

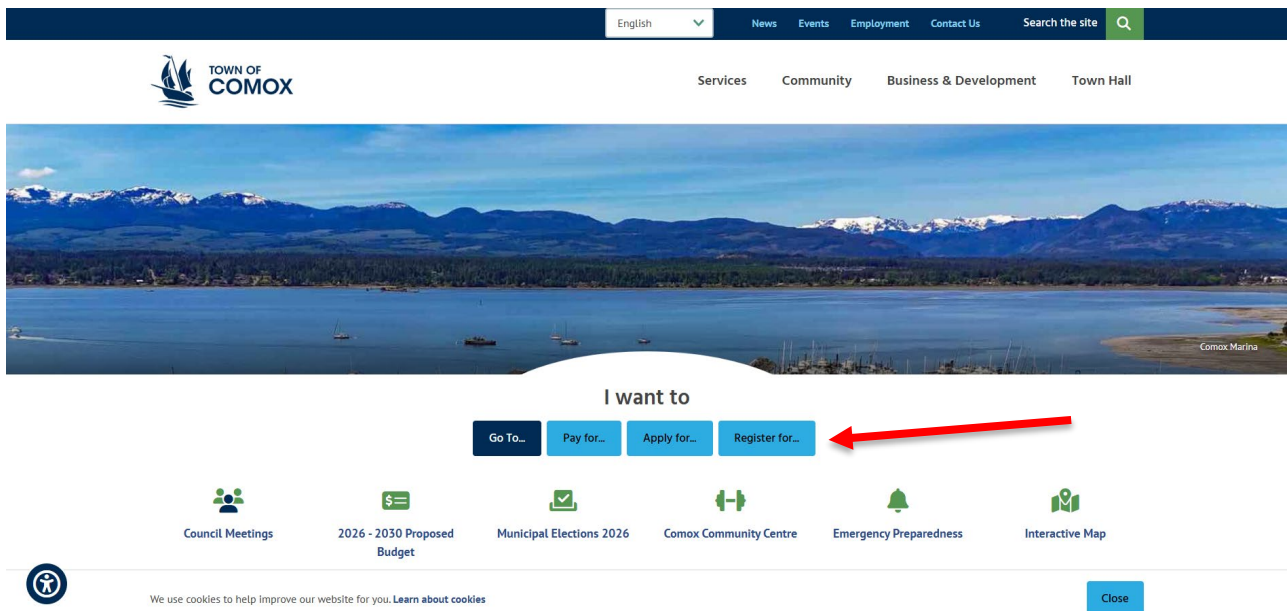
Contents

REGISTERING FOR AN ONLINE SERVICE ACCOUNT	1
ADDING YOUR UTILITY ACCOUNT	5
ADDING A PROPERTY TAX ACCOUNT ONLINE	7
MAKING A PAYMENT ONLINE.....	10
RESETTING YOUR LOGIN PASSWORD.....	12

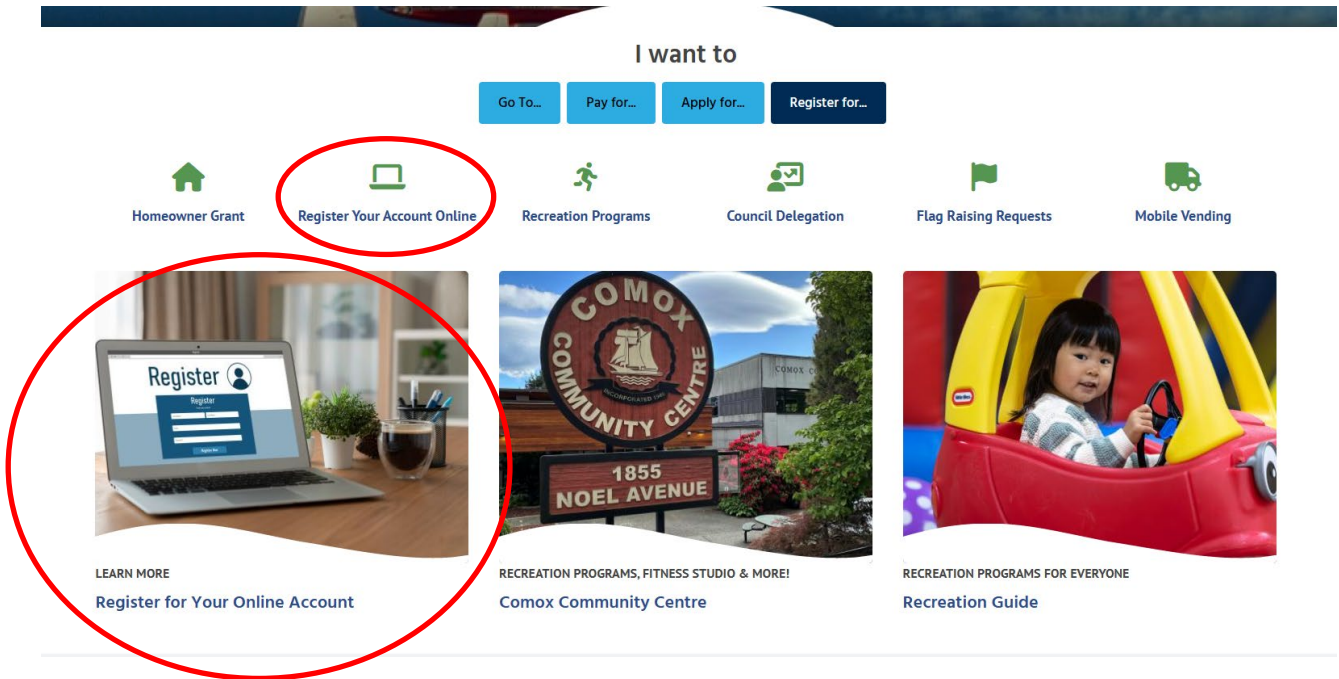
REGISTERING FOR AN ONLINE SERVICE ACCOUNT

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

STEP TWO: Select "Register..." on the homepage found on the bottom right-hand side

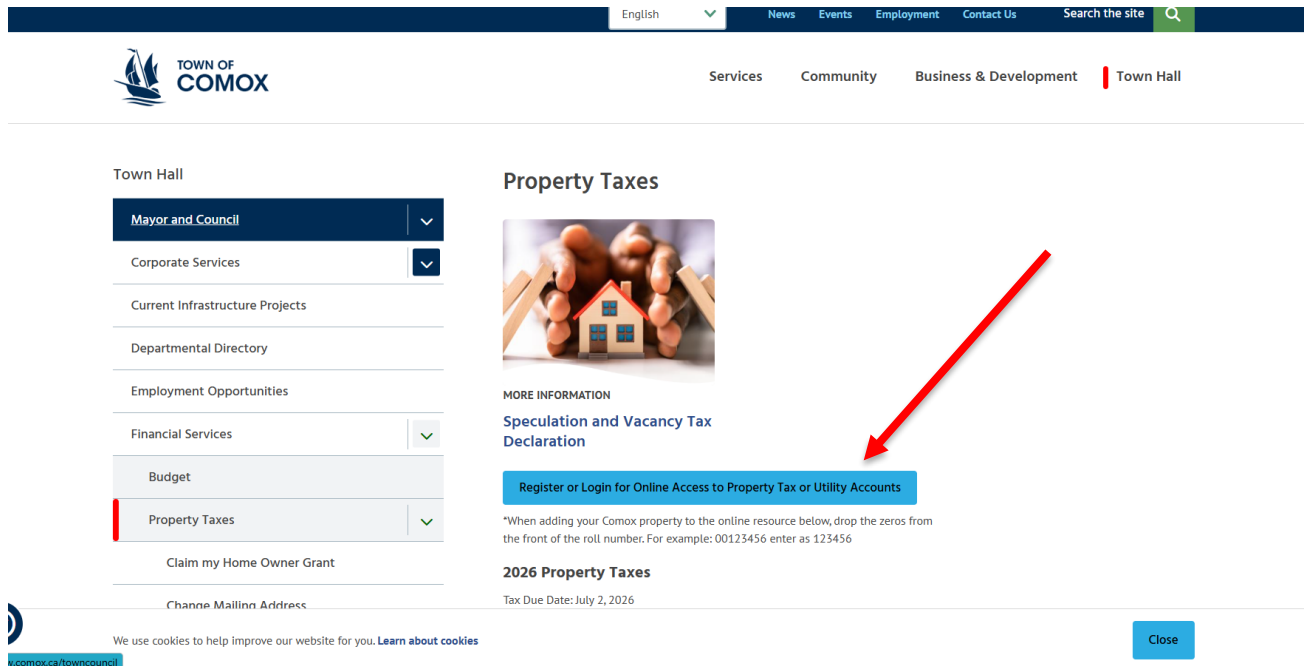


STEP THREE: Once you've selected "Register", scroll down and select "Register Your Account Online".



Either selection will bring you to the next page

STEP FOUR: Select "Register or Login for Online Access to Property Tax or Utility Accounts"

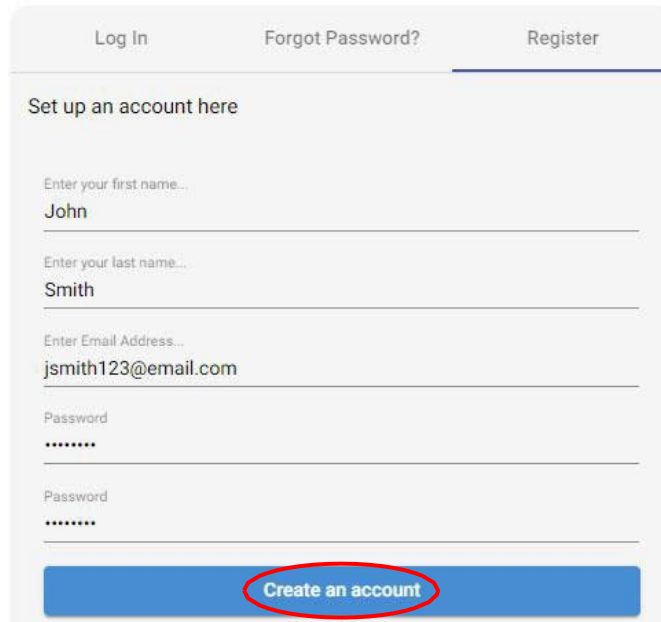


STEP FIVE : Enter your information; including first name, last name, email address and password of your choosing.

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

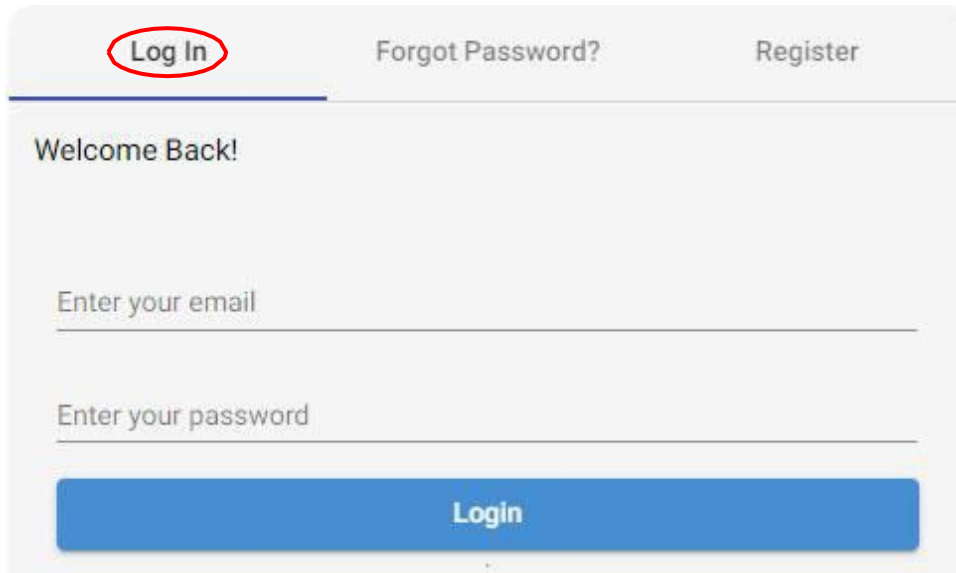
Once completed, select "Create an account".

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



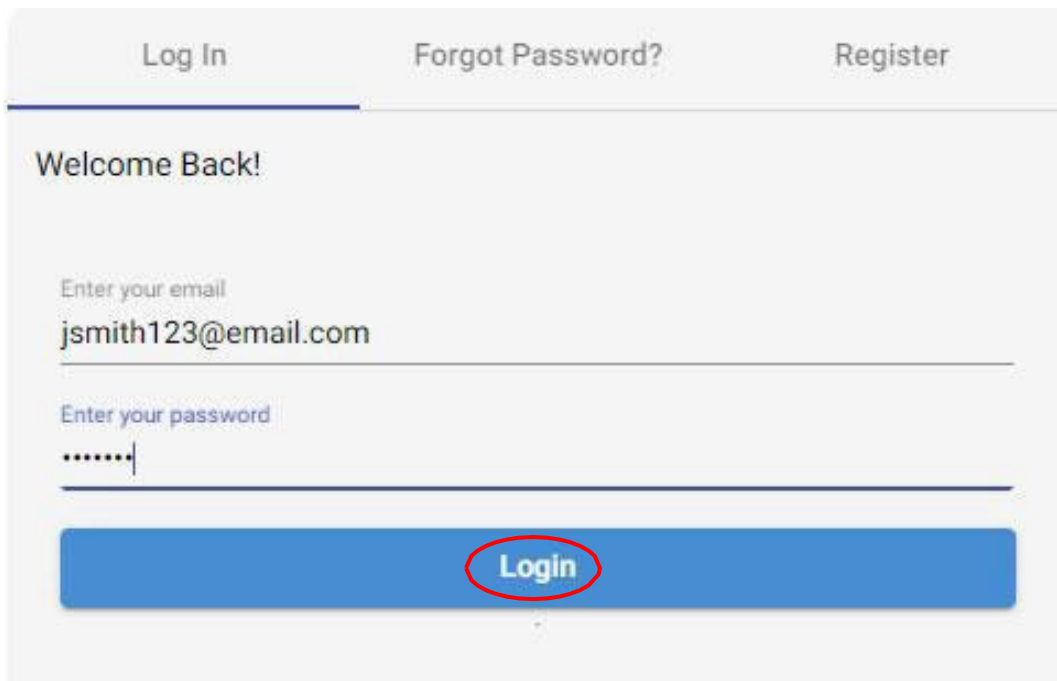
The image shows a registration form with three tabs at the top: "Log In", "Forgot Password?", and "Register". The "Register" tab is selected. Below the tabs, the text "Set up an account here" is displayed. The form contains five input fields: "Enter your first name..." with the value "John", "Enter your last name..." with the value "Smith", "Enter Email Address..." with the value "jsmith123@email.com", "Password" with masked characters "*****", and another "Password" field with masked characters "*****". At the bottom of the form is a blue button labeled "Create an account", which is circled in red.

STEP SIX: 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 circled in red. 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.

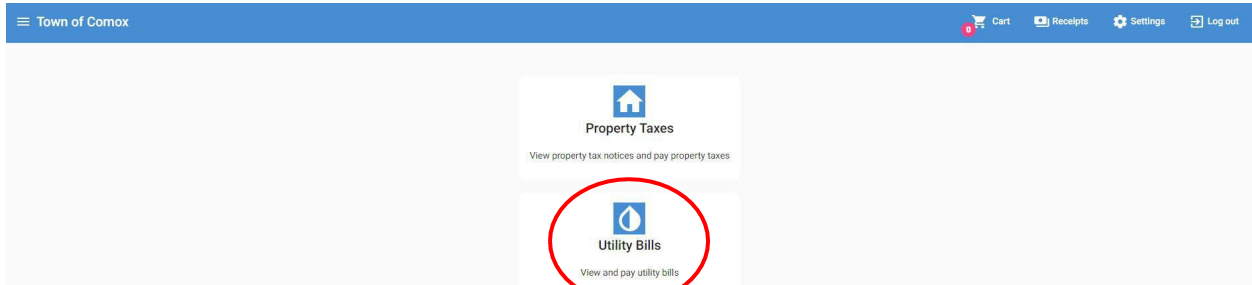
STEP SEVEN: Enter your email address and password. *If you have forgotten the password that you have chosen, refer to [page 13](#) for assistance in resetting your password.* Select "Login In". Upon login, you will be directed to your account dashboard



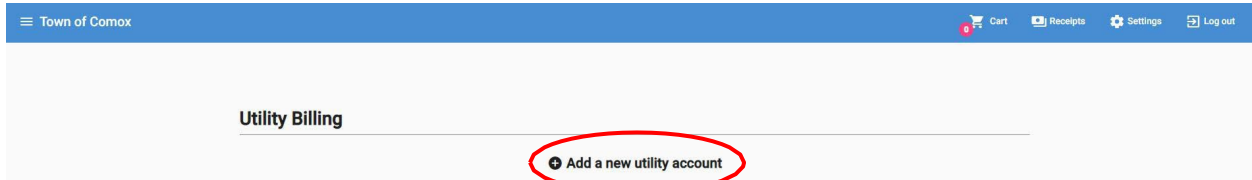
The screenshot shows the same login interface as in Step Six. The "Log In" tab is now unselected. The "Enter your email" field contains the text "jsmith123@email.com". The "Enter your password" field contains a series of dots. The blue "Login" button at the bottom is now circled in red.

ADDING YOUR UTILITY ACCOUNT

STEP ONE: Log into your account online. Once logged in, select "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 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

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

TRI-ANNUALLY

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

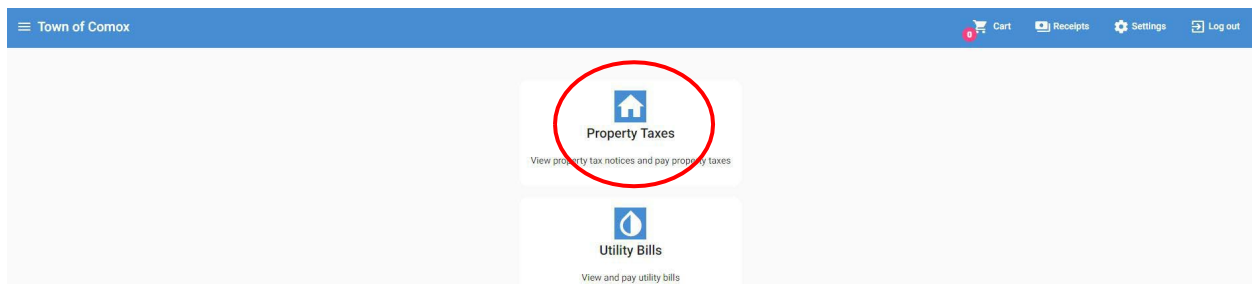
Account number 4697

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



The screenshot shows the Town of Comox website dashboard. At the top, there is a blue navigation bar with the Town of Comox logo on the left and links for Cart, Receipts, Settings, and Log out on the right. Below the navigation bar, there are two main service icons: 'Property Taxes' (with a house icon) and 'Utility Bills' (with a water drop icon). The 'Property Taxes' icon is circled in red. Below the 'Property Taxes' icon, there is a sub-link that says 'View property tax notices and pay property taxes'. Below the 'Utility Bills' icon, there is a sub-link that says 'View and pay utility bills'.

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.



STEP THREE: locate the **Account Number** and **Access code**. See examples 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 examples 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 examples 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]
	1	2	3
	NO GRANT	BASIC GRANT	ADDITIONAL GRANT

ROLL# 123456

Online Access Code: 666666

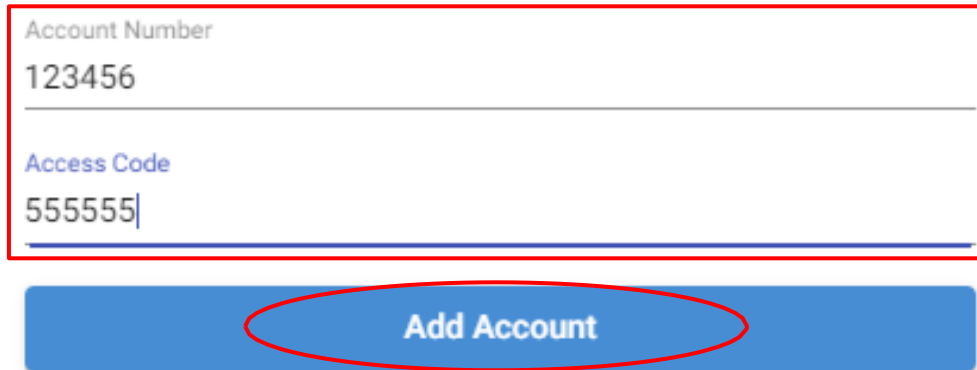
PROPERTY ADDRESS

123 PERFECT ST.

RATES

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]

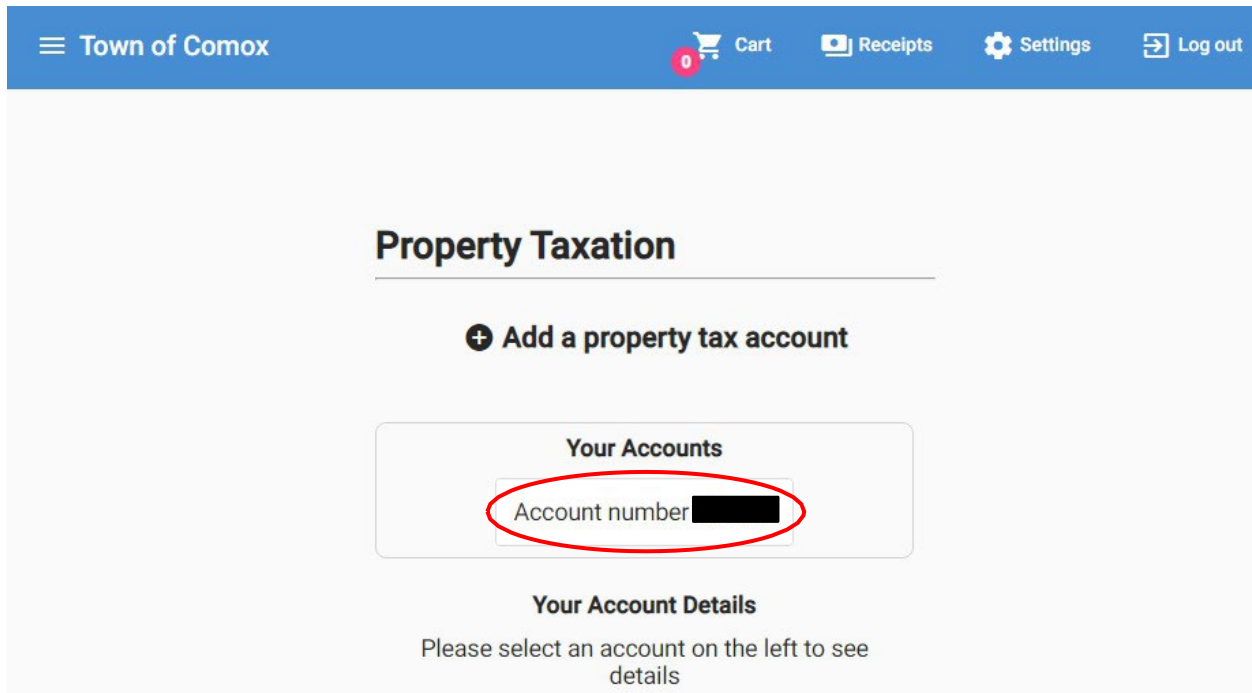
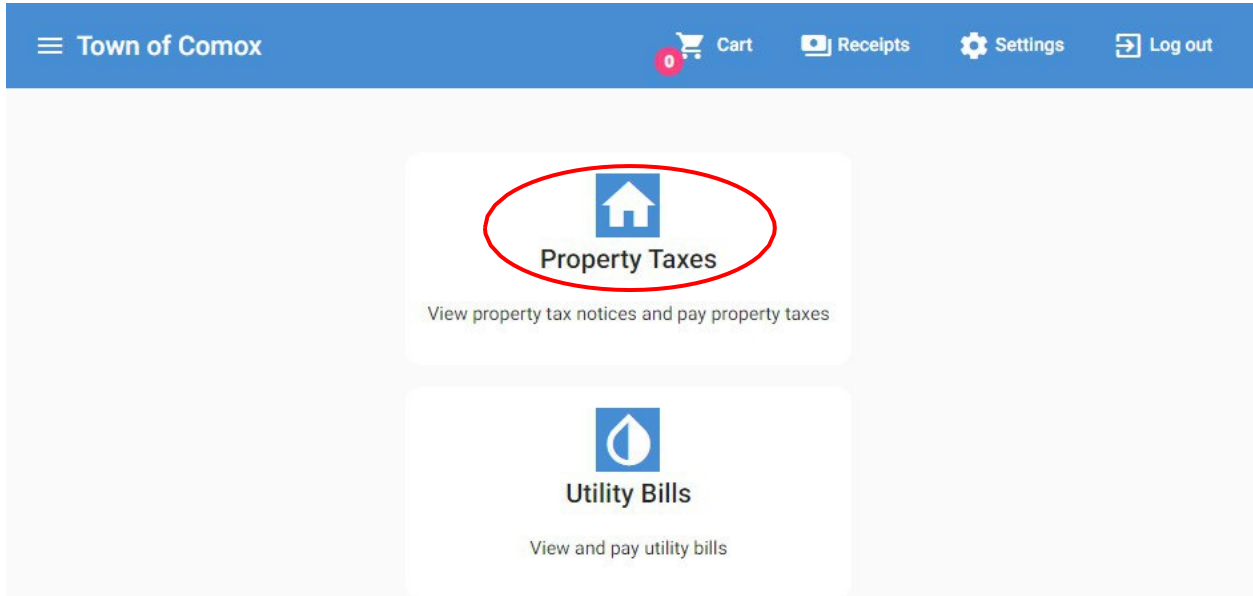
Your Account Details

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 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

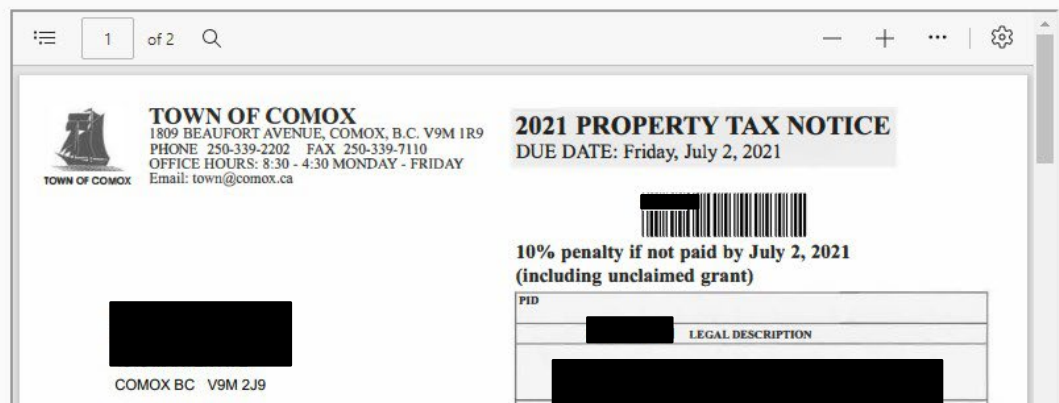
Date: May 19, 2021

Invoice amount: \$4,449.11

Paid: \$0.00

Outstanding: \$4,449.11

Enter amount and click to add to cart: 



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)

PID	LEGAL DESCRIPTION
[REDACTED]	[REDACTED]

COMOX BC V9M 2J9

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 wish 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

[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

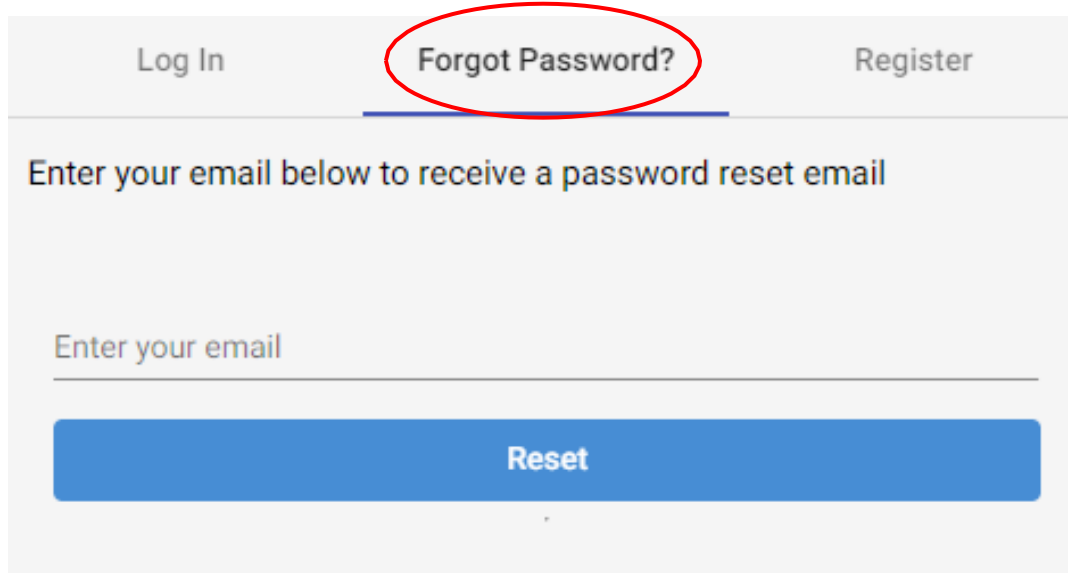
Your Receipt Details \$1.34

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](#)

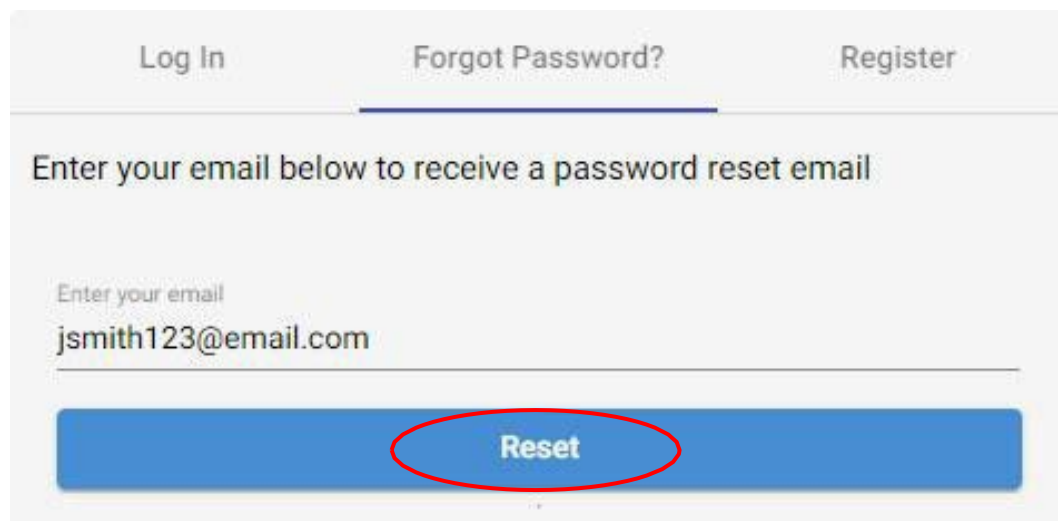
RESETTING YOUR LOGIN PASSWORD

STEP ONE: Select "Forgot Password?"



The screenshot shows a web interface with three tabs: "Log In", "Forgot Password?", and "Register". The "Forgot Password?" tab is selected and circled in red. Below the tabs, the text reads "Enter your email below to receive a password reset email". There is an input field with the placeholder text "Enter your email" and a blue "Reset" button below it.

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



The screenshot shows the same web interface as the previous one. The "Forgot Password?" tab is still selected. The input field now contains the email address "jsmith123@email.com". The blue "Reset" button is circled in red.

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.