

LAW DEPARTMENT
RISK MANAGEMENT AND CLAIMS

1. **Create a City of Calgary myID personal or business account**

Visit <https://myid.calgary.ca> and follow the online instructions.

- Click on either “create a personal account” or “create a business account”
- Fill out all required fields
- Click sign up
- You will receive a confirmation email shortly, with further instructions, on how to validate your myID account.
- Once your account has been validated, proceed to step 2.

Note: Non-Calgary based businesses (without a Calgary Business License Number or Business ID) may **register for a personal account** to set up a City of Calgary myID account.

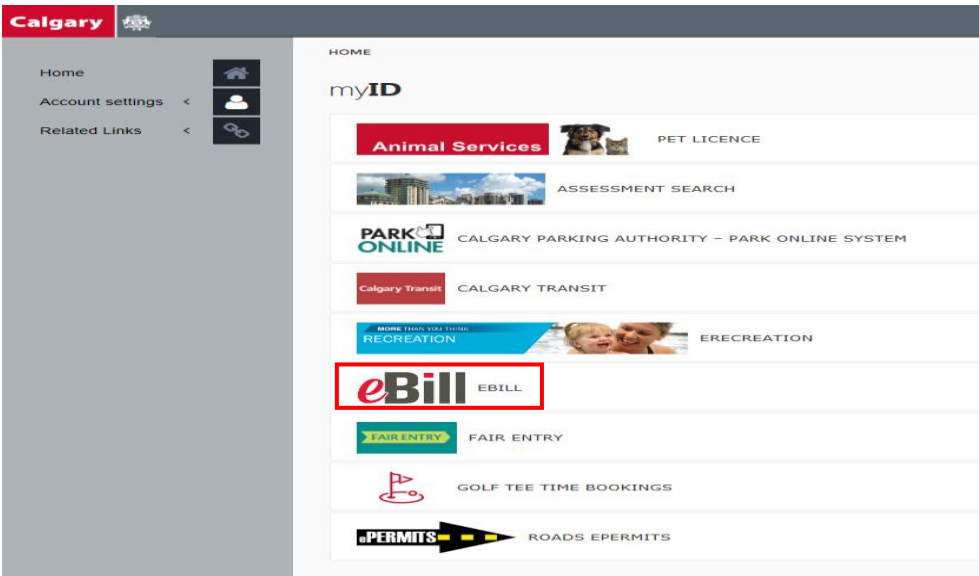
2. **Create an eBill account :** To request an eBill account and connect it to your myID account Call **311** or **403-268-CITY** (2489) if calling from outside Calgary. The eBill account set up process takes up to two business days.

3. You will receive an email advising the invoice has been sent to your eBill account.

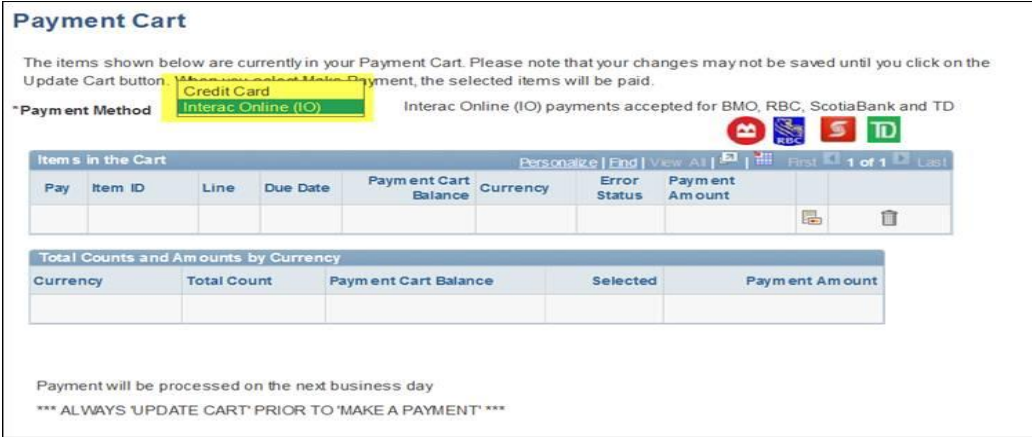
For any questions or concern regarding your file, please contact your adjuster. For any technical questions or concerns regarding myID or eBill specifically contact 3-1-1 or call 403-268-2489.

eBill Account Set Up and Payment

4. Sign into your myID and click the eBill link as shown below.



5. Proceed to pay your invoice in eBill



6. Once paid, a confirmation number will pop up; record this number, or take a screen shot, and **provide this to your adjuster** as proof of payment.