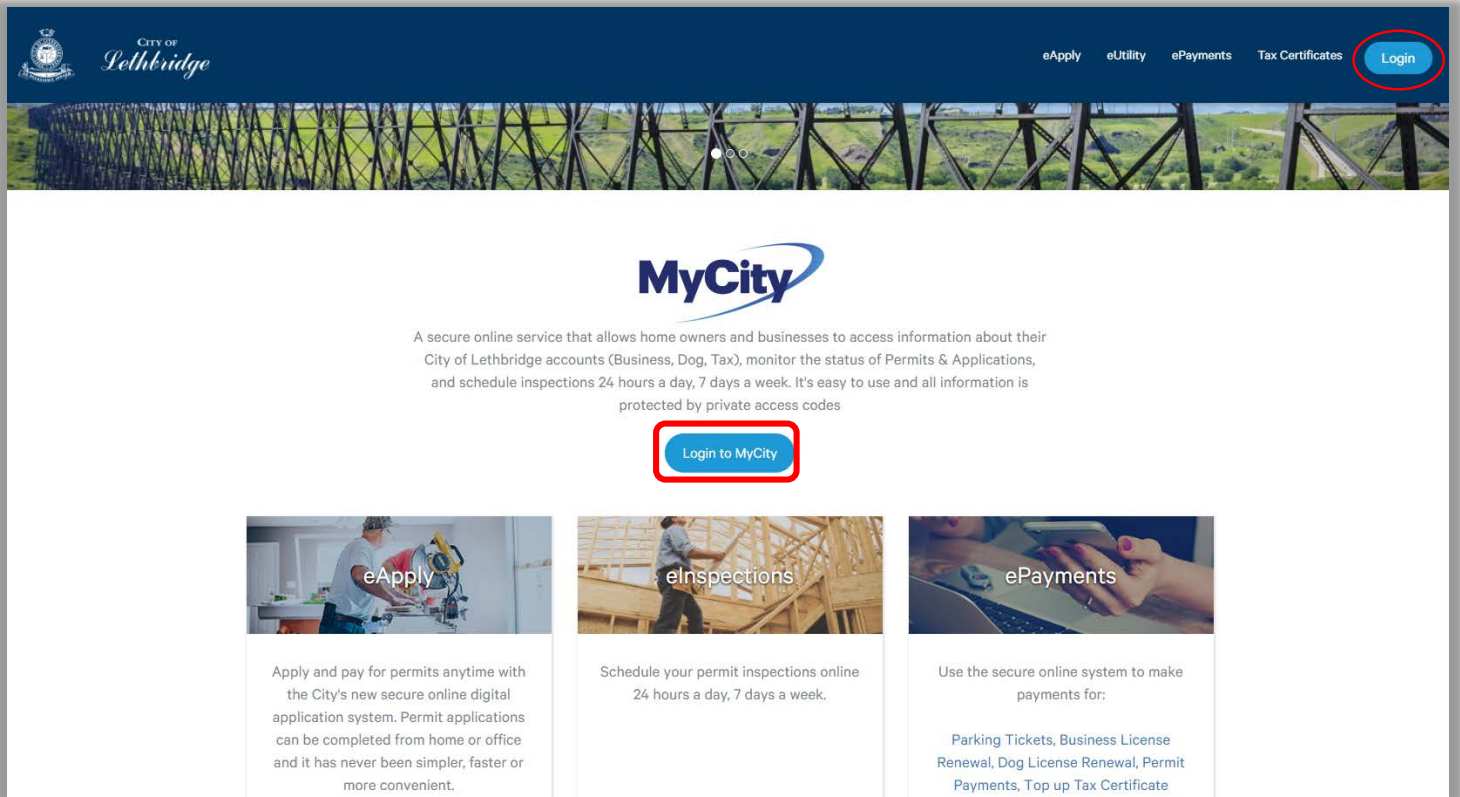
MyCity

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Creating a MyCity Account:

Go to www.lethbridge.ca/mycity



The screenshot shows the MyCity website homepage. At the top left is the City of Lethbridge logo. At the top right, there are navigation links: eApply, eUtility, ePayments, Tax Certificates, and a 'Login' button circled in red. Below the navigation is a large banner image of a bridge. In the center, the MyCity logo is displayed above a paragraph describing the service. Below this is a 'Login to MyCity' button circled in red. At the bottom, there are three columns: 'eApply' (with an image of a person at a desk), 'eInspections' (with an image of a person on a construction site), and 'ePayments' (with an image of hands using a smartphone). Each column has a brief description and a list of services.

City of Lethbridge

eApply eUtility ePayments Tax Certificates **Login**

MyCity

A secure online service that allows home owners and businesses to access information about their City of Lethbridge accounts (Business, Dog, Tax), monitor the status of Permits & Applications, and schedule inspections 24 hours a day, 7 days a week. It's easy to use and all information is protected by private access codes

Login to MyCity

eApply
Apply and pay for permits anytime with the City's new secure online digital application system. Permit applications can be completed from home or office and it has never been simpler, faster or more convenient.

eInspections
Schedule your permit inspections online 24 hours a day, 7 days a week.

ePayments
Use the secure online system to make payments for:
Parking Tickets, Business License Renewal, Dog License Renewal, Permit Payments, Top up Tax Certificate

Click here to be directed to the log in page.

LOGIN

Email Address

Password

Login

Click [here](#) to register for a MyCity profile.
Forgot your password? Fill in your email above and click [here](#) to reset.
[Read the Terms of Use](#)

Register for a new account by clicking 'here'

Registering a MyCity Profile:

Fill in all mandatory fields marked with *

PROFILE REGISTRATION

Complete this form to register a MyCity profile.

Applicant Information

First Name*

Last Name*

Email Address*

Phone*

Mobile

Address Information

Unit House*

Street*

City*

Country*

Postal/Zip Code*

Password Information

Password*

Confirm Password*

Security Question*

Security Answer*

Back
Continue

Click: Continue

If you are creating an account for a company you can use part of the company as the first name and part as the last name, or have a contact person as the first name and the company name as the last name or vice versa. Something just needs to be entered into both fields that is related to the property ownership of the account and who is creating this MyCity account.

The following screen will display:

PROFILE REGISTRATION

Complete this form to register a MyCity profile.

Your profile has been created.

An email has been sent to testing@test.com. Follow the steps in that email to complete the registration.

Back to Login

[Contact Us](#)

An email will be sent to the account used to register for the MyCity profile.

IMPORTANT: to complete registration, please click the link contained in this email.



The image shows a screenshot of an email titled "MyCity Activation" from the City of Lethbridge. The header features the City of Lethbridge logo and the text "Activate MyCity". The main body of the email contains the following text:

test test,

Thank you for registering for a City of Lethbridge MyCity profile for
To complete your registration, please click [here](#).

To return to the MyCity Login page, click [here](#).

If you have received this message in error and did not register for a MyCity profile, please disregard this email.

At the bottom, there is a dark blue footer containing contact information:

City Hall
910 - 4 Avenue South
Lethbridge, AB, T1J 0P6

Phone: 403-320-3111
Fax: 403-327-6571
developmentsservices@lethbridge.ca

If you do not receive an activation email please check your spam folder. If you still did not receive it, contact the City of Lethbridge at 403-320-3111 for assistance.

Logging In to a MyCity Profile:

To log in, navigate to: www.lethbridge.ca/mycity

Enter the email address and password used during profile setup for this new MyCity account.

LOGIN

Email Address

Password

[Login](#)

Click [here](#) to register for a MyCity profile.
Forgot your password? Fill in your email above and click [here](#) to reset.
Read the [Terms of Use](#)

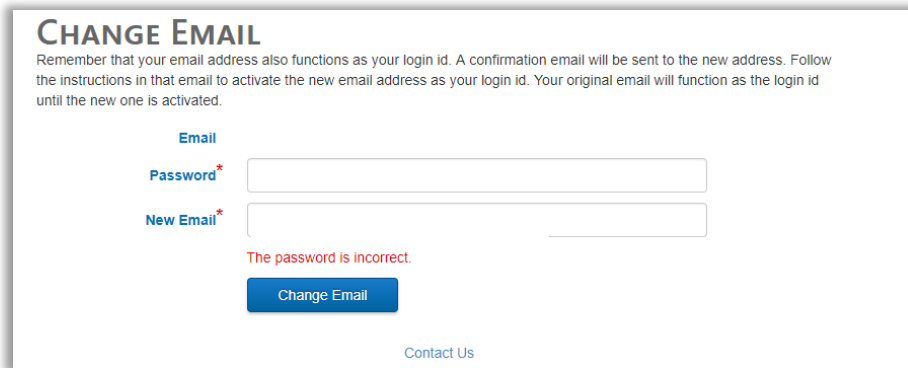
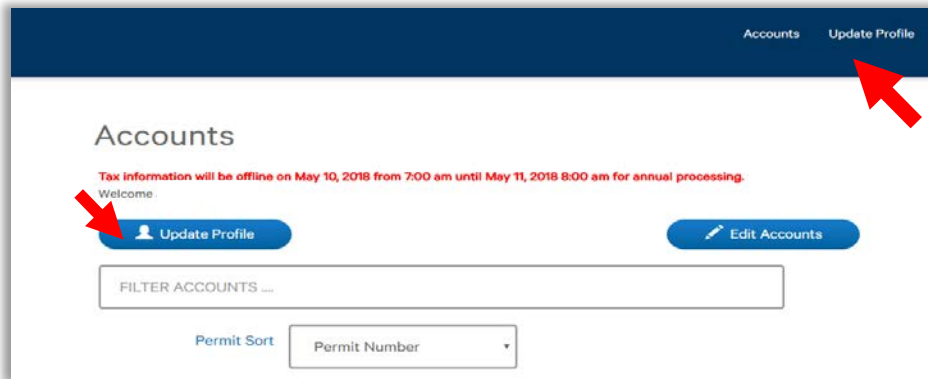
Updating a MyCity Profile

Updating your MyCity profile does not update your tax account, your business license, or your dog account. It will update you eApply contacts on your permits.

Changing Email Addresses/LoginID

If you ever need to change the email address that the tax notices are emailed to you will also need change the email address that you log in with. However, this does not mean that you need to create an entire new account.

Login to the old MyCity email address as normal. Then click on 'Update Profile'.
Click on 'Change Email'



NOTE: An email will be sent to the new email address to activate the new email/log in ID. The old email/log in ID will remain active until the new one is activated.

Your other profile information will remain the same and the property will remain attached to the account but the login you use and the email notices are delivered to will change.

IMPORTANT: Changing your mailing address and other contact information in you MyCity will **NOT** change your Tax information, Business License, Dog information it will however update your Permit information.

Accounts page

In the Filter Accounts location this allows you to search for the information in the MyCity profile.

You can enter in permit number, address, status, license name, or date. This will refine your MyCity list to just the information that meet the entered criteria.

ACCOUNTS

Welcome _____



Update Profile



Edit Accounts

FILTER ACCOUNTS

Permit Sort

Permit Number



Registering Accounts:

Select the type of Account to be added:

REGISTER ACCOUNTS

+ Register a Dog Account

+ Register a Business License Account

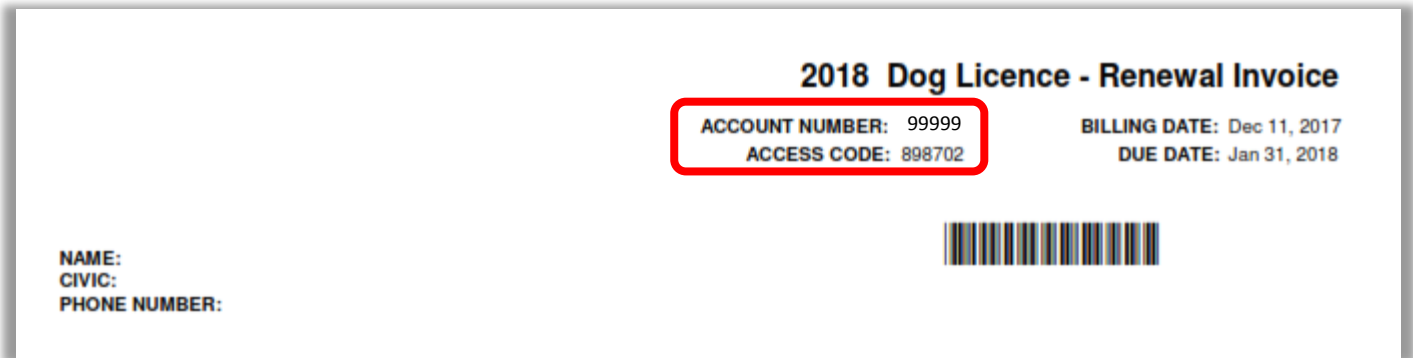
+ Register a Permit

+ Register a Tax Account

Registering a Dog Account

To add a Dog Account, the dog license account number and access code will be required – they can be located on the top right hand corner of the Renewal License Notice.

For assistance locating an Account Number or Access Code please contact Regulatory Services at 403-320-3111.




Registering a Business License Account

To add a Business License Account, the license account number and access code will be required – they can be located on the top right hand corner of the Business License Notice.

For assistance locating an Account Number or Access Code please contact Regulatory Services at 403-320-3111.

IMPORTANT: a Business License must be registered to the MyCity account to allow contractors to make application for permits using the eApply online permitting system.

BUSINESS LICENCE				
		ACCOUNT NUMBER: 123456	BILLING DATE: Mar 13, 2015	
		ACCESS CODE: 555777	DUE DATE: Jan 31, 2015	
				
		OVERDUE:		\$0.00
		CURRENT YEAR FEES:		\$0.00
		PAYMENTS/ADJUSTMENTS:		(\$0.00)
		PAYMENT DUE:		\$0.00
BUSINESS NAME:	John's Company			
BUSINESS LOCATION:	555 Anyplace St 5			
Licence 123	Covers From Jan 1, 2015	Covers To Dec 31, 2015	Total Fees \$0.00	

Registering a Permit

To add a construction permit to a MyCity account, the permit number and access code will be required – the access code is user determined at the time of application.

For assistance regarding the Access Code please contact Development Services at 403-320-3920.

Note: the eApply online permitting system automatically registers the permit to the *applicant's* MyCity account. The registration process is only necessary if the permit is to be registered to additional MyCity accounts (eg.) Project Manager or Site Supervisor.

Registering a Tax Account

To add a Tax Account, the roll number and access code will be required – they can be located on the top right hand corner of the Tax Notice or Assessment Notice.

For assistance regarding Roll numbers or access codes please contact Tax & Assessment at 403-320-3950.

Note: using MyCity, property owners may select to receive either printed and mailed or digital eBilling via email. By selecting eBilling, property owners will no longer receive a printed copy through mail, – however, notices can be accessed and printed at any time through the MyCity account. If you have multiple properties, each property will need to be setup individually with their unique roll # and access code.

2014 PROPERTY ASSESSMENT & TAX NOTICE

DUE DATE: Monday, June 30, 2014

Date Mailed: March 13, 2015



ROLL NUMBER	123456789012	ACCESS	456789
PROPERTY ADDRESS		LEGAL DESCRIPTION	

ASSESSMENT CLASS			ASSESSMENT VALUE		
1101	SINGLE FAMILY HOUSE	Jan 1, 2014 to Dec 31, 2014	LAND & BUILDING		
DESCRIPTION	PERIOD OF TAXATION		RATE	AMOUNT	

REGISTER A TAX ACCOUNT

Roll Number:*

Access Code*

Subscribe for eBilling?*

Yes



No

Register

Subscribe to eBilling with an existing Tax Account:

Once you have registered the tax account you can now subscribe to eBilling.

Click on the 'tile' for the Tax account you want to view


 **910 4 AVE S**
Account Number: 113153
TEST OPEN 

Scroll to the very bottom of the account page and you will see the section which gives you the option to switch between paper and eBilling.

Statement Notification Method

Select how you would like to receive account statements:

Paper Only (CURRENT) ✓	Email Only
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Click on "Email Only" and click Save. There will be a confirmation message 'subscription updated'

Note: If you have multiple tax accounts each account will need to elect 'Email Only' separately. There will be no paper copy mailed out once they elect for mail.

You can change this selection back to paper billing if you want to later.