

District of Port Hardy

E-Gov Online User Guide





E-Gov offers Property Owners 24/7 Online access to your account information including:

1. View and Download Utility & Property Tax Notices
2. Pay Utility & Property Bills Online using a Visa or Mastercard!
3. View and Download Business License Renewal

Viewing account(s) information and paying bills online can be done in 4 easy steps.

1. REGISTER FOR E-BILLING
2. REGISTER FOR E-GOV
3. ACCESS YOUR ACCOUNT INFORMATION ONLINE
4. PAY BILLS

1. REGISTER FOR E-BILLING

Account holders must register their primary email address with the District of Port Hardy **BEFORE** an E-Gov account can be created.

To register an email, complete the form on at the link and email it to reception@porthardy.ca. Hard copies of the registration form are also available at the Municipal Hall office and can be completed at the front desk.

Once primary email has been updated with the District of Port Hardy account holders will be able to register for an “E-Gov” account.

[E-BILLING REGISTRATION FORM](#) (*Ctrl + Click to open link*)

2. REGISTER FOR E-GOV

1) Go to the E-Gov Dashboard at <https://payments.porthardy.ca/egov/>

2) Click “REGISTER”.



E.Gov Site - Moneris - 1.3.20

District of Port Hardy

Login

If you already have an account, Login to access your accounts

Login

Register

If you do not have an account, Register online to gain immediate access to your accounts

Register

CLICK HERE

3) Complete the registration form.

IMPORTANT!

Account #:

If using a **PROPERTY TAX** bill,
the account # is the **ROLL NO.**

If using a **UTILITY** bill, the account
number is listed to the right of NAME.

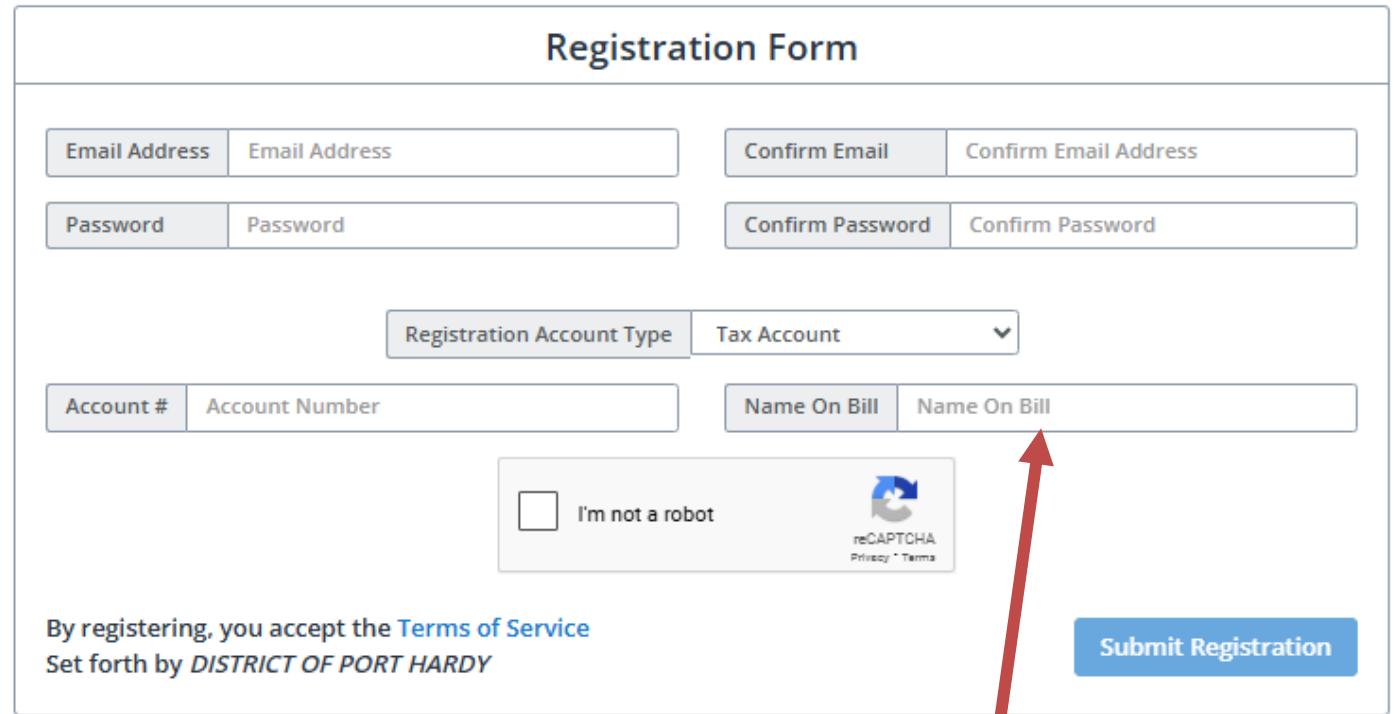
****This is usually a three or four digit
number.****

Name On Bill:

Enter the name '**EXACTLY**' how you see it
on the bill. The name **MUST** be in the
following format –

Last Name, First Name

I.E. "John Doe" would be entered as
DOE, JOHN



The image shows a web-based registration form titled "Registration Form". It contains several input fields: "Email Address" and "Confirm Email" (both with "Email Address" as placeholder text), "Password" and "Confirm Password" (both with "Password" as placeholder text), "Registration Account Type" (a dropdown menu currently showing "Tax Account"), "Account #" (with "Account Number" as placeholder text), and "Name On Bill" (with "Name On Bill" as placeholder text). Below the "Name On Bill" field is a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. At the bottom left, there is a line of text: "By registering, you accept the [Terms of Service](#) Set forth by *DISTRICT OF PORT HARDY*". At the bottom right is a blue button labeled "Submit Registration". A red arrow points from the bottom right towards the "Name On Bill" field.

TIPS!

- Use the name of the **FIRST** person listed on the bill in the following format: Last Name, First Name
- Include a comma after the last name.
- Include MIDDLE names if listed.

4) Notice of Registration Request

Registrant Notice:

Once the registration has been submitted for approval, the registrant will be presented with the following confirmation screen.

****Registrants will not be able to log in until the registration has been approved and the account activated.* It may take up to 24 hours to receive your confirmation email.***

Primary Account Holder Notice:

The Primary account holder will receive an email alerting them that a registrant wishes to enroll for an E-Gov account. The email will detail which account the registrant used for the auto-enrollment process and the registrant name.

****The Primary account holder will need to select CONFIRM or DENY.***

Ex. Registrant Notice:

Registration Submitted

Your enrollment request has been submitted and is awaiting confirmation via an e-mail that has been sent to the Primary account holder for account 105000. If you did NOT receive a confirmation e-mail please contact our office

You may return to the main [Dashboard](#).

Copyright © 2018

Ex. Primary Account Holder Notice:

e-Gov Confirm Registration

Town of Anywhere <no-reply@TownofAnywhere.com>
To  John Doe

An eGov registration request for Tax Roll 16000 was requested by DOE, JOHN at JohnDoe@anywhere.com Please choose from following options.

CONFIRM by [Clicking here](#) or DENY Request by [Clicking here](#)

3. ACCESSING YOUR ACCOUNT INFORMATION ONLINE

Once approved, registrants will receive an email notifying them of successful enrollment and will be able to log in to their E-Gov account.

Login to view more details

Email Address

JohnDoe@anywhere.com

Password

.....

☐ Remember me

[Forgot Password](#)

Login

All users will be required to read and accept the Terms of Service and Refund Policy when logging in for the first time. This will also be required when the Terms of Service have been updated or the account password has been changed.

Terms and Conditions Agreement

[Read the Terms of Service](#)

[Read the Return & Refund Policy](#)

☒ I have read and accept the terms of service

Confirm

4. VIEWING YOUR ACCOUNT(S) & PAYING A BILL

Once approved, registrants will receive an email notifying them of successful enrollment and be able to log in to E-Gov. Once logged in, account holders will be able to view the following:

My Assessments – View Assessment information on properties.

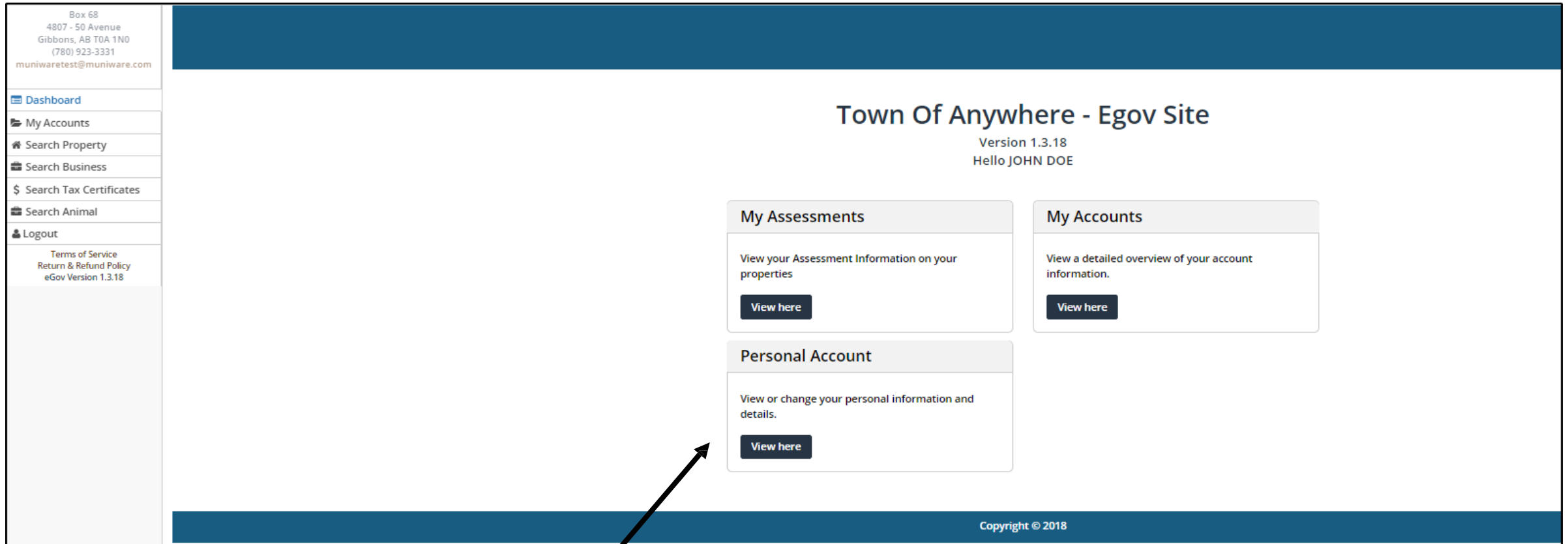
My Accounts – View a detailed overview of account information.

Personal Account – View or change personal information.

TO PAY A BILL:

1. To pay a bill, click on 'My Accounts'.
2. Select 'Payment'.
3. Check the account(s) you wish to make a payment for.
4. Enter the amount you wish to pay.
5. Select 'Payment'
6. Review the Confirm Payment page.
7. Select 'Confirm'.
8. Check out by completing the Moneris Payment form and checkout.

5. RESETTING A TEMPORARY PASSWORD



After a “Temporary Password” has been emailed to you either through **Reset Password** or a **Forgot my Password** process, or when you decided to change your current password, they would use **Change Password** function under **Personal Account** section.

Customer Personal Information

Customer Number

Last Name / Company Name

First Name

Birth Date

mm/dd/yyyy

Home Phone

Business Phone

Cell Phone

Fax Number

Email Address used for Utility and Tax Bills

Enrollment / Login Email Address

Mailing Address

Change Password

Save

Cancel

****Note** – It is strongly recommended that after a **Reset Password** or a **Forget my Password** process has occurred that you change the temporary password

Change Password

*

Old Password

*

New Password

*

Verify New Password

Submit

Cancel

Click **Change Password** and enter your current password or temporary password into the **old password field**.

****Note** – if a temporary password was emailed to you, we recommend that you copy and paste it directly into the old password field, rather than trying to type it in.

Enter new password and verify new password field and click submit. The new password can be alphabetic, numeric, or a combination of each in either upper or lowercase characters.



TROUBLESHOOTING

Didn't receive an email asking for authorization?

- Check your inboxes, including junk/spam.
- Confirm that the email address registered with the District is correct by calling our office.
- Still unable to register your account? Contact us.

Need help with something not listed in this guide? Let us know!

If you have questions or concerns, please contact us by:

Phone: 250-949-6665

Email: reception@porthardy.ca

Thank you for using the District of Port Hardy on-line account service
"E-Gov"