



## What is MyPortCoquitlam?

“MyPortCoquitlam ” is an online service that allows a homeowner and/or business to access information at any time about their City of Port Coquitlam taxes, utilities, dog and business licences and schedule a building or plumbing inspection. To get started, you’ll need an internet connection, email address, account information number and access codes from a past utility bill notice. For your building or plumbing inspection please use your permit number and access code provided to you at the time of your application. If you do not have one please contact the Building division [building@portcoquitlam.ca](mailto:building@portcoquitlam.ca) or 604.927.5444.

## How do I sign up for MyPortCoquitlam

### Step 1: Set up a MyPortCoquitlam User Profile:

First time users need to create a MyPortCoquitlam User Profile before logging in:

- Go to [www.portcoquitlam.ca/mycity](http://www.portcoquitlam.ca/mycity)
- Click “**Register Now**”. Complete the form and click “**Register**” to complete.



The screenshot shows the registration page for MyPortCoquitlam. The header includes the logo and navigation icons. The main heading is "Registration". Below it, a message says "Complete this form to register a MyPortCoquitlam profile." The form contains the following fields:

- Email address:
- First Name:
- Last Name:
- Unit:
- House:
- Street:
- City:
- Province:
- Country:
- Postal Code:
- Phone (10 digits):
- Password:
- Confirm Password:
- Choose Your Security Question:
- Security Answer:

At the bottom, there is a note "(\*) - required" and two buttons: "Register" and "Return to Login".

- A confirmation screen tells you to check your email to complete the registration process.
- Check your email. Click the link to activate your profile.



## Step 2: Login to MyPortCoquitlam

Once you've activated your profile, login to add and view your taxes, utilities, dog or business licences and building or plumbing inspections.

- Go to [www.portcoquitlam.ca/mycity](http://www.portcoquitlam.ca/mycity)
- Enter your email address and password, then click "**Login**". You're now in the main MyPortCoquitlam page.

## Step 3: Register Accounts

You'll need to register your taxes, utilities, dog or business licences or building and plumbing inspections.

- Click "**Register Accounts**"



- Select the type of account you want to create from the drop-down list. For Building or Plumbing inspections select "**Permits**".
- Locate your folio number and access code on a previous utility notice. For Building or Plumbing inspections please use the permit number and access code provided to you during the application process.

<b>FOLIO NUMBER</b>	999111-000	<b>ACCESS</b>	518002
<b>PROPERTY ADDRESS</b>	123 ANY STREET		
<b>PID</b>	999-999-999		

- Enter this information as shown on your notice with the dash and click "Register".
- You'll see red confirmation text that the account has been successfully registered.

Repeat this process if you have multiple properties or accounts in Port Coquitlam. If you are looking to book a Building or Plumbing inspection please proceed to **Step 4B**.



## Step 4: Access and View your Account Information

- Click the “Accounts” tab for a listing of all accounts registered to your MyPortCoquitlam profile.



Accounts

Register Accounts

Profile

Log Out

### Accounts

Click the account number for details.

Account Type	Account	Address	Actions	Note
BUSINESS	<a href="#">10916</a>	2580 SHAUGHNESSY ST	<a href="#">Remove</a>	
DOGS	<a href="#">17290</a>	2580 SHAUGHNESSY ST	<a href="#">Remove</a>	
TAX	<a href="#">999111-001</a>	132 ANY STREET	<a href="#">Remove</a>	
UTILITY	<a href="#">32887</a>	2580 SHAUGHNESSY ST	<a href="#">Remove</a>	

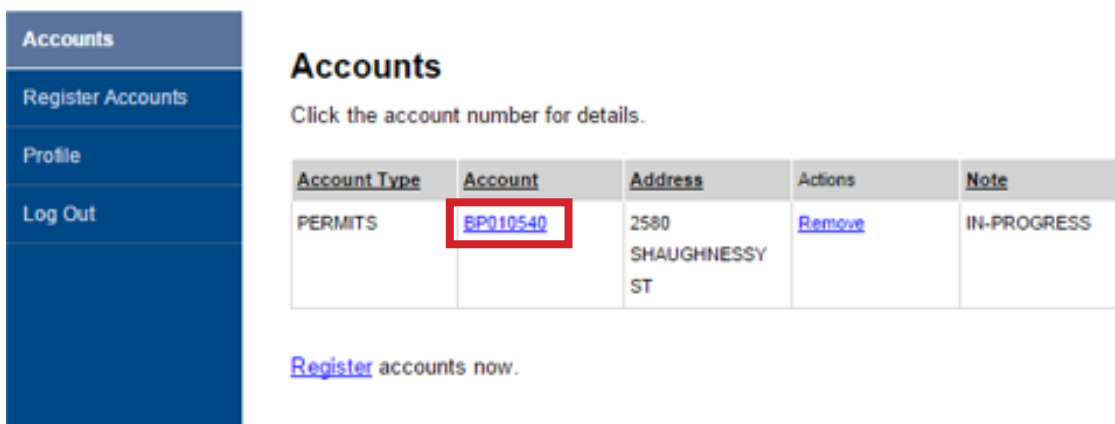
[Register](#) accounts now.

- Click on your account number to view all the information associated with that account.
- A new window with your account details appears. Use the navigation menu on the left to view detailed account and transaction information.

If you are not booking a building or plumbing inspection please proceed to **Step 5**.

## Step 4B: Booking a Building or Plumbing Inspection in MyPortCoquitlam Using Inspections

- Building or Plumbing inspections may be scheduled or cancelled until 11:59 pm the day before the inspection. Inspections may be booked up to ten days in advance.
- Click on the Account Number under the “Account” column that the inspection will be booked for.



Accounts

Register Accounts

Profile

Log Out

### Accounts

Click the account number for details.

Account Type	Account	Address	Actions	Note
PERMITS	<a href="#">BP010540</a>	2580 SHAUGHNESSY ST	<a href="#">Remove</a>	IN-PROGRESS

[Register](#) accounts now.



- Click “Task” from the sidebar menu. Click “Schedule” for the inspection task. The list of tasks in the folder will be displayed. Inspections that are ready to be scheduled will display “Schedule”.

**Permit Account Details** Close

Folder Number: BP010540  
 Type: PERMIT - 3 NEW  
 Subject: BUS SHELTER  
 Status: ACTIVE

**Tasks**

[Detailed](#) | [Summary](#)

SERVICES  
 Start: \_\_\_\_\_ End: \_\_\_\_\_ Status: NOT STARTED  
Schedule

- Complete the fields for the inspection.
- Click “Schedule” when complete. You may choose a preference of AM or PM.  
**Please note:** We will do our best to meet this request, however, it will be based on the inspector’s availability.

Start: \_\_\_\_\_ End: \_\_\_\_\_ Status: NOT STARTED

Schedule

**Schedule an Inspection** X

Folder: BP011491  
 Inspection: SERVICES  
 Dates From: 10/12/2016

Inspection availability from the selected date:  
 Please select a date and time.

Day	Date	AM	PM	Anytime
Tomorrow	10/13/2016	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friday	10/14/2016	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monday	10/17/2016	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuesday	10/18/2016	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wednesday	10/19/2016	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thursday	10/20/2016	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Requestor:   
 Phone:   
 Notes:

Schedule Close without Scheduling



- The inspection will be show at the bottom of the page with a status of “Scheduled”.
- You can add the inspection to your Outlook/iCal calendar by clicking “Add to calendar”.  
**Please note:** If the inspection date or time changes, the appointment will not automatically update in your calendar. You will need to update it manually.

**DAMP PROOFING**  
 Start: Jul 10, 2015                      End:                      Status: SCHEDULED  
  [Add to Outlook-iCal calendar](#)

### Cancelling or Rescheduling an Inspection in MyPortCoquitlam

- Open the Folder which has the inspection you would like to reschedule/cancel.
- Click “Reschedule” or “Cancel” for the inspection.  
**Reminder:** You will need to manually remove the cancelled inspection from your calendar.

**DAMP PROOFING**  
 Start: Jul 10, 2015                      End:                        [Add to Outlook-iCal calendar](#)

**DAMP PROOFING**  
 Start: Jul 10, 2015                      End: Jul 10, 2015

**PERIMETER DRAINS**  
 Start:                      End:                     

- When you click on “Reschedule”, the scheduling window will open. Select the new date you would like to book your inspection on. Click “Reschedule” when complete.
- Your inspection will now be rescheduled for the date you selected.

**Reschedule an Inspection**

Select the new date for this inspection:

**Folder:** BP010540  
**Inspection:** DAMP PROOFING  
**Date:**    
**Requestor:**   
**Phone:**   
**Notes:** PM Please



- When you click on “Cancel”, you may include notes, if needed.
- Click “Cancel Inspection” when complete.
- When an inspection is **CANCELLED**, the original task is set to **CANCELLED**.
- Another inspection task of the same type is inserted, ready for future scheduling.

**Cancel an Inspection** X

Cancel the following inspection?

**Folder:** BP010540

**Inspection:** DAMP PROOFING

**Requestor:**

**Phone:**

**Scheduled For:** Jul 10, 2015

**Notes:**

Cancel Inspection
Close without Cancelling

### Step 5: Sign Up for eBilling

- Once you have set up your account details, you can choose to receive your tax and utility bills by email. Please note that eBilling is only available for tax and utility accounts at this time.
- Click on the “Accounts” tab, then click on either your tax or utility account number.
- Select eBills, then update your preferred Statement Notification Method.



- eBills
- Account Balances
- Owners
- Levies
- Assessments
- Transactions

### Tax Account Details Close

<b>Folio</b>	999111-001	<b>PID</b>	999-999-999
<b>Property Address</b>	132 ANY STREET		
<b>Legal Description</b>			
<b>Status</b>	Active		

#### eBills

If you did not receive your Tax notice via email, please check your junk email folder.

#### Statement Notification Method

- Select how you would like to receive account statements:
- Receive account statements by paper only (CURRENT)
  - Receive account statements by email only

Change

#### Recent Statements

Date	Description
There are no recent statements available.	