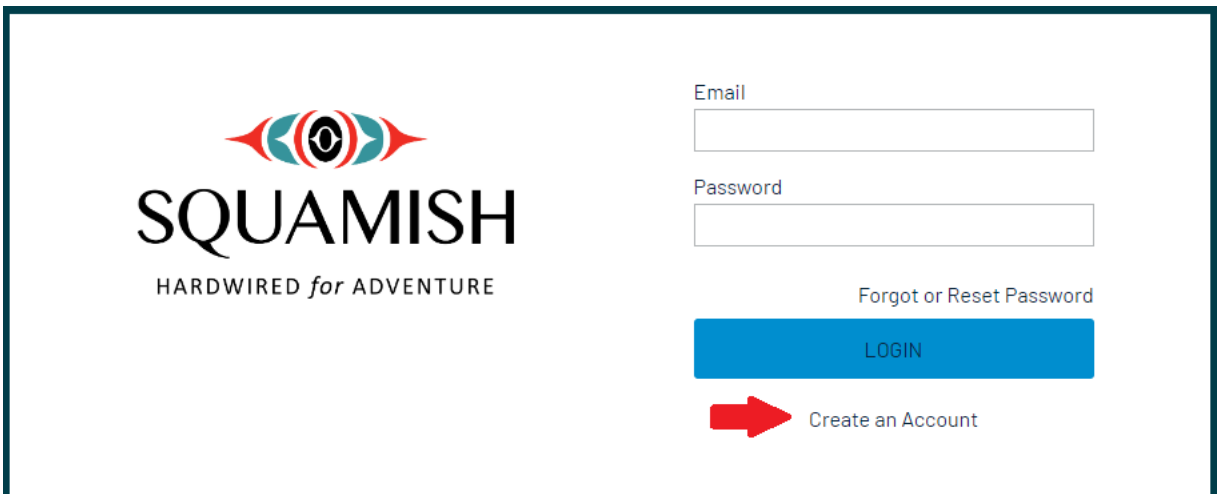# MyCity User Guide - What is MyCity?

MyCity is a self-service portal that allows residents to view their account information for property tax accounts, utility accounts, building permits, land development applications, and business licence accounts. Residents can also sign up for eBilling for their property tax, utility and existing business licence accounts.

Step 1: Login to or Create a District Account

Navigate to https://my.squamish.ca/TempestLive/LoginManager/Login.aspx

1. Login or select "Create an Account" located under the "LOGIN" button.

**IMPORTANT - if you already have a District account (from registering for a recreation program) you do not need to create another account to use MyCity. Customers will have one District login I.D. for all District services.

2. If creating a new account, complete all fields on the form and click "Register".
    a. You will receive an email confirming your registration. The email will provide you with a link which will take you to the *MyCity Profile Registration Page* where you can complete your MyCity registration. **Please note that it can take up to 30 minutes for the email to arrive in your mailbox (you may need to check your junk mail).**

Step 2: Sign up for MyCity

Once you are logged in with your new District account, you will need to do a one-time signup for MyCity. Please complete all required fields on the form and then click "Continue".

Step 3: Register your Property Tax, Utility or Business Licence Account or Folder (Building Permit or Land Development Application)

Once logged into MyCity you will need to complete registration of your account (property tax, utility or business licence) or your folder (building permit or land development application) using an access code which is provided to customers by the District. Access codes may also appear on recently sent out property tax and utility notices or reminder notices for property taxes, utilities and business licences and will be printed on future notices and reminders. Access codes can also be provided to you by the business licence clerk.

1. On the homepage of MyCity, click "Register Account".
   Note – If you have added accounts already, this button will say "Edit Accounts". This is still the correct place to click if you are registering more accounts or registering a folder.

2. Select the type of account you would like to register.
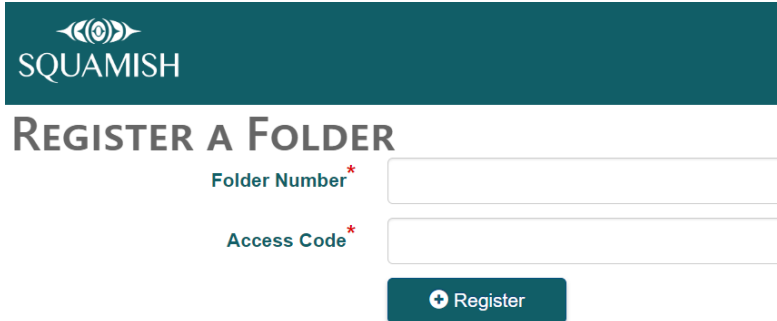
Folders (for building permit and/or land development applications) can be registered with the "Register a Folder" button, while property tax, utility and business licence accounts can be registered with the equivalent "Register a" buttons.
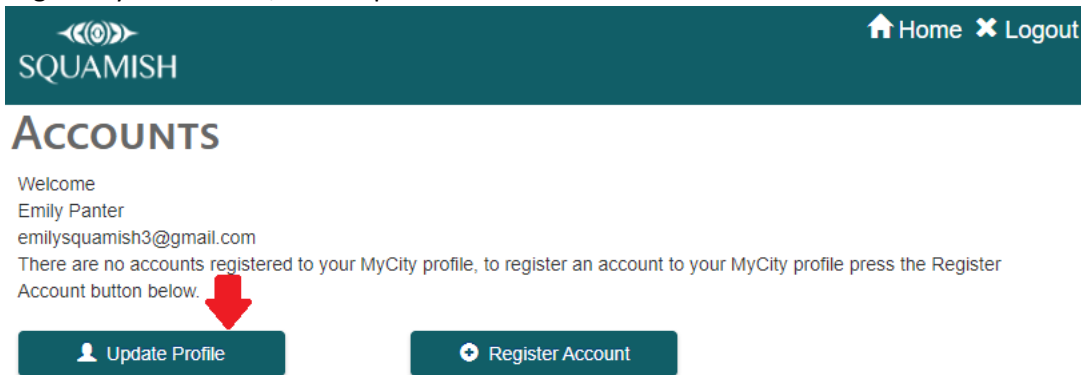
3. Locate your account number and access code from a previous notice or email (from a member of the District) and enter this information accordingly.

Other Features: To Edit Your MyCity Profile

If you need to make changes to any of your account's details (please note all account and folder information displayed is read-only, you can only edit your MyCity profile), you can update your profile with the following steps:
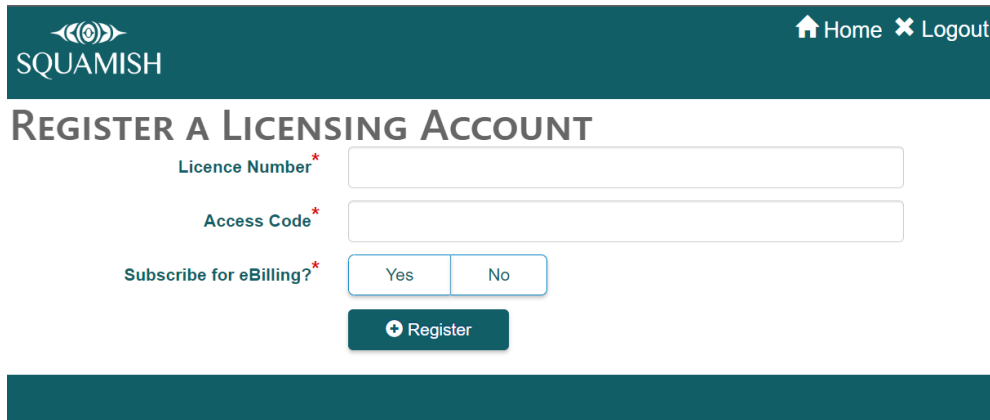
1. Log in to your account, click "Update Profile"

2. Enter any information that has changed and select the "Update Profile" button.

Please note you cannot update your email after registering for an account. If you need to change your email you will need to register for a new account and register your folders and/or licences to the new account.

Other Features: Subscribe to eBilling

eBilling is currently available for property tax, utility and business license accounts *only* and allows you to sign up for electronic notices and reminders. Please note you will **not** receive a mailed copy of the invoice or reminder if you sign up for eBilling.

Where can I get help or provide feedback?

Please email:

- building@squamish.ca for all building permit inquiries;
- planning@squamish.ca for land development applications; or
- businesslicence@squamish.ca for a business licence inquiry;
- propertytaxes@squamish.ca for a property tax inquiry;
- utilitybill@squamish.ca for a utility billing inquiry.

Your feedback is welcomed regarding the value of this service, including if was it easy to signup and register your account as well as any general comments about using MyCity. The District is working towards bring more services online throughout 2023. For more information, please visit Online Services - District of Squamish - Hardwired for Adventure.