

## What is MyCity?

MyCity is an online service that allows you to access and review account status/history, setup eBilling (email bills) and in some cases make payment or book inspections. Currently MyCity can be set up for Tax, Utility, Licensing and Dogs accounts as well as permits.

### Requirements:

- a valid email address
- account number or folio and access code (found on paper bill)

Steps:

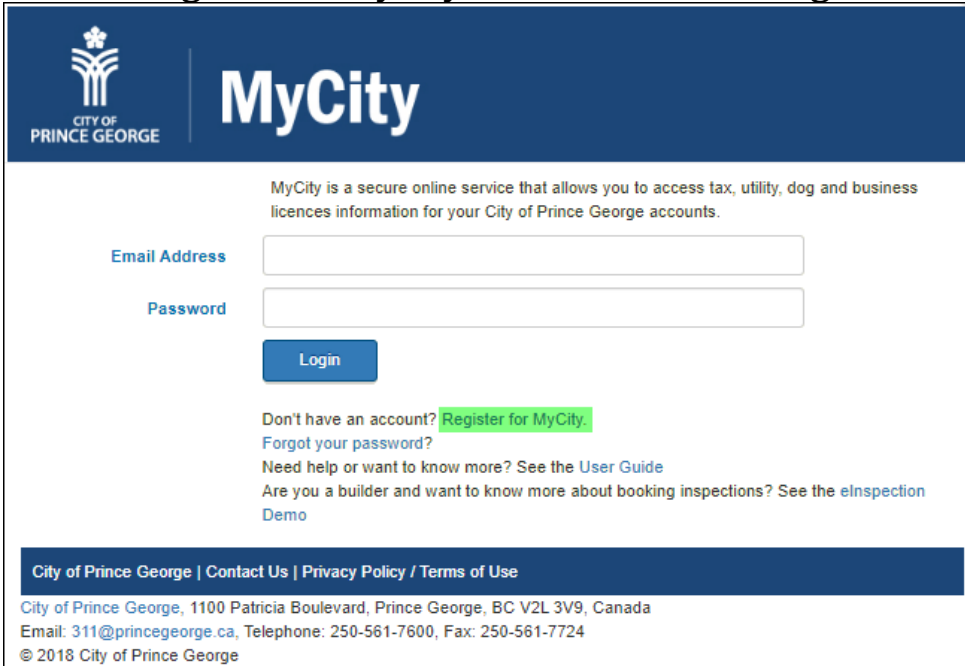
- 1) Setup a MyCity profile
- 2) Login to MyCity
- 3) Add accounts (Tax, Utilities, Dogs, Licensing, Prospero Folders, etc.)

## Step 1 – Setup a MyCity Profile

### 1.1 Go to MyCity login


Go to <https://princegeorge.ca/MC>

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



The screenshot shows the MyCity login interface. At the top left is the City of Prince George logo. The main header area is dark blue with the 'MyCity' logo in white. Below the header, there is a descriptive sentence: '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.' The login form consists of two input fields: 'Email Address' and 'Password'. Below these fields is a blue 'Login' button. Underneath the button, there are three links: 'Don't have an account? Register for MyCity.' (highlighted in green), 'Forgot your password?', and 'Need help or want to know more? See the User Guide'. A fourth link, 'Are you a builder and want to know more about booking inspections? See the eInspection Demo', is located further down. At the bottom of the page, there is a dark blue footer bar with white text: 'City of Prince George | Contact Us | Privacy Policy / Terms of Use'. Below the footer bar, the contact information is listed: 'City of Prince George, 1100 Patricia Boulevard, Prince George, BC V2L 3V9, Canada', 'Email: 311@princegeorge.ca, Telephone: 250-561-7600, Fax: 250-561-7724', and '© 2018 City of Prince George'.


## 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*	<input type="text" value="Joe"/>
Last Name*	<input type="text" value="Schmoe"/>
Email Address*	<input type="text" value="JoeSchmoe@emaildomain.com"/> 
Phone*	<input type="text" value="250-561-7600"/>
Mobile	<input type="text" value="___-___-___"/>

#### Address Information

Business Name	<input type="text" value="CPG test"/>
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#### Password Information

Password*	<input type="password" value="....."/>
Confirm Password*	<input type="password" value="....."/>
Security Question*	<input type="text" value="What is the first concert you attended?"/> 
Security Answer*	<input type="text" value="abcdefg"/>

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, BC, or by telephone 250-561-7781.

City of Prince George | [Contact Us](#) | [Privacy Policy](#) / [Terms of Use](#)

## 1.4 Activate your account

Check your email for a verification code to copy paste into the profile activation window.

### PROFILE ACTIVATION

Verify your email address  
Enter the verification code we sent to test123@domain.ca

Enter the verification code:

#### City of Prince George - MyCity Registration

Joe Schmoie,

Thank you for registering for a MyCity profile for joeschmoie@emaildomain.com.

Please copy this verification code: **897841** 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  
© 20

Reference Number:  
Email Reference #106528

[Continue](#)

### PROFILE ACTIVATION

Verify your email address  
Enter the verification code we sent to joeschmoie@emaildomain.com

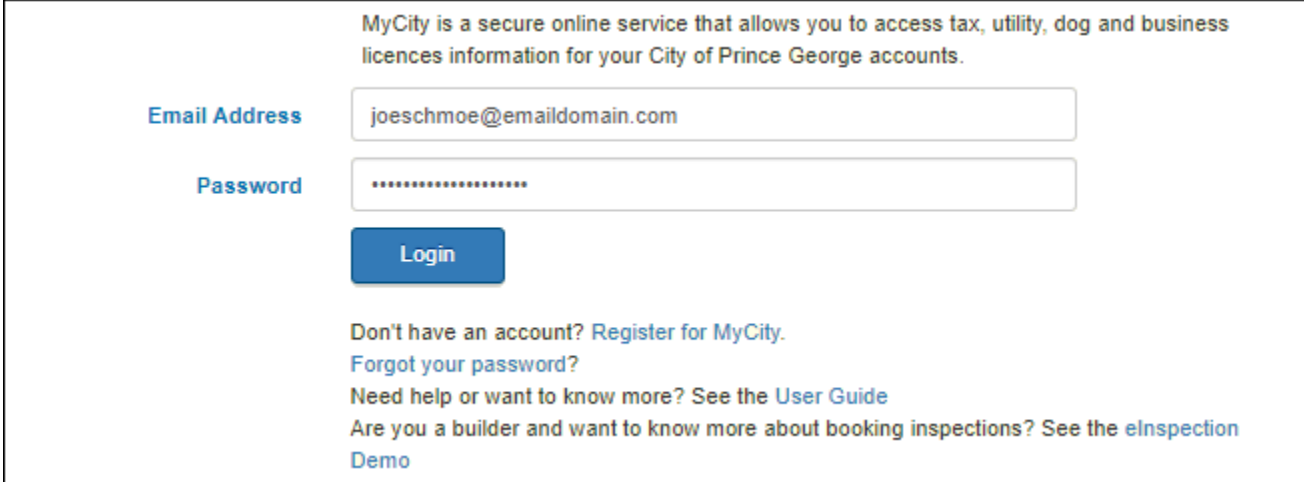
Your profile has been activated.  
Your login ID is joeschmoie@emaildomain.com

[Return to Login](#)

## 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 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

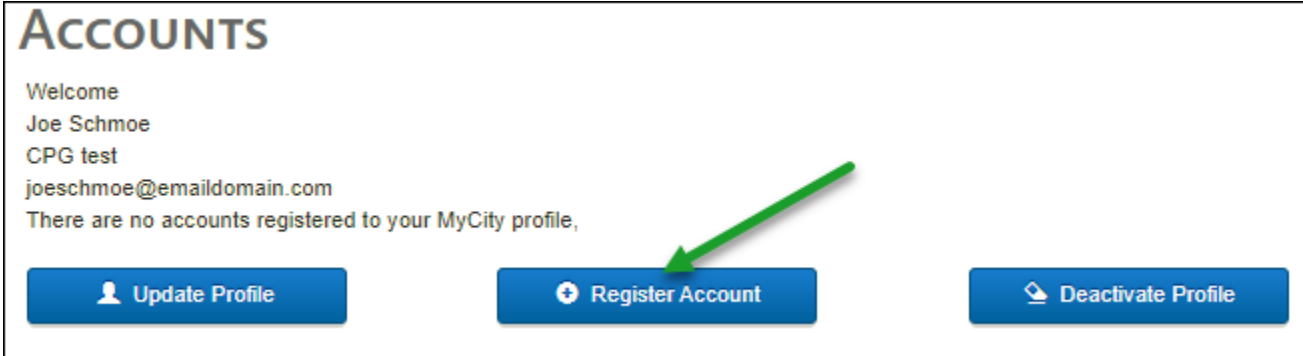
Password

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

## 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”.



**ACCOUNTS**

Welcome  
Joe Schmoe  
CPG test  
joeschmoe@emaildomain.com  
There are no accounts registered to your MyCity profile,

A green arrow points to the "Register Account" button.

### 3.2 Choose the type of account to add

## REGISTER ACCOUNTS

- [+ Register a Folder](#)
- [+ Register a Dog Account](#)
- [+ Register a Business licensing Account](#)
- [+ Register a Tax Account](#)
- [+ Register a Utility Account](#)

This may include Permits or Invoices. Look for "folder number" on your invoice/bill.

### 3.3 Enter Account number and Access Code

## REGISTER A BUSINESS LICENSING ACCOUNT

License Account Number\*

Access Code\*

Subscribe for eBilling?\*  Yes ✓  No

[+ Register](#)

We recommend eBilling to get your bill faster and save taxpayers money.

To find your access code you will need a copy of your Business Licence Invoice or your Business Licence Renewal Invoice. We request that all business' sign up for eBilling as this will be how you receive your bill and printable licence.

### 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.

## REGISTER ACCOUNT - CONFIRMATION

Your account has been registered.

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

[Register Another Account](#) [Home](#)

Manually add another account

## RELATED ACCOUNTS

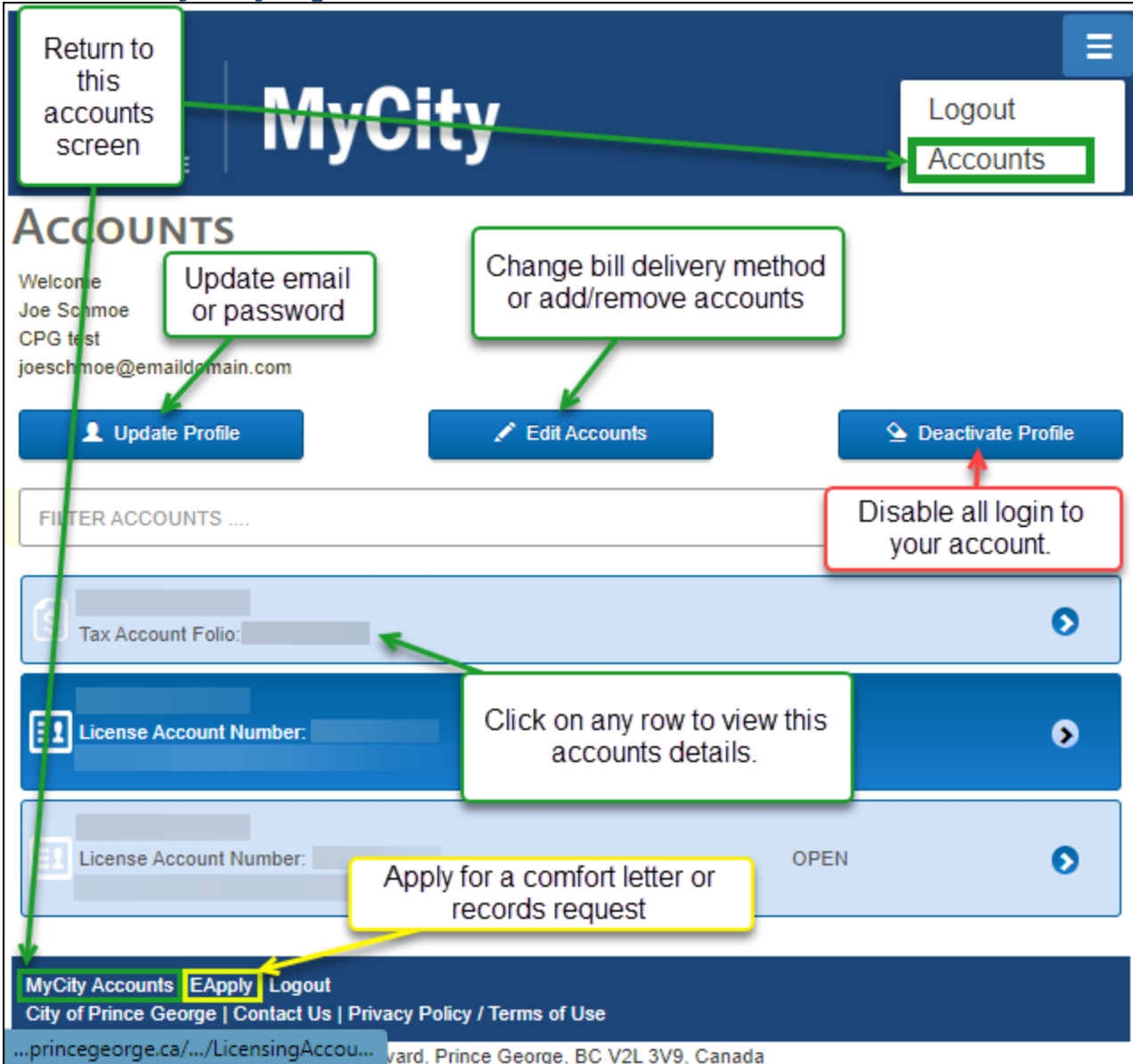
Prospero Folder Number: [redacted]  
Application Date: Apr 06, 2022  
Project: [redacted]

AGREED  
Issued  
Status: ACTIVE

Click any items here to quick-add, you will still require access codes.

[+](#)

## General MyCity options



The screenshot shows the MyCity Accounts page with several callouts:

- Return to this accounts screen**: Points to the MyCity logo and the Accounts link in the top navigation bar.
- Logout**: Points to the Logout button in the top right corner.
- Accounts**: Points to the Accounts link in the top right corner.
- Update email or password**: Points to the Update Profile button.
- Change bill delivery method or add/remove accounts**: Points to the Edit Accounts button.
- Disable all login to your account**: Points to the Deactivate Profile button.
- Click on any row to view this accounts details**: Points to the right arrow icon on a row in the accounts list.
- Apply for a comfort letter or records request**: Points to the EApply button in the footer.




The page content includes a welcome message for Joe Schmoe, a list of accounts (Tax Account Folio, License Account Number), and a footer with navigation links and contact information.

## Changing Bill Delivery Method

### 1. Click "Edit Accounts"



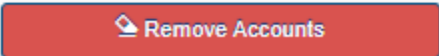
### ACCOUNTS

Welcome  
Joe Schmoe  
CPG test  
joeschmoe@emaildomain.com

### 2. Click "Change Bill Delivery Method"


### EDIT ACCOUNTS

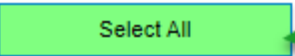
  




### 3. Select Accounts to change and click "Change Bill Delivery Method"

### 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 accounts selected.






<input checked="" type="checkbox"/>	 Tax Account Folio: [REDACTED] Current Bill Delivery Method: Email	
<input checked="" type="checkbox"/>	 License Account Number: [REDACTED] Current Bill Delivery Method: Email	CLOSED
<input type="checkbox"/>	 License Account Number: [REDACTED] Current Bill Delivery Method: Email	OPEN

#### 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 

## 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](mailto:servicecentre@princegeorge.ca).