

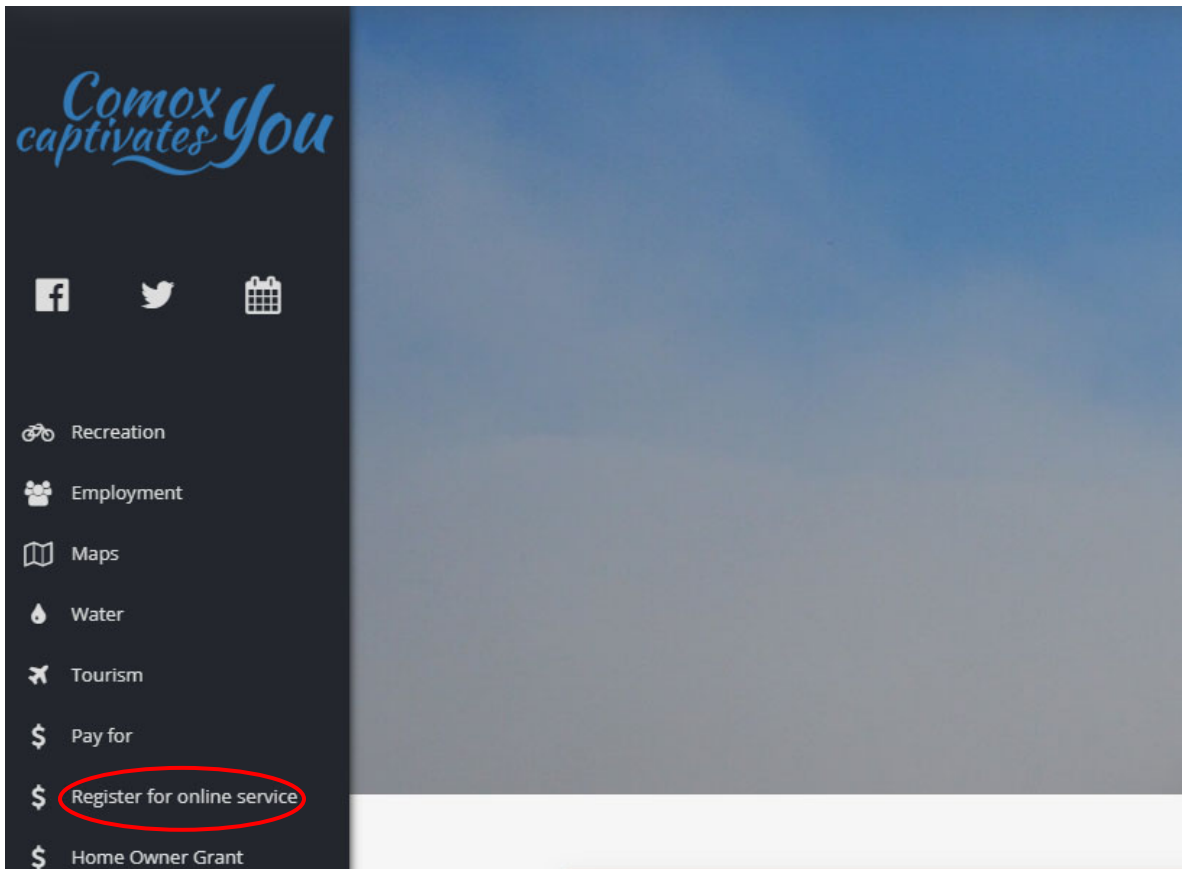
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REGISTERING FOR AN ONLINE SERVICE ACCOUNT

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.



Instructions for online service registration

Finance Department



STEP THREE: select **Register**.

Comox
captivates you

Log In Forgot Password? **Register**

Welcome Back!

Enter your email

Enter your password

Login

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.

Log In Forgot Password? Register

Set up an account here

Enter your first name...
John

Enter your last name...
Smith

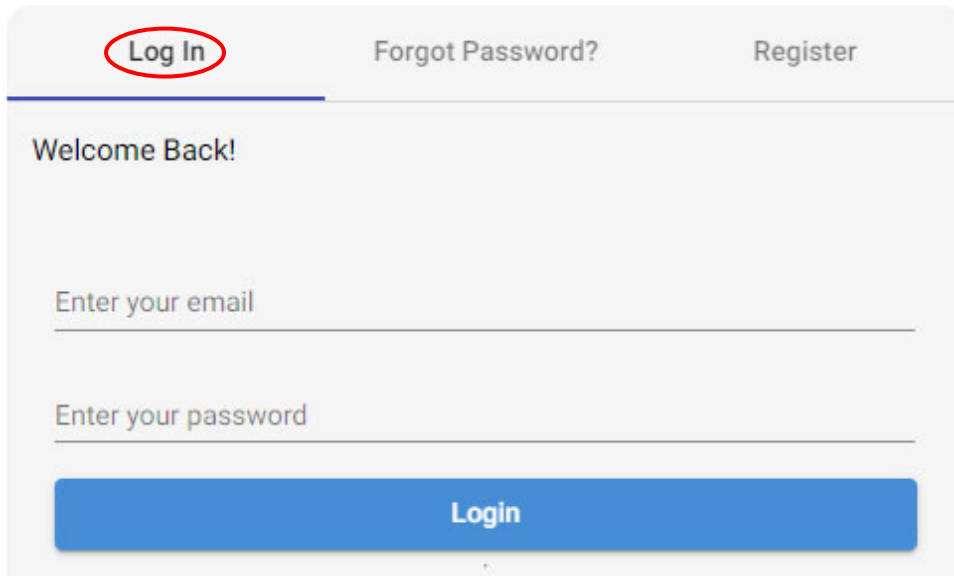
Enter Email Address...
jsmith123@email.com

Password
.....

Password
.....

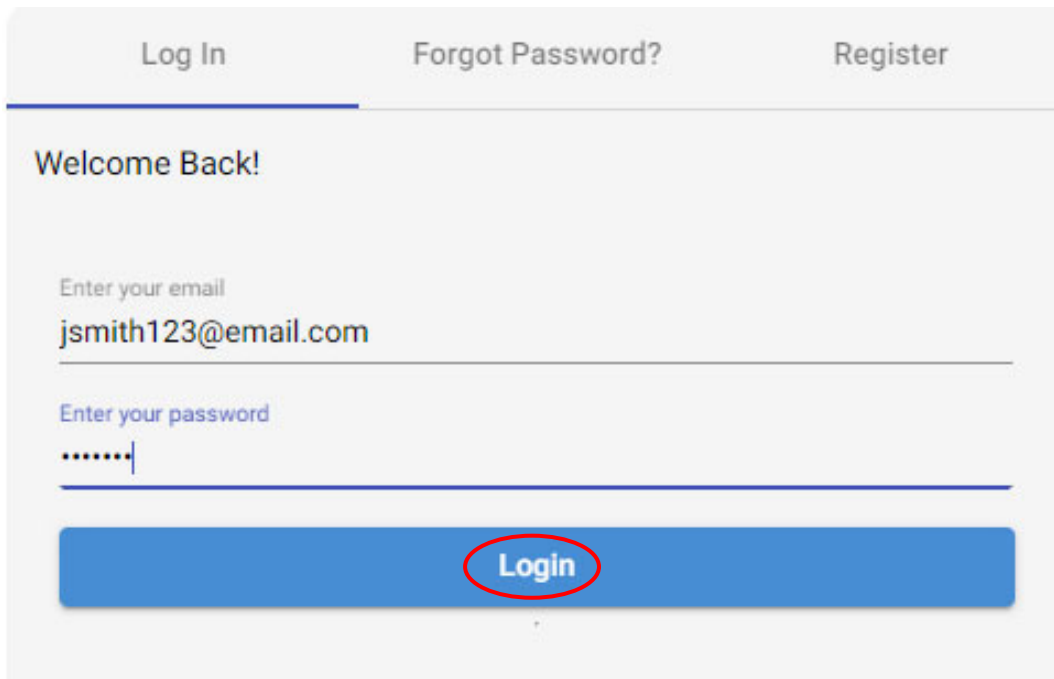
Create an account

STEP FIVE: select **Log In**.



The screenshot shows a login interface with three tabs at the top: "Log In", "Forgot Password?", and "Register". The "Log In" tab is selected and highlighted with a red circle. Below the tabs, the text "Welcome Back!" is displayed. There are two input fields: "Enter your email" and "Enter your password". A blue "Login" button is positioned at the bottom of the form.

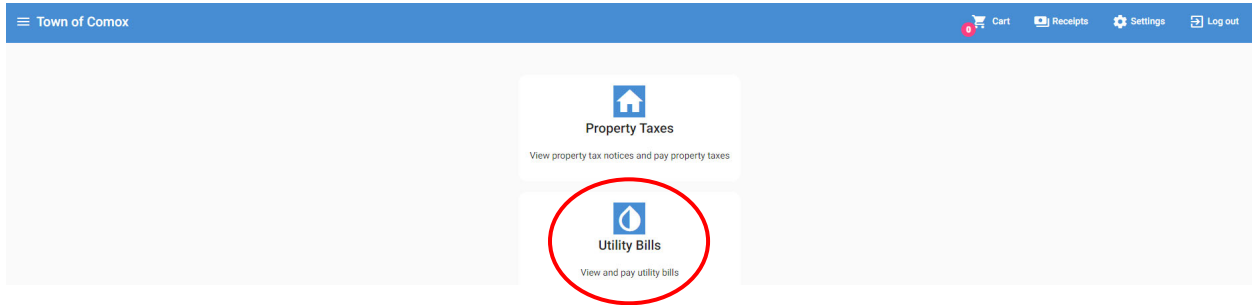
STEP SIX: Enter your email address and password. *If you have forgotten the password that you have chosen, refer to [Page 13](#) for assistance resetting your password.* Select **Login**. Upon login, you will be directed to your account dashboard.



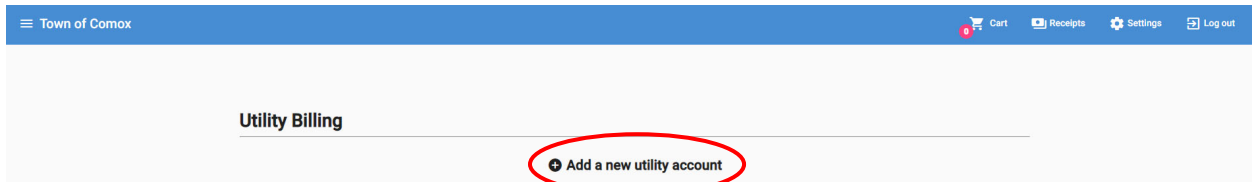
The screenshot shows the same login interface as in Step Five. The "Log In" tab is selected. The "Enter your email" field now contains the text "jsmith123@email.com". The "Enter your password" field contains a series of dots representing a masked password. The blue "Login" button at the bottom is now highlighted with a red circle.

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**.



Instructions for online service registration

Finance Department



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.

Add a Utility Billing Account

Account Number	1234
Access Code	555555

Add Account

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.

Utility Billing

+ Add a new utility account

Your Accounts

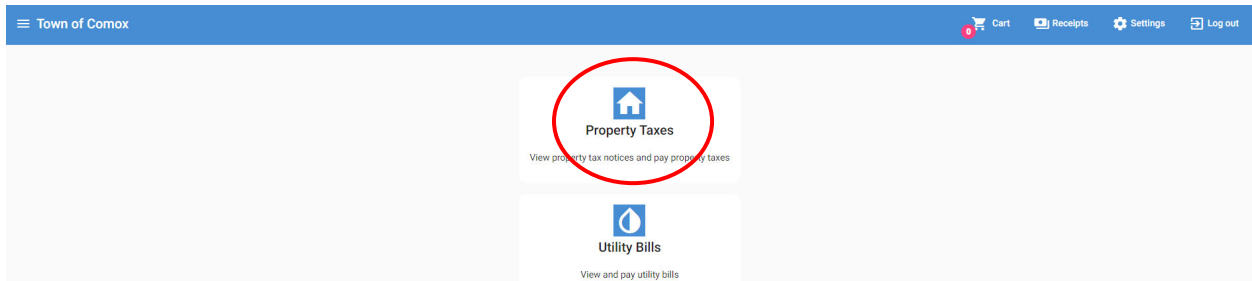
Account number 4697

Your Account Details

Please select an account on the left to see details

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**

Property Taxation

+ Add a property tax account

You don't have any utility accounts registered yet. Click the plus sign above to add one.

Instructions for online service registration

Finance Department



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]		[REDACTED]
Land Title:	[REDACTED]		
TOTAL NET ASSESSED VALUES FOR TAXATION PURPOSES			
CLASS	GENERAL	SCHOOL	HOSPITAL
Residential Utilities Business & S.644LGA/39	[REDACTED]	[REDACTED]	[REDACTED]
	1	2	3
	NO GRANT	BASIC GRANT	ADDITIONAL GRANT

ROLL# 123456

Online Access Code: 666666

PROPERTY ADDRESS

123 PERFECT ST.

RATES

Instructions for online service registration

Finance Department



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

Add a Property Tax Account

Account Number
123456

Access Code
555555

Add Account

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.

Property Taxation

[+ Add a property tax account](#)

Your Accounts

Account number [REDACTED]

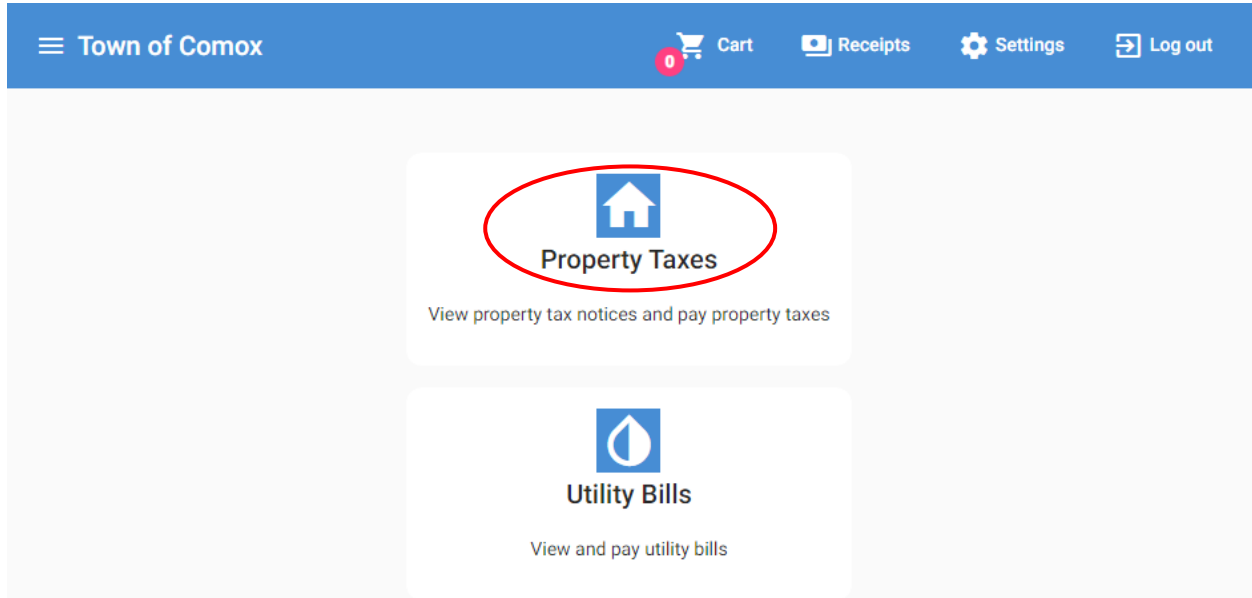
Your Account Details

Please select an account on the left to see details

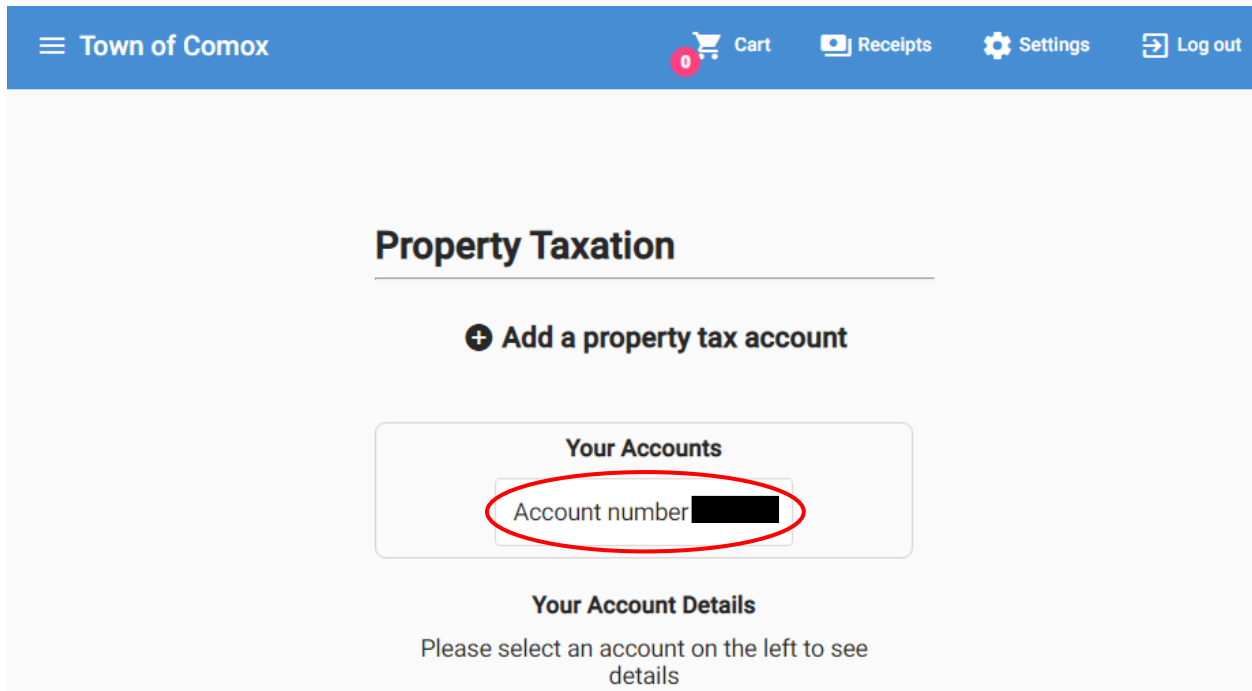
MAKING A PAYMENT ONLINE

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.



Instructions for online service registration

Finance Department



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.

Property Taxation

+ Add a property tax account

Your Accounts

Account number [REDACTED]

Your Account Details - outstanding total (excludes items in your cart):

May 19, 2021

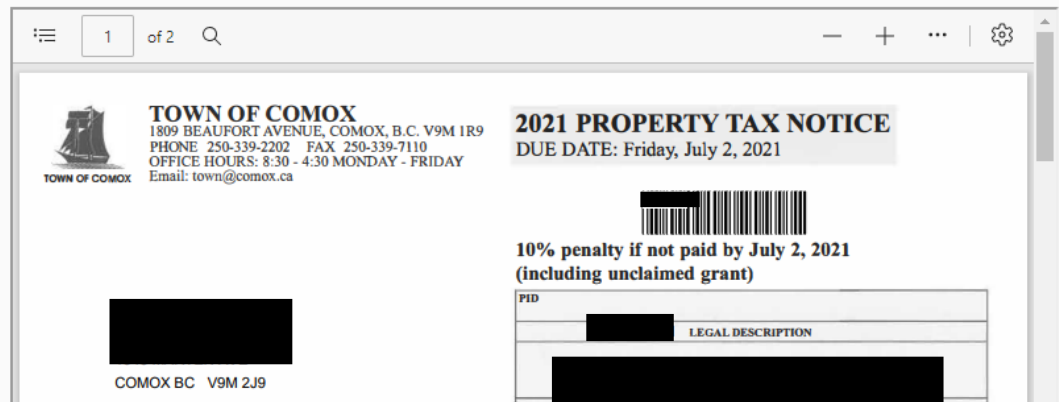
Date: May 19, 2021

Invoice amount: \$4,449.11

Paid: \$0.00

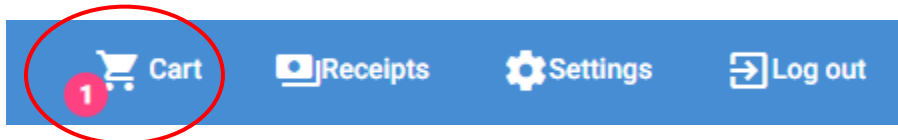
Outstanding: \$4,449.11

Enter amount and click to add to cart:



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

Select the cart icon.



Instructions for online service registration

Finance Department



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.

Your Shopping Cart

Description	Amount
TX-496158-2021-2021 (remove item)	\$1.00
Subtotal:	\$1.00
Convenience Fee:	\$0.34
Total Amount:	\$1.34

Card number MM / YY CVC

[Checkout for \\$1.34](#)

STEP SIX: open your receipt.

Receipts

Your Receipts

[Receipt Date Apr 6, 2022](#)

Your Receipt Details

Please select receipt on the left to see details

Receipts

Your Receipts

[Receipt Date Apr 6, 2022](#)

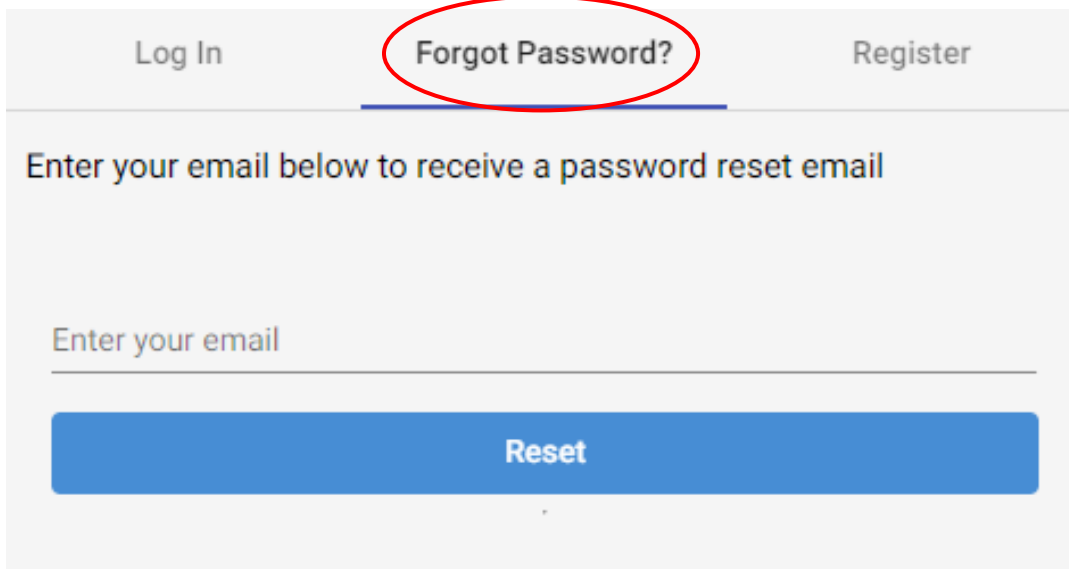
Your Receipt Details \$1.34

Description	Amount
TX-496158-2021-2021	\$1.00
Processing fee cost:	\$0.34
Receipt Total:	\$1.34
Receipt ID:	aJk9dG86Nm9mIGQDgNzo

[Click here for a printable version](#)

RESETTING YOUR LOGIN PASSWORD

STEP ONE: select **Forgot Password?**



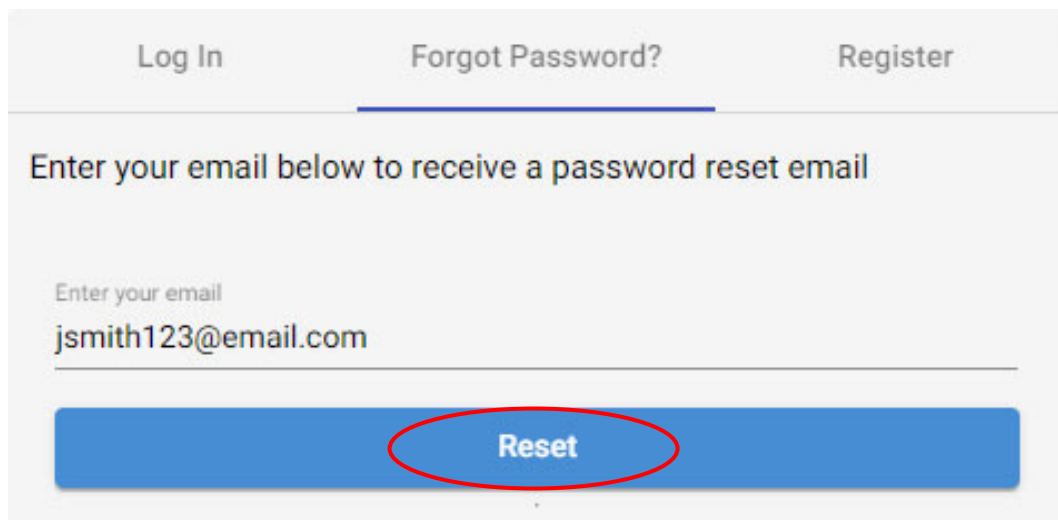
Log In **Forgot Password?** Register

Enter your email below to receive a password reset email

Enter your email

Reset

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



Log In **Forgot Password?** Register

Enter your email below to receive a password reset email

Enter your email
jsmith123@email.com

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.