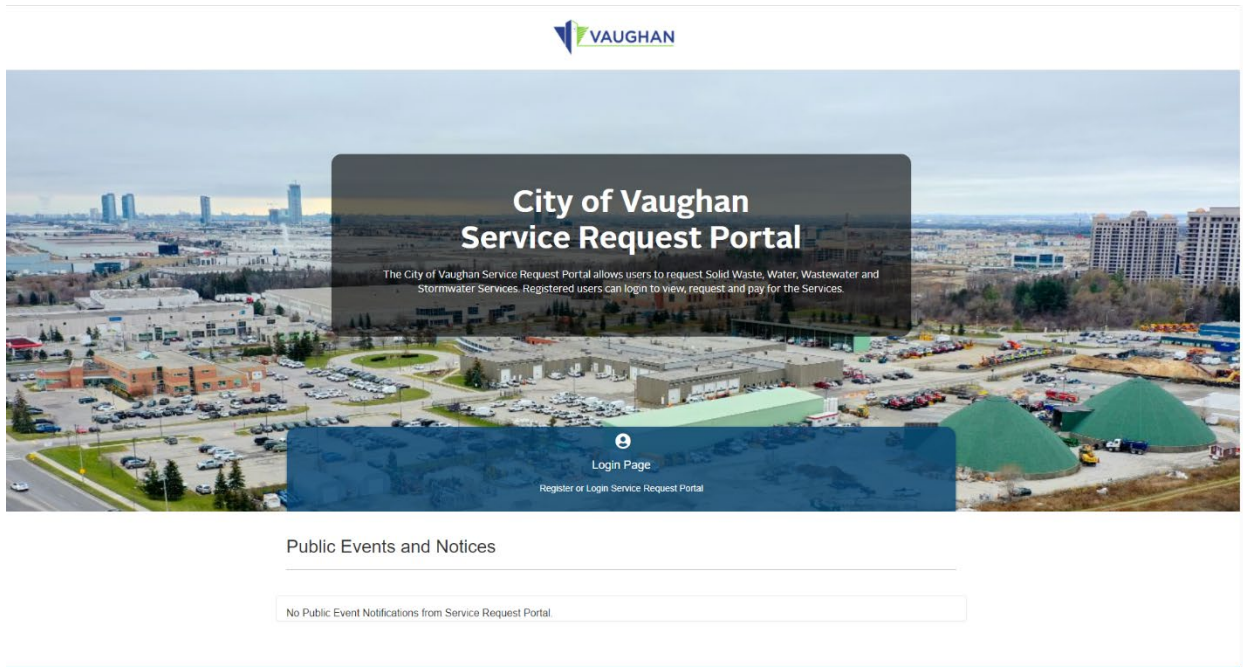


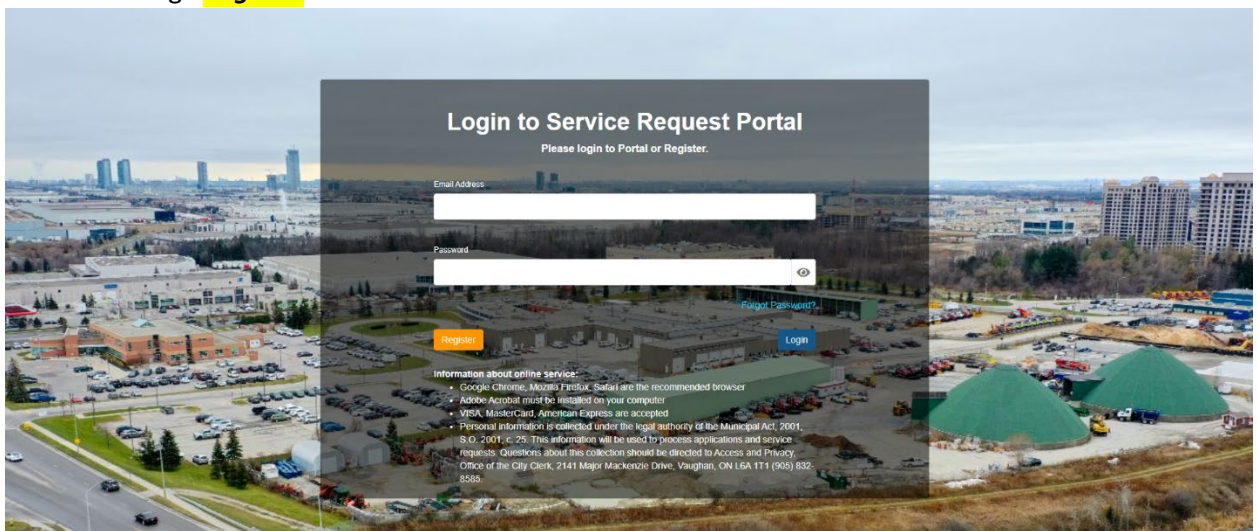
City of Vaughan- Portal Instructions

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

* This input field is required.

Last Name

* This input field is required.

Organization Name

Email Address

* Email Address is required

Confirm Email Address

* Confirm Email Address is required

Phone Number 1

* This input field is required.

Phone Type 1

Phone Number 2

* This input field is required.

Phone Type 2

Street Number

* This input field is required.

Street Name

* This input field is required.

Street Type

* This input field is required.

Direction

City

* This input field is required.

Province/State

* This input field is required.

Country

* This input field is required.

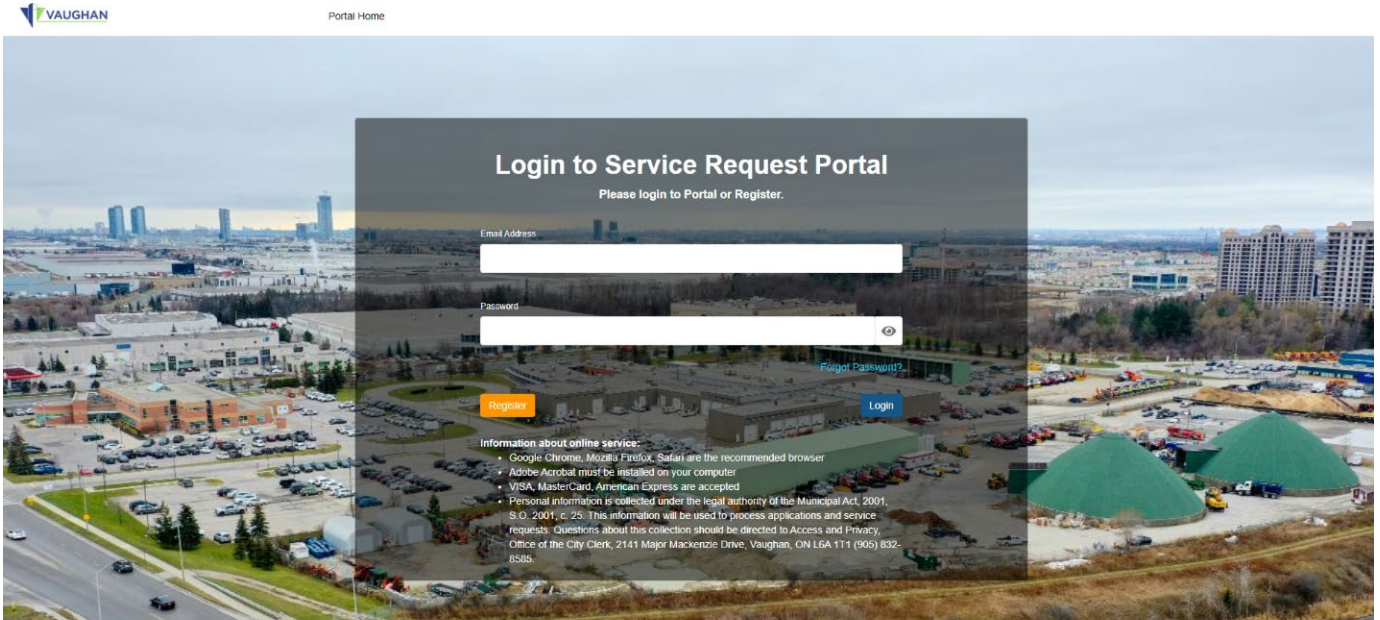
Postal Code

* This input field is required.

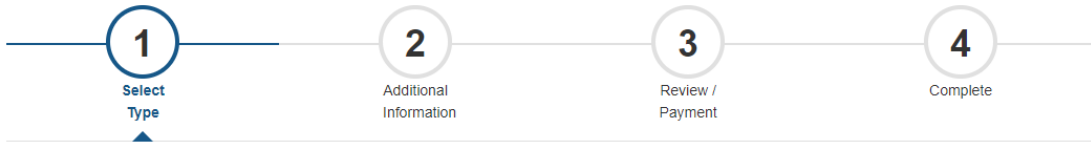
Back

Submit

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



4. Select **one of the four options that is applicable to your application request** (e.g. residential regular hours; residential after-hours; Multi-Residential & ICI regular hours; and Multi-Residential & ICI after-hours). Once selected, click **Continue**.



New Service Request

Please Select One Option in Each Category:

Service Type:

Water/Wastewater Services

Water/Wastewater Service:

Water Shut Off/Turn On

Select:

Residential Regular Hours (Monday to Friday 8 a.m. to 3:30 pm)

Residential After Hours (Any time other than office hours - including weekends and holidays)

Multi-Residential and ICI Regular Hours (Monday to Friday 8 a.m. to 3:30 pm)

Multi-Residential and ICI After Hours (Any time other than office hours - including weekends and holidays)

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

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



Application Details

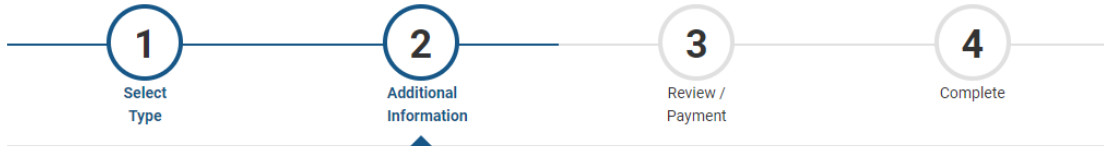
Please provide additional details for your application.

Please Confirm Delivery Information

| | |
|---|---------------------------------|
| Property Address (Street Number, Street Name) | Purpose |
| <input type="text"/> | <input type="text"/> |
| * This input field is required. | * This input field is required. |
| Shut Off Date | Shut Off Time |
| <input type="text"/> | <input type="text"/> |
| * This input field is required. | * This input field is required. |
| Turn On Date | Turn On Time |
| <input type="text"/> | <input type="text"/> |
| * This input field is required. | * This input field is required. |

[Continue](#)

6. For **Residential shut off requests**, please click on **Continue** at the Supporting Documents page. **No document is required.**
 For **Multi-Residential & ICI**, please upload supporting document (if applicable), then click **Continue.**



Supporting Documents

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 Description

** This input field is required.*

File

** This input field is required.*

Upload Document **Back** **Continue**

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

Turn On Date: 2021-05-24 Turn On Time: 11

Supporting Documents

Please review and upload supporting documents for your request

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

Fees & Payment

The fee is based on whether the service is required during business or after business hours. This service may take up to five business days to schedule.
Note: For Emergency water shut off, contact Access Vaughan (905-832-2281) after making the Payment.

| Bill # | Fee Details | Total | Payment Status |
|----------|---------------------------------|----------|----------------|
| ✓ 358943 | Water Shut Off/Turn On \$285.00 | \$285.00 | Unpaid |
| 1 total | | | |

Fees selected for payment:

- \$285.00: Bill Number: 358943
Water Shut Off/Turn On \$285.00

Total Amount: \$285.00

Pay Selected Fees **Edit Request**

8. 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**



9. You will receive confirmation that the payment was submitted successfully. A City of Vaughan staff member will contact you to finalize your water shut off appointment.
10. If you have any questions, please contact the Environmental Services dispatch office at **905-832-2281 extension 6208.**