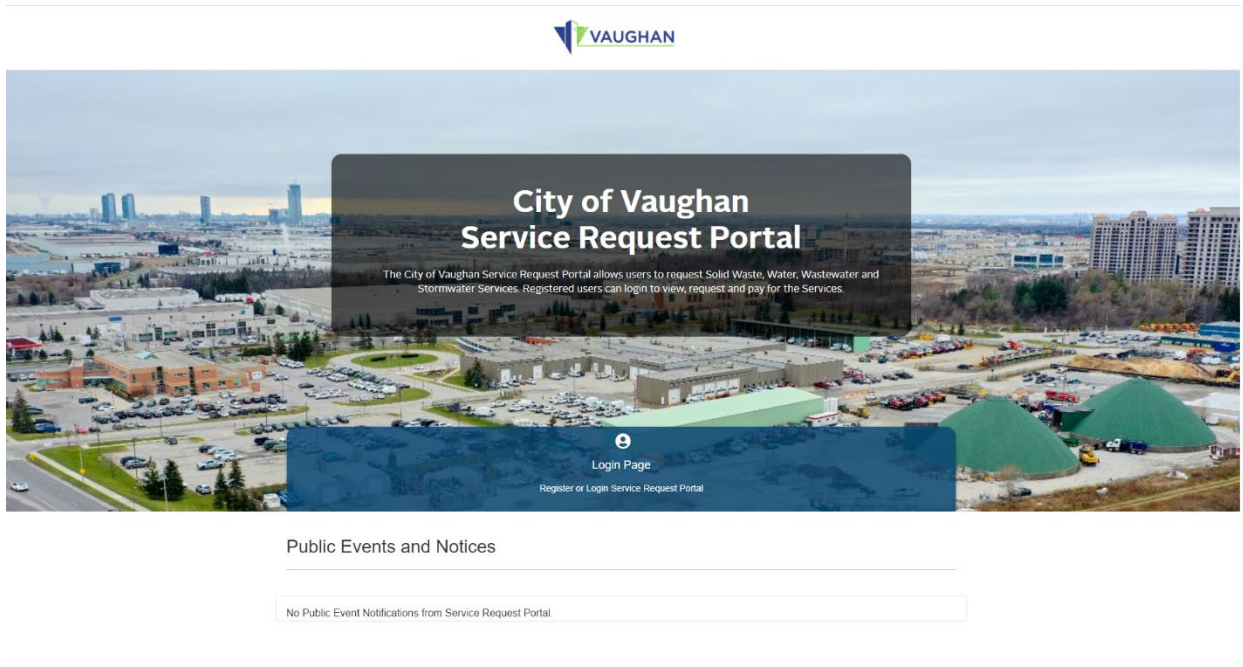


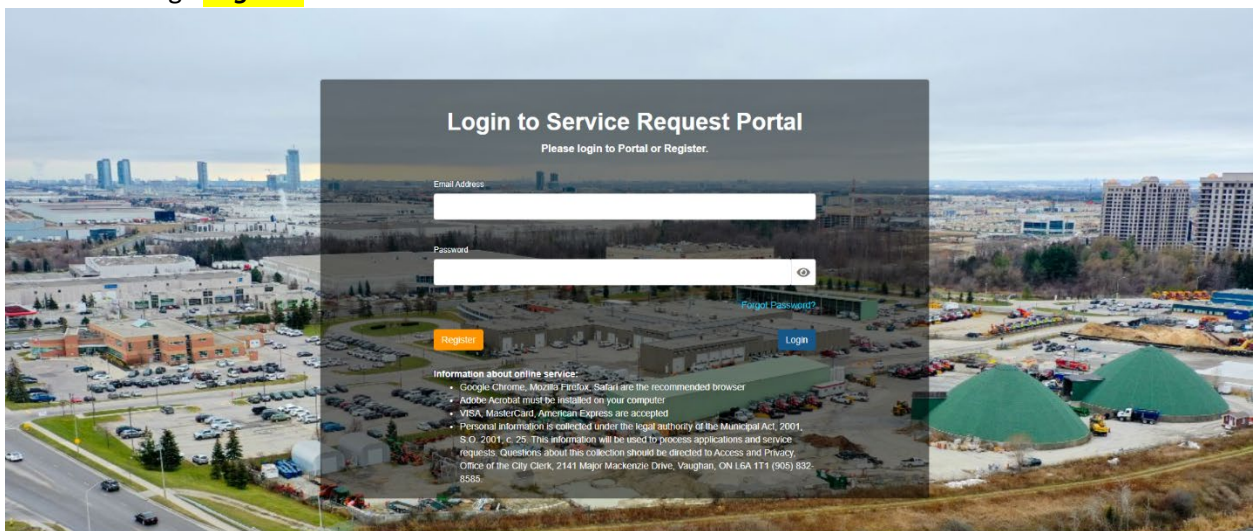
City of Vaughan- Portal Instructions

Register A New Account

1. Please visit <https://eservices.vaughan.ca/citizenportales/app/landing>
2. Click on **Login Page - Register or Login Service Request Portal**



3. Click the orange **Register** button



4. Select **I am a first time Service Request Portal user.** Then fill out the required information. Once completed, click **Submit**

Register

Service Request Portal uses same credentials with Online Permitting Portal to Login. If you are already registered in Online Permitting Portal, please click 'Registered User' at top line to return to the Login page.

Please select:

I have applied for a Building Permit previously in the City of Vaughan. I am a first time Service Request Portal user.

First Name Last Name
** This input field is required.* ** This input field is required.*

Organization Name

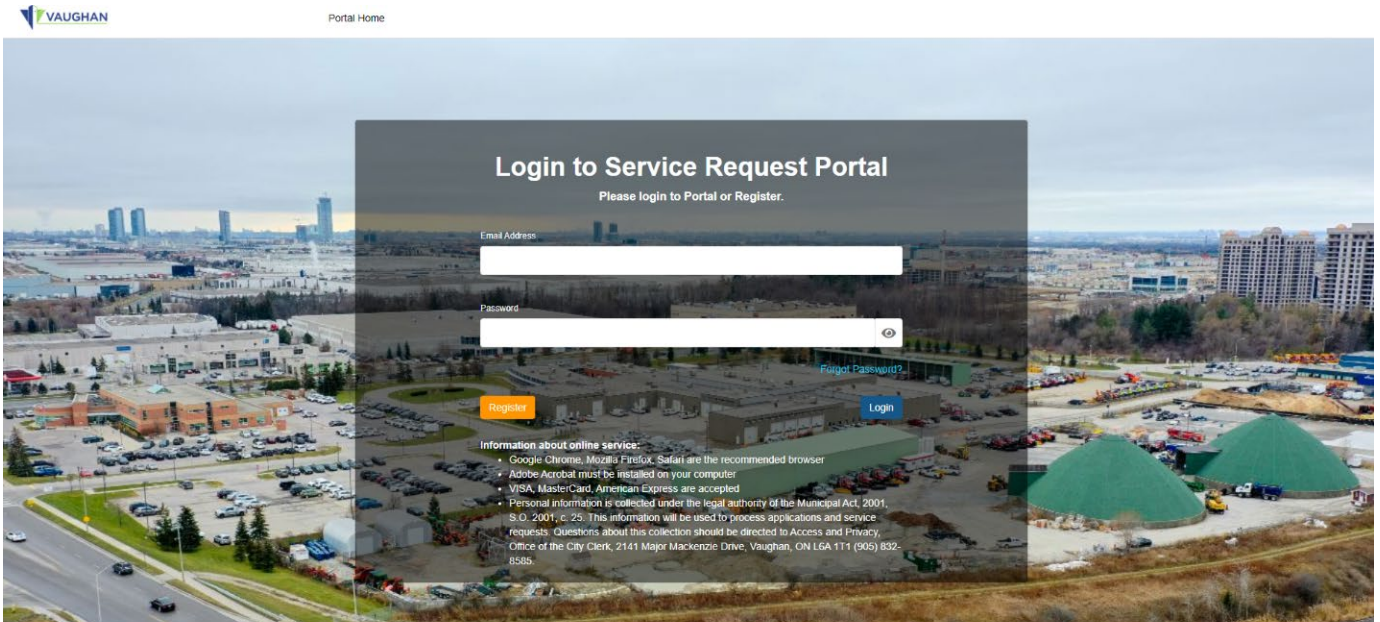
Email Address Confirm Email Address
** Email Address is required* ** Confirm Email Address is required*

Phone Number 1 Phone Type 1 Phone Number 2 Phone Type 2
** This input field is required.*

Street Number Street Name Street Type Direction
** This input field is required.* ** This input field is required.* ** This input field is required.*

City Province/State Country Postal Code
** This input field is required.* ** This input field is required.* ** This input field is required.* ** This input field is required.*

5. After you receive your confirmation email, please log in with your account. **Enter your email address and password. Select Login.**



New Service Request – Fire Hydrant Flow Test

1. Under My Service Requests, click **Add New Service Request**

My Service Requests
Please use this section to view and manage your service requests. Click Add New Service Request button to add a new service request.

You do not have service request at this moment

[Add New Service Request](#)

My Bulk Water Account
If you want to purchase more FOB or add deposit to your account, please click Add FOB or Deposit button when you have one active account.

If you need to open up a bulk water account, click Add Bulk Water Account button to create a new account.

[Add Bulk Water Account](#)

2. Select **Water/Wastewater services**



New Service Request

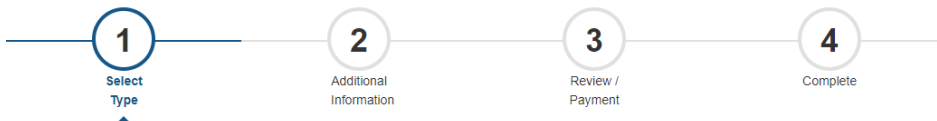
Please Select One Option in Each Category:

Service Type:

- Purchase Garbage Tags
- Request/Exchange/Purchase Bins
- Residential Appliance and Metal Pick Up
- Water/Wastewater Services

[Cancel](#) [Restart](#)

3. Select **Fire Hydrant Flow Test** and then **Continue**



New Service Request

Please Select One Option in Each Category:

Service Type:

- Water/Wastewater Services

Water/Wastewater Service:

- Fire Hydrant Flow Test
- Hydrant Meter Rental
- Municipal Water Check
- Water Meter Application
- Water Shut Off/Turn On
- Sewer Backup Service Payment
- Dewatering Discharge Approval

[Back](#) [Restart](#)

4. Fill out all the required Application Details, then click **Continue**

Application Details
Please provide additional details for your application.

Hydrant Location/Municipal Address * This input field is required.

Site Map or Drawing of Requested Hydrant Included
 Yes No * This input field is required.

[Continue](#)

5. Please upload the site map for the fire hydrant flow test request. **Please note:** this is mandatory, the system will not allow the applicant to proceed any further without the site map. Once uploaded, select **Continue**

Supporting Documents
Mandatory supporting documents: Site Map

You do not have any document(s) at this moment

Upload New Document
Steps:
1. Select the Document Type and complete the Description;
2. Click the 'browse' button to upload file or Drag and Drop the file;
3. Click the 'Upload Document' button.

Document Type * This input field is required.

Description

File
 Drag or [Browse](#) to select file(s) to upload. * This input field is required.

[Upload Document](#)

[Back](#) [Continue](#)

6. On the next screen, please review Application details. Then scroll down to the bottom of the page and click **Pay Selected Fees**.

Fees & Payment

Bill #	Fee Details	Total	Payment Status
<input checked="" type="checkbox"/> 358955	Hydrant Flow Testing \$190.00 Hydrant Flow Testing Administration Fee \$28.50	\$218.50	Unpaid
1 total			

Fees selected for payment:

- \$218.50: Bill Number: 358955
Hydrant Flow Testing \$190.00
Hydrant Flow Testing Administration Fee \$28.50

Total Amount: \$218.50

[Edit Request](#)

[Pay Selected Fees](#)

7. Insert payment information and select **Submit Payment**

PAYMENT INFORMATION

\$285.00 CAD	358943	
VISA		
Name on card		
Card number		
01	2021	Card cvd

COMMENTS

[Submit Payment](#)

Visa, Mastercard and Amex are accepted.

Powered by **bambora**



8. You will receive confirmation that the payment was submitted successfully. A City of Vaughan staff member will contact you to finalize your fire hydrant flow test appointment.

9. If you have any questions, please contact the Environmental Services dispatch office at **905-832-2281 extension 6208.**