

How to Register for Online Services – Utility Billing

1. Visit the Town of Oliver's website www.oliver.ca and click Online Services on the top right.
(OR click Town Hall > Utility Billing > Online Services)



2. 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.

The image shows the 'Welcome to Online Services' page. At the top, there is a navigation bar with 'Home', 'Link and Register' (which is highlighted with a red box), 'Online Services', and 'Frequently Asked Questions'. Below the navigation bar, the page title is 'Connect With Us - Link and Register'. The main content area has a blue oval around the 'Welcome to Online Services' section, which contains fields for 'User Name' and 'Password' and a 'Login' button. In the bottom left, there is a box with text about account setup and a 'Show Me How' button (which is highlighted with a red circle). In the bottom right, there is a box with text for new users and a 'Show Me How' button. A callout box points to the 'Login' button with the text 'Already Registered Enter User Name & Password , Click Login'. Another callout box points to the 'Show Me How' button in the bottom left with the text '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](#)

Example of Access Code / Pin

Billing Date: 30-Sep-2024 Bill From 01-Jul-2024
Batch #: 2024100201 Bill To: 30-Sep-2024

Access Code / Pin: 74246

Units Amount

6. Enter all 13 digits of your utility account number and your Access Code / PIN (found on utility invoices below the billing dates).

Connect With Us - Link and Register

Add UB Account

You can locate your account number and PIN on your bill

Account #: 000 0880002 000	Billing Date: 17-Oct-2016 Bill From: 01-Oct-2016
Street Address: 1308 REID ROAD	Batch #: 2016101701 Bill To: 31-Dec-2016
Account Details From: 17-Oct-2016	
Code Description Date	Units
01 DT DOMESTIC TOLLS 17/10/16	2.00
	300.00
	300.00
IMPORTANT NOTES	
Account Number:	000 000000 000
Access Code / Pin:
Please Notify me by Email that my Utility Bill is  Ready: <input checked="" type="checkbox"/>	
I will View my Utility Bill Online:  <input type="radio"/>	
Attach a PDF Copy of the Utility Bill to the Email:  <input checked="" type="radio"/>	
Email Address:	 <input type="text"/>
Verification Code	 <input type="text"/>
Cancel Continue	

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.

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 username (DO NOT use spaces or symbols in your username), email address and a password (the password must be 8 characters long and include 1 special character, one number, and one capital letter). 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.
Your password must be 8 characters and must include 1 special character

User Name:

Email Address:

Verification Code:

Password:

Confirm Password:

Send Verification Email

Back **Save**

TIPS & TRICKS:

1. **DO NOT** use spaces in your user name
2. **DO NOT** use symbols in your user name
3. User Names and Passwords **are case sensitive**

Examples of accepted user names:

- kimberly1
- maggiem

Examples of accepted passwords:

- Spring1234!
- sprinG4321?

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 “UserName”, Pleased be advised that you have now been added as a registered user to the Town of Oliver’s Online Services. Be sure to save this message in a safe location for future reference. Portal Website Address: tooweb01:9191 Username: “user name”.

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

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

Account Management

Hi User Name

Click on a row to access one of your existing accounts.

Module	Account Code	Name	Linked
Edit	XXX XXXXXXX XXX	Owner Name	Linked

Show 10 entries

Search:

Print

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Need to Add an Account?

Select Account Type

ViewProfile

User Name



Edit Profile

- 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.

The screenshot shows the 'Utility Billing' section of the Town of Oliver website. At the top, there is a navigation bar with links for Home, Link and Register, Online Services, and Frequently Asked Questions. There are also icons for messaging, a question mark, and a search function. The 'Your User Name' field is empty. The main content area is titled 'Utility Billing' and displays account information: Account Number (XXX XXXXXXXX XXX), Roll Number (555 XXXXX-XXX), Property Address (Civic Address), Last Bill Due Date (Nov 12, 2020), and Balance Owing (\$0.00). Below this, there is a navigation bar with tabs: 'My Account Info' (selected), 'Billing Summary', and 'Transactions'. A message box says 'Click on a row to see meter reading information on a service.' Below this is a table with columns: Code, Description, Bill Code, Service, Meter #, Reading, and Last Billed. The table contains four rows of data. At the bottom, there are buttons for 'Print', 'Showing 1 to 4 of 4 entries', 'First', 'Previous', '1' (selected), 'Next', and 'Last'.

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

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

[Reply](#) [Reply All](#) [Forward](#)
Wed 16/12/20 2:58 PM
 e-services@oliver.ca
Welcome to Electronic Delivery of Utility Bills
To Finance Staff

Thank you for signing up.

Please contact the Finance Department at 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 or 250-485-6203.