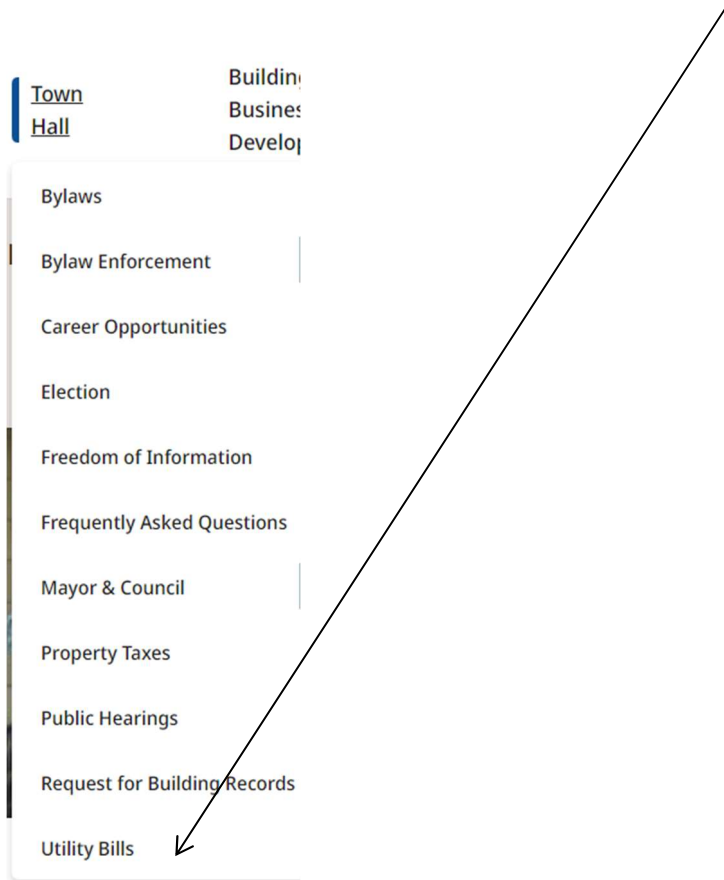# How to Register for Online Services – Utility Billing

1. **Visit the Town of Oliver's website 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.**

Oliver   Home   Link and Register   Online Services ▾   Frequently Asked Questions

Connect With Us - Link and Register

Oliver
CANADA'S WINE CAPITAL

Welcome to Online Services

User Name: [   ]

Password: [   ]

Login

Already *Registered*
Enter User Name & Password , Click Login

Not Setup for Access on our Site?
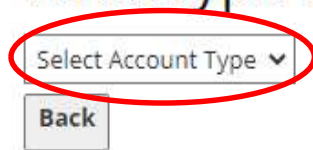
Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.

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

Example of Access Code / Pin

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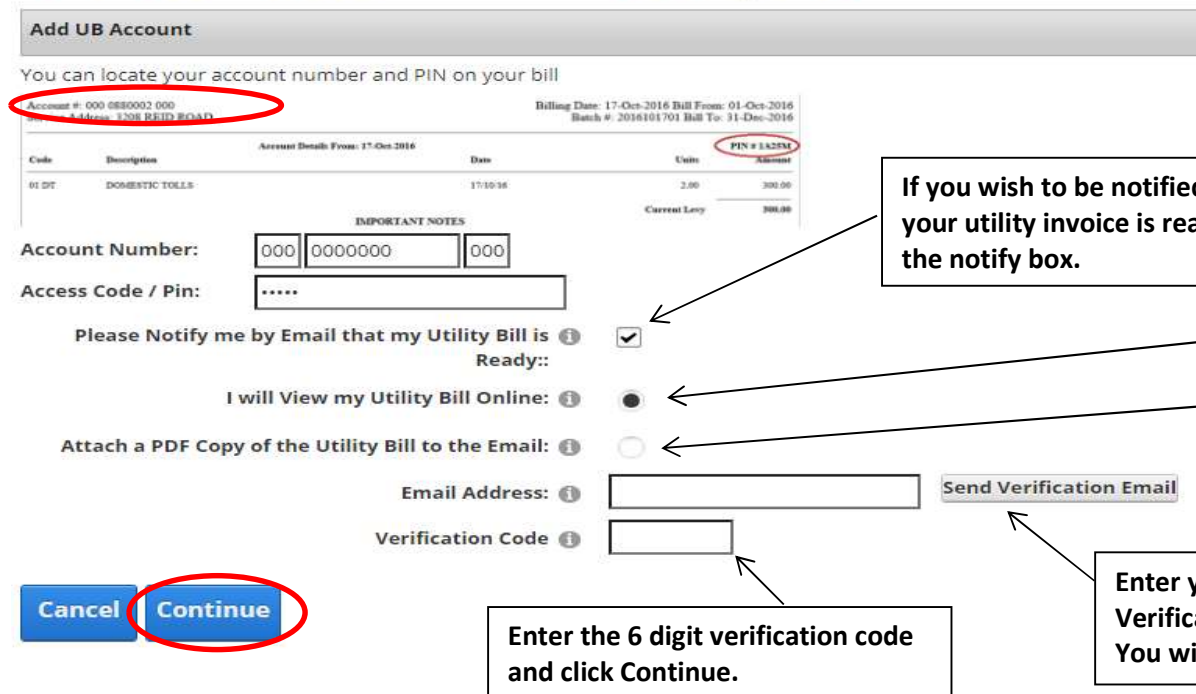Batch #: 2024100201 Bill To: 30-Sep-2024

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
Address: 1208 REID ROAD   Batch #: 2016101701 Bill To: 31-Dec-2016

Account Details From: 17-Oct-2016   PIN # 1825M

Code   Description   Date   Units   Amount
01 DT DOMESTIC TOLLS   17/10/16   2.00   300.00
                                                Current Levy   300.00

IMPORTANT NOTES

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: ⓘ [   ] Send Verification Email

Verification Code ⓘ [   ]

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

Enter the 6 digit verification code and click Continue.

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: **Send Verification Email**

Verification Code:

Password:

Confirm Password:

Back   **Save**

Example of New User email

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.

➢ **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.

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
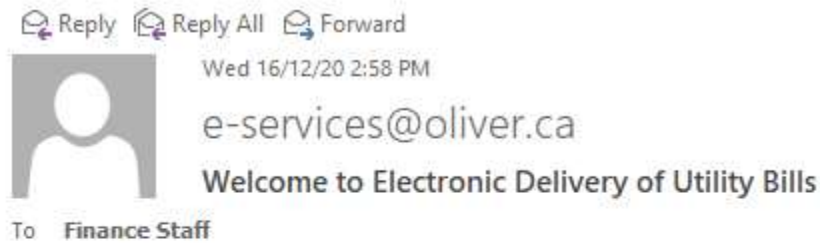
Thank you for signing up.

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.**
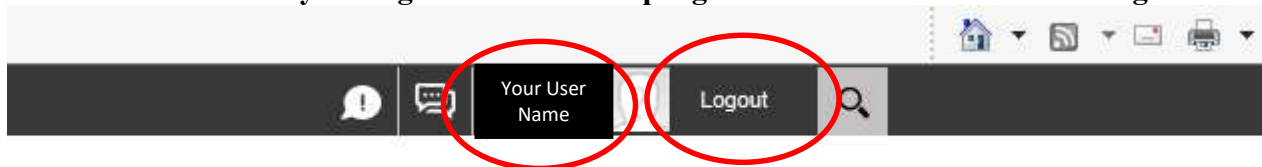
13. **Click log out to leave your Online Services account. If any questions please contact the Finance Department at finance@oliver.ca or 250-485-6203.**