

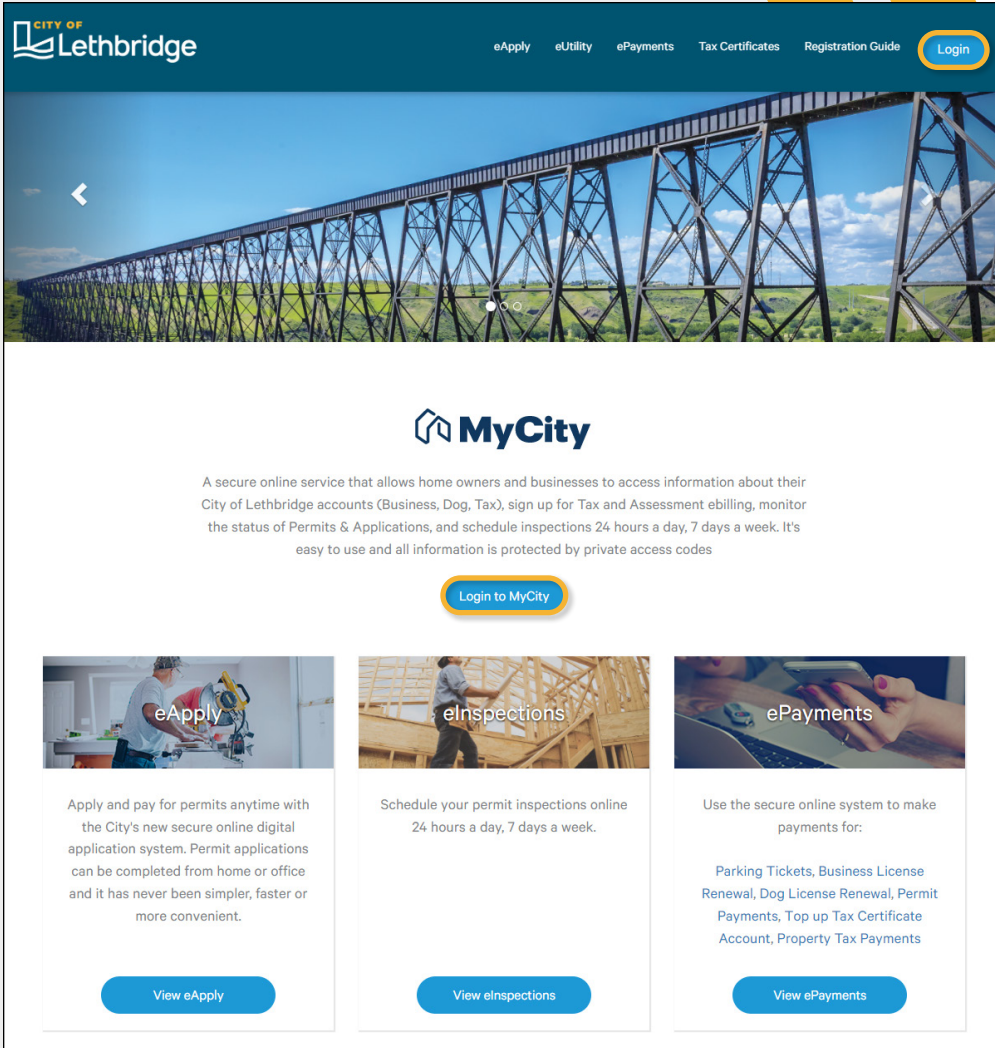
MYCITY USER GUIDE



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Creating a MyCity Profile



GETTING STARTED

Using your preferred web browser, go to lethbridge.ca/mycity

From there, click either of the [Login](#) buttons to get started.

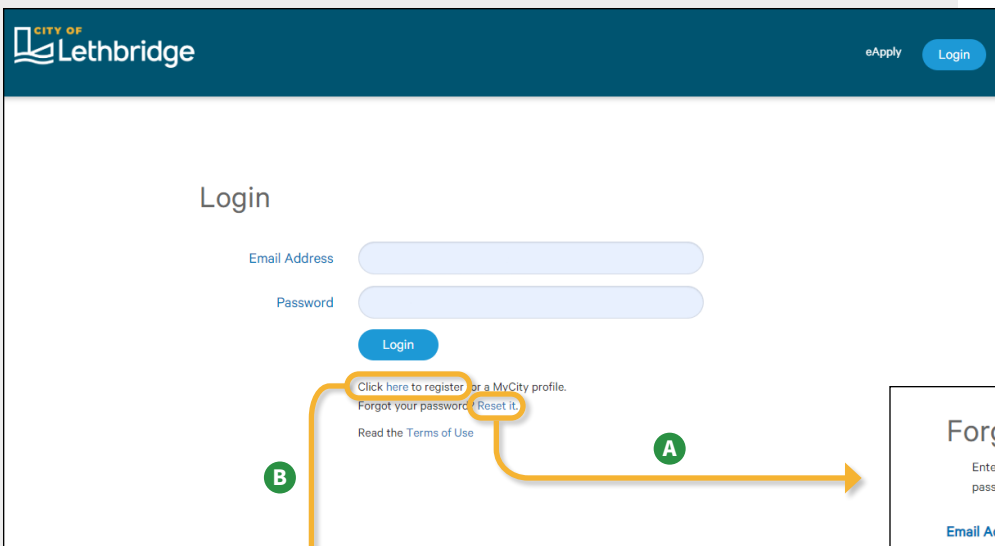
Advantages of a MyCity profile

MyCity is a secure online service that gives homeowners and businesses easy access to view their City of Lethbridge accounts, including:

- Business licences
- Dog licences
- Tax accounts

It also provides access to:

- eApply, the City of Lethbridge's online permit application portal
- eInspection, the City of Lethbridge's online building inspections scheduler
- ePayments for various City of Lethbridge licences, accounts, taxes, parking tickets, and more.

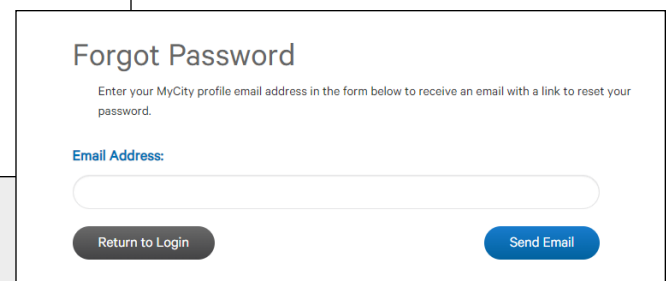


RECOVERING AN EXISTING PROFILE

- A** Already have a MyCity profile but forgot your password? Click [Reset it](#). Follow the steps on the next screen to recover your profile.

REGISTERING A NEW PROFILE

- B** From the Login page, select “Click [here](#) to register for a MyCity profile.”



Continued on next page...

Profile Registration

Complete this form to register a MyCity profile.

C

Applicant Information

First Name *

Last Name *

Email Address *

Phone *

Mobile

Address Information

Unit House *

Street *

City *

Country *

Postal/Zip Code *

Password Information

Password *

Confirm Password *

Security Question *

Security Answer *

Back

D

Continue

REGISTRATION FORM

C Complete the Profile Registration form. Fields marked with an asterisk (★) are mandatory and must be filled out.

Company profiles

If you are creating a MyCity profile for company use, enter the company name as the first and last name of the applicant information. E.g., First name: “City of”, last name: “Lethbridge”

Alternatively, you can use the first and last name of a company representative.

If you need to change this information once you have already created a profile, see the next page about Updating a MyCity Profile.

Address information

If your mailing address is a P.O. Box number, format it as shown in the example below:

House: P.O. Box
Street: 123

D Click [Continue](#) to confirm the creation of your MyCity profile.

EMAIL ACTIVATION

A confirmation email will be sent to the email address associated with the newly created MyCity profile.

E To complete your registration and start using your MyCity profile, open the email and click the activation link.

F MyCity will automatically open in your web browser. Type the verification code into the text box and click [Continue](#)

Congratulations! You can now use your MyCity profile to register and view your licences and accounts, apply for building permits, schedule inspections, and more.

Not seeing an email?

The activation email may take a few minutes to send. If it is not showing up in your main inbox, check your spam and junk folders. If you still did not receive anything, contact Planning & Design at 403-320-3920.

MyCity Activation

Thank you for registering for a City of Lethbridge MyCity profile for [redacted]

Your account verification code is **274004**

[Please click here to activate your profile.](#) **E**

If you have received this message in error and did not register for a MyCity profile, please disregard this email.

Profile Activation

Do Not Close This Page

Enter the verification code we sent to [redacted]

F

Enter the verification code:

Continue

Accounts

Welcome MyCity User

B Update Profile

Edit Accounts

FILTER ACCOUNTS ...

910 4 AVE S

Account Number: [REDACTED]
OWNER OR OCCUPANT EXEMPT EAPPLY APPLICATION

OPEN



C Update Profile

Profile Information

Email [REDACTED]

Change Email

First Name * MyCity

Last Name * User

Phone * [REDACTED]

Mobile [REDACTED]

Unit [REDACTED] House * 910

Street * 4 Ave S

City * Lethbridge

Country * CANADA

Province * ALBERTA

Postal/Zip Code * T1J 0P6

Update Profile

Security

Password xxxxxxxxxxxx

Change

Security Question [REDACTED]

Change

Change Email

Remember that your email address also functions as your login id. An email will be sent to the new address with a verification code that must be entered on this page to confirm your new email. Your original email will function as the login id until the new one is verified.

Email [REDACTED]

Password * [REDACTED]

New Email * [REDACTED]

Change Email

Change Password

Current Password * [REDACTED]

New Password * [REDACTED]

Confirm New Password * [REDACTED]

Show Characters

Change Password

Change Security Question

Security Question * What is your mother's maiden name?

Security Answer * [REDACTED]

Change Security Question

UPDATING A MYCITY PROFILE

- A** To update your MyCity profile, navigate to the Accounts page.
- B** Click **Update Profile**
- C** On the Update Profile page, you can:
 - Change the email address associated with your profile
 - Update the contact information listed on your profile
 - Change your password
 - Choose a new security question and answer

Registering Licences & Accounts

CITY OF Lethbridge

Accounts Update Profile Schedule Inspections eApply Log Out

Register Accounts

- Register a Dog Account
- Register a Business License Account
- Register a Permit
- Register a Tax Account

A Register a Dog Account

Account Number: *

Access Code: *

B Register a Licensing Account

Account Number: *

Access Code: *

C Register a Folder

Permit Number: *

Access Code: *

D Register a Tax Account

Roll Number: *

Access Code: *

Subscribe for eBilling? Yes No

ADDING AN ACCOUNT

Once you have logged into your MyCity profile, you will be prompted to register your supported City of Lethbridge accounts.

A DOG LICENSES

To register a Dog License, you will need the Account Number and Access Code of the license. You can find these on your License Renewal Invoice.

To learn more, [visit the City's website](#)

B BUSINESS LICENSES

To register a Business License, you will need the Account Number and Access Code of the license. You can find these on your Business License Notice.

To learn more, [visit the City's website](#)

C BUILDING & SUBTRADE PERMITS

To register a Building or Subtrade Permit, you will need the Permit Number and Access Code of the permit.

The Access Code would have been created by the permit applicant. If you need access to a permit, contact the applicant.

D TAX ACCOUNTS

To register a Tax Account, you will need the Roll Number and Access Code of the account. You can find these on your Property Assessment or Tax Notice.

What is eBilling?

Property owners may opt to receive digital billing via email.

By choosing “Yes”, you will no longer receive mailed notices. Instead, notices can be viewed and printed at any time with your MyCity account.

To continue receiving mailed notices, select “No”. You can change this later with Edit Accounts.

All fields are required for each licence and account registration.

Enter your information, then click

Accounts

Welcome MyCity User

Update Profile **B** Edit Accounts

FILTER ACCOUNTS ...

C 910 4 AVE S
Account Number: [REDACTED] OPEN

Edit Accounts

- Register Account
- Change Bill Delivery Method
- Remove Accounts

D Business Account Details

Account Number: [REDACTED]
 Licencee Name(s): CITY OF LETHBRIDGE
 Status: OPEN
 Category: EXEMPT BUSINESS REGISTRATION
 Trades Name(s): OWNER OR OCCUPANT EXEMPT EAPPLY APPLICATION

General

| Trade Name | Trade Location | Home Based | Non Resident | Current Licence Fees | Annual Renewal Fees |
|---|----------------|------------|--------------|----------------------|---------------------|
| OWNER OR OCCUPANT EXEMPT EAPPLY APPLICATION | 910 4 AVE S | No | No | 0.00 | 0.00 |

Account Balance as of Jul 05, 2024: 0.00

Account Balance

| | |
|-------------------------------------|------|
| Balance Forward as of Jul 04, 2024: | 0.00 |
| Current Licence Fees: | 0.00 |
| Adjustments: | 0.00 |
| Payments Received: | 0.00 |
| Account Balance: | 0.00 |

Licencee

CITY OF LETHBRIDGE
 910 4 AVE S
 LETHBRIDGE AB T1J 0P6
 Phone: 403-320-4742

D Trades

Owner Or Occupant Exempt Eaply Application

Status: OPEN
 Mailing Address: 910 4 AVE S LETHBRIDGE AB T1J 0P6
 Home Based: No
 Non Resident: No
 Locations: 910 4 AVE S LETHBRIDGE AB T1J 0P6

Licence # [REDACTED]
 CITY EAPPLY
 Covers From: Jan 01, 2024 Covers To: Dec 31, 2024

Status: APPROVED
 Total Fee: \$0.00
 Licence Type(s): EXEMPT BUSINESS

History

+ Owner Or Occupant Exempt Eaply Application

Transactions

There are no current transactions on this account.

EDITING AN ACCOUNT

- A** If you need to add or remove an account from your MyCity profile or change your eBilling settings, go to the Accounts page
- B** Click [Edit Accounts](#)

BUSINESS ACCOUNT DETAILS

- C** To view your account details, select an account from your list or type the address in the "Filter Accounts..." search bar.

Search not working?

The search bar only recognizes Canada Post abbreviations like 'AVE', 'BLVD', 'S', and so on.

If it still does not work, enter the first few characters of the address, then search.

For example, if you are trying to find 123 Main Street, enter '123 M'.

- D** This page will list the details of the account you selected, including:

- Account balances
- Licencee information
- Trades details
- Account history
- Recent transactions

Using Other Features in MyCity

A Accounts Update Profile Schedule Inspections eApply Log Out

Welcome MyCity User

Update Profile Edit Accounts

FILTER ACCOUNTS ...

B 910 4 AVE S BUILDING - HOMEOWNER
Permit Number: BP031475
Application Date: Jul 17, 2024
Project: Issued Date: Status: ON HOLD

910 4 AVE S
Account Number: 900016
OWNER OR OCCUPANT EXEMPT EAPPLY APPLICATION OPEN

ACCESSING eINSPECTION

With your MyCity profile, you gain instant access to the City of Lethbridge's online building permit tools.

VIA MYCITY

- A** If you have a building permit registered to your MyCity profile, you will be able to see it from the Accounts page.
- B** Use the search bar or select a permit from your list to schedule an inspection.

Not seeing any permits?

To add a permit to your profile, click [Edit Accounts](#)

- C** You can view all open inspections on your permit. If there is an outstanding inspection required, you will see the [Schedule](#) button. Click it to schedule an inspection.

Permit

Permit Number: BP031476

Type: BUILDING - HOMEOWNER

Subject: Homeowner Building Permit

Status: ON HOLD

[View/Submit Plans](#)

Folder

Purpose: Construction of new uncovered wood deck in backyard

Application Date: Jul 18, 2024

Approved Date:

Issued Date:

Expires:

Completed:

Tasks

PERMIT TECHNICIAN REVIEW

COMPLETED

Start: Jul 16, 2024

End: Jul 16, 2024

[Add to Calendar](#)

PLANS EXAMINATION

COMPLETED

Start: Jul 16, 2024

End: Jul 16, 2024

[Add to Calendar](#)

Final

NOT STARTED

C

[Schedule](#)

VIA WEBSITE URL

If you know the Permit Number and Access Code of the permit you would like to schedule, reschedule, or cancel, it may be quicker to go directly to eInspection.

Using your preferred web browser, go to lethbridge.ca/einspection

Enter the Permit Number and Access Code, then follow the prompts.

Accounts

Welcome MyCity User

[Update Profile](#)

[Edit Accounts](#)

FILTER ACCOUNTS ...

910 4 AVE S

Account Number: [REDACTED]

OPEN



OWNER OR OCCUPANT EXEMPT EAPPLY APPLICATION



Log into MyCity to view your active permits, licenses, and account balances.

[MyCity Login](#)

Construction Permits

Apply for a Construction Permit

- Homeowners
- Residential Contractors
- Commercial Contractors

Compliance Letters

Request a Compliance Letter

Tools, Tips & Guides

Resources to help you use eApply

Building Inspections

Arrange for a City of Lethbridge Safety Codes Officer to inspect permitted construction or subtrade work

ACCESSING eAPPLY

Use your MyCity profile to access eApply.

- A** Select "eApply" from the navigation menu at the top of the page. You will be redirected to the eApply landing page.

Homeowners and contractors can use eApply to:

- Apply for permits
- Request a compliance letter
- Schedule building inspections

Need help using eApply?

Click here to view and download the [eApply User Guides](#)



Thank you for reading!

We hope this guide helps you unlock the full potential of your MyCity profile. If you did not find what you were looking for, or if you noticed an error in this document, please contact Planning & Design at 403-320-3920 or planninganddesign@lethbridge.ca