

# How to Activate Your Online City Account

**Step One:** Click on the blue “Activate your online account with us”. On next screen fill in all the boxes.

**Sign in**

Please sign in below to access your account(s). If you don't have an Online Account with us, please click on one of the links below "Don't have an Account with us?" that applies to you.

[Sign in](#)

[Forgot your password?](#)

**\*\*\* Please note: User names and passwords are case sensitive. \*\*\***

**Don't have an Account with us?**

[Activate your online account with us](#)

If you have an active utility or tax account with us, creating a My City Self-Serve profile will allow you to use a variety of services to help you manage your accounts.

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**Step Two:** Create your own User Name (up to 15 characters long). Enter a password. Confirm password by typing it again. Enter the email address you want information to be emailed to you. Confirm email by typing it again. Type in the characters as they appear in the box. Spaces are not required. Once information is entered hit “Next”.

**New Account Activation**

Please complete and submit this form to register an account with us. After submission, we will send you an email to confirm your account creation. Once your account is activated, you will have access to the wide range of services we offer. NOTE: Account cannot be a CO Occupant account.

[Log On Information](#) [Personal Information](#)

User Name: \*  Your choice (Usernames can be up to 15 characters long)

Password: \*

Confirm Password: \*

Email Address: \*

Confirm Email: \*

Type the characters that appear in the picture below: \*

 [Privacy & Terms](#)

Please note: User names and passwords are case sensitive.

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**Step Three:** To choose the city account type you will hit the drop arrow on the right of the Registration Account Type box and select the tax account or utility account you want to use. Once account type is chosen put the account number in.

If you chose **Tax Account** enter the **Roll No.** in the account number box as the number appears on the top right corner of your city tax bill. **(must be 7 digits).**

If you chose **Utility Account** enter the **account number** in the account number box as the number appears on the top left corner of your city utility bill. **(must be 7 digits including the zeroes & decimal)**

### New Account Activation

Please complete and submit this form to register an account with us. After submission, we will send you an email to confirm your account creation. Once your account is activated, you will have access to the wide range of services we offer. NOTE: Account cannot be a CO Occupant account.

[Log On Information](#) [Personal Information](#)

Registration Account Type:    
Tax Account  
Utility Account

Account Number:  (Roll#:1234567 Utility#: 12345.01)

Name On Bill:   
(Enter the first full name that is listed on the bill exactly as shown)

From your latest bill or statement for the account type you have selected, find the account number and the name on the bill. Please type out your Account number and Name on Bill exactly how it is written. (Account number and Name on Bill are case sensitive)

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**Step Four:** When the information on the “Log on information” tab and the “Personal Information” tab are correct hit “Next” to submit your information for online access. You will receive an email that your account registration was successful.

### New Account Activation

 Success.

Your account registration was successful. We have sent you an email to confirm your account creation. Once your account is activated, you will have access to the wide range of services we offer.

You may now return to the [Login](#) page to access Virtual City Hall.

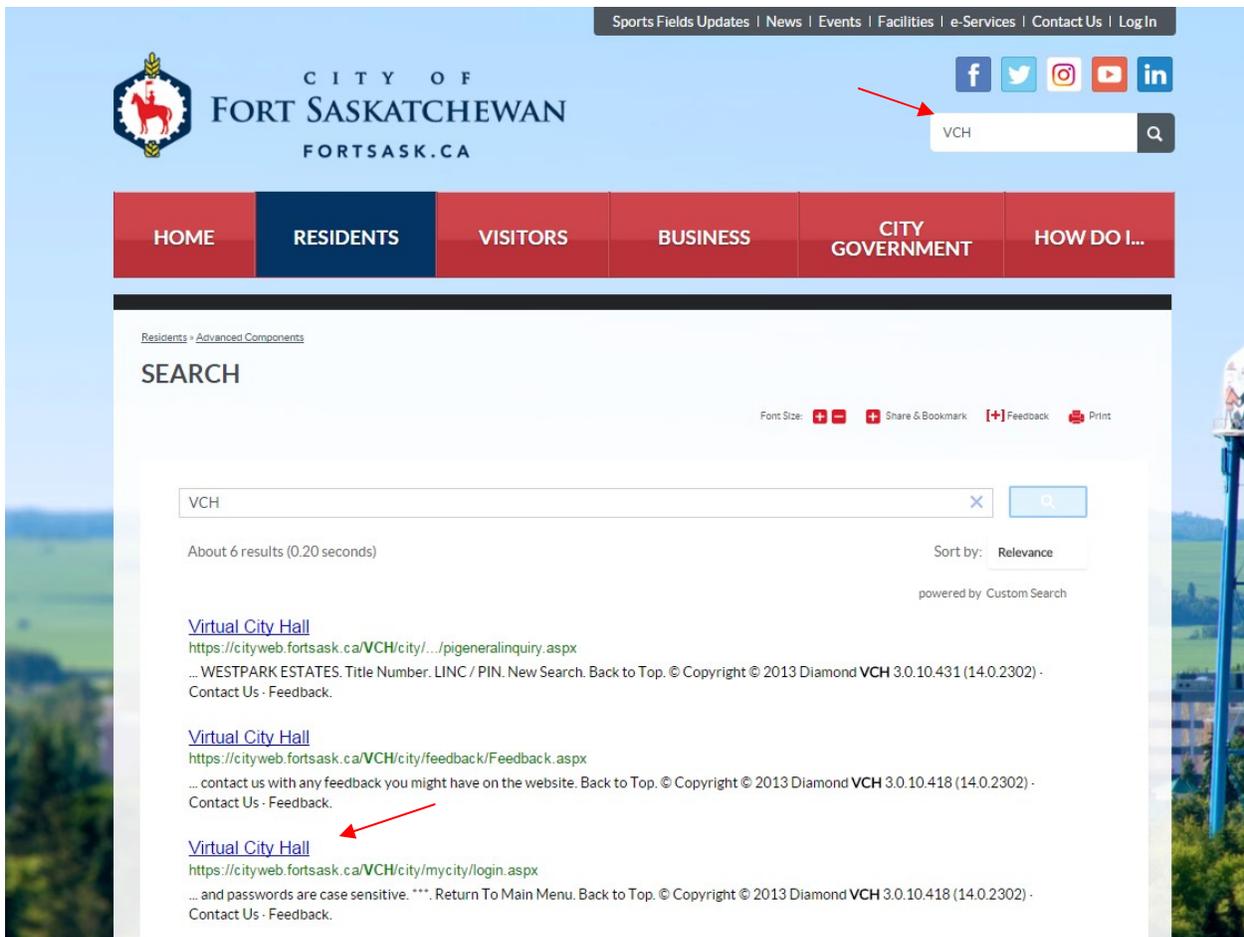
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**Step Five:** When you receive the successful account registration you will also receive an email to the email address you provided. To activate your account click on the website address provided in the email. The website address in the email will become inactive after an hour. If this time has passed you can still activate your account by going to [www.fortsask.ca](http://www.fortsask.ca) and search VCH.



**Step Six:** Click on third Virtual City Hall to go to the login page. This will take you to the Sign In page.



## Sign in

Please sign in below to access your account(s). If you don't have an Online Account with us, please click on one of the links below "Don't have an Account with us?" that applies to you.



The sign in form consists of two input fields: a text field for the username and a password field. A red arrow points to the text field, and another red arrow points to the "Sign in" button. A mouse cursor is visible over the password field.

[Forgot your password?](#)

**i** \*\*\* Please note: User names and passwords are case sensitive. \*\*\*

### Don't have an Account with us?

[Activate your online account with us](#)

If you have an active utility or tax account with us, creating a My City Self-Serve profile will allow you to use a variety of services to help you manage your accounts.

You should now have access to all tax & utility accounts you have with the City of Fort Saskatchewan. If you receive an error message when you try to login in or an unsuccessful registration message please try again. If errors persist please contact the City at 780-992-6228.

## New Account Activation

**x** Your account could not be created.

Reason: Account validation values failed. Please try again.

[Return To Account Listing](#)