



## **How to Sign Up for the Town of Blue Mountains Virtual Town Hall**

### **What Does our Virtual Town Hall Offer?**

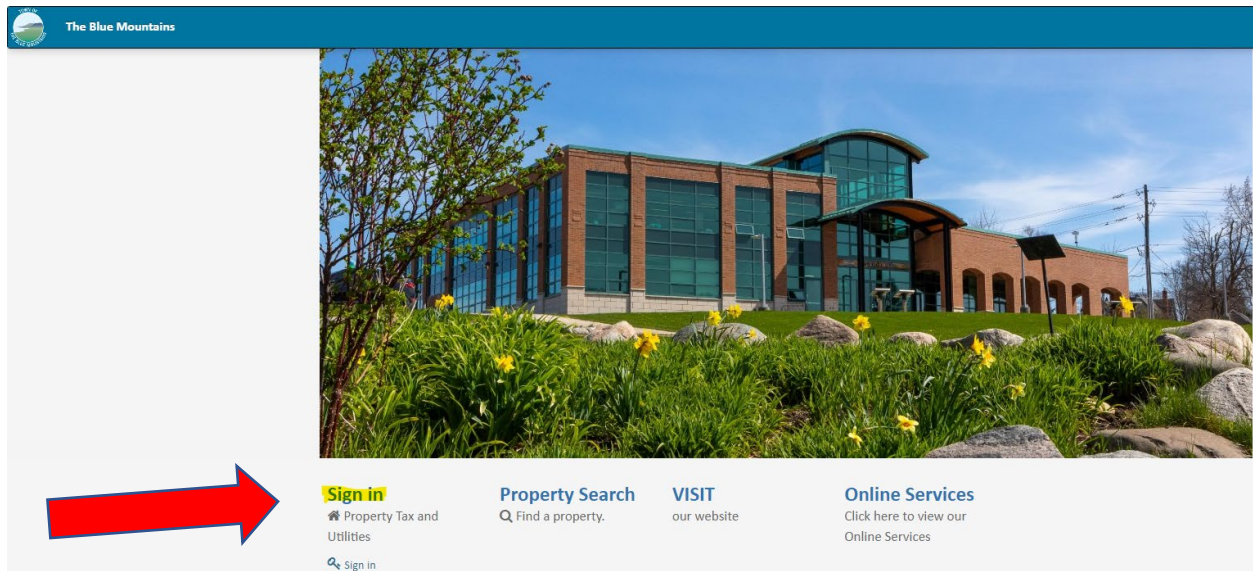
The Town of Blue Mountains' Virtual Town Hall allows property owners to access a variety of online services, including:

- Viewing your Property Tax and Utility Bill Accounts
- Signing up for paperless with e-billing for accounts. Property tax bills and utility account bills will be emailed to you instead of being sent via Canada Post
- View your accounts receivable invoices
- View your account mailing address(es) and request a change
- Sign up for a Pre-Authorized Payment Plan for your Property Taxes or Utility Bill Account

## How to Create an Account in Virtual Town Hall

1) Go to: <https://vch.thebluemountains.ca/VCH/>

2) Click on 'Sign In', which can be found at the bottom lefthand side of the page:



3) For new users, click on 'Activate your account with us'

A screenshot of the 'Activate your account or Sign in' page. The page has a light gray background. At the top, it says 'Activate your account or Sign in'. Below this is a box with the text 'Please sign in below to access your account(s)'. There is a 'Return To Main Menu' button. The page is divided into two sections: 'To Activate:' and 'To Sign In:'. In the 'To Activate:' section, there is a button labeled 'Activate your account with us' with a red arrow pointing to it. In the 'To Sign In:' section, there are input fields for 'Username:' and 'Password:', a 'Sign in' button with a right arrow icon, and a 'Forgot your password?' link. At the bottom, there is a blue box with an information icon and the text '\*\*\*\* Please note: Passwords are case sensitive. \*\*\*\*'.


- 4) Choose a username and password that are easy for you to remember.

*Please note that passwords are case sensitive, must be between 8 and 15 characters and include an uppercase letter, a lowercase letter, a number and a special character. Confirm the password by typing it again. Once this information is entered, **click on "Next"***


- 5) Enter your Customer ID (found on the left-hand side of your tax or utility bill, about halfway down the page)

Customer ID: **SMITH0001**  
Name on Bill: **SMITH JANE**

Example of a tax bill

 <b>Town of The Blue Mountains</b> 32 Mill Street, P.O. Box 310 Thornbury ON, N0H 2P0 Phone: 519-599-3131 ext 221 tax@thebluemountains.ca   www.thebluemountains.ca		<b><u>Tax Bill</u></b>		<b>Final</b> 2022 <b>Billing Date</b> Aug 2, 2022
Roll No. 4242 000-015-12345-0000		Customer ID. <b>SMITH0001</b>		68
Mortgage:		Mortgage No.		
Name and Address		Municipal Address/Legal Description		
<b>SMITH JANE</b> 123 ANYWHERE AVE OTTAWA, ON K2A 1B6		32 MILL ST CON 2 LOT 25		

Example of a utility bill

 <b>Town of The Blue Mountains</b> 32 Mill Street, P.O. Box 310, Thornbury, ON N0H 2P0 Tel: (519) 599-3131 ext.221 - Fax (519) 599-2474 utilities@thebluemountains.ca - www.thebluemountains.ca <b><u>*E-Billing is Here - Enroll on our website*</u></b>		<b>Consumption Rates</b>		
<b>Utility Bill</b> <b>SMITH JANE</b> Customer ID <b>SMITH0001</b> Statement Date November 10, 2022 Your account number 015123450.000 For service at 32 MILL ST		<b>Water</b>	<b>Sewer</b>	
		INCLUDED IN FIXED CHARGE		
		0-10 Cubic Metres		
		11-30 Cubic Metres	1.81	1.73
		31-60 Cubic Metres	1.98	1.90
		61-90 Cubic Metres	2.15	2.07
91 + Cubic Metres	2.32	2.24		

***HELPFUL HINT:*** Please be sure to enter your customer ID and Name on Bill, exactly how they appear on your bill. For most residents, it will be your LAST NAME FIRST NAME middle name/initials in ALL CAPS, with no punctuation.

**Check off:** 'I'm not a robot'

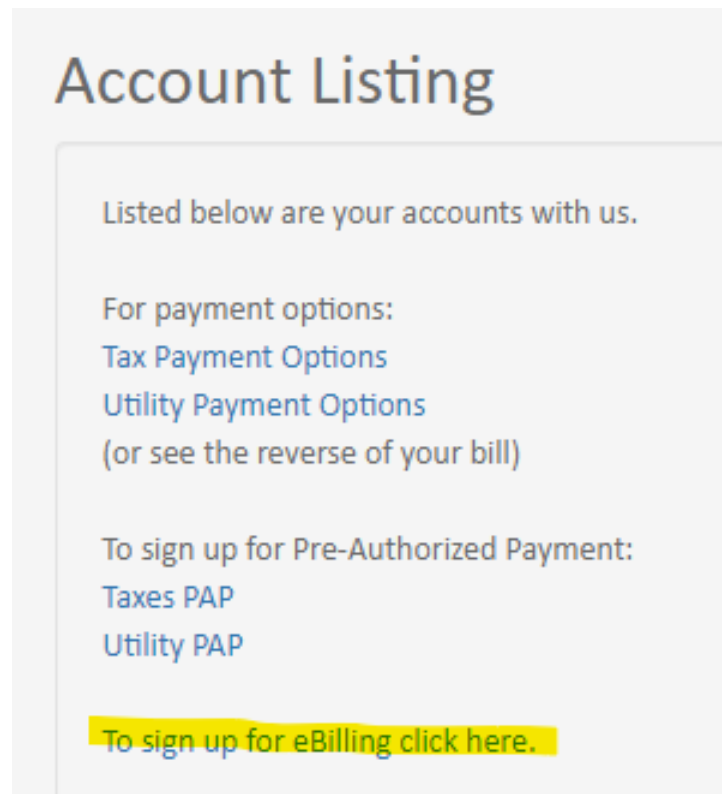
**Click:** 'Next'

You should be sent an email with a link to log into your newly created Virtual Town Hall account. Click on the link and sign in with your newly created username and password.

You can now access all the features in Virtual Town Hall.

## How do I sign up for eBilling?

Follow the link '**To sign up for eBilling click here**'.



## How do I review my account balance and transactions?

Click on your account number to review account balances, transactions, assessment , local improvements and current owners.

000002128510000

Property Tax Account

Address

CROSSWINDS BLVD

Balance

\$0.00


Not Signed Up for PAP

Click on the tabs along the top to view information available on your account.


## Property Tax Account


Here you will find information on your property tax account


Return To Main Menu


 Account Details

 Balances / Transactions

 Assessment

 Local Improvements

 Owners

 Messages

## Who should I call if I'm having issues with Virtual Town Hall?

Should you run into any issues, please give us a call at: 519-599-3131 ext. 221 or email [tax@thebluemountains.ca](mailto:tax@thebluemountains.ca) and we'd be happy to help you troubleshoot.