Utility Account - Online Set up

iCity®

Contents

Setting Up Account

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

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

REGIONAL
DISTRICT
OF NANAIMO

Home   Link and Register   Online Services ▾

Link And Register

What type of Account are you trying to add?

Select Account Type   ⬅ ── **Step 1**

Select Account Type
AR-Accounts Receivable
PA-Payroll
PO-Purchase Orders
UB-Utility Billing   ⬅ ── **Step 2**
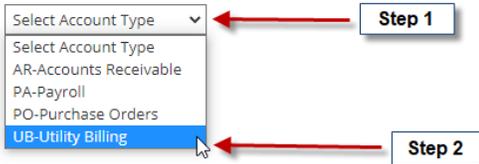
1. Click on drop down menu.
2. Select UB-Utility Billing.

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 with 3 zeros before and after - 000 0000000 000.
2. Enter your existing pin (found on your invoice).
3. Click on the white box for email notification.
4. Choose option:
   - View bill online (only able to view)
   - Attach a pdf copy (printable copy emailed)
5. Enter your current email address.
6. Enter your verification code when received.
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 at 250 390-4111 if you have forgotten your account number and/or PIN.

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 - all alphanumberic characters plus dots, dashes and underscores are acceptable. No spaces are permitted in the user name.
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
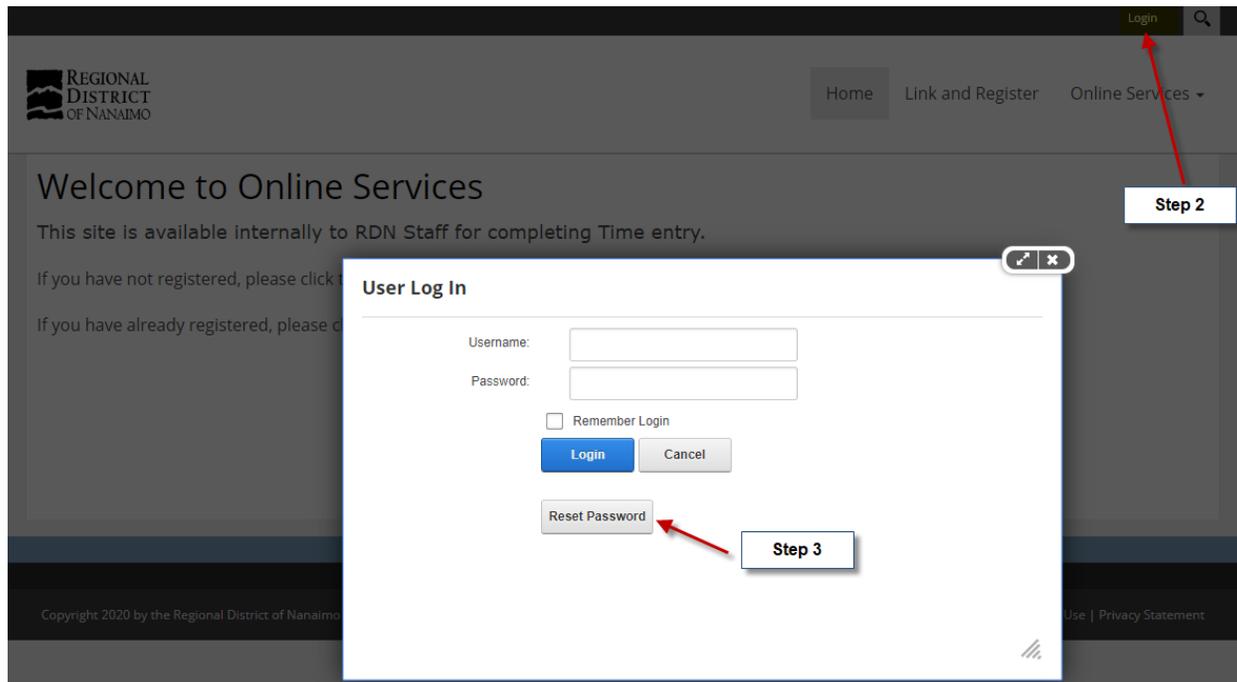
Showing 1 to 1 of 1 entries   First   Previous   1   Next   Last

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: additional 1.75% service fee

Forgot Password

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

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.

How to change your notification option or register your email at a later date:

Please continue below if you would like to change your options.

1. Login with your username and password.

If you cannot remember your password, please refer to the instructions on page 9.

This is the home screen

Account Management

Hi PROPERTY OWNERS NAME

Click here to go back to home screen

Click on a row to access one of your existing accounts.

Accounts

Show 10 entries   Search:

Action	Module	Account Code	Name	Linked
Edit	UB-Utility Billing	000-0000001-000	PROPERTY OWNERS NAME	Linked

Print

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

Need to Add an Account?

Select Account Type

Edit Profile   My Account

1. Navigate to your home screen.
   Once you successfully login into your utility account, this will be the first page. If you are not automatically taken to the home screen, please see note above.
2. Click 'Edit' – highlighted above.
   Do not click 'Edit profile' this will take you to different editing options.

Accounts

Show 10 ∨ entries   Search: [_____]

Action	Module	Account Code	Name	Linked
Edit	UB-Utility Billing	000-0000001-000	PROPERTY OWNERS NAME	Linked

Print

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

Need to Add an Account?

UB-Utility Billing ∨

Edit UB Account

Include 000 in the first and last box with your 7 digit account number in the middle box. Your account number and PIN# are found on your utility account invoice.

Account Number: [000] [0000001] [000]

Access Code / Pin: [_____]

Please Notify me by Email that my Utility Bill is ℹ ☑
Ready:

I will View my Utility Bill Online: ℹ ○

Attach a PDF Copy of the Utility Bill to the Email: ℹ ⊙

> This is the option you previously selected. This can be changed anytime.

Email Address: ℹ [_____] **Send Verification Email**

> If you did not link your email account when initially registering. This can be done anytime here.

Verification Code ℹ [_____]

Cancel   **Save**   **Delete**

1. The 'Edit UB Account' options above will automatically pop-up.
   You will be able to see your current notification option. If you would like to change this, click the option you would prefer.
2. Once you have finished updating/ changing the above options, click 'Save'.

Additional notes:

- You can update your email address anytime.
  - You will need to reverify the email address.
    Once you enter the new email address, click on 'Send Verification Email'. It could take several minutes to receive this email, but please be patient. This email will have a verification code, which you can enter above.
  - Click 'Save' once completed.

How do I see my bill?

1. Login to your online utility account.
2. Once you reach the home page click on the 'Account Code

1. From this page you can see what services the RDN provides your service address, view your bill and see transaction history.
2. Tab breakdowns:
   ➢ My Account Info: this will show the current services provided to your utility account.
   ➢ Billing summary: this will show the bill amount and discount date. You can view your bill here if that was the option selected when initially linking and registering. You can change your viewing options with the instructions above.
   ➢ Transactions: This will show an itemized breakdown of all the transactions that have occurred in your utility account.

Additional notes:

- The above tabs will only display information from the date you link and register your utility account. It does not show historical information.

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.