

November 23, 2015

## **Enterprise Business Applications – MyCity**

### **1. What is Enterprise Business Applications?**

Enterprise Business Applications (EBA) is a City wide project that is focused on integrating and replacing software applications where needed. It is a large undertaking, and has been broken down into eight smaller projects to be carried out over five years.

EBA is citizen focused and responsive. It will enhance the ways in which residents can interact with The City and allow new ways of doing business to emerge. EBA will provide new and exciting ways for staff to carry out job functions, share information between departments and enhance the customer service we provide to residents.

### **2. What is MyCity?**

MyCity is a part of the third and final phase of Enterprise Business Planning Applications (Tempest), the online portal for city of Red Deer residents and businesses. MyCity is the new online service where residents and business owners can access information about their City of Red Deer accounts (like business licenses, dog licenses and tax information), monitor status of permits and applications, and schedule inspections online 24 hours a day, seven days a week.

### **3. What kinds of things can you do with MyCity?**

MyCity gives residents and business owners the ability to view, pay, schedule, monitor and apply from anywhere at any time. Examples include:

- Perform detailed inquiries on property, tax, utility, community development, business and dog accounts.
- View and pay electronic bills as soon as they are available.
- Schedule building inspection requests.
- Apply for new dog licenses and electrical permits.
- Pay fees and monitor the status of permit and license applications.
- Pay online for parking and bylaw tickets, new license applications, tax certificates, permits and utility deposits.

### **4. How do I get started with MyCity?**

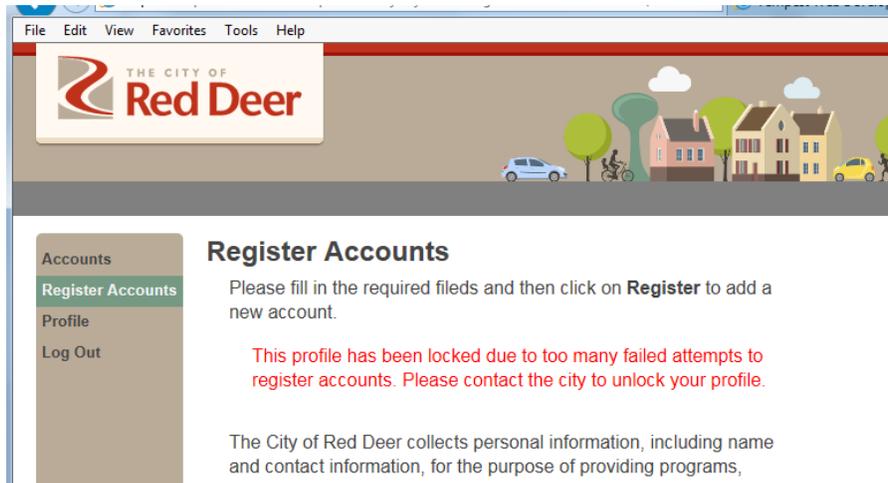
Creating a profile is your first step. Visit [www.reddeer.ca/mycity](http://www.reddeer.ca/mycity) and click on Register Now. Fill in the registration form completely – all information is safe and secure. Once your profile is created, The City will send you a confirmation email. Once you confirm by clicking on the link in the confirmation email, you will be ready to use MyCity.

### **5. How do I add my accounts to my profile?**

You will need the account number and the access code of the account you want to add. You can find these numbers at the top of your license, tax notice, permit or downtown parkade/utility bill. A step by step guide of adding accounts to your profile, visit [www.reddeer.ca/mycity](http://www.reddeer.ca/mycity). Once you have added your account, you won't need your access code again, it will appear as a part of your profile every time you log into your MyCity account.

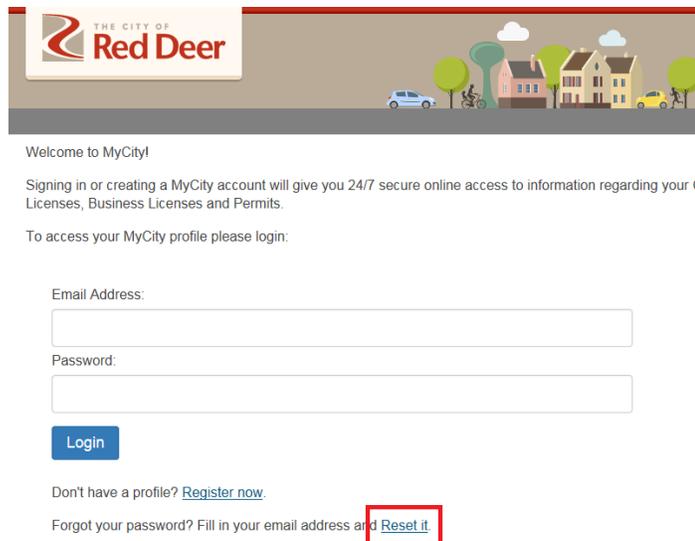
#### 6. What do I do if I have locked myself out of adding accounts to my profile?

A MyCity account will be locked out if three unsuccessful attempts are made to register an account. Customers can not unlock their own accounts, and have to call The City at 403-342-8111 and a Customer Service representative will be able to unlock your account for you. Customers can still log onto MyCity and view information on accounts that were previously registered, however they can no longer add additional accounts to their profile.



#### 7. What do I do if I don't remember my password?

Customers have the ability to reset their own passwords using the password reset link on the login page of MyCity. If you don't know your password, just click on Reset It, and the system will send you a temporary password via email. You can use this temporary password to log on, and then reset your password to something you will remember for next time.



#### Need more information?

Call 403-342-8111 or email [mycity@reddeer.ca](mailto:mycity@reddeer.ca)