REGIONAL DISTRICT OF NANAIMO

2021

Utility Account - Online Set up

iCity®

Contents

Setting Up Account
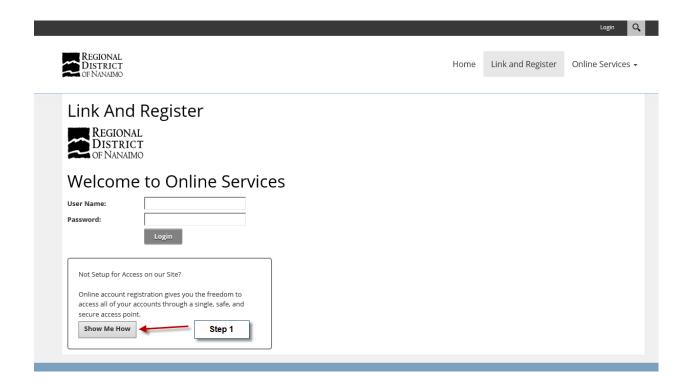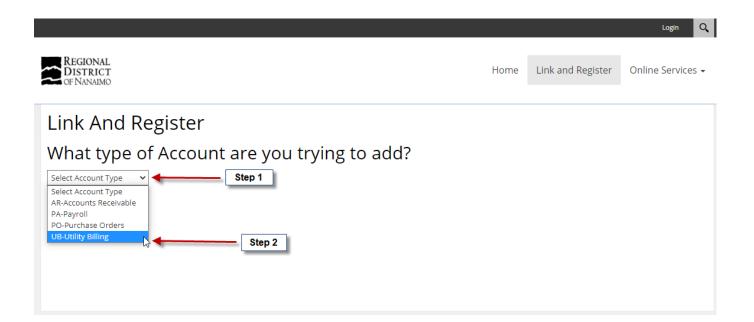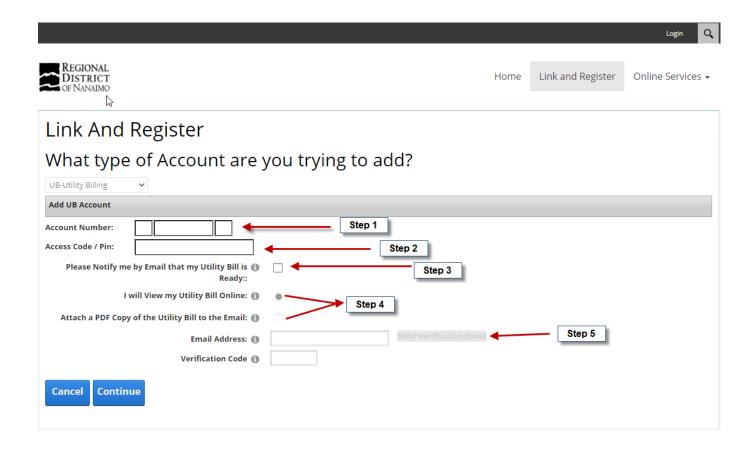

1. Use this link to create/generate utility certs https://vadimopen.rdn.bc.ca/vadimopen/
2. Click on 'Link and Register.'

1. Click on '**Show Me How'** button.
2. A new screen will appear.

1. Click on drop down menu.
2. Select UB-Utility Billing.

Home   Link and Register   Online Services ▾

Link And Register

What type of Account are you trying to add?

UB-Utility Billing ⌄

Add UB Account

Account Number:	[ ] [ ] [ ] ← **Step 1**
Access Code / Pin:	[ ] ← **Step 2**
Please Notify me by Email that my Utility Bill is ⓘ Ready::	☐ ← **Step 3**
I will View my Utility Bill Online: ⓘ	● → **Step 4**
Attach a PDF Copy of the Utility Bill to the Email: ⓘ	○
Email Address: ⓘ	[ ] Send Verification Email ← **Step 5**
Verification Code ⓘ	[ ]

Cancel   **Continue**

1. Enter your 7-digit account number.
2. Enter your existing pin (found on your invoice).
3. Click on the white box for email notification.
4. Choose the option you like best.
5. Enter your current email address.
6. Enter your verification code.
7. Click the continue button.

Notes:

- an email will be sent to the email address you have entered. This process can take up to 10 minutes.
- contact the Regional District of Nanaimo if you have forgotten your account number and/or PIN at 250-390-4111.

Just a couple more steps to setup your personal access account for the site.

User Name: [   ]   Step 1

Email Address: automatically filled

Password: [   ]   Step 2

Confirm Password: [   ]   Step 3

[Back]   [Save]

1. Create your username.
2. Password must contain 7 characters and is case sensitive.
3. Confirm your password.
4. Click on the save button.

1. Click on the bar that reads "UB-Utility Billing.
2. You will be taken to a new screen.

Note: Please review this new screen. It should show your account number and name; if it does not, please contact the RDN at 250-390-4111.

Utility Billing

Account Number : 0123456
Roll Number : 769 010312.525
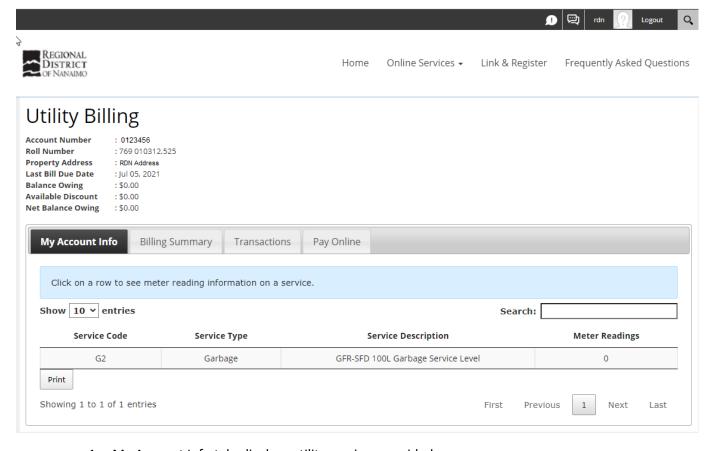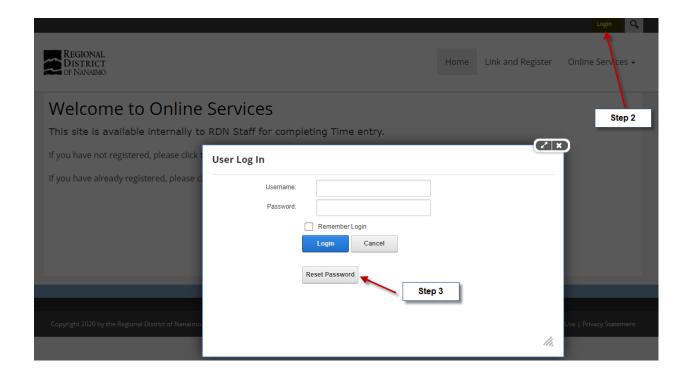**Property Address** : RDN Address
Last Bill Due Date : Jul 05, 2021
Balance Owing : $0.00
Available Discount : $0.00
Net Balance Owing : $0.00

My Account Info	Billing Summary	Transactions	Pay Online

Click on a row to see meter reading information on a service.

Show 10 ∨ entries   Search: [_____]

Service Code	Service Type	Service Description	Meter Readings
G2	Garbage	GFR-SFD 100L Garbage Service Level	0

Print

Showing 1 to 1 of 1 entries   First   Previous   1   Next   Last

1. My Account Info tab: displays utility services provided.
2. Billing Summary tab: shows the billing history.
3. Transactions tab: displays balance, discount, and payment.
4. Pay Online tab: is currently unavailable, please stay tuned.

Forgot Password

1. Go to http://vadimopen.rdn.bc.ca/vadimopen/
2. Click on the Login button found on the top right-hand corner.
3. Click reset password.

Regional District of Nanaimo > Home

If you forgot your password an email with a password reset link will be sent to you. Click on the link in that email and you will be taken to a page where you can then create a new password.

User Name: ⓘ ← **Step 1**

Security Code ⓘ JMdAEn ← **Step 2**

Enter the code shown above in the box below.

Send Reset Link   Cancel ← **Step 3**

1. Enter your username.
2. Enter security code shown in the white box below it.
3. Click send reset link.
4. You will receive an email from SuperUser Account to the email that you entered when registering your account (see page 5 of this guide). The email will have a link to reset your password. Follow the instructions that are provided in the email. Please see an example on the next page of this guide.

From:	SuperUser Account <vadimopen@rdn.bc.ca>
Sent:	Monday, January 27, 2020 1:15 PM
To:	████████████
Subject:	Regional District of Nanaimo Password Reminder

Caution: This email is from an external source. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear ████,

You have requested a Password Reset Token from Regional District of Nanaimo.

Please login using the following information:

Website Address: vadimopen.rdn.bc.ca/vadimopen
Username: ████

Link to reset password: http://vadimopen.rdn.bc.ca/vadimopen?ctl=PasswordReset&resetToken=975ed███████████-b57b-db2155bc5cb5

Sincerely,
Regional District of Nanaimo

*Note: If you did not request a Password Reset Token, please disregard this Message.

Helpful Hints

1. Please use the buttons found on the screen whenever possible (not your browser ribbon).
2. To go back to your home screen, click on your account name (top right-hand corner).
3. Clicking on 'Online Services' will take you to a blank page. Please hover over it for a drop-down list to populate.
4. You are unable to use the utility certificate or account receivable online services.
5. Please feel free to contact the Finance department by telephone at 250 390-4111 or by email at finance@rdn.bc.ca for further assistance.