## Virtual Town Hall (VTH): New Account Creation

Virtual Town Hall website: https://vch.selwyntownship.ca/VCH/default.aspx

1. Click on Account Creation:

. . .

<complex-block><complex-block><complex-block><complex-block><section-header><complex-block><section-header><complex-block></complex-block></section-header></complex-block></section-header></complex-block></complex-block></complex-block></complex-block>	Township of Selwyn	Virtual Town Hall		# Home	Pet Licencing +	<ul> <li>Sign in</li> </ul>
Contact Us We Can Help If you are having problems signing into Virtual Town Hall, or would like to request a username, or you simply have a question about Virtual Town Hall, please contact us at (705) 292-9507 during business hours, Monday to Friday 8:30 am to 4:30 pm, or email the Finance Department. Copyright 0 2020 Diamond VCH 4.0.0205 (18.0.5400) - Contact Us - Feedback Back to Top			My Virtual Town Hall gin in to manage all of your accounts.       Sign in to manage all of your accounts.         My Virtual Town Hall sign in to manage all of your accounts.       New Pet Licence Apply for a new locate       Property Search Q. Find a property.         My Virtual Town Hall your accounts.       Pet Search Apply for a new locate       Property Search Q. Find a property.       Property Search Q. Find a property.         9: sign in       Q. sign in       Pet Search Apply for a new locate       Property Search Q. Find a property.       Property Search Q. Find a property.			
			Contact Us We Can Help If you are having problems signing into Virtual Town Hall, or would like to request a username, or you simply have a question about Virtual Town Hall, please contact us at (705) 292-9507 during business hours, Monday to Friday 8:30 am to 4:30 pm, or email the Finance Department.			

2. On the "Log On Information" tab, in the "Username" field, enter a username of your choosing (maximum of 15 characters)

New Account Creation							
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 available services. Your password can be a maximum of 16 characters but must be at least 8 characters, contain upper and lowercase letters, at least 1 number, and a symbol. Passwords are case sensitive. There may be multiple names (customers) on your Township tax notice, bill or statement. Each customer can create their own account. Please use your information to create your username.							
Log On Information	tion						
Us	sername: *	Smith123					
Pa	assword: *	Create a user See bolded pa	name (Maximum 15 characte assword requirements above	ers)			
Co	onfirm Password: *						
Email Address: *							
Cc	onfirm Email: *						
	Return To Main Menu << Previo	ous Next >	>				

- 3. In the "Password" and "Confirm Password" fields, enter and confirm a password of your choosing then click into the email address field
  - if the screen displays "Password fields must match", make sure you have entered the same password both times and that you have clicked into the email field

- If the screen displays "Password does not meet requirements. See bolded password requirements above" make sure that it meets all these requirements:
  - **is not** longer than 15 characters
  - o contains at least 8 characters
  - $\circ$   $\,$  contains upper and lowercase letters  $\,$
  - o contains at least 1 number
  - o contains a symbol

## New Account Creation

-

4. In the "Email Address" and "Confirm Email" fields, enter and confirm your email address:

New Account Creatio	n	
Please complete and submit this form to n activated, you will have access to the avaid Your password can be a maximum of 1 Passwords are case sensitive. There may be multiple names (customers your username.	egister an account with us. After subr ilable services. 5 characters but must be at least 8 ) on your Township tax notice, bill or 9	mission, we will send you an email to confirm your account creation. Once your account is a characters, contain upper and lowercase letters, at least 1 number, and a symbol. statement. Each customer can create their own account. Please use your information to create
Log On Information	ormation	
	Username: *	Smith123
		Create a username (Maximum 15 characters)
	Password: *	
		See bolded password requirements above
	Confirm Password: *	
		Matches!
	Email Address: *	finance@selwyntownship.ca
	Confirm Email: *	finance@selwyntownship.ca
	Return To Main Menu << Pre	vious Next >>

## 5. Click "Next" at the bottom of the screen

## New Account Creation

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 available services.					
Your password can be a maximum of 15 chara Passwords are case sensitive.	acters but must be at least 8	characters, contain upper and lowercase letters, at least 1 numb	er, and a symbol.		
There may be multiple names (customers) on you your username.	ur Township tax notice, bill or s	statement. Each customer can create their own account. Please use y	our information to create		
Log On Information	n				
User	rname: *	Smith123			
Pass	Password: * See bolded password requirements above				
Coni	firm Password: *	Matches!			
Ema	il Address: *	finance@selwyntownship.ca			
Cont	firm Email: *	finance@selwyntownship.ca			
Re	eturn To Main Menu << Prev	vious Next >>			

- 6. On the "Personal Information" tab in the "Customer ID" field, enter your Customer ID as it appears on your Township bill, notice, statement, etc. See <u>samples</u>.
  - Format is 5 letters, 4 numbers

New Account Creation	ı						
Please complete and submit this form to repactivated, you will have access to the availated of the availated of the access to the availated of the access of the availated of the access of the access and the access of the acces	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 available services. Your password can be a maximum of 15 characters but must be at least 8 characters, contain upper and lowercase letters, at least 1 number, and a symbol. Passwords are case sensitive. There may be multiple names (customers) on your Township tax notice, bill or statement. Each customer can create their own account. Please use your information to create your username.						
Log On Information	mation						
	Customer ID:	SMITH9999					
		Can be found on your Township tax notice, bill or statement					
	Name On Bill:	1					
		Enter your full name exactly as it is displayed on your Township tax notice, bill or statement					
	When you click "next" we will see the activation link, you can sign <b>If you would like assistance,</b> p Monday to Friday 8:30 am to 4:3	end you an email to activate your account. After you have clicked in to your account. please contact us at (705) 292-9507 during business hours, 30 pm, or email the Finance Department.					
Follow the validation steps below: *							
	I'm not a robot	reCAPTCHA Privacy - Terms					
	Return To Main Menu << Prev	vious Next >>					

7. In the "Name on Bill" field, enter your name **exactly** as it appears on your Township bill, notice, statement, etc.:

New Accoun	t Creatio	n		
Please complete and si activated, you will have Your password can b Passwords are case s There may be multiple your username.	ubmit this form to re access to the avai e a maximum of 1: sensitive. names (customers)	egister an account with us. A lable services. 5 characters but must be a ) on your Township tax notic	After submissi <b>at least 8 cha</b> e, bill or state	sion, we will send you an email to confirm your account creation. Once your account is naracters, contain upper and lowercase letters, at least 1 number, and a symbol. tement. Each customer can create their own account. Please use your information to create
Log On Information	Personal Info	ormation		
		Customer ID:	SI	SMITH9999 Can be found on your Township <u>tax n<del>otice,</del> bill or statement</u>
		Name On Bill:	si	SMITH JOHN SMITH
			En no	nter your full name exactly as it is displayed on your Township tax ootice, bill or statement
		When you click "next" the activation link, you If you would like assi Monday to Friday 8:30	we will send y can sign in to istance, pleas am to 4:30 p	I you an email to activate your account. After you have clicked to your account. ase contact us at (705) 292-9507 during business hours, pm, or email the Finance Department.
		Follow the validation steps	s below: *	
		I'm not a robot	re Pri	reCAPTCHA Privacy - Tems
		Return To Main Menu	<< Previous	us Next>>
		Return to Main Menu	< Plevious	

8. Click on the "I'm not a robot" button and follow any on screen prompts:

New Account Creation								
Please complete and si activated, you will have Your password can be Passwords are case s There may be multiple in your username.	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 available services. Your password can be a maximum of 16 characters but must be at least 8 characters, contain upper and lowercase letters, at least 1 number, and a symbol. Passwords are case sensitive. There may be multiple names (customers) on your Township tax notice, bill or statement. Each customer can create their own account. Please use your information to create your username.							
Log On Information	Personal Information							
Customer ID:       SMITH9999         Can be found on your Township tax notice, bill or statement         Name On Bill:       SMITH JOHN SMITH         Enter your full name exactly as it is displayed on your Township tax notice, bill or statement								
	When you click "next" we will         the activation link, you can set         If you would like assistance         Monday to Friday 8:30 am to         Follow the validation steps below         I'm not a robot         Return To Main Menu       << F	I send you an email to activate your account. After you have clicked gn in to your account. e, please contact us at (705) 292-9597 during business hours, 4:30 pm, or email the Finance Department.						

9. Click on "Next" at the bottom of the screen

New Account	t Creation		
Please complete and s activated, you will have Your password can be Passwords are case s There may be multiple your username.	ubmit this form to register an account with us. After su e access to the available services. e a maximum of 15 characters but must be at leas sensitive. names (customers) on your Township tax notice, bill of	ubmission, we will send you an email to confirm your account creation. On at 8 characters, contain upper and lowercase letters, at least 1 number or statement. Each customer can create their own account. Please use yo	ice your account is <b>Ir, and a symbol.</b> Pur information to create
Log On Information	Personal Information		
	Customer ID: Name On Bill:	SMITH9999         Can be found on your Township tax notice, bill or statement         SMITH JOHN SMITH         Enter your full name exactly as it is displayed on your Township tax	
	When you click "next" we will the activation link, you can si <b>If you would like assistanc</b> Monday to Friday 8:30 am to Follow the validation steps below	notice, bill or statement I send you an email to activate your account. After you have clicked ign in to your account. e, please contact us at (705) 292-9507 during business hours, 4:30 pm, or email the Finance Department. W. FrecAPTCHA Privacy - Terms	
	Return To Main Menu << F	Previous Next >>	

10. If everything was entered correctly, the "success" message will display

New Account Activation

Vour account account creat services.	registration was successful. We have sent you an email to confirm your ion. Once your account is activated, you will have access to the available
You may now	return to the Sign in page to access Virtual Town Hall.
Return To Main	Menu

- 11. Check your email for the activation link. After you have clicked the activation link, you will be able to sign in.
  - If you do not see the email, check your junk email folder

Activate your Virtual Town Hall Account
SF Selwyn Finance Department
Please click on this link to activate your account.
Thank you,
Finance Department Township of Selwyn
https://vch.selwyntownship.ca/vch/city/contact/Activate.aspx?code=a64a0441-4169-43a5-8964-ee1dfe17970a

12. When you click the link, you will see another success message and can then click on the Sign In page to enter your username and password:

Success! Your account has been activated. You may now log in. You may now return to the Sign in page to access Virtual Town Hall.   opyright © 2020 Diamond VCH 4.0.0.205 (18.0.5400) · Contact Us · Feedback Back to Top   Sign in   Please sign in below to access your account(s). If you do not have a username and password, please contact us for more information on how you can request a username and password.   If you have forgotten your username, please contact us at (705) 292-9507 during business hours, Monday to Friday 8:30 am to 4:30 pm, or email the Finance Department.	Account Activation				
opyright © 2020 Diamond VCH 4.0.0.205 (18.0.5400) · Contact Us - Feedback       Back to Top         Sign in       Please sign in below to access your account(s). If you do not have a username and password, please contact us for more information on how you can request a username and password.         If you have forgotten your username, please contact us at (705) 292-9507 during business hours, Monday to Friday 8:30 am to 4:30 pm, or email the Finance Department.	Success! Your account has been activated. You n You may now return to the Sign in page to access Virtu	nay now log in. Ial Town Hall.			
Please sign in below to access your account(s). If you do not have a username and password, please contact us for more information on how you can request a username a password. If you have forgotten your username, please contact us at (705) 292-9507 during business hours, Monday to Friday 8:30 am to 4:30 pm, or email the Finance Department.	opyright © 2020 Diamond VCH 4.0.0.205 (18.0.5400) · Con	tact Us - Feedback			Back to Top
Please sign in below to access your account(s). If you do not have a username and password, please contact us for more information on how you can request a username a password. If you have forgotten your username, please contact us at (705) 292-9507 during business hours, Monday to Friday 8:30 am to 4:30 pm, or email the Finance Department.					
password. If you have forgotten your username, please contact us at (705) 292-9507 during business hours, Monday to Friday 8:30 am to 4:30 pm, or email the Finance Department.	Bign in Please sign in below to access your account(s). If you	do not have a username and pas	ssword, please contact us	for more information on how	you can request a username and
	password. If you have forgotten your username, please contact u	s at (705) 292-9507 during busin	ess hours, Monday to Frid	day 8:30 am to 4:30 pm, or er	mail the Finance Department.
Note: you will automatically be signed out of your account after 10 minutes of inactivity. You may always sign back in.	Note: you will automatically be signed out of your acco	unt after 10 minutes of inactivity.	You may always sign bac	:k in.	
A <sub>t</sub> Password:		Q Password:			

Forgot your password?

()\*\*\* Please note: Passwords are case sensitive. \*\*\*

Creating a Virtual Town Hall profile will allow you to use a variety of services to help you manage your accounts.

Don't have a username and password? Create your account with us

Page	6	of	6
------	---	----	---