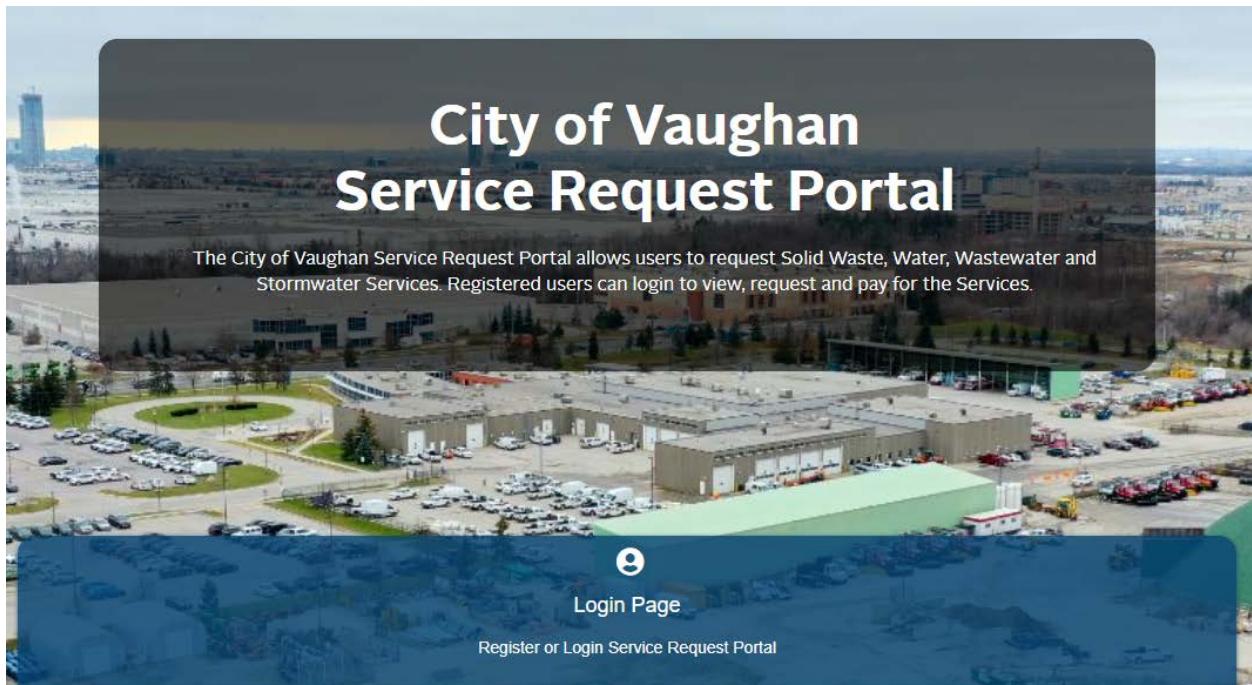


**City of Vaughan Service Request Portal**  
Bulk Water Accounts User Manual – Add a  
deposit, request FOBs and register for an  
account

# Contents

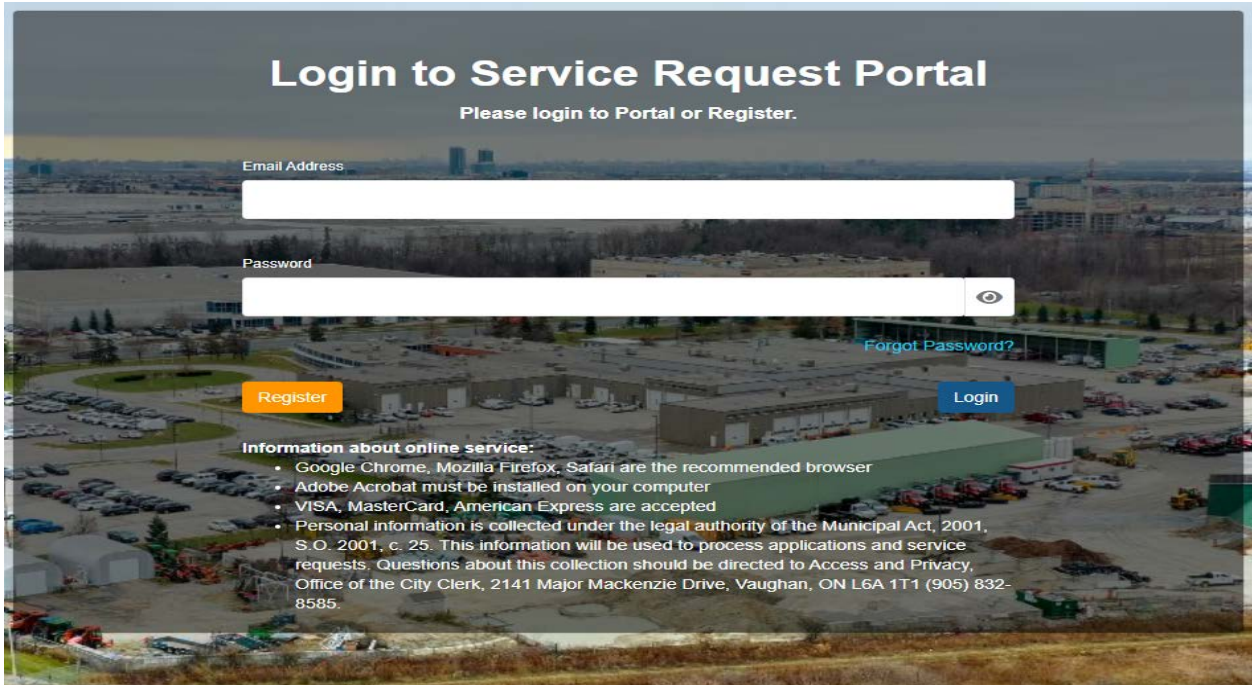
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In order to add a deposit to your account, request FOBs and apply for a bulk water account, you need to register for and create an account. To register please go to the **City of Vaughan Service Request Portal** at <https://eservices.vaughan.ca/citizenportales/app> and select 'Login Page'.



### Returning Users – already registered

If you are a returning user, enter your e-mail address and password and select 'Login'.



## Registration for New Users

Select **'Register'** on the main login page which will take you to the **'Register Page'**. From here select **'I am a first time Service Request Portal user'**.

Complete all **\*required fields** and select **'Submit'**.

### Register

Service Request Portal uses same credential with Online Permitting Portal to Login. If you already registered in Online Permitting Portal. Please click 'Registered User' on top line to back to Login page.

Please select:

I have applied for a Building Permit previously in the City of Vaughan.  I am a first time Service Request Portal user.

First Name  Last Name   
**\* This input field is required.** **\* This input field is required.**

Organization Name

Email Address  Confirm Email Address   
**\* Email Address is required** **\* Confirm Email Address is required**

A confirmation window will pop up confirming your request has been received. Please select **'Continue'**. This will now take you back to the main login page.

### Confirmation

Please check your email

Your PIN request has been received. You should receive an email shortly containing the next step. Please check your junk or spam folder if not initially found in your inbox.

You will shortly receive a confirmation email. Once you receive this, select the **'click here'** link to complete your registration and set your password.

## City of Vaughan Online Services Portal



amanda@vgn.cty  
To



12:17 PM

Dear

You recently registered for City of Vaughan Online Services Portal. [Click here](#) to complete your registration.

Kind Regards,

### City of Vaughan

2141 Major Mackenzie Dr.

Vaughan, ON L6A 1T1

[vaughan.ca](http://vaughan.ca)

Create a password and select **'Submit'**

VAUGHAN Home

Passwords must contain at least eight characters and characters from three of the following four categories:

- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character (e.g. !, €, \$, #, &).

New Password  
.....

Confirm Password  
.....|

Back Submit

A confirmation window will pop up indicating that your password has been set, select **'OK'**.

**Set Password Confirmation**

Your password has been successfully set. Please login with your new password.

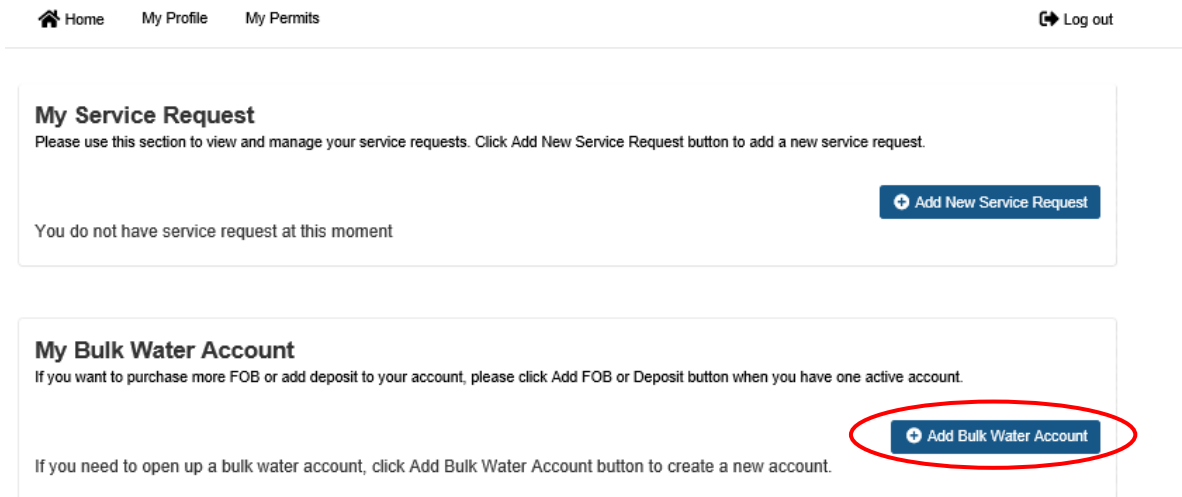
OK

You have successfully Registered! You will be redirected back to the login portal. Login using your email and password.

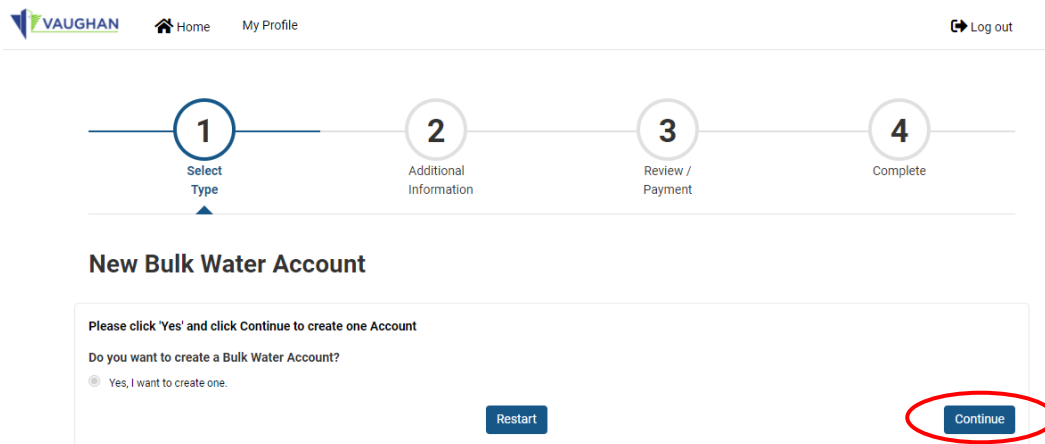
# Register for a Bulk Water Account

Once you have completed registration for a Service Request Portal account you can now login and register for a bulk water account.

On the homepage under **'My Bulk Water Account'** click **'Add Bulk Water Account'**.



Click **'Yes, I want to create one'** and click **'Continue'**.



Complete the required fields: Company name, deposit amount and number of FOBs (if required) and click **'Continue'**.

VAUGHAN Home My Profile [Log out](#)

1 Select Type      2 Additional Information      3 Review / Payment      4 Complete

### Application Details

Please provide additional details for your application.

---

#### Account Information

Company Name

---

#### Enter FOBs Number and/or Deposit Amount


How many FOBs (\$77.00/per)      Deposit Amount

*\* This input field is required.*

**Continue**

You will now be on the 'Review/ Payment' page. Click 'Pay Selected Fees' to be taken to the payment page.

 [Home](#) [My Profile](#) [Log out](#)

---

1 Select Type      2 Additional Information      **3 Review / Payment**      4 Complete

---

### Record Details

Please review your application and make payments.

Record ID	489298	Status	Incomplete Submission
Requested Date	2020-09-24	Company Name	City Of Vaughan
Active Date			

### Additional Information

Please provide additional details for your application.

---

#### Account Information

Company Name

### Enter FOBs Number and/or Deposit Amount

How many FOBs (\$77.00/per)      Deposit Amount

### Fees & Payment

Bill # ^	Fee Details	Total	Payment Status
<input checked="" type="checkbox"/> 330127	FOB Administration Fee Bulk Water Deposit	\$77.00 \$200.00	Unpaid
1 total			

Fees selected for payment:

- \$277.00: Bill Number: 330127  
FOB Administration Fee \$77.00  
Bulk Water Deposit \$200.00

**Total Amount: \$277.00**



After you have completed the payment please click **'Continue'**.

**VAUGHAN** Home My Profile Log out

### Payment Completed

Approved  
You may print this confirmation page for your record. The receipt has been sent to your email.

Fee List:

- \$277.00 : Bill Number: 330127  
FOB Administration Fee \$77.00  
Bulk Water Deposit \$200.00

Total Payment Amount: CA\$277.00

[Print](#) [Continue](#)

Click **'Go to Home'** which will bring you back to the homepage. You have completed registration of your bulk water account, added a deposit and requested your FOB. Your account will now be activated by a member of our Bulk Water team within 1 business day. Once this has been done you will be able to add deposits to your account and request any additional FOBs you may require.

\* Any FOBs purchased will be mailed out unless other arrangements are made with the Water Services team.

**VAUGHAN** Home My Profile Log out

- 1 Select Type
- 2 Additional Information
- 3 Review / Payment
- 4 Complete

### Thank You

Your request has been submitted. Please see a summary of your request below.

Request Details			
Record ID	489298	Status	Pre-Application Screening
Requested Date	2020-09-24	Company Name	City Of Vaughan
Active Date			

You can click 'Go to Home' button to view all your applications.

[Go to Home](#)

# Add a Deposit to your Bulk Water Account or Purchase FOBs

Once your account has been activated by the Bulk Water team you will be able to login and deposit money and request additional FOBs. To do this go to the homepage and click **'Add FOB or Deposit'**.

The screenshot shows the Vaughan Bulk Water Account management interface. At the top, there is a navigation bar with the Vaughan logo, 'Home', 'My Profile', and 'Log out' links. Below the navigation bar, there are two main sections:

- My Service Request:** A section with a heading and a sub-heading. It contains a message: "Please use this section to view and manage your service requests. Click Add New Service Request button to add a new service request." Below this message is a button labeled "Add New Service Request". A status message below the button reads: "You do not have service request at this moment".
- My Bulk Water Account:** A section with a heading and a sub-heading. It contains a message: "If you want to purchase more FOB or add deposit to your account, please click Add FOB or Deposit button when you have one active account." Below this message is a search input field with the placeholder text "Type to filter the table columns...". Below the search field is a table with the following columns: "Record ID", "Status", "Requested Date", "Active Date", and "Actions". The table contains one row with the following data: "489298", "Active", "2020-09-24", "2020-09-24". The "Actions" column for this row contains two buttons: "Detail" and "Add FOB or Deposit". The "Add FOB or Deposit" button is circled in red. Below the table is a summary row that reads "1 total". Below the table is a section titled "Bulk Water Account Details" with a sub-heading and a message: "No bulk water account selected".

Enter the information regarding how much you would like to deposit or how many FOBs you would like to purchase and click **'Continue'**.

The screenshot shows the Vaughan Bulk Water Account application details form. At the top, there is a navigation bar with the Vaughan logo, 'Home', 'My Profile', and 'Log out' links. Below the navigation bar, there is a progress indicator with four steps: "1 Select Type", "2 Additional Information", "3 Review / Payment", and "4 Complete". The "2 Additional Information" step is highlighted with a blue arrow pointing to the form below.

The form is titled "Application Details" and has a sub-heading: "Please provide additional details for your application." Below the sub-heading is a section titled "Enter FOBs Number and/or Deposit Amount". This section contains two input fields: "How many FOBs (\$77.00/per)" with a value of "0" and "Deposit Amount" with a value of "1000". Below the input fields is a button labeled "Continue", which is circled in red.

On the next page review that the information entered and either select **'Edit Request'** if a change is required or **'Pay Selected Fees'** if everything was entered correctly.

Enter FOBs Number and/or Deposit Amount

---

Deposit Amount

### Fees & Payment

Bill # ^	Fee Details	Total	Payment Status	
330127	FOB Administration Fee Bulk Water Deposit	\$77.00 \$200.00	\$277.00	Paid
<input checked="" type="checkbox"/> 330128	Bulk Water Deposit	\$1,000.00	\$1,000.00	Unpaid
2 total				

Fees selected for payment:

- \$1,000.00: Bill Number: 330128  
Bulk Water Deposit \$1,000.00

Total Amount: **\$1,000.00**

[Pay Selected Fees](#)

[Edit Request](#)

After you have completed the payment details click **'Continue'**. The payment has successfully been processed and you can now either return to the home page to process further requests or logout. Please note, payments made through the system will be active on the FOB by the next business day.

### Payment Completed

Approved  
You may print this confirmation page for your record. The receipt has been sent to your email.

---

Fee List:

- \$277.00 : Bill Number: 330127  
FOB Administration Fee \$77.00  
Bulk Water Deposit \$200.00

Total Payment Amount: **CA\$277.00**

[Print](#) [Continue](#)