

# Virtual City Hall

December 13, 2021



**PORT COLBORNE**

# Agenda

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- Introduction to Virtual City Hall
- Home Page
- Activating an Account
- Making a Payment online
- Signing up for Paperless Billing
- Highlights



# Introduction to Virtual City Hall

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Virtual City Hall is a self serve platform designed to assist Citizens with managing and viewing their accounts with the City of Port Colborne.

Citizens will have the ability to create a unique log-in account within Virtual City Hall that will give them access to view their property statements, utility bills and accounts receivable invoices.

Citizens can use this platform to sign up for pre-authorized payments, paperless billing and make credit card payments directly to their property and utility accounts 24 hours a day / 7 days a week.

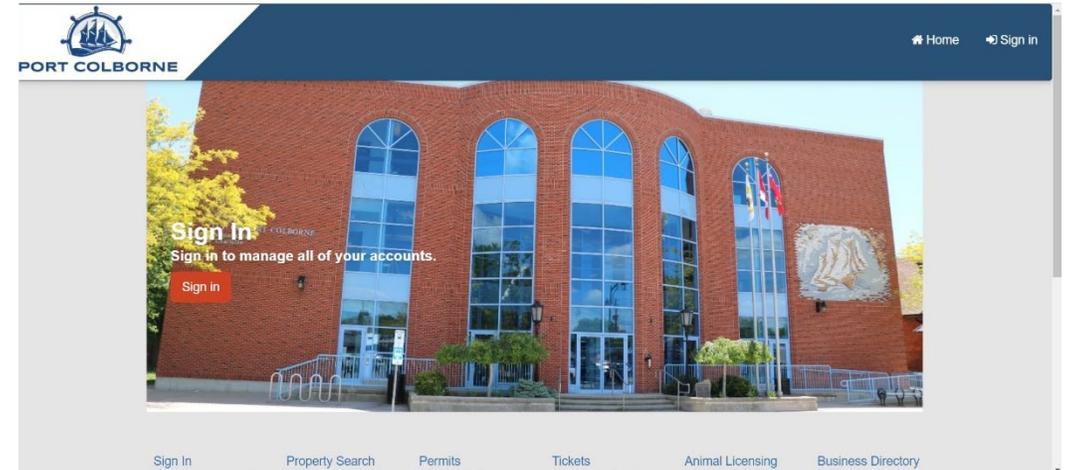


# Virtual City Hall – Home page

Citizens can access the Virtual City Hall platform from the City's Website.

The home page is branded with the look and feel of the City's website to help keep consistency and user readability.

On the home page Citizens can sign-up for an account or select modules that are linked to the City's website and the Virtual City Hall platform.



# Activating an Account

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Citizens can activate an account by providing specific account information that is located on their property and utility statements.

Citizens will be asked to create their own username and password and provide a valid email address to activate their account with the platform.

The platform is directly tied to the City's financial software and will allow citizens to make changes, payments and view their account information all in real time.



[https://youtu.be/cnAmwPUj\\_Ec](https://youtu.be/cnAmwPUj_Ec)



# Making a Payment

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Citizens can make a full or partial payment to their water and property tax bill with a credit card by logging into the Virtual City Hall platform.

(a convenience fee will be charged for any online payments made with a credit card through the thirdparty merchant Paymentus)



<https://youtu.be/6RwihneIXIE>

# Signing up for Paperless Billing

Citizens can choose to go paperless at the click of a button when they log-in to their Virtual City Hall account.

Paperless billing is a great way to assist with our impact on the environment and to reduce the costs associated with processing / mailing statements to the citizens property address.

We will be offering a one-time credit for citizens who choose to have their statements emailed to them. The end date of the incentive will be February 28, 2022



<https://youtu.be/QLwUB-YZglc>



# Highlights

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- Citizens can log-in 24 hours a day / 7 days a week to access their account information with the City in real time.
- Citizens can make partial or full payments with a credit card to their property and water statements.
- Citizens can sign up for paperless billing at the click of a button
- Citizens can change their mailing address and contact information that directly communicates with our Finance software.
- Citizens can view property information and view roll book information for assessment purposes online.
- Citizens can view all previous property and water statements for their account and see payments made.





Thank You

