

# Utility Account - Online Set up

*i*City<sup>®</sup>

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# Setting Up Account



Home

Link and Register

Online Services ▾

## Welcome to Online Services

The Regional District of Nanaimo Finance Web Customer Services available from this webpage are:

### UTILITY CHARGE CERTIFICATE -

This is a PIN based, billable search for professionals (ie. lawyers offices, notaries public) who need information to complete the sale or transfer of property.

[Click Here to obtain the Web Customer Agreement and Application Form \(PDF\)](#)

### UTILITY SERVICES CUSTOMERS

Using your PIN number, you can view a summary of your utility services, water consumption, online invoices and account transactions. You can also sign up to have your bill emailed to you. Your 7 digit account number and PIN number are printed on your invoice.

Pre-authorized payment - [Click here for an application form](#)

The RDN is dedicated to protecting your privacy and safeguarding your personal information. This is a secure site.

### QUICK LINKS



[Utility Services](#)



[Utility Certificate](#)



[Link to Profile](#)

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

## Link And Register



### Welcome to Online Services

User Name:

Password:

Not Setup for Access on our Site?

Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.



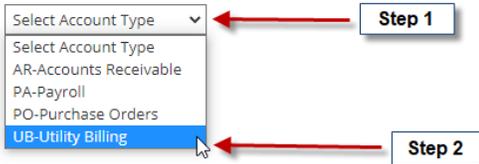
1. Click on **'Show Me How'** button.
2. A new screen will appear.

## 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:  **Step 4**

Email Address:  **Step 5**

Verification Code:

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:

Password:  ← **Step 2**

Confirm Password:  ← **Step 3**

1. Create your username - all alphanumeric 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.



# Account Management

Hi rdn

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

## Accounts

Show 10 entries

Search:

	Module	Account Code	Name	Linked
<a href="#">Edit</a>	UB-Utility Billing	0123456	PROPERTY OWNER 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](#)

**Step 1**

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 Owning** : \$0.00  
**Available Discount** : \$0.00  
**Net Balance Owning** : \$0.00

[My Account Info](#)
[Billing Summary](#)
[Transactions](#)
[Pay Online](#)

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

Show  entries

Search:

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

[Print](#)

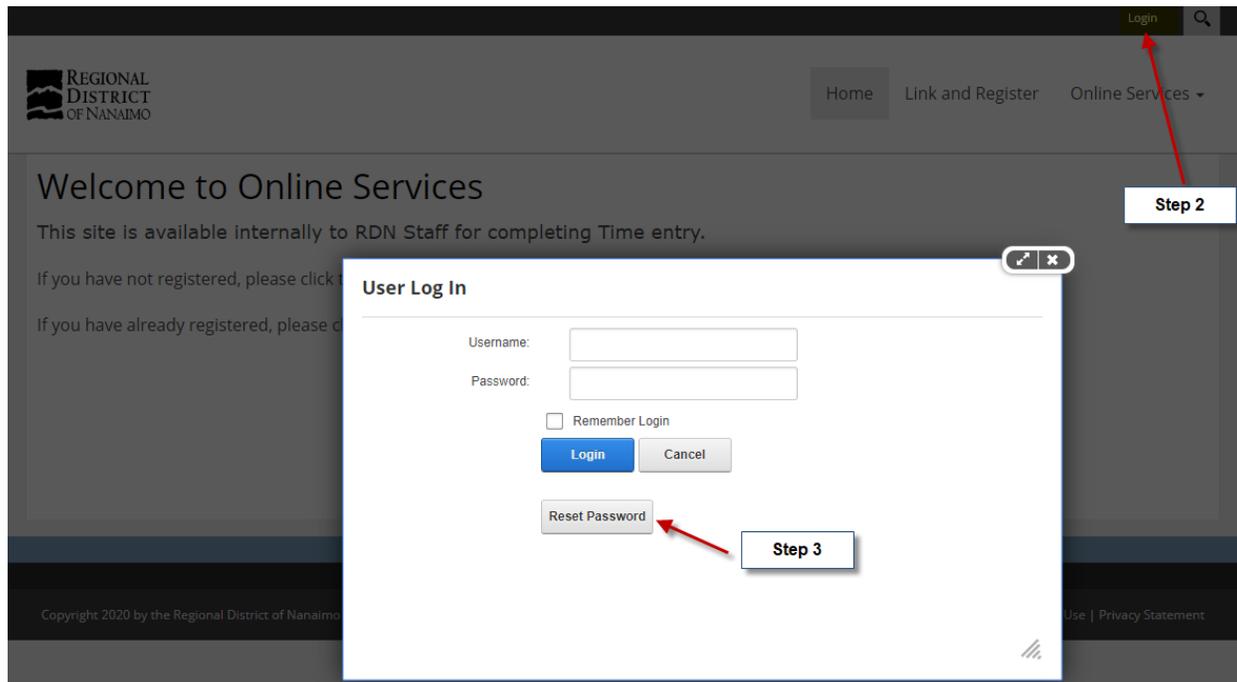
Showing 1 to 1 of 1 entries

[First](#)
[Previous](#)

[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:** [REDACTED]  
**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 [REDACTED],

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](http://vadimopen.rdn.bc.ca/vadimopen)

Username: [REDACTED]

Link to reset password: [http://vadimopen.rdn.bc.ca/vadimopen?ctl>PasswordReset&resetToken=975ed\[REDACTED\]-b57b-db2155bc5cb5](http://vadimopen.rdn.bc.ca/vadimopen?ctl>PasswordReset&resetToken=975ed[REDACTED]-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.

REGIONAL DISTRICT OF NANAIMO

Home Link and Register Online Services ▾

### Link And Register

REGIONAL DISTRICT OF NANAIMO

## Welcome to Online Services

User Name:

Password:

Login

Not Setup for Access on our Site?

Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.

Show Me How

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1. Login with your username and password.

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

REGIONAL DISTRICT OF NANAIMO **This is the home screen** Home Link and Register Online Services ▾

PROPERTY OWNERS NAME Logout

Account Management Click here to go back to home screen

Hi PROPERTY OWNERS NAME

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

**Accounts**

Show 10 entries Search:

Action	Module	Account Code	Name	Linked
<b>Edit</b>	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				
Action	Module	Account Code	Name	Linked
<a href="#">Edit</a>	UB-Utility Billing	000-0000001-000	PROPERTY OWNERS NAME	Linked

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:

Access Code / Pin:

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

I will View my Utility Bill Online:

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

Email Address:

Verification Code:

[Send Verification Email](#)

[Cancel](#) [Save](#) [Delete](#)

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

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

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

PROPERTY OWNERS NAME ? Logout

REGIONAL DISTRICT OF NANAIMO **This is the home screen** Home Link and Register Online Services ▾

### Account Management

Hi PROPERTY OWNERS NAME

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

#### Accounts

Show 10 entries Search:

Action	Module	Account Code	Name	Linked
<a href="#">Edit</a>	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](#)

Please see [SERVICE ALERT](#) regarding your account balance and payment options.

## Utility Billing Search

Account Number : 000-0000001-000  
 Roll Number : 000 000000.000  
 Property Address : ABC St  
 Last Bill Due Date :  
 Balance Owing : \$0.00  
 Available Discount : \$0.00  
 Net Balance Owing : \$0.00

My Account Info

**Billing Summary**

Transactions

Show  entries Search:

Date	View Bill	Amount	Discount Date	Start Date	End Date
No data available in table					

Showing 0 to 0 of 0 entries First Previous Next Last

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](mailto:finance@rdn.bc.ca) for further assistance.