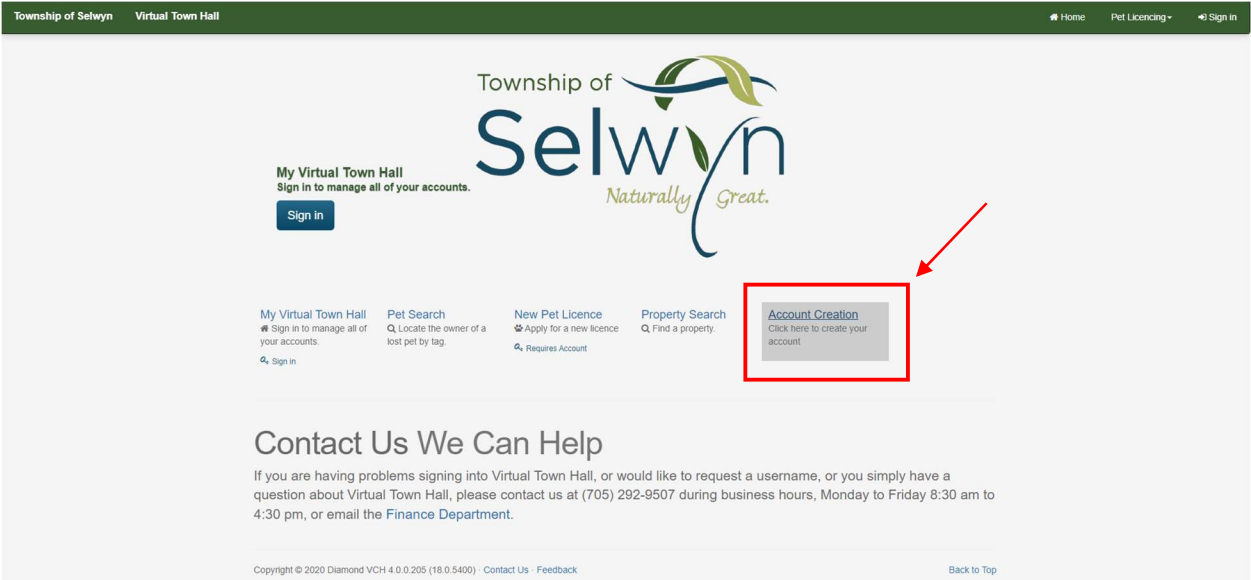


# Virtual Town Hall (VTH): New Account Creation

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

1. Click on Account Creation:



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 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

Personal Information

Username: \*

Smith123

Create a username (Maximum 15 characters)

Password: \*

See bolded password requirements above

Confirm Password: \*

Email Address: \*

Confirm Email: \*

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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
  - contains at least 8 characters
  - contains upper and lowercase letters
  - contains at least 1 number
  - contains a symbol

### 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 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

Username: \*

Smith123

Create a username (Maximum 15 characters)

Password: \*

.....

See bolded password requirements above

Confirm Password: \*

.....

Matches!

Email Address: \*

Confirm Email: \*

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

### 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 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

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

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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 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

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

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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 [samples](#).

- Format is 5 letters, 4 numbers

### 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 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:

Enter your full name exactly as it is displayed on your Township tax notice, bill or statement


When you click "next" we will send you an email to activate your account. After you have clicked the activation link, you can sign in to your account.

If you would like assistance, 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](#).

Follow the validation steps below: \*

☐

I'm not a robot



reCAPTCHA

[Privacy](#) - [Terms](#)

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

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 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 send you an email to activate your account. After you have clicked the activation link, you can sign in to your account.

If you would like assistance, 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](#).

Follow the validation steps below: \*

☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

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

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 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 send you an email to activate your account. After you have clicked the activation link, you can sign in to your account.

If you would like assistance, 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](#).

Follow the validation steps below: \*

☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

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9. Click on "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 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:   
Can be found on your Township tax notice, bill or statement

Name On Bill:   
Enter your full name exactly as it is displayed on your Township tax notice, bill or statement

When you click "next" we will send you an email to activate your account. After you have clicked the activation link, you can sign in to your account.

If you would like assistance, 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](#).

Follow the validation steps below: \*

☐ I'm not a robot



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

## New Account Activation

 **Success.**

Your account registration was successful. We have sent you an email to confirm your account creation. Once your account is activated, you will have access to the available services.

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



Selwyn Finance Department  
To  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:

# Account Activation



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.

# 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](#).

Note: you will automatically be signed out of your account after 10 minutes of inactivity. You may always sign back in.

 Username:

 Password:

Sign in 

15 character username max

Forgot your password?



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

Don't have a username and password?

[Create your account with us](#)

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