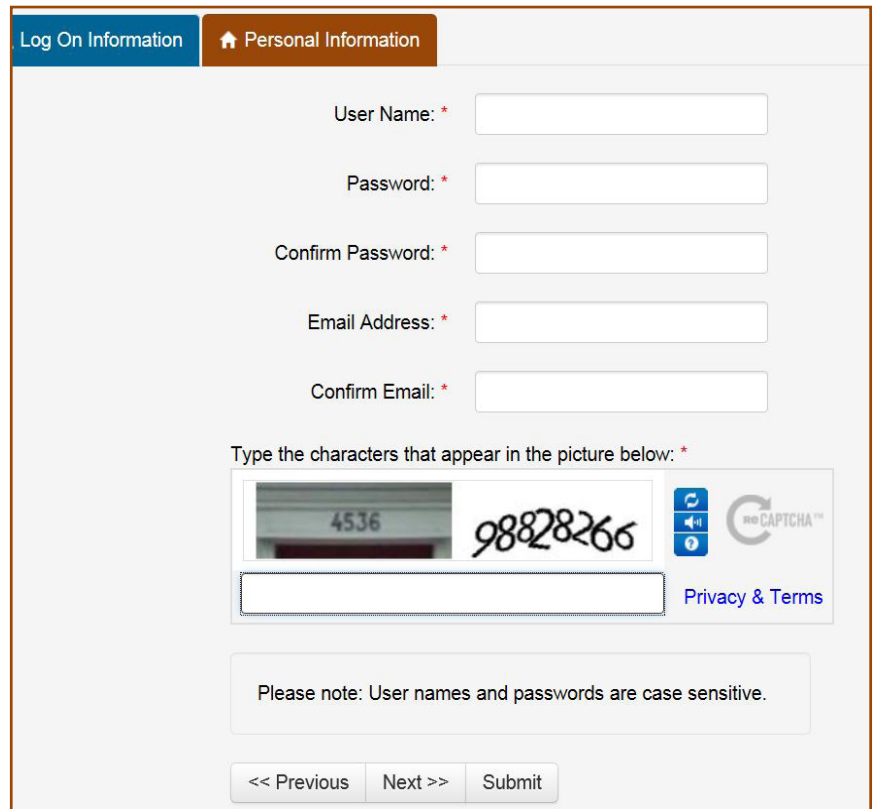


## Creating a New Morinville E-Services Account – Easy as 1-2-3!

### Step 1 - Log On Information Tab

- On the “Log On Information” tab complete the information in the boxes marked with a \* and click “Next” (Do not hit submit button until the Personal Information section has been filled out).
- There are no restrictions on # of Alpha or Numerical Characters, Symbols and / or Capitalization you can use.
- The email address you provide will be used to send your E-Services Account Activation Link as well as your Utility bill once you register for this service.



The screenshot shows the 'Log On Information' tab selected. The form contains the following fields:

- User Name: \*
- Password: \*
- Confirm Password: \*
- Email Address: \*
- Confirm Email: \*

Below the fields is a CAPTCHA challenge: "Type the characters that appear in the picture below: \*". The image shows the numbers 4536 and 98828266. To the right of the CAPTCHA are icons for refresh, volume, and a CAPTCHA logo. A "Privacy & Terms" link is also present.

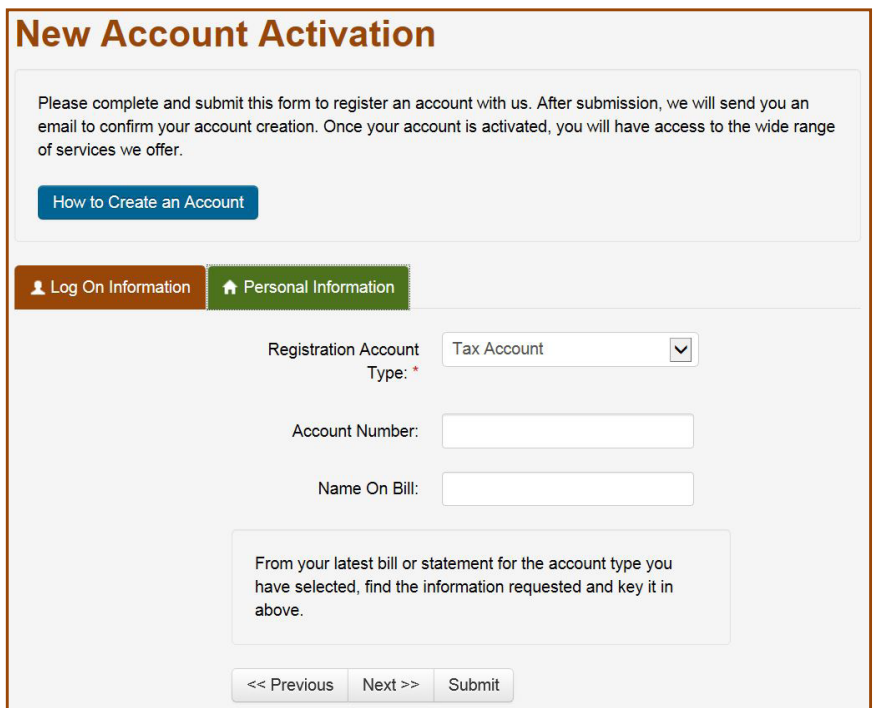
A note states: "Please note: User names and passwords are case sensitive."

Navigation buttons at the bottom are: << Previous, Next >>, and Submit.

### Step 2 – Personal Information Tab

On the “Personal Information” Tab, complete the information and click “Submit”

- **Registration Account Type** – Choose to enter your tax or utility account information. Regardless of which account is used to create your account, all of your accounts will be displayed.
- **Account Number** – Enter your full tax roll account # or utility account #. **This must be input exactly as it appears on your bill, including any decimals and / or zeros. Example - Tax Roll # 123 OR Utility Account # 123456.07**
- **Name on Bill** – Enter the name on the bill being input to create your account (SMITH JOHN & BETTY OR JOHN & BETTY SMITH) This must be inputted exactly as it appears on your bill, including any capitalization and / or symbols.



The screenshot shows the 'New Account Activation' form. At the top, it says: "Please complete and submit this form to register an account with us. After submission, we will send you an email to confirm your account creation. Once your account is activated, you will have access to the wide range of services we offer."

There is a button labeled "How to Create an Account".

The form has two tabs: "Log On Information" and "Personal Information", with "Personal Information" selected. The fields are:

- Registration Account Type: \* (Dropdown menu showing "Tax Account")
- Account Number: \*
- Name On Bill: \*

A note states: "From your latest bill or statement for the account type you have selected, find the information requested and key it in above."


Navigation buttons at the bottom are: << Previous, Next >>, and Submit.

## Account Activation - Continued

### Account Activated

Once all account creation information has been input, the following message will appear after clicking the "Submit" button, confirming that your account registration was successful.

## New Account Activation

 **Success.**

Your account registration was successful. We have send you an email to confirm your account creation. Once your account is activated, you will have access to the wide range of services we offer.

You may now return to the [Login](#) page to access Morinville E-Utilities.

### Step 3 – Activate your Morinville E-Utilities Account

An Email from "Tax Utilities" (example below) will arrive to the inbox of the email address provided in Step 1 of the account creation process. Click on the link to activate and start using your Morinville E-Utilities Account !

From:  Tax Utilities

To: 

Cc:

Subject: Activate your Morinville E-Utilities Account

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Please click on this link to activate your account: <http://eservices.morinville.ca/vch/city/contact/Activate.aspx?code=086d6db8-d6a9-41ca-8e29-8f1669f03ccf>

**Contact Us for all your E-Utilities Support Questions**  
**Phone:780-939-4361 Email: tax-utilities@morinville.ca**  
**Monday through Friday 8:00 am - 4:30 pm**  
**www.morinville.ca**