

## ONLINE Services

Welcome to Online Services.

Our Online Services provide residents and business owners with access to their Property Tax, Utility Billing and Accounts Receivable accounts 24 hours a day, seven days a week.

Users with registered Property Tax and Utility Accounts can also go paperless by opting in to eBilling.

**Please Note:** You will need your account number and access code from a previous bill to register and link accounts. Please contact the Utility Billing or Property Tax departments if you require a reprint of your last bill. 250-803-4000.

## How to Register for ONLINE Services

### Step 1

1. Select **Link & Register** located on the top right-hand corner of the ONLINE Services page.
2. Then select “**Show Me How**” and Select the Account Type from the drop down.
3. Enter your property roll number, utility account number or accounts receivable account number
4. Enter the unique access code. (**Note:** The access code is unique to each account)
5. Choose your Property Tax or Utility Billing eBilling options
6. Enter your email address and select Send Verification Email. You will receive an email with the code You will receive an email with the code within 15 minutes. If you don't see the password reset email in your inbox, check your junk or spam folder.
7. Enter the verification code received
8. Click Save and proceed to step 2

### Step 2

1. Enter a username. Your username can contain uppercase/lower case text, numbers, dashes and underscores without spaces. It cannot contain special characters like %, #, & or @.
2. Enter your email address and select **Send Verification Email**. You will receive an email with the code within 15 minutes.
3. Enter the verification code received by email.
4. Create a password and confirm the password. A strong password is recommended consisting of uppercase/lower case text, numbers and one or more of these symbols @, #, \$, %, &. Passwords must be a minimum of 7 characters
5. Select **Save** to complete account registration

## How to Add Additional Accounts

1. Select **Link & Register** and log in with your username and password
2. Select **Link & Register** again to access your linked accounts
3. Locate the “Need to Add an Account” section and select the account type to add from the **Select Account Type** drop down menu
4. Enter your property roll number, utility account number or accounts receivable account number found on your last property tax notice, utility bill or accounts receivable invoice
5. Enter the unique access code found on your last property tax notice, utility bill or accounts receivable invoice
6. Choose your eBilling options if applicable
7. Enter your email address and select Send Verification Email. You will receive an email with the code within 15 minutes.
8. Enter the verification code received.
9. Select Save to complete account registration

**Edit UB Account**

You can find your utility account number and access code on your last mailed utility bill

Account Number: 100 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 Save Delete**

## How to Update eBill Preferences (Property Tax & Utility Billing)

1. Select **Link & Register** and log in with your username and password
2. Select **Link & Register** again to access your linked accounts
3. Locate the property tax or utility account to update on the displayed list and select **Edit**
4. Enter your property roll number or utility account number found on your last property tax notice or utility bill
5. Enter the access code found on your last property tax notice or utility bill
6. Choose your eBilling options
7. Enter your email address and select Send Verification Email. You will receive an email with the code within 15 minutes.
8. Enter the verification code received
9. Select Save to complete the update to your eBilling preferences

Accounts	
Show	All <input type="button" value="v"/> entries
Action	Module
Edit	AR-Accounts Receivable
<b>Edit</b>	PT-Property Taxes
Edit	UB-Utility Billing

## How to Reset your Password

1. Select **Login** in the top banner menu to open the general login and password reset window
2. Select the **Reset Password** button  
Enter your username on the next screen and select **Send Reset Link**. You will receive an email to the email address associated with your username that contains a link to reset your password. If you don't see the password reset email in your inbox, please check your junk or spam folder. If you haven't received it within 15 minutes, try resending the request or by contacting the Finance Department assistance. 250-803-4025.

If you cannot recall your username please call the City of Salmon Arm Finance Department for assistance.  
250-803-4025

3. Select the Link to reset password in the received email to open the Password Reset form
  - Enter your new password
  - Confirm your new password
  - Select **Change Password** to complete the process
4. Record your username and password for future use.

## Password Requirements

Passwords must be minimum 7 characters in length and can contain upper and lower case letters, numbers and special characters.

