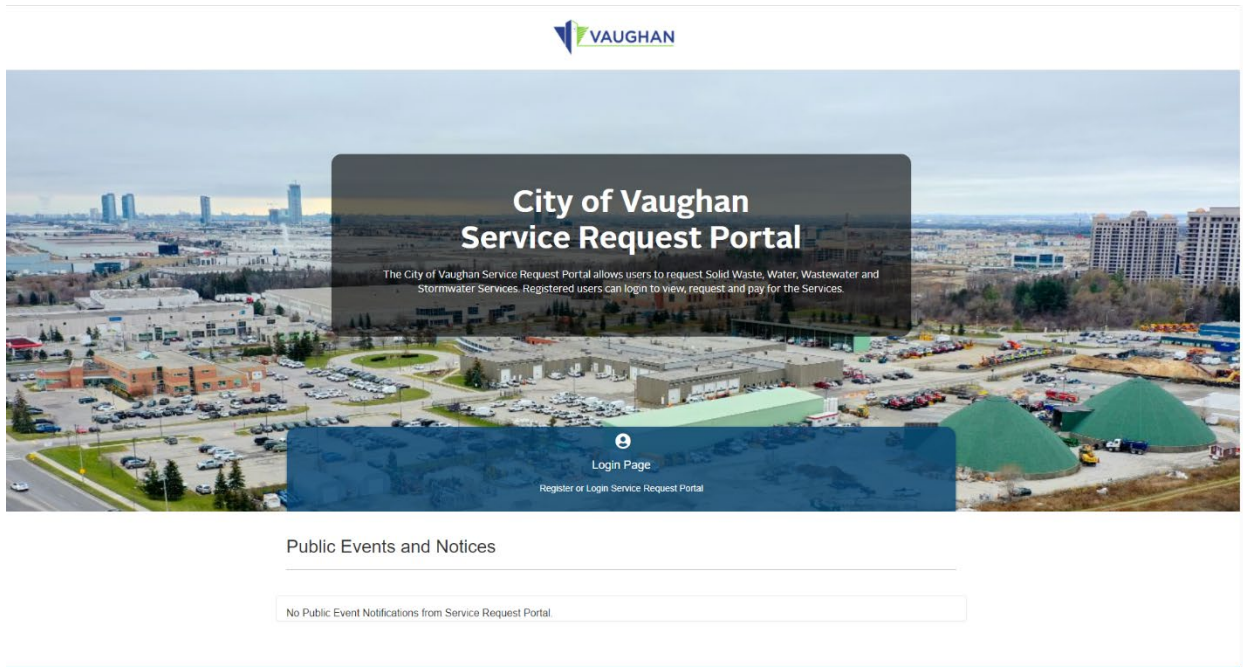


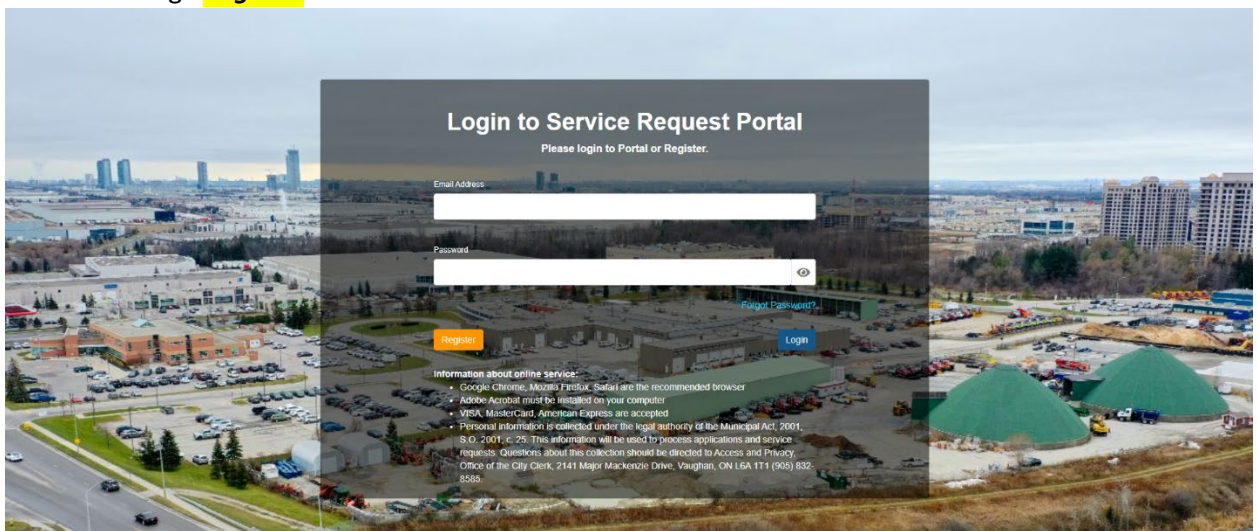
City of Vaughan- Portal Instructions

Register A New Account

1. Please visit <https://eservices.vaughan.ca/citizenportales/app/landing>
2. Click on **Login Page - Register or Login Service Request Portal**



3. Click the orange **Register** button



4. Select **I am a first time Service Request Portal user.** Then fill out the required information. Once completed, click **Submit**

Register

Service Request Portal uses same credentials with Online Permitting Portal to Login. If you are already registered in Online Permitting Portal, please click 'Registered User' at top line to return to the 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

* This input field is required.

Last Name

* This input field is required.

Organization Name

Email Address

* Email Address is required

Confirm Email Address

* Confirm Email Address is required

Phone Number 1

* This input field is required.

Phone Type 1

Phone Number 2

* This input field is required.

Phone Type 2

Street Number

* This input field is required.

Street Name

* This input field is required.

Street Type

* This input field is required.

Direction

City

* This input field is required.

Province/State

* This input field is required.

Country

* This input field is required.

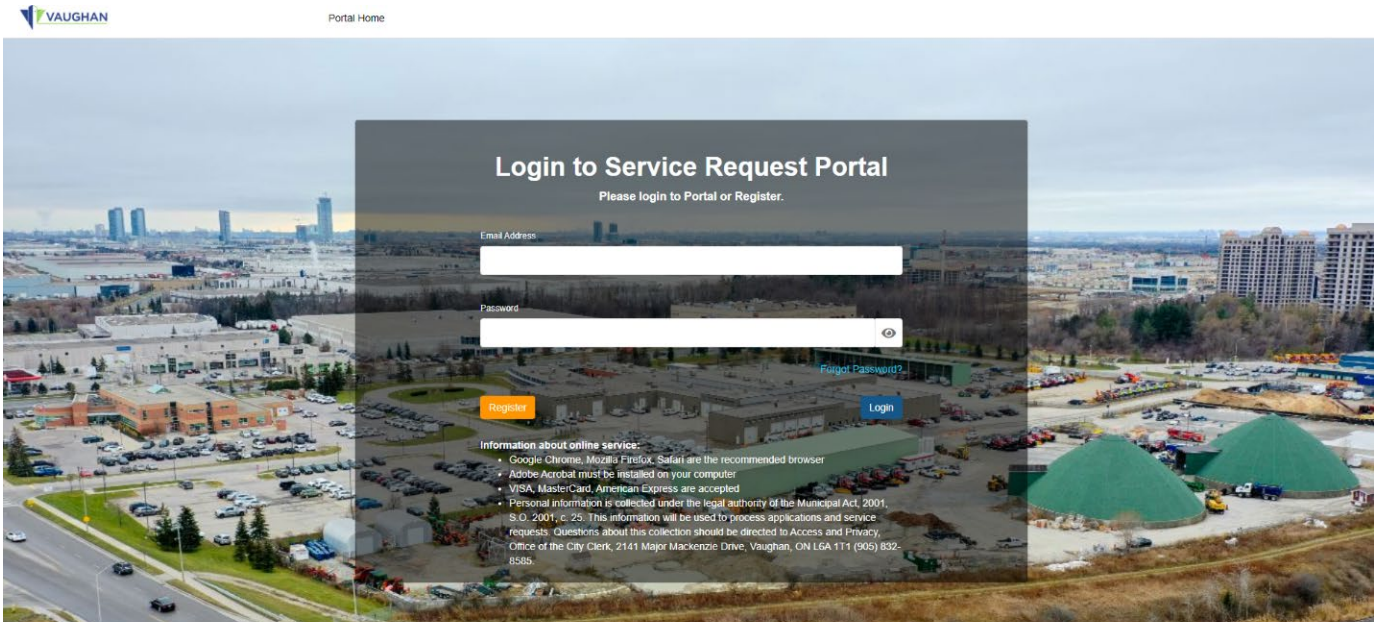
Postal Code

* This input field is required.

Back

Submit

- After you receive your confirmation email, please log in with your account. **Enter your email address and password. Select Login.**



New Service Request – Water Shut off/ Turn on

1. Under My Service Requests, click **Add New Service Request**

My Service Requests
Please use this section to view and manage your service requests. Click Add New Service Request button to add a new service request.

You do not have service request at this moment

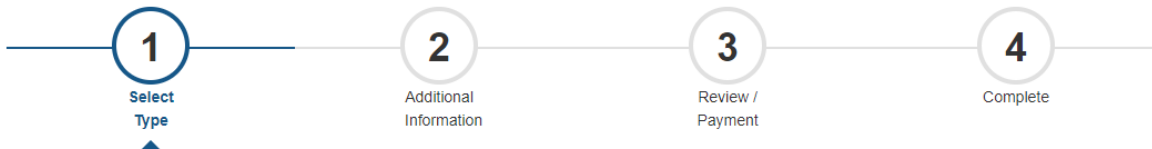
[Add New Service Request](#)

My Bulk Water Account
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.

If you need to open up a bulk water account, click Add Bulk Water Account button to create a new account.

[Add Bulk Water Account](#)

2. Select **Water/Wastewater services**



New Service Request

Please Select One Option in Each Category:

Service Type:

- Purchase Garbage Tags
- Request/Exchange/Purchase Bins
- Residential Appliance and Metal Pick Up
- Water/Wastewater Services

[Cancel](#) [Restart](#)

3. Select **Water Shut Off/Turn On** and then **Continue**



New Service Request

Please Select One Option in Each Category:

Service Type:

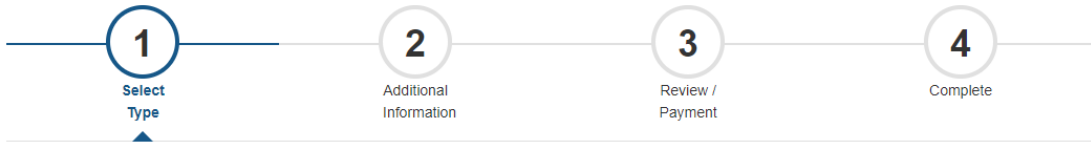
- Water/Wastewater Services

Water/Wastewater Service:

- Fire Hydrant Flow Test
- Hydrant Meter Rental
- Municipal Water Check
- Water Meter Application
- Water Shut Off/Turn On
- Sewer Backup Service Payment
- Dewatering Discharge Approval

[Back](#) [Restart](#)

4. Select **one of the four options that is applicable to your application request** (e.g. residential regular hours; residential after-hours; Multi-Residential & ICI regular hours; and Multi-Residential & ICI after-hours). Once selected, click **Continue**.



New Service Request

Please Select One Option in Each Category:

Service Type:

Water/Wastewater Services

Water/Wastewater Service:

Water Shut Off/Turn On

Select:

Residential Regular Hours (Monday to Friday 8 a.m. to 3:30 pm)

Residential After Hours (Any time other than office hours - including weekends and holidays)

Multi-Residential and ICI Regular Hours (Monday to Friday 8 a.m. to 3:30 pm)

Multi-Residential and ICI After Hours (Any time other than office hours - including weekends and holidays)

[Back](#) [Restart](#)

5. Fill out all the required Application Details, then click **Continue**.



Application Details

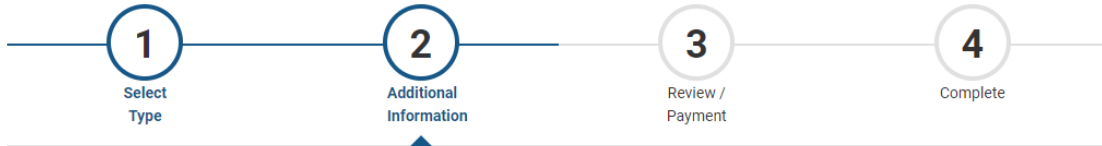
Please provide additional details for your application.

Please Confirm Delivery Information

Property Address (Street Number, Street Name)	Purpose
<input type="text"/>	<input type="text"/>
* This input field is required.	* This input field is required.
Shut Off Date	Shut Off Time
<input type="text"/>	<input type="text"/>
* This input field is required.	* This input field is required.
Turn On Date	Turn On Time
<input type="text"/>	<input type="text"/>
* This input field is required.	* This input field is required.

[Continue](#)

6. For **Residential shut off requests**, please click **Continue** at the Supporting Documents page. **No document is required.**
 For **Multi-Residential & ICI**, please upload supporting document (if applicable), then click **Continue.**



Supporting Documents

You do not have any document(s) at this moment

Upload New Document

Steps:

1. Select the Document Type and complete the Description;
2. Click the 'browse' button to upload file or Drag and Drop the file;
3. Click the 'Upload Document' button.

Document Type Description

** This input field is required.*

File

** This input field is required.*

7. On the next screen, please review Application details. Then scroll down to the bottom of the page and click **Pay Selected Fees.**

Turn On Date: 2021-05-24 Turn On Time: 11

Supporting Documents

Please review and upload supporting documents for your request

You do not have any document(s) at this moment

Fees & Payment

The fee is based on whether the service is required during business or after business hours. This service may take up to five business days to schedule.
Note: For Emergency water shut off, contact Access Vaughan (905-832-2281) after making the Payment.

Bill #	Fee Details	Total	Payment Status
✓ 358943	Water Shut Off/Turn On \$285.00	\$285.00	Unpaid
1 total			

Fees selected for payment:

- \$285.00: Bill Number: 358943
Water Shut Off/Turn On \$285.00

Total Amount: \$285.00

8. Insert payment information and select **Submit Payment**

PAYMENT INFORMATION

\$285.00 CAD	358943	
VISA ▼		
Name on card		
Card number		
01 ▼	2021 ▼	Card cvd

COMMENTS

Submit Payment

Visa, Mastercard and Amex are accepted.

Powered by **bambora**



9. You will receive confirmation that the payment was submitted successfully. A City of Vaughan staff member will contact you to finalize your water shut off appointment.
10. If you have any questions, please contact the Environmental Services dispatch office at **905-832-2281 extension 6208.**