2. City Online accounts

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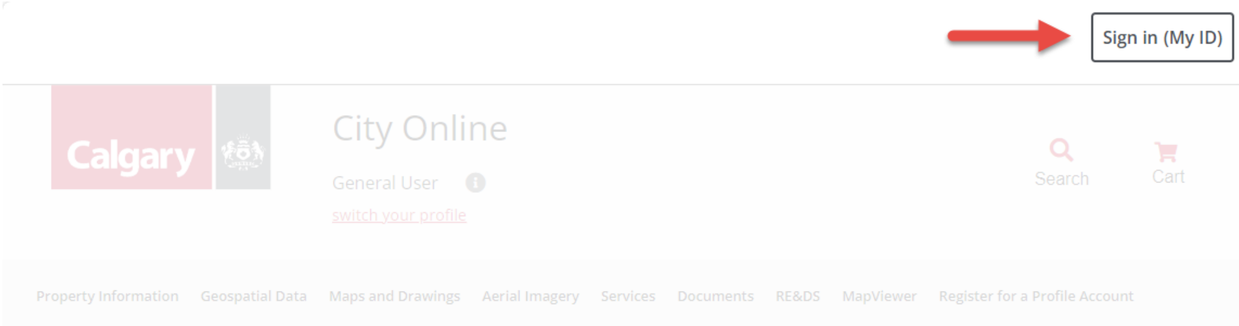
2.1 Create an account

Though City Online is a myID account-based system, Guest Checkout is also available for those who do not wish to create an account.



To create a **myID personal** account, click the “Sing in (My ID)” button located at the top right of the website, and follow the steps. Those who already have a **myID personal** account can use it to sign into City Online. By default, users have access to the General User profile which enables users to purchase using a credit card.

Businesses do not need to create a **myID business** account to access other City Online profiles, instead contact City Online Support at cityonline@calgary.ca to request access.

2.2 City Online profiles available

Contact City Online Support at cityonline@calgary.ca to request access to the following City Online profiles, access will be granted if the respective requirements are met:

Profile	Features	Access request
City Online Subscriber	• Paid by monthly invoice. • Select this option if you purchase a minimum of $25.00 each month. • If your monthly purchases are less than $25.00 per month, a monthly billing charge of $25.00 is automatically applied to your invoice. • The charge is waived only if your monthly total is $0.00. • There is a 4-dollar billing charge.	Request access by emailing City Online Support.
Approved Vendor	• No charge account for access to data for City of Calgary projects. • Contact your City of Calgary project manager to request access to City of Calgary data.	This profile is for those working on a City of Calgary project. Have the City of Calgary’s project manager contact City Online Support to request access on your behalf and confirm you are working on a City project.

Alberta Land Surveyor	• No cost access to Legal Survey Fabric and Ownership Parcel Fabric for registered Alberta Land Surveyors. • Select this option if you are a registered Alberta Land Surveyor.	Contact City Online Support by email and supply your company's legal name, address, and contact person's name.

2.3 Account Admin role

City Online allows one Admin per business account, the Admin has access to unique features such as view all users' transactions, view invoicing, and managing its users (adding and removing users) from My Account.

To avoid a challenge accessing a different profile, new myID account users should ensure the email used to set up the account matches the one used by the Admin to set you up as a new user on City Online; allow 24 hours for the system to propagate the new user's account information. It is important to note that the Admin will see the new user's status as "pending" until the new user signs into the system.

Contact City Online customer support at cityonline@calgary.ca to set up or update an Admin user's role.

2.4 City Online Subscriber profile

Monthly invoicing details are available only to the Admin through the **My Account > Invoice History** under your Subscriber profile.

The paper invoice is mailed by The City of Calgary's Finance department each month. The invoice includes details on how to make payment by cheque in addition to the amount that must be paid; payment is not made through City Online. Alternatively, learn about eBill to access invoices electronically and pay online.

2.4.1 Download feature

The Download feature enables Subscriber users to export invoices in multiple file formats including PDF, Excel, and CSV.

To access the feature, take the following steps:

1. Sign into City Online and switch to your **Subscriber** profile.
2. Access **My Account** and select **Invoice History**.
3. Select an **Invoice** to view details.
4. From the **Download** menu (top-left), select the desired file format.