

What is MyCity?

MyCity is an online service that allows you to access and review account history, setup eBilling (email bills) for Tax and Utility accounts and claim Home Owner Grants. Currently MyCity can be set up for Tax, Utility, Licensing and Dogs accounts.

First Time Setup

Requirements:

- a valid email address
- a paper bill for each account you want to add (tax, utility, licensing, dogs)

Steps:

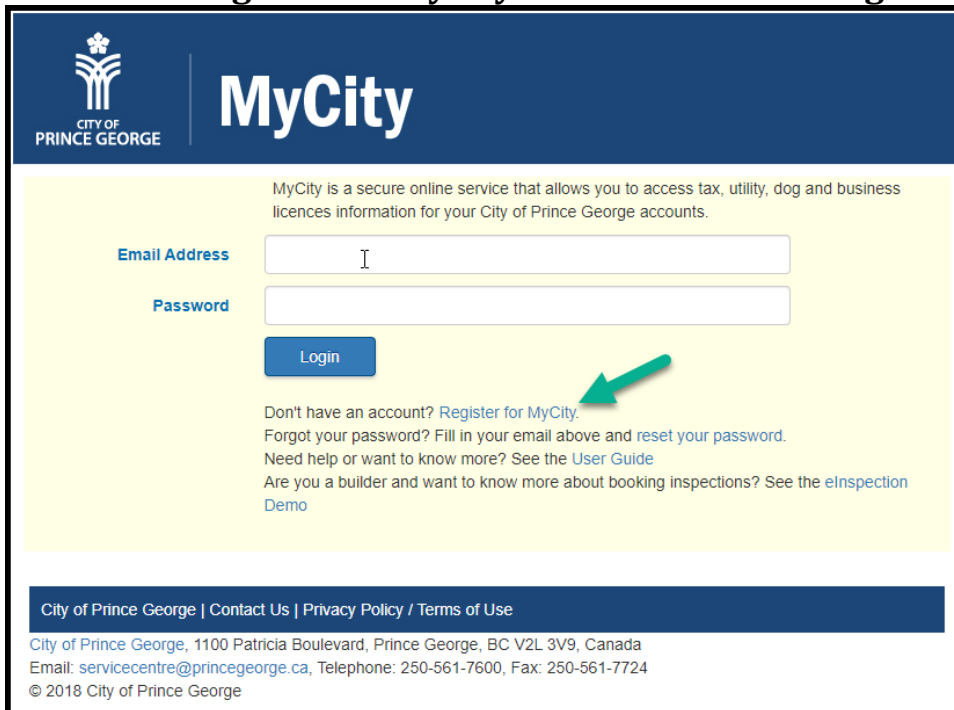
- 1) Setup a MyCity profile
- 2) Login to MyCity
- 3) Add accounts (Tax, Utilities, Dogs, Licensing, Prospero Folders, etc.)

Step 1 – Setup a MyCity Profile

1.1 Go to MyCity login

Go to <https://cobweb.princegeorge.ca/TempestLive/MyCity/>

1.2 Select “Register for MyCity” found below the Login button



MyCity is a secure online service that allows you to access tax, utility, dog and business licences information for your City of Prince George accounts.

Email Address

Password

Login

Don't have an account? [Register for MyCity.](#)

Forgot your password? Fill in your email above and [reset your password.](#)


Need help or want to know more? See the [User Guide](#)

Are you a builder and want to know more about booking inspections? See the [eInspection Demo](#)

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City of Prince George, 1100 Patricia Boulevard, Prince George, BC V2L 3V9, Canada
Email: servicecentre@princegeorge.ca, Telephone: 250-561-7600, Fax: 250-561-7724
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1.3 Fill in the required fields and click continue



MyCity

PROFILE REGISTRATION

Complete this form to register a MyCity profile.

Applicant Information

First Name*

Last Name*

Email Address*

Phone*

Mobile

Address Information

Business Name

Password Information

Password*

Confirm Password*

Security Question*

Security Answer*

The personal information on this form is collected by the City of Prince George for the purposes of creating a profile to link and access your City of Prince George user accounts (including but not limited to taxes, utilities, business license, dog license) under the authority of section 26(c) of the Freedom of Information and Protection of Privacy Act. If you have any questions about the collection of information, please contact Revenue Services Supervisor, at 1100 Patricia Boulevard, Prince George, B.C., or by telephone 250-561-7781.

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1.4 Activate your account

Leave the Profile Activation page open and retrieve the verification code from your email.

You can re-open the Profile Activation page using the "registration window" from your email.




MyCity


PROFILE ACTIVATION

Verify your email address
Enter the verification code we sent to webupdates@princegeorge.ca

Enter the verification code:



Continue



City of Prince George - MyCity Registration


Amos Test,

Thank you for registering for a MyCity profile for webupdates@princegeorge.ca. Please copy this verification code: **972582** to be pasted into the [registration window](#). Once activated you can [login from this link](#) or from links on the [City of Prince George website](#).

If you have received this message in error and did not register for a MyCity profile, please disregard this email.

City of Prince George

Reference Number:
Email Reference #42517



MyCity

PROFILE ACTIVATION

Verify your email address
Enter the verification code we sent to webupdates@princegeorge.ca

Your profile has been activated.
Your login ID is webupdates@princegeorge.ca

Return to Login

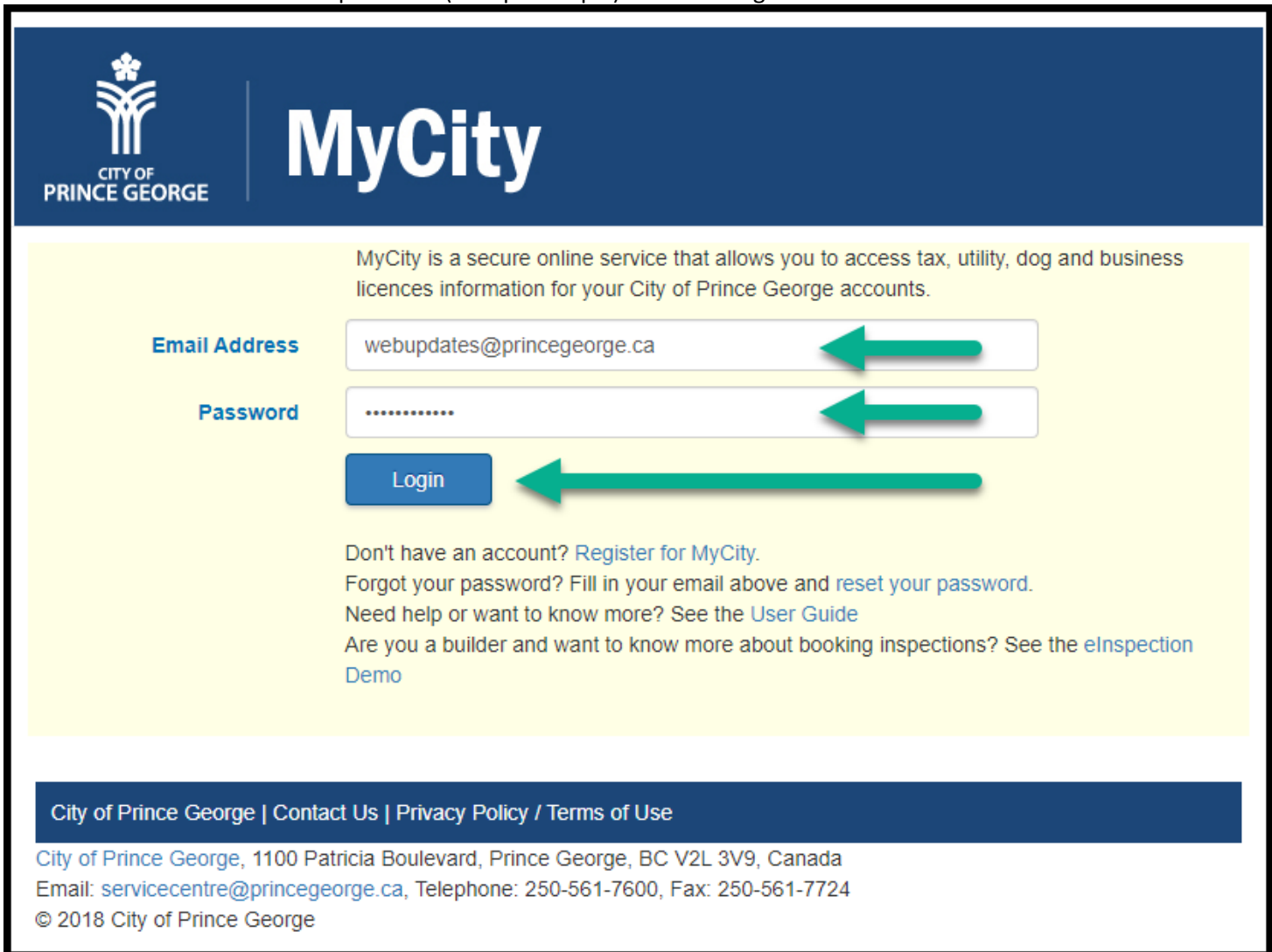
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Step 2 – Login to MyCity

-If you are not already there, return to <https://cobweb.princegeorge.ca/TempestLive/MyCity/>

-Enter the email address and password (set up in Step 1) and click 'Login'



 **MyCity**

MyCity is a secure online service that allows you to access tax, utility, dog and business licences information for your City of Prince George accounts.

Email Address ←

Password ←

←

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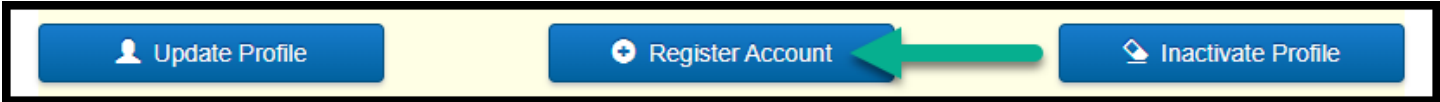
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Step 3 – Using MyCity

3.1 Add Accounts by clicking “Register Account”

Note: once you have an account added this button will read “Edit Accounts”.



3.2 Choose the type of account to add



REGISTER ACCOUNTS

- Register a Folder
- Register a Dog Account
- Register a Licensing Account
- Register a Tax Account
- Register a Utility Account

Common Folder types that can be paid for:

- Development Services Permits (plumbing, building, etc)
- Fire Charges (false alarm, non-compliance, etc)
- RCMP Charges (false alarm, etc)
- Leasing Invoices
- Gifts and Legacies donated items

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3.3 Enter Account number and Access Code


MyCity
☰

REGISTER A LICENSING ACCOUNT

License Account Number*

Access Code*

Subscribe for eBilling?* Yes ✓ No

To find your access code you will need a copy of your paper bill (sample).

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You can receive an email bill instead of a paper one.

If you need help finding your account number / access code please view our sample bills

3.4 Add other accounts

If you have other accounts that you would like to add, MyCity will try to suggest them based on the address / contacts of the first account that you added.


MyCity
☰

REGISTER ACCOUNT - CONFIRMATION

Your account has been registered.

To register another account, click the "Register Another Account" button.

RELATED ACCOUNTS

+

Tax Account Folio:

+

Utility Account Number:

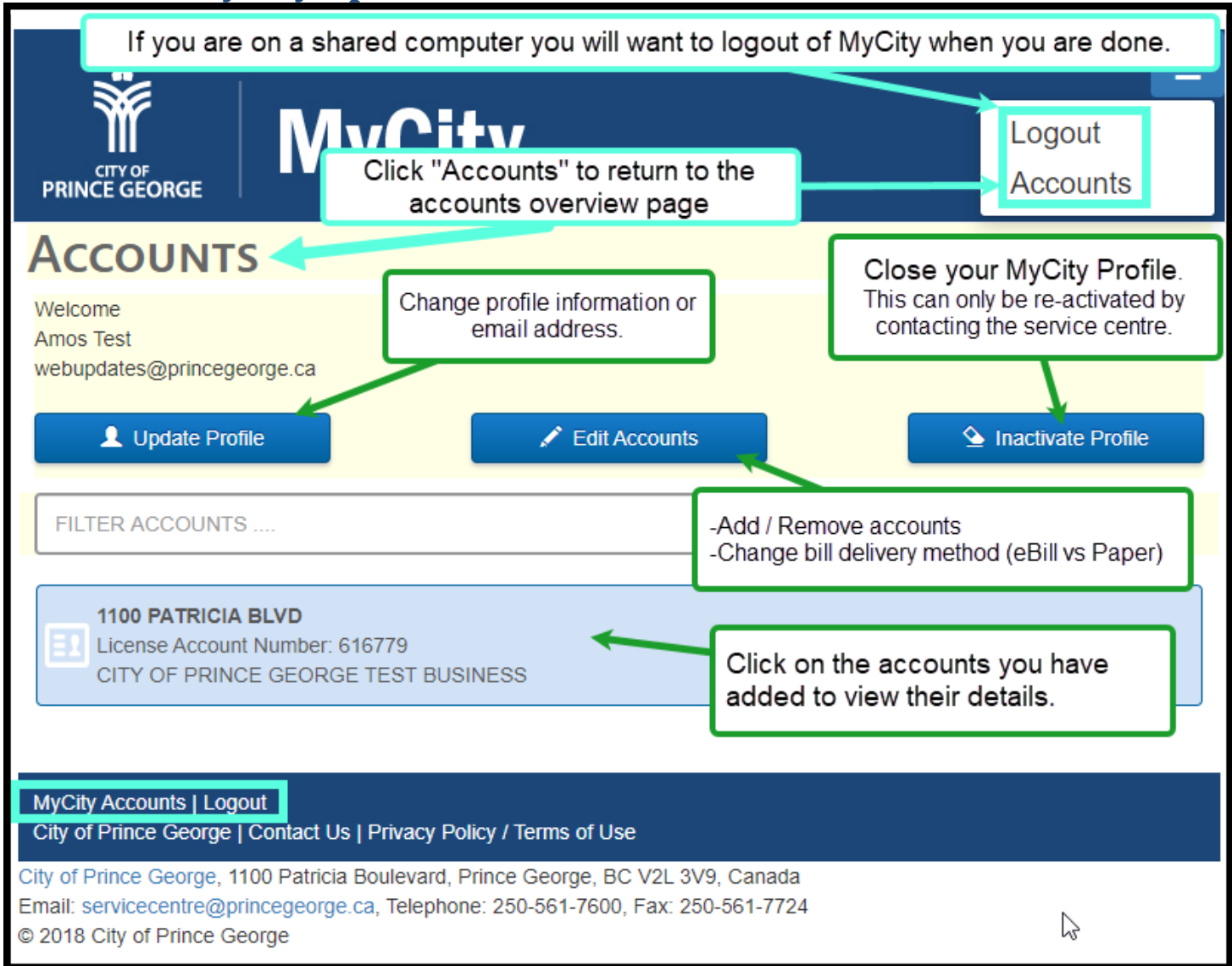
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If the account you want to add is not in the list below

If you want to add these accounts click one of these buttons.

General MyCity options



If you are on a shared computer you will want to logout of MyCity when you are done.

Click "Accounts" to return to the accounts overview page

Logout Accounts

ACCOUNTS

Welcome
Amos Test
webupdates@princegeorge.ca

Change profile information or email address.

Close your MyCity Profile. This can only be re-activated by contacting the service centre.

Update Profile

Edit Accounts

Inactivate Profile

FILTER ACCOUNTS

- Add / Remove accounts
- Change bill delivery method (eBill vs Paper)

1100 PATRICIA BLVD
License Account Number: 616779
CITY OF PRINCE GEORGE TEST BUSINESS

Click on the accounts you have added to view their details.

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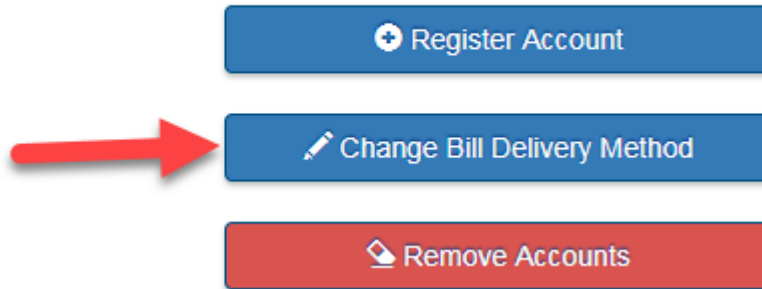
Changing Bill Delivery Method

1. Click "Edit Accounts"



2. Click "Change Bill Delivery Method"

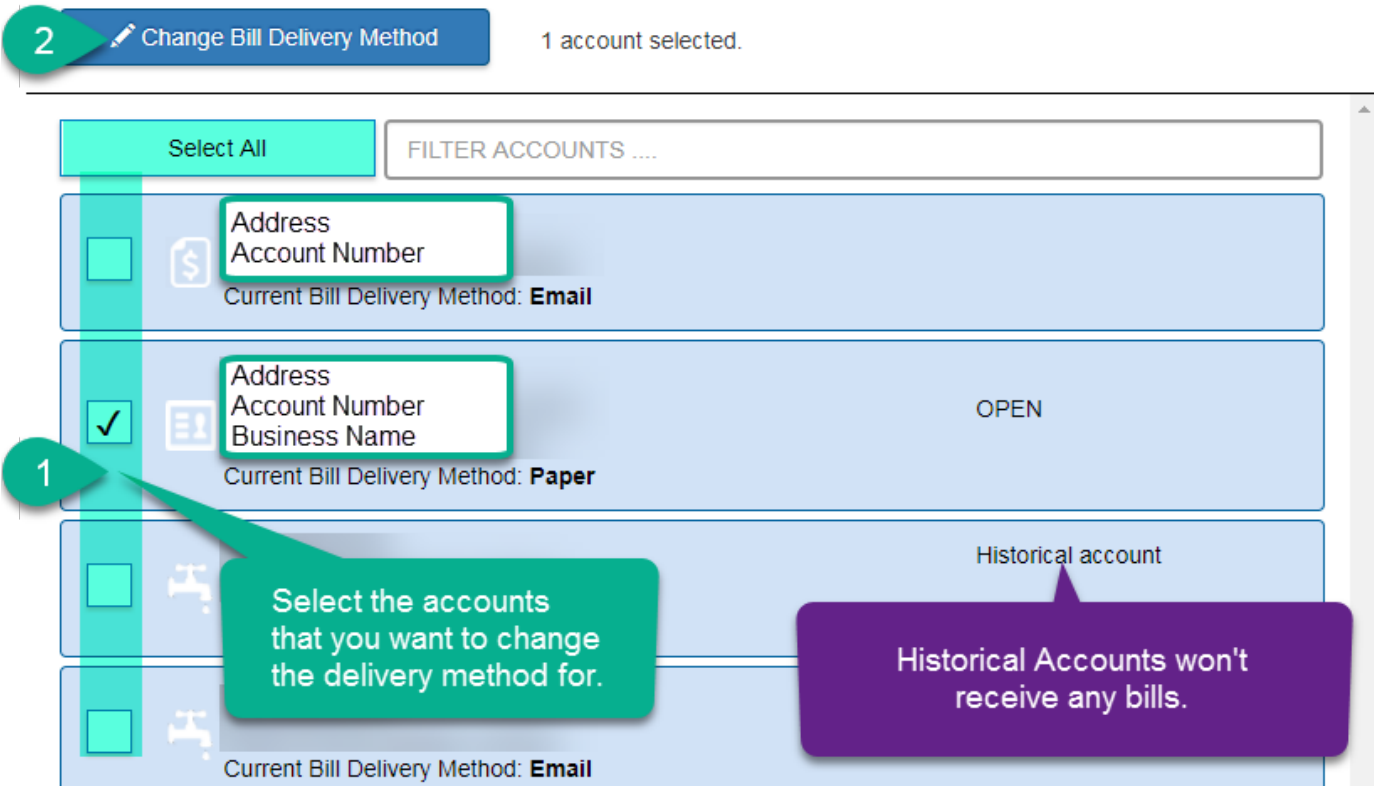
EDIT ACCOUNTS



3. Select Accounts to change and click "Change Bill Delivery Method"

CHANGE BILL DELIVERY METHOD

PAWS customers will still receive their statement of account once per year by mail regardless of bill delivery method. Be sure to keep your email address up to date. **You are still required to make payments on time, even if you do not receive your notice or bill.**



2 Change Bill Delivery Method 1 account selected.

Select All FILTER ACCOUNTS

| | |
|-------------------------------------|---|
| <input type="checkbox"/> | <div>Address Account Number</div> <div>Current Bill Delivery Method: Email</div> |
| <input checked="" type="checkbox"/> | <div>Address Account Number Business Name</div> <div>Current Bill Delivery Method: Paper</div> |
| <input type="checkbox"/> | <div>Historical account</div> |
| <input type="checkbox"/> | <div>Current Bill Delivery Method: Email</div> |

1 Select the accounts that you want to change the delivery method for.

Historical Accounts won't receive any bills.

4. Set the new Bill Delivery Method and click “Change Bill Delivery Method”

Confirm Bill Delivery Method Change

Change the bill delivery method for all selected accounts?

Email 3

Change Bill Delivery Method 4 ← Cancel

Additional Help

For additional help please contact the Service Centre by phone at 250-561-7600 or 311 (from within city limits) or by email at servicecentre@princegeorge.ca.