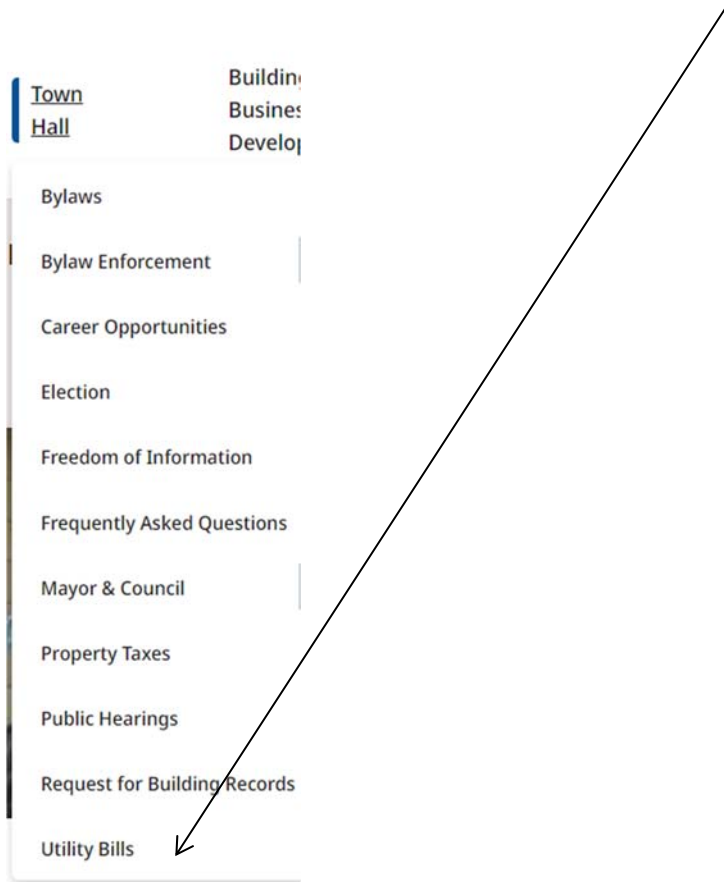


# How to Register for Online Services – Utility Billing

1. Visit the Town of Oliver’s website [www.oliver.ca](http://www.oliver.ca) and choose the “Town Hall” tab.



2. Choose “Utility Bills” from the dropdown menu.



3. Click “Online Services”

## Utility Bills



Property Taxes



Online Services

4. Click on the Link and Register

The Welcome to Online Services registration page will display.

- If you are already registered, you can login by entering your user name and password then click “Login”.
- If you are a new user and registering for the first time, click the “Show Me How” button.



Home

Link and Register

Online Services

Frequently Asked Questions

## Connect With Us - Link and Register



### Welcome to Online Services

User Name:

Password:

Login

Already Registered

Enter User Name & Password , Click Login

Not Setup for Access on our Site?

Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.

Show Me How

New Users

Click Show Me How

5. The Connect With Us – Link and Register screen will appear. Use the drop arrow and select UB-Utility Billing as the account type.

## Connect With Us - Link and Register

What type of Account are you trying to add?

Select Account Type ▾

Back

6. Enter all 13 digits of your utility account number and your PIN.

## Connect With Us - Link and Register

### Add UB Account

You can locate your account number and PIN on your bill

Account #: 000 0850002 000 Address: 3208 REID ROAD Billing Date: 17-Oct-2016 Bill From: 01-Oct-2016 Batch #: 2016101701 Bill To: 31-Dec-2016

Code	Description	Account Details From: 17-Oct-2016	Date	Units	Amount
01 DT	DOMESTIC TOLLS		17/10/16	2.00	300.00
				Current Levy	300.00

Account Number: 000 0000000 000

Access Code / Pin: \*\*\*\*\*

Please Notify me by Email that my Utility Bill is Ready:

I will View my Utility Bill Online:

Attach a PDF Copy of the Utility Bill to the Email:

Email Address:

Verification Code

If you wish to be notified by email when your utility invoice is ready you must click the notify box.

You have the option of viewing your utility invoice online or attaching a PDF of the notice to an email. Tick the appropriate box (you cannot choose both). The email address defaults to the address that you used to register the account.

Cancel Continue

Enter the 6 digit verification code and click Continue.

Enter your email address and click Send Verification Email. You will have 15 minutes to validate account.

Example of verification email.

## Verify your Online Account Inbox x

e-services@oliver.ca

to me ▾

You need to validate your online account within 15 minutes of this email. You may request a new link on your profile page by editing your utility account, confirming your account information and click on send verification code.

Verification Code: XXXXXX

**7. For New Users - Choose a user name, email address and a password (the password must be at least 7 characters). Click “Save”.**

**You will receive an email confirming your user name. Please keep this for your records.**

Just a couple more steps to setup your personal access account for the site.

User Name:	<input type="text"/>
Email Address:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>

Back

Save

## Example of New User email

**From:** SuperUser Account [mailto:e-services@oliver.ca]  
**Sent:** December 21, 2020 10:57 AM  
**To:** Finance Department <e-services@oliver.ca>  
**Subject:** Town of Oliver New User Registration

Dear "User Name", Pleased be advised that you have now been added as a registered user to the Town of Oliver's Online Services. message in a safe location for future reference. Portal Website Address: tooweb01:9191 Username: "user name".

Be sure to save this

If you have any difficulties, please contact the Finance Department at 250-485-6203 or at [finance@oliver.ca](mailto:finance@oliver.ca). Town of Oliver


### 8. Once registered you will see your utility account displayed and that it is linked.

The screenshot displays the 'Account Management' web interface. At the top, it says 'Hi User Name'. Below this is a blue banner with the text 'Click on a row to access one of your existing accounts.' Underneath is a table titled 'Accounts' with columns for 'Module', 'Account Code', 'Name', and 'Linked'. The table contains one entry: 'UB-Utility Billing' with account code 'XXX XXXXXXX XXX' and 'Owner Name'. There are 'Edit' and 'Print' buttons for this entry. Below the table, it says 'Showing 1 to 1 of 1 entries' and has navigation buttons for 'First', 'Previous', '1', 'Next', and 'Last'. Below the table is a section titled 'Need to Add an Account?' with a 'Select Account Type' dropdown menu. At the bottom, there is a 'ViewProfile' section with 'User Name' and a placeholder for a profile picture (a question mark in a circle). Below the profile picture are 'Edit Profile' and 'My Account' buttons.

- If you have more than one property you can add another account by clicking “need to add an account.”
- If you would like more than one owner to have access to your utility account, they can set up their own user name and password.

9. Utility billing details will be displayed once you click on the utility account.

🔔💬Your User Name🔑Logout🔍

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## Utility Billing

**Account Number**    XXX XXXXXXX XXX  
**Roll Number**        555 XXXXX XXX  
**Property Address**    Civic Address  
**Last Bill Due Date**    : Nov 12, 2020  
**Balance Owing**        : \$0.00

My Account InfoBilling SummaryTransactions

Click on a row to see meter reading information on a service.

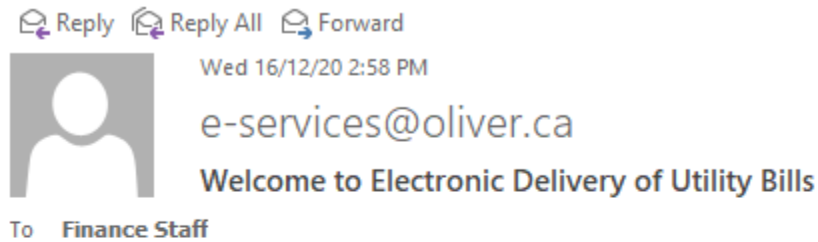
Show  entries Search:

Code	Description	Bill Code	Service	Meter #	Reading	Last Billed
D90	Water	QTR	Metered 5/8" basic charge		0	Jul 01, 2020 - Sep 30, 2020
F95	Water	QTR	Metered Water Consumption @ \$0.67/ CMT	1820959999	173	Jul 01, 2020 - Sep 30, 2020
G10	Garbage	QTR	Garbage & Recycling		0	Jul 01, 2020 - Sep 30, 2020
S08	Sewer	QTR	Sewer Residential		0	Jul 01, 2020 - Sep 30, 2020

Print

Showing 1 to 4 of 4 entries First   Previous   1   Next   Last

**10. You will receive notification that you have registered for Online Services.**



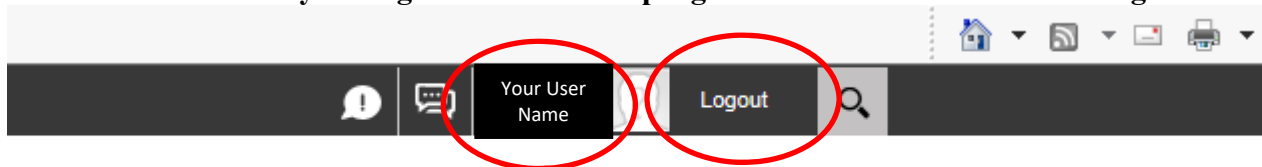
Thank you for signing up.

Please contact the Finance Department at [finance@oliver.ca](mailto:finance@oliver.ca) or call (250)485-6203 if you have any questions.

Please do not reply to this message.

**11. If you have chosen to receive your utility invoice by email, you will receive a notification when your notice is ready (after the utility invoices have been printed) with a link to open the notice.**

**12. You will now see your login name at the top right hand corner as well as the log out.**



**13. Click log out to leave your Online Services account. If any questions please contact the Finance Department at [finance@oliver.ca](mailto:finance@oliver.ca) or 250-485-6200.**