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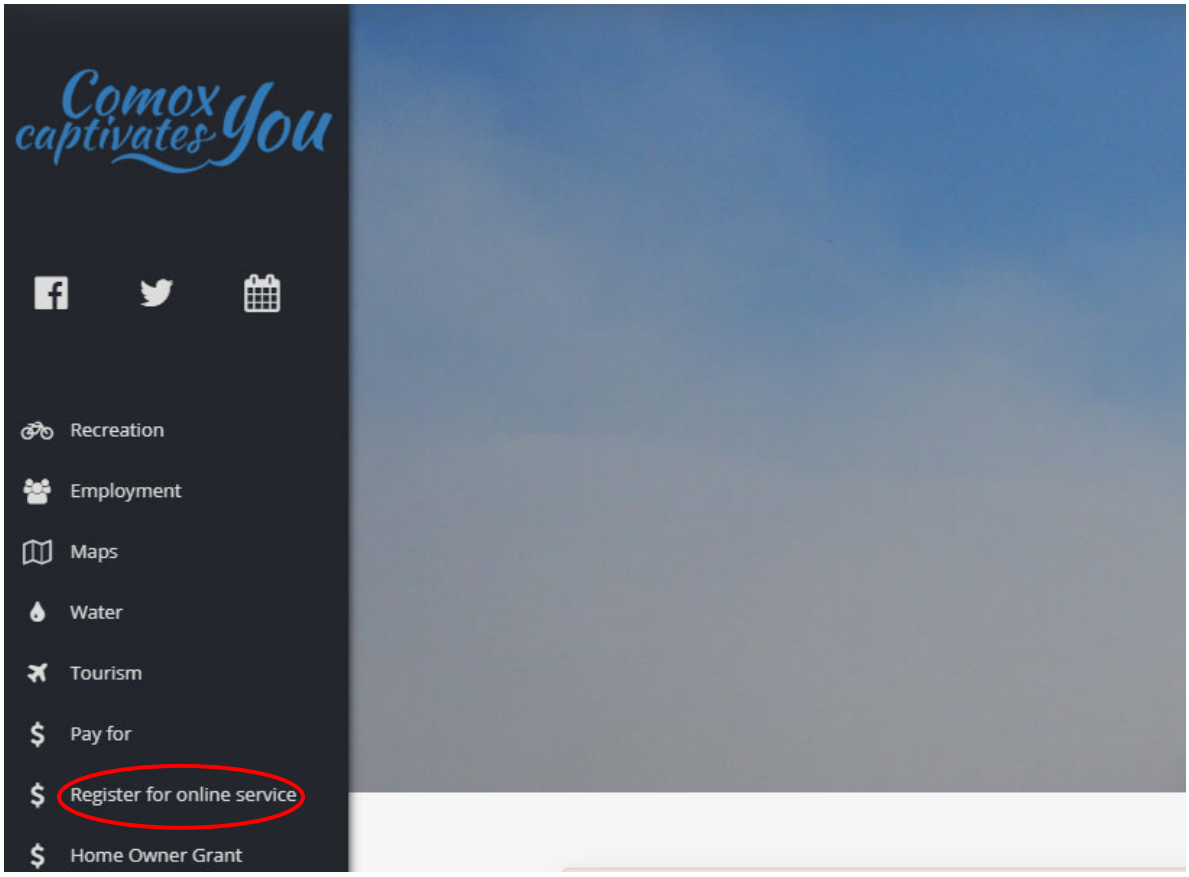
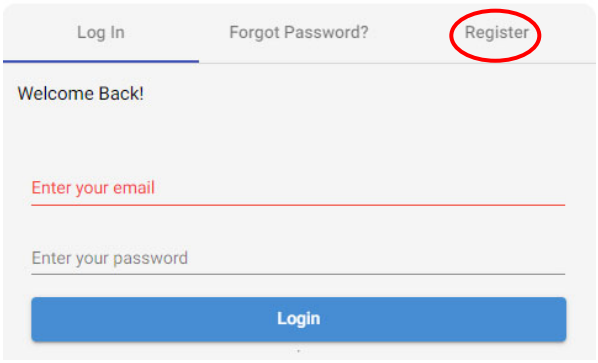
REGISTERING FOR AN ONLINE SERVICE ACCOUNT

STEP ONE: open web browser and navigate to comox.ca

STEP TWO: select **$ Register for online service** from the menu found on the left-hand-side of the webpage.

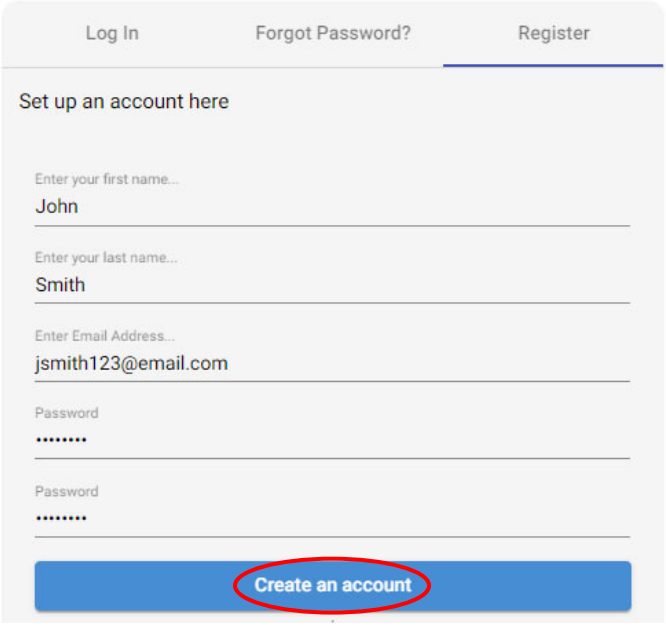


STEP THREE: select **Register.**

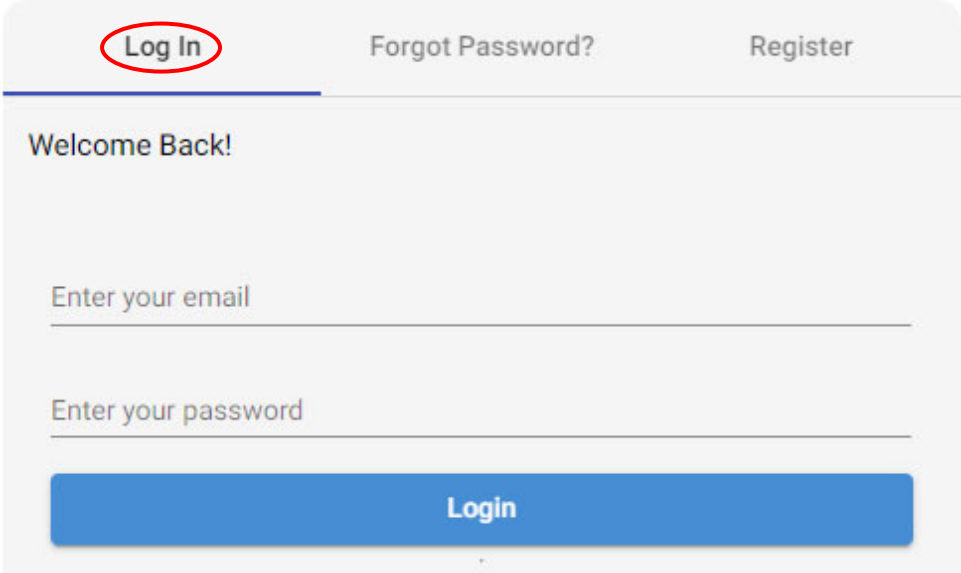


STEP FOUR: enter your information; including first name, last name, email address and password of your choosing. ***IMPORTANT: Always record the password you have created for the online account so that it is available for future use***. Once completed, select **Create an account.**

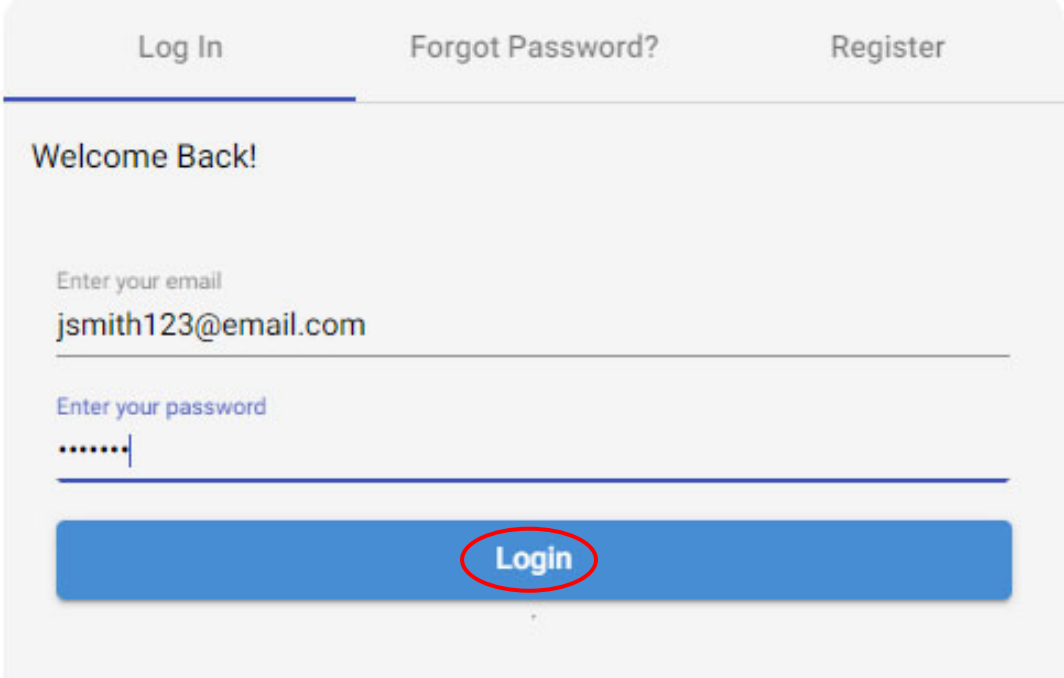
A small grey box will briefly appear on the screen to indicate that your account has been created and to log in.



STEP FIVE: select **Log In.**

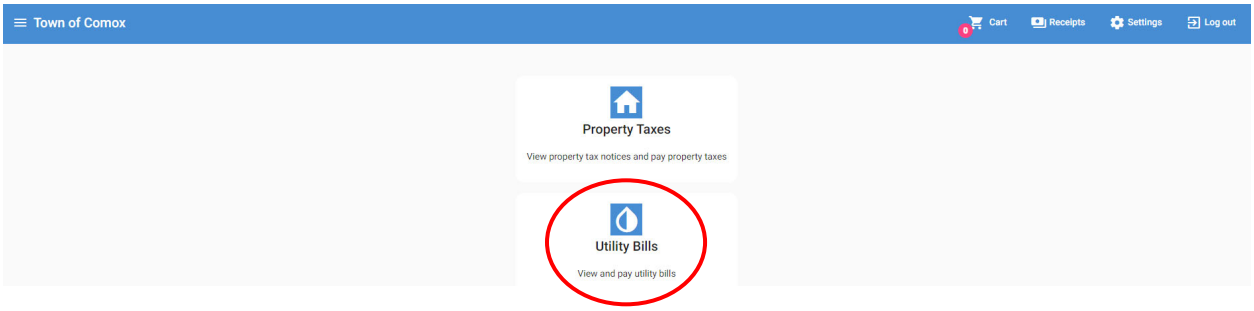


STEP SIX: Enter your email address and password. *If you have forgotten the password that you have chosen, refer to Page 13 for assistance resetting your password.* Select **Login.** Upon login, you will be directed to your account dashboard.

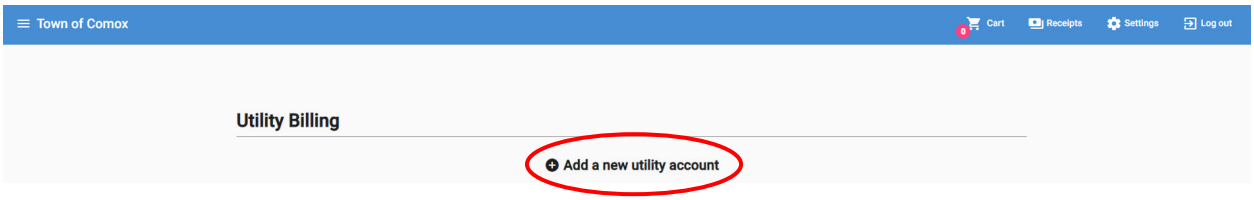


ADDING YOUR UTILITY ACCOUNT

STEP ONE: Log into your account online. Once logged in, select the **Utility Bills** icon.



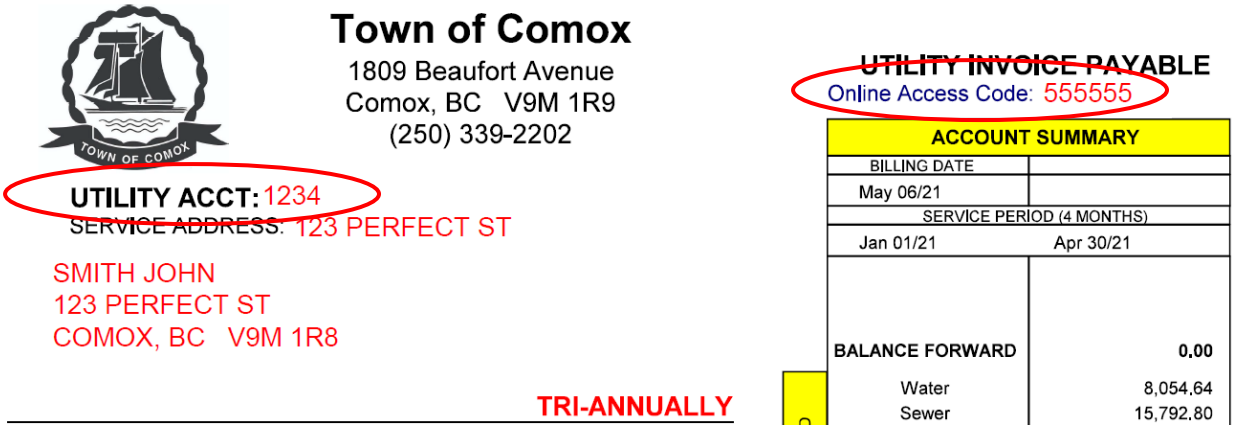
STEP TWO: select **+ Add a new utility account.**



STEP THREE: locate the **Account Number** and **Online Access Code.** *See example below for help locating this information.*

1) **Account number:** the UTILITY ACCT # can be found on the top left-hand-side of the tri-annual utility invoice.
2) **Online access code:** the access code as it appears on the top right-hand-side of the tri-annual utility invoice.

If you do not have a copy of your most recent utility invoice, or have difficulty finding your account number and access code, please dial (250) 339-2202 to speak with a member of the Finance Department.



Town of Comox
1809 Beaufort Avenue
Comox, BC V9M 1R9
(250) 339-2202

UTILITY ACCT: 1234
SERVICE ADDRESS: 123 PERFECT ST

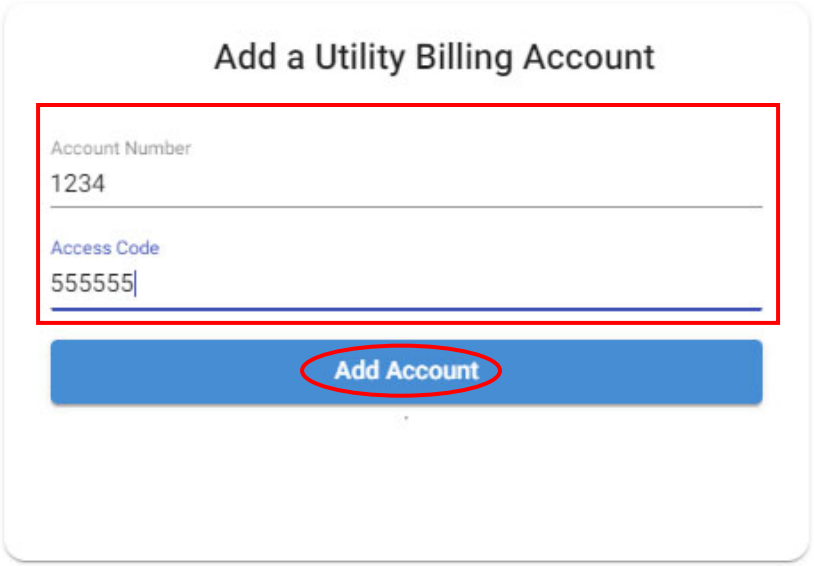
SMITH JOHN
123 PERFECT ST
COMOX, BC V9M 1R8

TRI-ANNUALLY

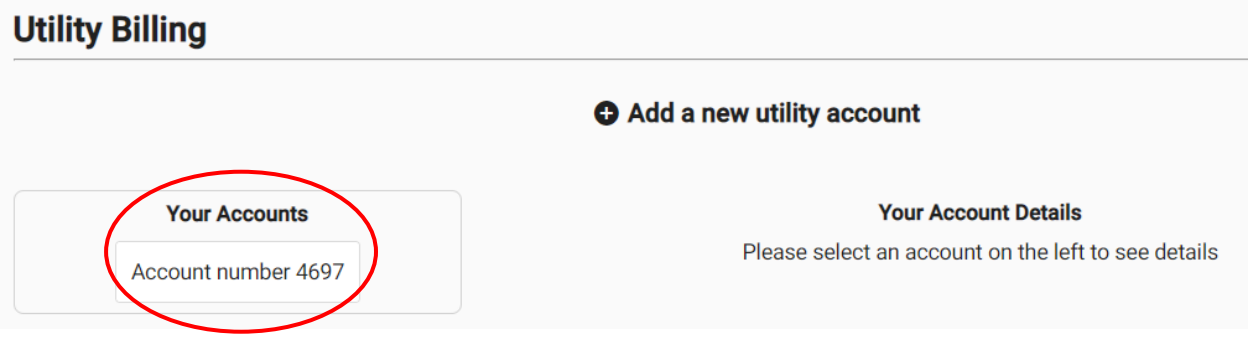
UTILITY INVOICE PAYABLE
Online Access Code: 555555

ACCOUNT SUMMARY	
BILLING DATE	
May 06/21	
SERVICE PERIOD (4 MONTHS)	
Jan 01/21	Apr 30/21
BALANCE FORWARD	0.00
Water	8,054.64
Sewer	15,792.80

STEP FOUR: enter the **Account Number** and **Online access code** onto the webpage. Select the **Add Account** icon once complete.

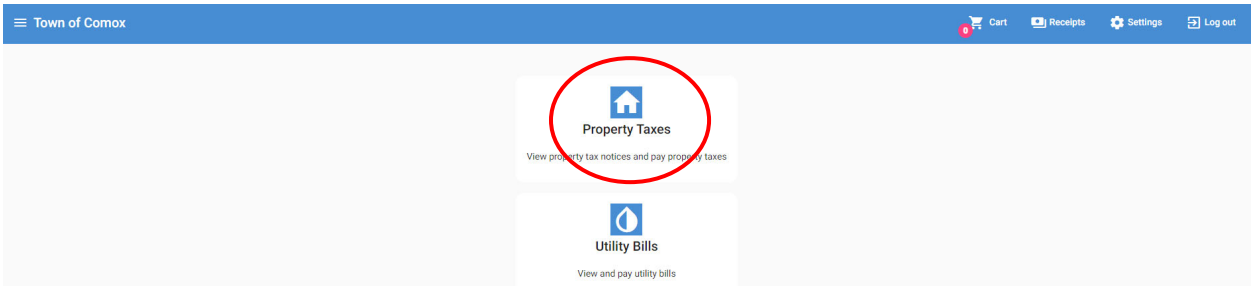


STEP FIVE: the newly created utility account will appear on the left side of the screen under **Your Accounts**. You can select the account number to view account details or you can select **Add a new utility account** if you wish to add another utility account to your profile.

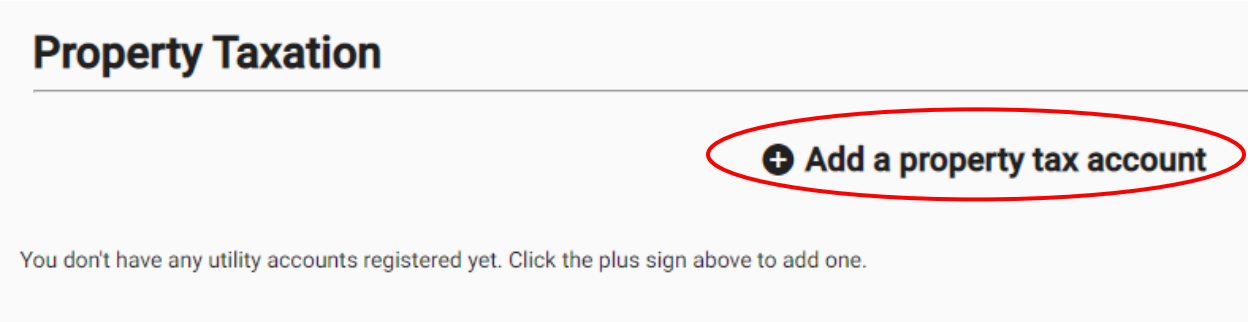


ADDING A PROPERTY TAX ACCOUNT ONLINE

STEP ONE: Log into your account online. Once logged in, select the **Property Taxes** icon.



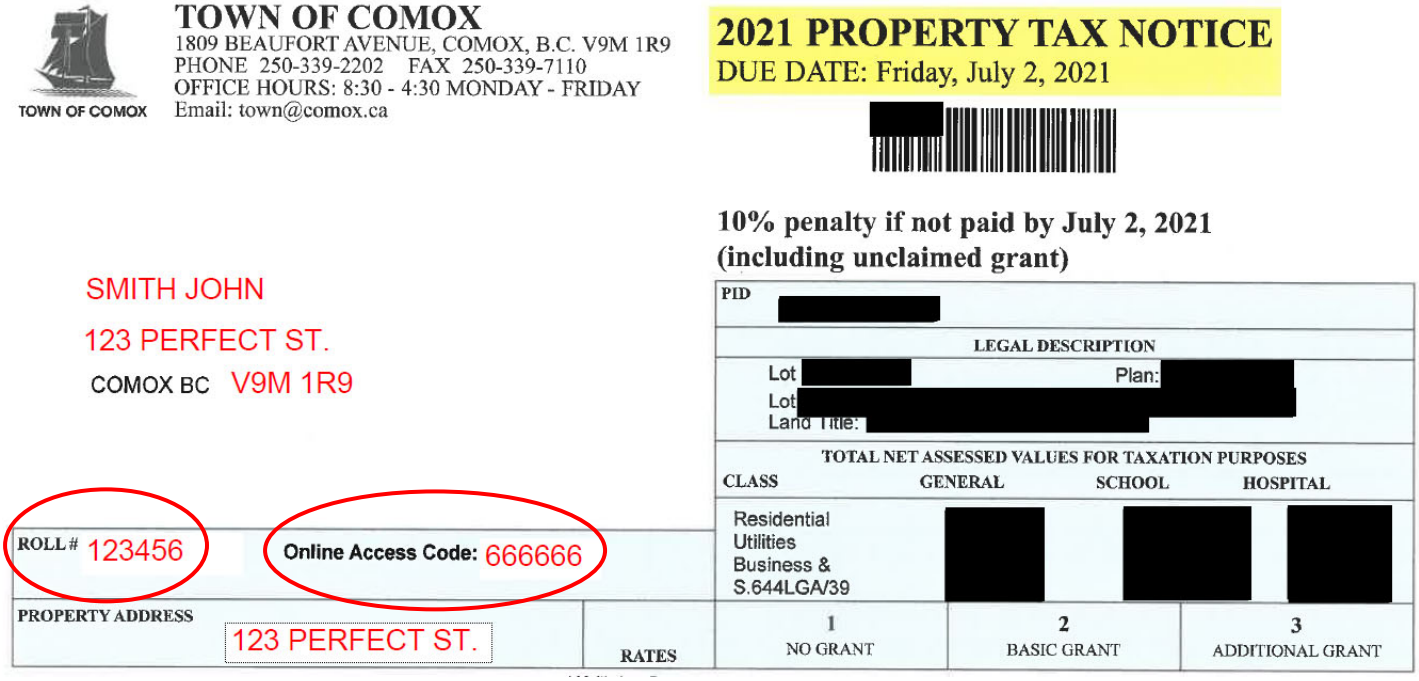
STEP TWO: select **+ Add a new property tax account**



STEP THREE: locate the **Account Number** and **Access Code.** *See example below for help locating this information.*

1) **Account number:** the account number is the **property ROLL #** which can be found on the top left-hand-side of the property tax notice under owner name and mailing address. See below example for assistance.
2) **Online access code:** the access code as it appears on the property tax notice. This access code can be found on the top left-hand-side of the tax notice beside the ROLL #. See below example for assistance.

If you do not have a copy of your property tax notice or have difficulty finding your account number and access code, please dial (250) 339-2202 to speak with a member of the Finance Department.



TOWN OF COMOX
1809 BEAUFORT AVENUE, COMOX, B.C. V9M 1R9
PHONE 250-339-2202 FAX 250-339-7110
OFFICE HOURS: 8:30 - 4:30 MONDAY - FRIDAY
Email: town@comox.ca

2021 PROPERTY TAX NOTICE
DUE DATE: Friday, July 2, 2021

10% penalty if not paid by July 2, 2021
(including unclaimed grant)

SMITH JOHN
123 PERFECT ST.
COMOX BC V9M 1R9

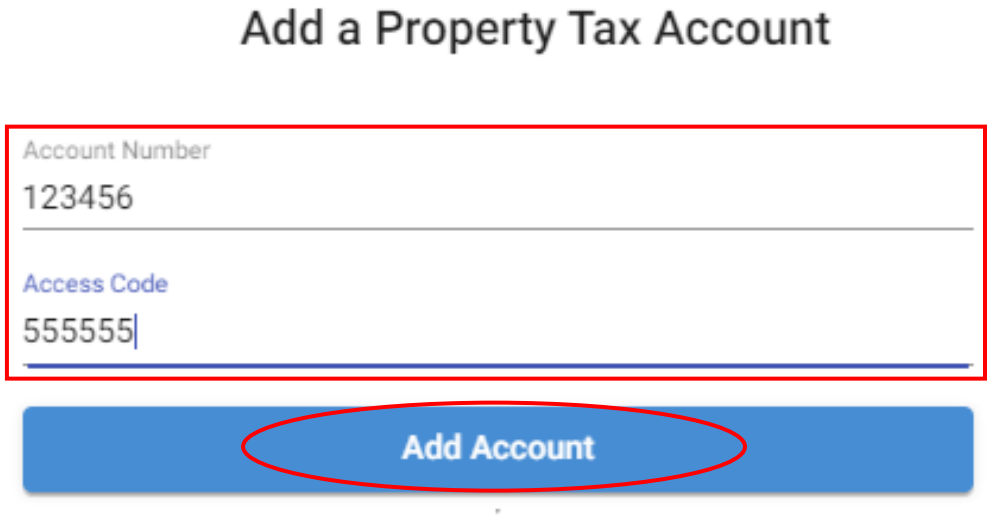
PID [redacted]
LEGAL DESCRIPTION
Lot [redacted] Plan: [redacted]
Lot [redacted]
Land Title: [redacted]

TOTAL NET ASSESSED VALUES FOR TAXATION PURPOSES

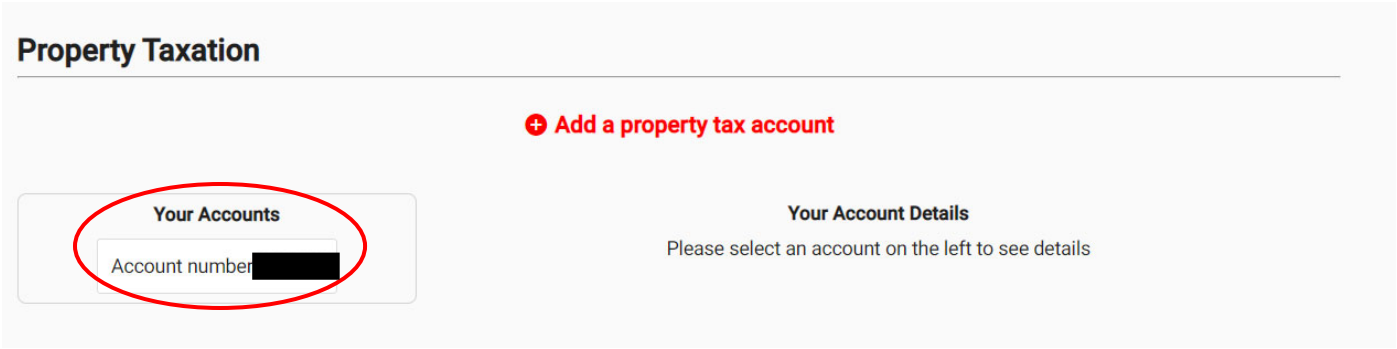
CLASS	GENERAL	SCHOOL	HOSPITAL
Residential Utilities Business & S.644LGA/39	[redacted]	[redacted]	[redacted]

ROLL # 123456
Online Access Code: 666666
PROPERTY ADDRESS 123 PERFECT ST.
RATES
1 NO GRANT
2 BASIC GRANT
3 ADDITIONAL GRANT

STEP FOUR: enter the **Account Number (ROLL/FOLIO#)** and **Online access code** onto the webpage. Select the **Add Account** icon once complete.



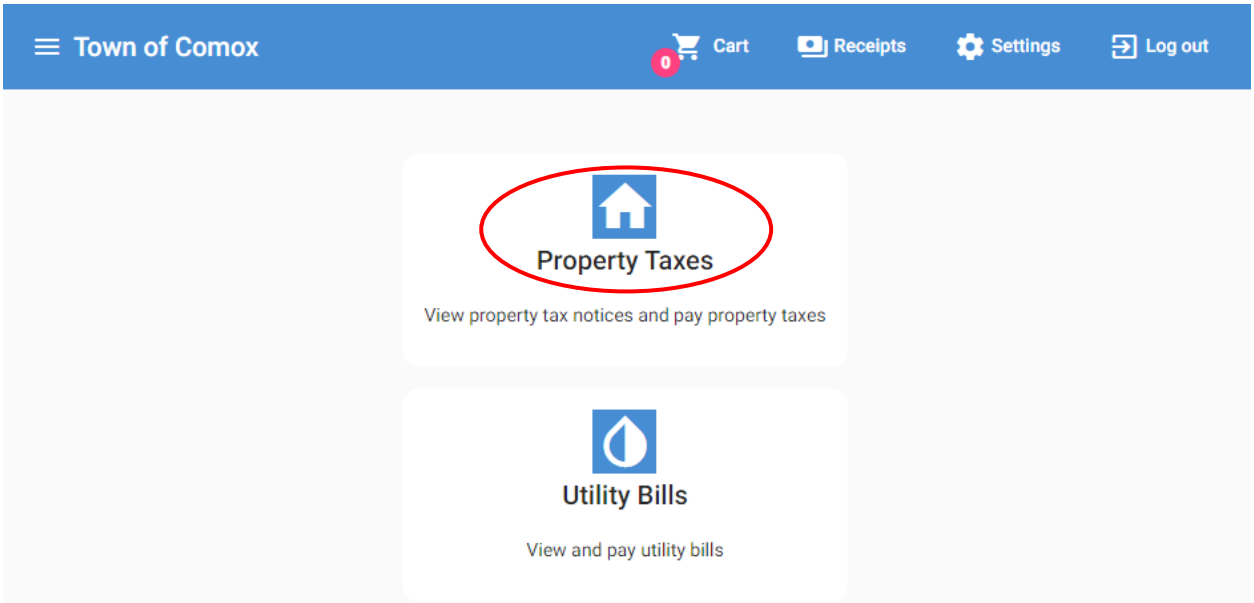
STEP FIVE: the newly created property tax account will appear on the left side of the screen under **Your Accounts**. You can select the account number to view account details, or you can select **Add a new property tax account** if you wish to add another property tax account to your profile.



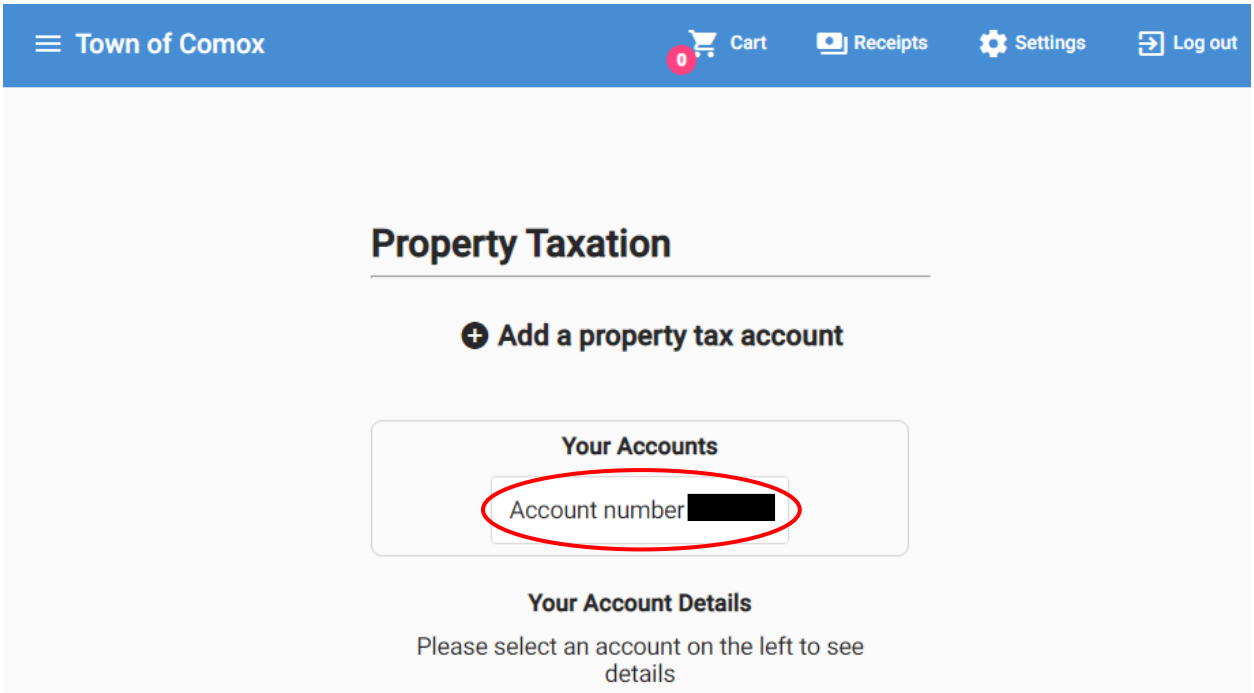
MAKING A PAYMENT ONLINE

STEP ONE: Log in to your online account.

STEP TWO: From the main account dashboard, select the **service account** you would like to make a payment for.

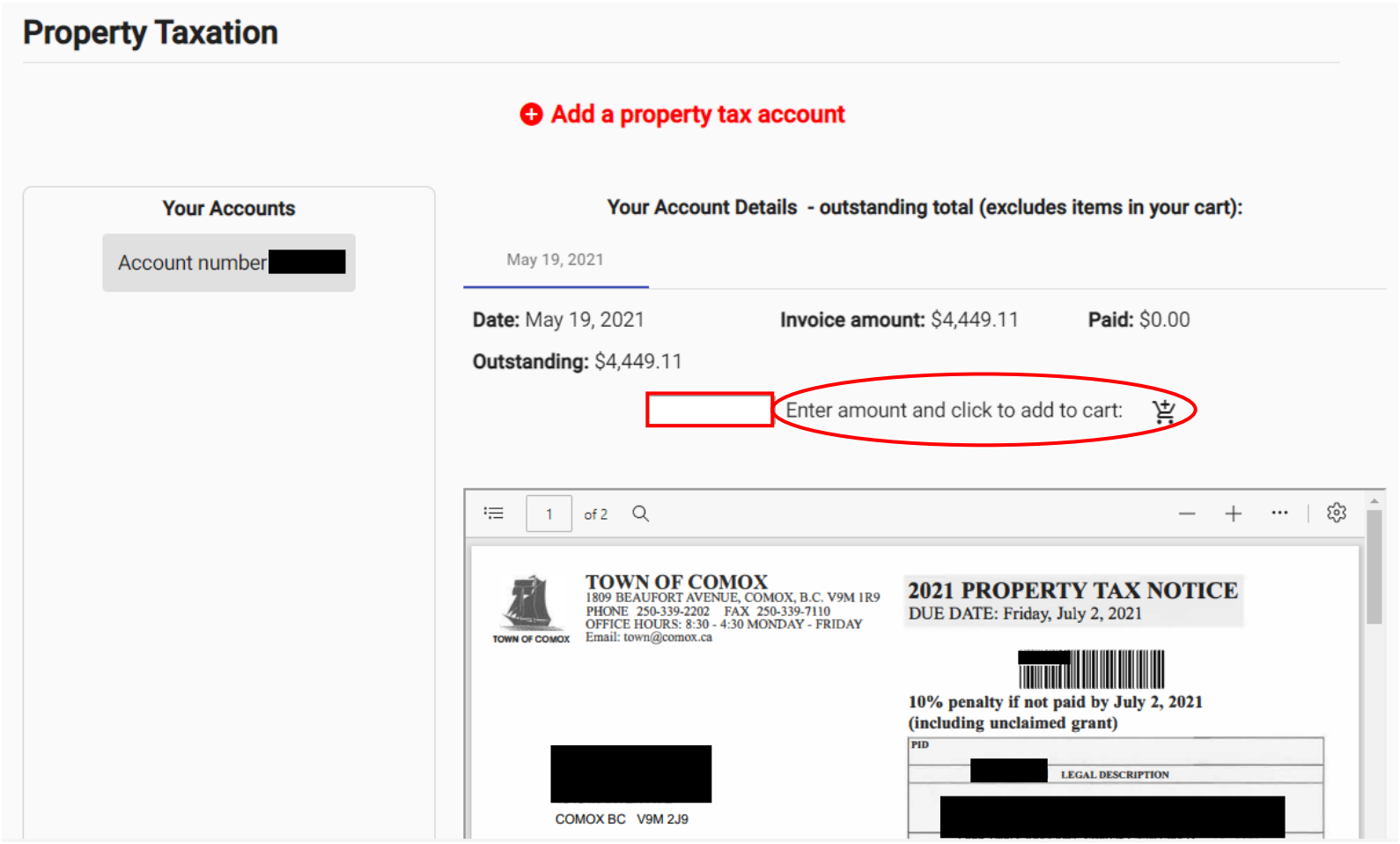


STEP THREE: select the **account number** you wish to make payment on.



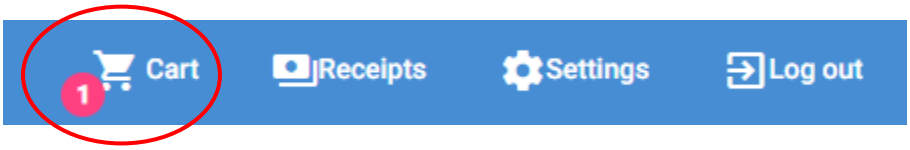
STEP FOUR: Enter the amount you wish to pay in the provided box and then click to add to cart.

Please note: the balance shown on the online account will not reflect payments made in real-time. To confirm your account balance, please contact the Finance Department directly by dialing 250-339-2202.



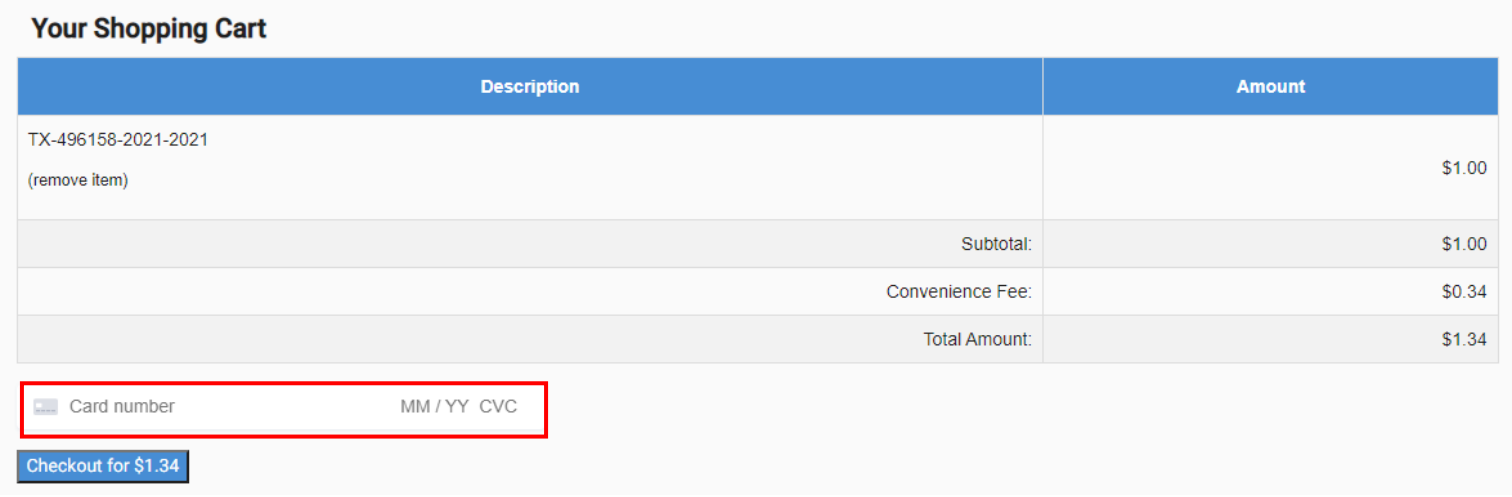
The shopping cart icon in the top right-hand corner of the title bar will reflect the added item.

Select the cart icon.

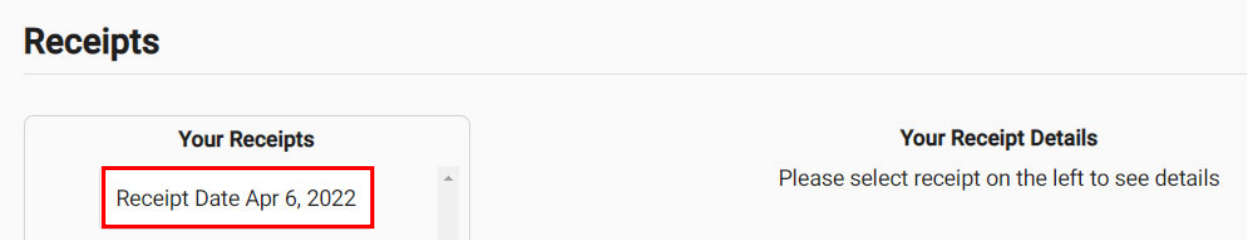


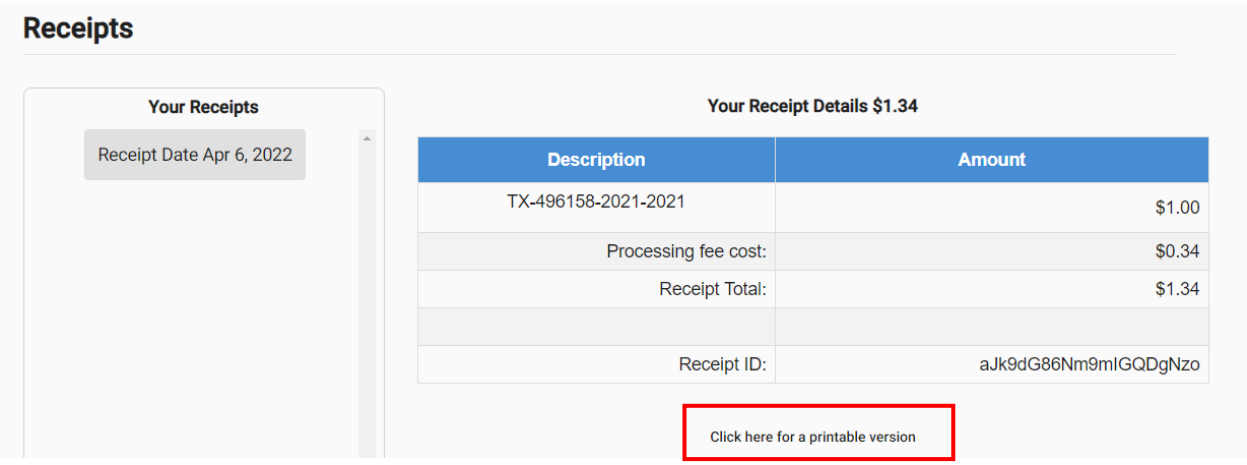
STEP FIVE: review your shopping cart and ensure the amount you are wishing to pay is correct. Enter the credit card number and the postal code associated with the credit card billing address in the provided box and select **Checkout**.

Please note that there is a convenience fee of 3% added to each payment to cover credit card processing fees.



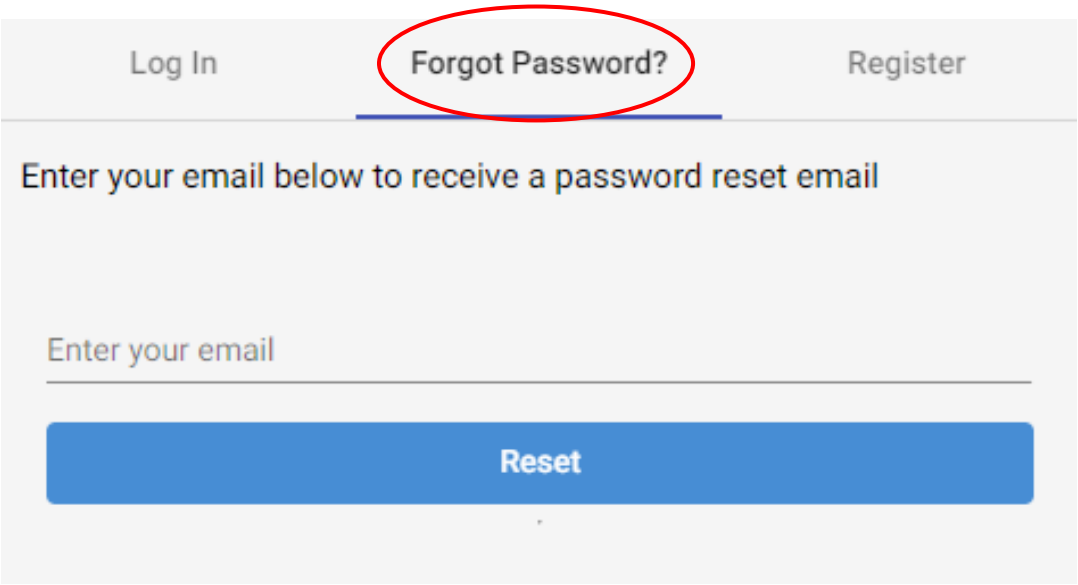
STEP SIX: open your receipt.



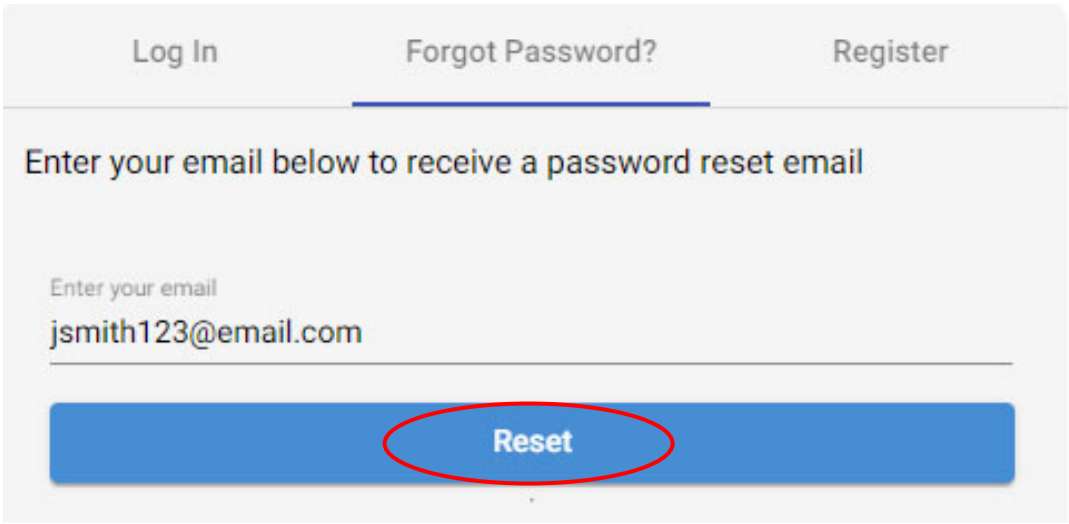


RESETTING YOUR LOGIN PASSWORD

STEP ONE: select **Forgot Password?**



STEP TWO: enter the email address used during the original registration then select **Reset.**



STEP THREE: a reset password email will be sent to the email address entered. Follow the link provided to reset the password. Once complete, return to the **Log In** screen on the webpage and proceed to enter your email address and newly created password.

IMPORTANT: Always record the password you have created for the online account so that it is available for future use.