



# MyPortCoquitlam User Guide for Home and Business Owners

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## Step-by-Step Instructions

### What Is MyPortCoquitlam?

MyPortCoquitlam is a 24/7 secure, ‘one-stop-shop’, online service that allows residents and businesses to access information about their City of Port Coquitlam accounts. It’s easy to use and all information is protected by private access codes.

**How do I get a MyPortCoquitlam account?** Simply create a free profile and register your account(s) following the instructions below, and access your information anytime.

## 1. Register for a MyPortCoquitlam Profile

### Welcome to MyPortCoquitlam!

Signing in or creating a MyPortCoquitlam account will give you 24/7 secure online access to information about your City of Port Coquitlam property taxes, utilities; dog and business licenses or to schedule a building or plumbing inspection.

**First time visiting the site?** You'll need to register a profile before you can login. Click on Register now under the Login button.

**Need help registering?** Please refer to our easy step-by-step guide.

**Already registered?** Fill in your email and password, and click Login.

Email Address

Password

Login

Click [here](#) to register for a MyPortCoquitlam profile.  
Forgot your password? Fill in your email above and click [here](#) to reset.

Read the [Terms of Use](#)

➤ All boxes with red asterisks \* must be filled in.

### Profile Registration

**Applicant Information**

First Name\*

Last Name\*

Email Address\*

Phone\*

**Address Information**

Unit  House\*

Street\*

City\*

Country\*

Province\*

Postal/Zip Code\*

**Password Information**

Password\*

Confirm Password\*

Security Question\*

Security Answer\*

Back

Continue

## Profile Registration

Your profile has been created.

An email has been sent to . Follow the steps in that email to complete the registration.

[Back to Login](#)

### 2. Email

- To complete the registration, click on the link provided in the email.




MyPortCoquitlam Registration

Thank you for registering for a MyPortCoquitlam profile for . To complete your registration, please click [here](#).

To return to the MyPortCoquitlam Login page, click [here](#).

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

City of Port Coquitlam

- Welcome to MyPortCoquitlam pages opens.
- Enter your email address and password
- Click on 

## Welcome to MyPortCoquitlam!

Signing in or creating a MyPortCoquitlam account will give you 24/7 secure online access to information about your City of Port Coquitlam property taxes, utilities; dog and business licenses or to schedule a building or plumbing inspection.

**First time visiting the site?** You'll need to register a profile before you can login. Click on Register now under the Login button.

**Need help registering?** Please refer to our easy step-by-step guide.

**Already registered?** Fill in your email and password, and click Login.

Email Address

Password

Login

*email address is required*

Click [here](#) to register for a MyPortCoquitlam profile.  
Forgot your password? Fill in your email above and click [here](#) to reset.

Read the [Terms of Use](#)

### 3. Next steps

- Once you have registered for MyPortCoquitlam, you will need to register your account(s).  
i.e. – Dog Licence, Business Licence, Tax and Utility Accounts.
- If you are already registered, you may skip this step.

### 4. Edit Accounts

- From this window, you may register an account, change bill delivery method from paper to ebill or remove any accounts you may have previously registered.

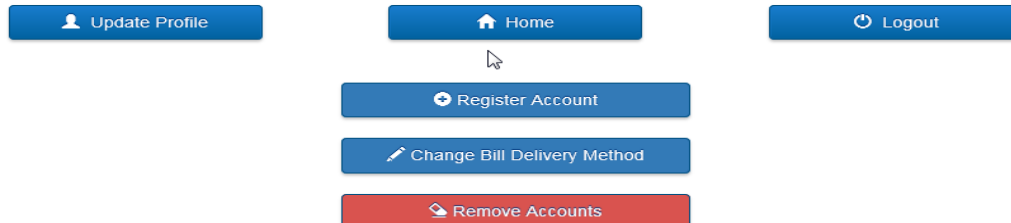
## Accounts



### 5. Register an account

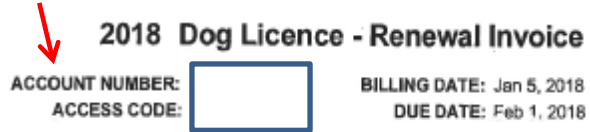
- Click on 

## Edit Accounts



### 6. Register a Dog Account

➤ To register a Dog Account you will need your account number and access code from your bill.



➤ Click on [Register a Dog Account](#)

## Register Accounts

Update Profile Home Logout

[Register a Dog Account](#)

[Register a Licensing Account](#)

[Register a Permit](#)

[Register a Tax Account](#)

[Register a Utility Account](#)

➤ Add your account number and access code.

➤ Click on [Register](#)

## Register a Dog Account

Update Profile Home Logout

Account Number\*

Access Code\*

[Register](#)

## 7. Register a Business Licence account

➤ Click on [Register a Licensing Account](#)

### Register Accounts

[Update Profile](#) [Home](#) [Logout](#)

[Register a Dog Account](#)

[Register a Licensing Account](#)

[Register a Permit](#)

[Register a Tax Account](#)

[Register a Utility Account](#)

➤ Add your account number and access code as shown on the top left corner of your bill.



➤ You also have the opportunity to subscribe to eBilling rather than paper bills.

➤ Click on [Register](#)

### Register a Licensing Account

[Update Profile](#) [Home](#) [Logout](#)

Account Number\*

Access Code\*

Subscribe for eBilling?\*

[Register](#)

## 8. Register a Tax Account:

- You will need the Folio number and access code noted on your tax notice.

**2018 PROPERTY TAX NOTICE**  
**DUE: TUESDAY JULY 3, 2018**  
 PLEASE NOTE: 3% penalty if not paid or Home Owner Grant not claimed by July 3, 2018. Additional 5% penalty added to any current taxes outstanding after August 15, 2018.

**LEGAL DESCRIPTION**  
 LT 9, SEC 6, TWP 40, NWD, PL. NWS9999

TOTAL NET ASSESSED VALUES FOR TAXATION PURPOSES			
CLASS	GENERAL	SCHOOL	HOSPITAL
1 - Res	641,100	641,100	641,100

**PROPERTY DETAILS** > **PROPERTY ADDRESS: 123 ANY STREET** | **FOLIO: 999999-001** | **ACCESS: 161099** | **PID: 009-999-934**

- Click on

[Register a Tax Account](#)

## Register Accounts

[Update Profile](#)   [Home](#)   [Logout](#)

[Register a Dog Account](#)

[Register a Licensing Account](#)

[Register a Permit](#)

[Register a Tax Account](#)

[Register a Utility Account](#)

- Add your Folio number and access codes.
- You also have the opportunity to subscribe to eBilling rather than paper bills.
- Click on [Register](#)

## Register a Tax Account

[Update Profile](#)   [Home](#)   [Logout](#)

**Folio\***

**Access Code\***

**Subscribe for eBilling?\***  Yes  No

[Register](#)

## 9. Register a Utility Account

- You will need the Account Number and Access Code from your Utility bill.



UTILITY BILL	
ACCT NUMBER	12688
ACCESS CODE	
DUE DATE:	Apr 1, 2019
BILLING PERIOD:	Jan 1, 2019
TO:	Dec 31, 2019
BILLING DATE:	Feb 10, 2019

- Click on [Register a Utility Account](#)

### Register Accounts

[Update Profile](#)
[Home](#)
[Logout](#)

- Register a Dog Account
- Register a Licensing Account
- Register a Permit
- Register a Tax Account
- Register a Utility Account**

- Add your Account number and access codes.
- You also have the opportunity to subscribe to eBilling rather than paper bills.
- Click on [Register](#)

## Register a Utility Account

[Update Profile](#)
[Home](#)
[Logout](#)

**Account Number\***

**Access Code\***

**Subscribe for eBilling?\***

[Register](#)









## 10. Accounts Registered

- Once you have registered your account(s), the following screen will appear showing a list of account(s) you have registered.
- To view, click on the appropriate box to open the Account Details.


Update Profile
Edit Accounts
Logout

Welcome

Account:

 <b>160-863 VILLAGE DR</b> Folder Number: PF007391 Application Date: Feb 28, 2017 Project: TI-0000297	<b>PLUMBING PERMIT</b>  Issued Date: May 10, 2017 Status: COMPLETED	●
 <b>1247 KENSINGTON PL</b> Account Number: 10016		●
 <b>2580 SHAUGHNESSY ST</b> Account Number: 17290	☞	●
 <b>1968 WESTMINSTER AVE</b> Account Number: 21575		●
 <b>3651 WOODLAND DR</b> Folio: 101026-000		●
 <b>2663 PATRICIA AVE</b> Folio: 101242-003	<b>Historical account</b>	●
  <b>BUSINESS - OUT OF TOWN</b> Account Number: 100028 STANDARD ELECTRIC LTD		OPEN

## 11. Business Licence Account Details


- Click on the box with the Business Licence icon. 
- Double-click to open the Account Details.



**BUSINESS - OUT OF TOWN**  
 Account Number:

OPEN ●

➤ Window appears showing current information.

➤ To pay for your Business Licence, click on the  button on the bottom right of the screen.

Update Profile
 Home
 Logout

---

**Account Number:**


**Category:**  
 OPEN

**Category:**  
 BUSINESS LICENCES


**Trades Name(s):**

---

**General**

Trade Name	Trade Location	Home Based	Inter Municipal	Non Resident	Current Licence Fees	Annual Renewal Fees
<input type="text"/>	BUSINESS - OUT OF TOWN	No	No	Yes	150.00	150.00
<b>Account Balance as of May 07, 2019:</b>						<b>200.00</b>
						


**Most Recent Statement**

 **Invoice dated Nov 19, 2018**

**Account Balance**

<b>Balance Forward as of Nov 14, 2018:</b>	0.00
<b>Current Licence Fees:</b>	150.00
<b>Adjustments:</b>	50.00
<b>Payments Received:</b>	0.00
<b>Account Balance:</b>	<b>200.00</b>

**Licencee**

- The following screen will appear.
- Click on the  button to proceed with processing of payment.

## Business Licensing Account Details



Verify your Business Licensing Account information below.


Account Number:

Trade Name:

Civic Address:

<b>Licence Number: 75</b>	
ELECTRICAL CONTRACTOR	
Licence covers from Jan 01, 2019 to Dec 31, 2019	<b>\$150.00</b>
<b>Miscellaneous Outstanding</b>	
PENALTY	<b>\$50.00</b>
<b>Amount Due</b>	<b>\$200.00</b>



- Enter your Credit Card information and email address.
- Click on  to process payment.

## City of Port Coquitlam Online Payments

### Review Your Order

Quantity	Item	Unit	Price
1	Business Licence Renewal - Account: 100028	CAD 200.00	CAD 200.00
<b>Total</b>		<b>CAD</b>	<b>200.00</b>

[« Return to City of Port Coquitlam Online Payments](#)

### Pay With Your Credit Card

Cardholder Name

Credit Card Number



Expiry Date(MMYY)

Email

A confirmation email will be sent to this address.

**Pay With Your Credit Card**

Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server.

- *Following screen will appear as payment is processing.*

#### Redirecting

Redirecting you to our Payment Service Provider...

(Click the next button if you are not automatically redirected)

Next

- *Once payment has processed you will receive an email verifying payment.*
- *The email will have your payment details attached.*
- *Example payment receipt below.*

This is the receipt for your purchase at City of Port Coquitlam Online Payments.

**Order Information**

Quantity	Item	Unit	Pric
1	[Redacted] wal - Acco [Redacted] ar: 20 [Redacted]	0.01	CAD 0.0
<b>Total</b>		<b>CAD</b>	<b>0.0</b>

**This order is now complete. Transaction approved!**

Here is your receipt:

```

===== TRANSACTION RECORD =====
City of Port Coquitlam
2580 Shaughnessy Street
Port Coquitlam, BC V3C 2A8
Canada

TYPE: Purchase


ACCT: Mastercard $ 0.01 CAD

CARD NUMBER : [Redacted]
DATE/TIME   : [Redacted]
REFERENCE # : [Redacted]
AUTHOR. #  : [Redacted]
TRANS. REF. : [Redacted]


Approved - Thank You 000

Please retain this copy for your records.

Cardholder will pay above amount to card
issuer pursuant to cardholder agreement.
=====
    
```

- The Account information screen also allows you to choose your bill receipt method of paper or Email.
- Click on box with your choice of statement notification method.
- Click on 
- Subscribing to eBilling gives you 24/7 access to your account, allowing you to print/reprint your bill at your convenience.

**eBills**


 **Invoice dated Nov 19, 2018**

**Statement Notification Method**


**Select how you would like to receive account statements:**


Paper only (CURRENT)

**Email only ✓**



## 12. Dog Account Information


- Click on the box with the Dog Licence icon. 
- Double-click to open the Account Details

 **1968 WESTMINSTER AVE**  
**Account Number: 21575**

- Following screen will appear with Dog Account details.

## Dog Account Details

- Update Profile
- Home
- Logout

<p><b>Account Number:</b> 17290</p> <p><b>Account Status:</b> Active</p> <p><b>Property Address:</b> 2580 SHAUGHNESSY ST PORT COQUITLAM BC V3C 2A8</p>	
--	--

**Account Balances**

<b>Balance:</b>	0.03
-----------------	------

[Make Payment](#)

**Owners**

If the above contact information is incorrect, please call the Port Coquitlam Tax Department at 604.927.5425.

2580 SHAUGHNESSY ST  
PORT COQUITLAM BC V3C 2A8

**Dogs**

- + FLURRY
- + SPOT

**Transactions**

- + 2019 Transactions
- + 2018 Transactions
- + 2015 Transactions

Account Balances

Balance: 0.00

Make Payment

### Dog Licence Renewal

Select which dogs to pay for below.



Dog Account Number: 17290  
Civic Address: 2580 SHAUGHNESSY ST PORT COQUITLAM

FLURRY		Male
<input checked="" type="checkbox"/>	2019 fees	\$0.01

SPOT		Female
<input type="checkbox"/>	2019 fees	\$0.01

Total: \$0.01

View Cart Pay

➤ Following screen will appear.

**Redirecting**

Redirecting you to our Payment Service Provider...  
(Click the next button if you are not automatically redirected)

Next

## City of Port Coquitlam Online Payments

### Review Your Order

Quantity	Item	Unit	Price
1	Dog Licence Renewal - Account: 17290 Year: 2019 Name: FLURRY	CAD 0.01	CAD 0.01
<b>Total</b>		<b>CAD</b>	<b>0.01</b>

[Return to City of Port Coquitlam Online Payments](#)

### Pay With Your Credit Card

Cardholder Name

Credit Card Number



Expiry Date(MMY)

Email

A confirmation email will be sent to this address.

### ➤ Emailed receipt

This is the receipt for your purchase at City of Port Coquitlam Online Payments.

#### Order Information

Quantity	Item	Unit	Price
1	Dog Licence Renewal - Account: 17290 Year: 2019 Name: FLURRY	0.01	CAD 0.01
<b>Total</b>		<b>CAD</b>	<b>0.01</b>

**This order is now complete. Transaction approved!**

Here is your receipt:

```

===== TRANSACTION RECORD =====
City of Port Coquitlam
2580 Shaughnessy Street
Port Coquitlam, BC V3C 2A8
Canada

TYPE: Purchase
ACCT: Mastercard $ 0.01 CAD

CARD NUMBER : 
DATE/TIME : 
REFERENCE # : 
AUTHOR. # : 
TRANS. REF. : 

Approved - Thank You 000

Please retain this copy for your records.

Cardholder will pay above amount to card
issuer pursuant to cardholder agreement.
=====
    
```

### 13. Tax Account Details

## Tax Account Details

Update Profile
Home
Logout

**Folio:**  
101355-000

**PID:**

LT 141, TWP 39, DL 4, NWD,  
PL NWP39465

**Notice dated May 09, 2018**

**Account Balances**

Current Balances	
Current:	0.00
Penalty:	0.00
Arrears:	0.00
Interest on Arrears:	0.00
Delinquent:	0.00
Interest on Delinquent:	0.00
<b>Account Balance:</b>	<b>0.00</b>

**2019 Instalments**

Payments Made:	-8,475.87
Adjustments:	5,056.35
<b>Balance as at Apr 29, 2019:</b>	<b>-3,419.52</b>

**2018 Home Owner Grant Information**

<b>Grant Available</b>	
Basic Home Owner Grant:	570.00
Additional Home Owner Grant:	845.00
Grant Claimed:	0.00

**Pre-authorized Withdrawals**

Ref#	Account Holder Name	Withdrawal	Start Date	Stop Date
------	---------------------	------------	------------	-----------

2018 Levies

Year	Class	Levy Amount
2018	Not Class-based	217.37
2018	1 - Res	3,934.34
<b>Total REGULAR Levy (Due Jul 03, 2018):</b>		<b>4,151.71</b>

Levy	Class	Taxable Amt	Rate	Levy Amt
ADMINISTRATIVE SERVICES	1 - Res	1,016,000.00	0.30580	310.69
BCA LEVY	1 - Res	1,016,000.00	0.04030	40.94
COMMUNITY RECREATION COMPLEX PARCEL TAX	Not Class-based	0.00	25.00000	25.00
DEBT REPAYMENT	1 - Res	1,016,000.00	0.05650	57.40
ENGINEERING & OPERATIONS	1 - Res	1,016,000.00	0.34290	348.39
FIRE SERVICES	1 - Res	1,016,000.00	0.45880	466.14
GARBAGE FEE	Not Class-based	0.00	192.37000	192.37
INFRASTRUCTURE FUNDING	1 - Res	1,016,000.00	0.22350	227.08
METRO VANCOUVER LEVY	1 - Res	1,016,000.00	0.04450	45.21
MFA	1 - Res	1,016,000.00	0.00020	0.20
PARKS & RECREATION SERVICES	1 - Res	1,016,000.00	0.35190	357.53
POLICE SERVICES	1 - Res	1,016,000.00	0.53960	548.23
PROV SCHOOL LEVY - RES	1 - Res	1,016,000.00	1.13580	1,153.97
RECREATION COMPLEX LEVY	1 - Res	1,016,000.00	0.16110	163.68
TRANSLINK LEVY	1 - Res	1,016,000.00	0.20880	212.14
TRANSLINK REPLACEMENT TAX LEVY	1 - Res	1,016,000.00	0.00270	2.74

Assessments

2019 General Assessment

Assessment Class	Land	Improvements	Total
Residential (GROSS)	918,000	79,900	997,900
Residential (EXEMPT)	0	0	0
<b>Residential (NET)</b>	<b>918,000</b>	<b>79,900</b>	<b>997,900</b>

- The Account information screen also allows you to choose your bill receipt method of paper or Email.
- Click on box with your choice of statement notification method.
- Click on Save
- Subscribing to eBilling gives you 24/7 access to your account, allowing you to print/reprint your bill at your convenience.

Statement Notification Method

Select how you would like to receive account statements:

Paper only (CURRENT)

Email only ✓

Save

## 14. Utility Account Details

27-2281 ARGUE ST  
Account Number: 30726

Account Balance Summary	
<b>Balance Forward:</b>	0.00
<b>Charges on last bill--due Apr 01, 2019:</b>	780.48
<b>Payments and Adjustments:</b>	-780.48
<b>Credit Balance as of Apr 29, 2019:</b>	0.00

Billing History
+ Transactions
+ Bill for Period 2019 - 1
+ Bill for Period 2018 - 1

## Utility Account Details

[Update Profile](#) [Home](#) [Logout](#)


**Account Number:**  
30726

**Name:**


**For Service At:**  
27-2281 ARGUE ST

**Account Type:**  
SFD

**Status:**  
Active



**Recent Statement**

 **Bill dated Feb 10, 2019**

**Account Balances**

- The Account information screen also allows you to choose your bill receipt method of paper or Email.
- Click on box with your choice of statement notification method.
- Click on Save
- Subscribing to eBilling gives you 24/7 access to your account, allowing you to print/reprint your bill at your convenience.

**Statement Notification Method**

Select how you would like to receive account statements:

Paper only (CURRENT)  **Email only ✓**