MyPortCoquitlam User Guide for Home and Business Owners

Table of Contents
1. Register for a MyPortCoquitlam Profile ................................................................. 2
2. Email ....................................................................................................................... 3
3. Next steps ............................................................................................................... 4
4. Edit Accounts ........................................................................................................ 4
5. Register an account ............................................................................................... 4
6. Register a Dog Account ........................................................................................ 5
7. Register a Business Licence account ................................................................. 6
8. Register a Tax Account: ...................................................................................... 7
9. Register a Utility Account .................................................................................... 8
10. Accounts Registered ............................................................................................ 9
11. Business Licence Account Details ..................................................................... 9
12. Dog Account Information .................................................................................. 13
13. Tax Account Details ............................................................................................ 17
14. Utility Account Details ....................................................................................... 17

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**

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**
- **Street**
- **City**
- **Country**
- **Province**
- **Postal/Zip Code**

#### Password Information

- **Password**
- **Confirm Password**
- **Security Question**
- **Security Answer**
2. Email

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

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.

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
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**

- **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**
7. **Register a Business Licence account**

- **Click on**

**Register Accounts**

- **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 a Licensing Account**

- **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.

- **Click on** Register a Tax Account

- Add your Folio number and access codes.
- You also have the opportunity to subscribe to eBilling rather than paper bills.
- **Click on** Register a Tax Account
9. **Register a Utility Account**
   - You will need the Account Number and Access Code from your Utility bill.

   - Click on **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**
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.

11. **Business Licence Account Details**

- Click on the box with the Business Licence icon.
- Double-click to open the Account Details.
- Window appears showing current information.
- To pay for your Business Licence, click on the button on the bottom right of the screen.

```
Account Number: 

Trade Location: BUSINESS - OUT OF TOWN
Category: BUSINESS LICENCES

General

<table>
<thead>
<tr>
<th>Trade Name</th>
<th>Trade Location</th>
<th>Home Based</th>
<th>Inter Municipal</th>
<th>Non Resident</th>
<th>Current Licence Fees</th>
<th>Annual Renewal Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>150.00</td>
<td>150.00</td>
</tr>
</tbody>
</table>

Account Balance as of May 07, 2019: 

| Make Payment |

Most Recent Statement

Invoice dated Nov 19, 2018

Account Balance

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Forward as of Nov 14, 2018</td>
<td>0.00</td>
</tr>
<tr>
<td>Current Licence Fees</td>
<td>150.00</td>
</tr>
<tr>
<td>Adjustments</td>
<td>50.00</td>
</tr>
<tr>
<td>Payments Received</td>
<td>0.00</td>
</tr>
<tr>
<td>Account Balance</td>
<td>200.00</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Account Number:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Name:</td>
<td></td>
</tr>
<tr>
<td>Civic Address:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Licence Number:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ELECTRICAL CONTRACTOR</td>
<td>$150.00</td>
</tr>
<tr>
<td>Licence covers from Jan 01, 2019 to Dec 31, 2019</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Miscellaneous Outstanding</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PENALTY</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amount Due</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$200.00</td>
<td></td>
</tr>
</tbody>
</table>

- Enter your Credit Card information and email address.
- Click on to process payment.
Following screen will appear as payment is processing.

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

12. **Dog Account Information**

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

Following screen will appear with Dog Account details.
Dog Account Details

Account Number: 17280
Account Status: Active
Property Address:
2580 SHAUGHNESSY ST
PORT COQUITLAM BC V3C 2A8

Account Balances
Balance: 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
Following screen will appear.
City of Port Coquitlam Online Payments

Review Your Order

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Item Description</th>
<th>Unit</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dog Licence Renewal - Account: 17299 Year: 2019 Name: FLURRY</td>
<td>CAD 0.01</td>
<td>CAD 0.01</td>
</tr>
</tbody>
</table>

Total: CAD 0.01

Pay With Your Credit Card

Cardholder Name
Credit Card Number
Expiry Date (MM/YY)
Email
A confirmation email will be sent to this address.

Pay With Your Credit Card

➢ Emailed receipt

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

Order Information

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Item Description</th>
<th>Unit</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dog Licence Renewal - Account: 17299 Year: 2019 Name: FLURRY</td>
<td>CAD 0.01</td>
<td>CAD 0.01</td>
</tr>
</tbody>
</table>

Total: CAD 0.01

This order is now complete. Transaction approved!

Here is your receipt:

--------- TRANSACTION RECORD --------
City of Port Coquitlam
2880 Shaughnessy Street
Port Coquitlam, BC V3C 2A5
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.

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13. **Tax Account Details**

**Tax Account Details**

**Folio:**
101355-000

**PID:**

**LT 141, TWP 39, DL 4, NWD, PL NWP36485**

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**Notice dated May 09, 2018**

**Account Balances**

**Current Balances**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>0.00</td>
</tr>
<tr>
<td>Penalty</td>
<td>0.00</td>
</tr>
<tr>
<td>Arrears</td>
<td>0.00</td>
</tr>
<tr>
<td>Interest on Arrears</td>
<td>0.00</td>
</tr>
<tr>
<td>Delinquent</td>
<td>0.00</td>
</tr>
<tr>
<td>Interest on Delinquent</td>
<td>0.00</td>
</tr>
<tr>
<td>Account Balance</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**2019 Installments**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payments Made</td>
<td>-8,475.87</td>
</tr>
<tr>
<td>Adjustments</td>
<td>5,066.35</td>
</tr>
<tr>
<td><strong>Balance as at Apr 29, 2019:</strong></td>
<td><strong>-3,419.52</strong></td>
</tr>
</tbody>
</table>

**2018 Home Owner Grant Information**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant Available</td>
<td>570.00</td>
</tr>
<tr>
<td>Basic Home Owner Grant</td>
<td>570.00</td>
</tr>
<tr>
<td>Additional Home Owner Grant</td>
<td>845.00</td>
</tr>
<tr>
<td>Grant Claimed</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Pre-authorized Withdrawals**

<table>
<thead>
<tr>
<th>Ref#</th>
<th>Account Holder Name</th>
<th>Withdrawal</th>
<th>Start Date</th>
<th>Stop Date</th>
</tr>
</thead>
</table>
### 2018 Levies

<table>
<thead>
<tr>
<th>Year</th>
<th>Class</th>
<th>Levy Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>Not Class-based</td>
<td>217.37</td>
</tr>
<tr>
<td>2018</td>
<td>1 - Res</td>
<td>3,834.34</td>
</tr>
</tbody>
</table>

**Total REGULAR Levy (Due Jul 03, 2018):** 4,151.71

<table>
<thead>
<tr>
<th>Levy</th>
<th>Class</th>
<th>Taxable Amt</th>
<th>Rate</th>
<th>Levy Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADMINISTRATIVE SERVICES</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.3058</td>
<td>310.69</td>
</tr>
<tr>
<td>BCA LEVY</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.0403</td>
<td>40.94</td>
</tr>
<tr>
<td>COMMUNITY RECREATION COMPLEX PARCEL TAX</td>
<td>Not Class-based</td>
<td>0.00</td>
<td>25.0000</td>
<td>25.00</td>
</tr>
<tr>
<td>DEBT REPAYMENT</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.0565</td>
<td>57.40</td>
</tr>
<tr>
<td>ENGINEERING &amp; OPERATIONS</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.3429</td>
<td>348.39</td>
</tr>
<tr>
<td>FIRE SERVICES</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.4588</td>
<td>466.14</td>
</tr>
<tr>
<td>GARBAGE FEE</td>
<td>Not Class-based</td>
<td>0.00</td>
<td>192.3700</td>
<td>192.37</td>
</tr>
<tr>
<td>INFRASTRUCTURE FUNDING</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.2235</td>
<td>227.08</td>
</tr>
<tr>
<td>METRO VANCOUVER LEVY</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.0445</td>
<td>45.21</td>
</tr>
<tr>
<td>MFA</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.0020</td>
<td>0.20</td>
</tr>
<tr>
<td>PARKS &amp; RECREATION SERVICES</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.3519</td>
<td>357.53</td>
</tr>
<tr>
<td>POLICE SERVICES</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.5390</td>
<td>548.23</td>
</tr>
<tr>
<td>PROV SCHOOL LEVY - RES</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>1.1358</td>
<td>1,153.97</td>
</tr>
<tr>
<td>RECREATION COMPLEX LEVY</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.1611</td>
<td>163.68</td>
</tr>
<tr>
<td>TRANSLINK LEVY</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.2088</td>
<td>212.14</td>
</tr>
<tr>
<td>TRANSLINK REPLACEMENT TAX LEVY</td>
<td>1 - Res</td>
<td>1,016,000.00</td>
<td>0.0027</td>
<td>2.74</td>
</tr>
</tbody>
</table>

### Assessments

#### 2019 General Assessment

<table>
<thead>
<tr>
<th>Assessment Class</th>
<th>Land</th>
<th>Improvements</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential (GROSS)</td>
<td>918,00</td>
<td>79,900</td>
<td>997,900</td>
</tr>
<tr>
<td>Residential (EXEMPT)</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Residential (NET)</td>
<td>918,00</td>
<td>79,900</td>
<td>997,900</td>
</tr>
</tbody>
</table>
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.

14. Utility Account Details

<table>
<thead>
<tr>
<th>Account Balance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Forward:</td>
</tr>
<tr>
<td>Charges on last bill--due Apr 01, 2019:</td>
</tr>
<tr>
<td>Payments and Adjustments:</td>
</tr>
<tr>
<td>Credit Balance as of Apr 29, 2019:</td>
</tr>
</tbody>
</table>

Billing History

+ Transactions

+ Bill for Period 2019 - 1

+ Bill for Period 2018 - 1
- 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.