

## NEWS RELEASE

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### **Managing accounts online with the City just became easier**

*The online MyCity system is refreshed and simplified*

#### **Summary**

From tax accounts to user rates, the City's online account management system is refreshed for a dramatically improved user experience. The MyCity interface has been modernized and residents can view their property taxes, user rates, business licences and more with one personalized login and account. There is also the option to set notices and ebills to be delivered through email and some online payment options as well.

Online, the MyCity system can be found by heading to [www.Nanaimo.ca](http://www.Nanaimo.ca) and clicking on the 'Log in' button in the top right-hand corner of the page.

To register online for your tax account, you will need your folio number and access code, which can both be found on your property tax notice. If you don't have a previous tax notice for your current property, you can expect this year's tax notice to arrive through the mail in late May.

*Strategic Link:* Taking responsibility to be an excellent municipal government.

#### **Key Points**

- With the new MyCity interface, it's now easier for residents to view their property taxes, user rates, business licences and more online.
- To register online for your tax account, you will need the folio number and access code from your Property Tax Notice.

#### **Quotes**

"We are excited to provide residents with a fresh, more modern looking system to manage their accounts and communication with the City. We encourage everyone to use email delivery for City notices, both for convenience and to help reduce wasted paper."

Barbara Wardill  
Manager of Revenue Services  
City of Nanaimo

Continued... Managing accounts online with the City just became easier

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