

5. Customer Support

City Online Support is there to assist in any way possible. Since every case is unique, and the number of inquiries varies, please allow up to 48 hours (about 2 business days) for a response. City Online Support can be contacted by email at cityonline@calgary.ca or by phone at 311 or 403-268-CITY (2489) if outside Calgary.

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5.1 Frequently Ask Questions

Unable to download purchased products?

Before contacting City Online Support, try accessing purchased products from your account, as indicated in the email receipt: the product remains available for download for 7 business days from the purchased date. Make sure the pop blocker is off.

Sign into City Online > Select 'Your Account' > Select 'Order History' > Select the 'Order Number'.

If you are still unsuccessful downloading purchased product(s), contact City Online Support and supply the order number found in the email receipt.

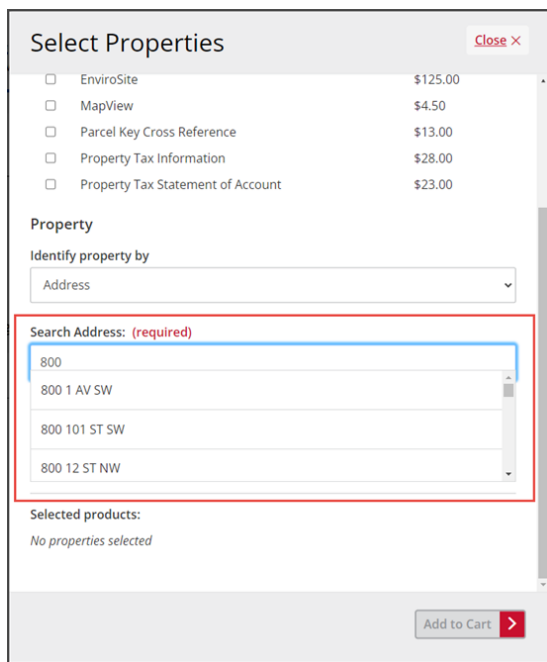
Questions about a product?

It is important to point out that products on City Online come from different groups across the corporation, most products are dynamically produced on demand from data retrieved from systems across the corporation based on user input.

If you have questions about a product, contact the department directly using the contact information display under the “Product details” on the product description page.

Unable to find a search municipal address?

Do not copy and paste an address, instead, select the address from the autofill list displayed as you start typing as shown below:



The screenshot shows a 'Select Properties' dialog box with a 'Close' button in the top right corner. It contains a list of properties with checkboxes and prices:

| Property | Price |
|--|----------|
| <input type="checkbox"/> EnviroSite | \$125.00 |
| <input type="checkbox"/> MapView | \$4.50 |
| <input type="checkbox"/> Parcel Key Cross Reference | \$13.00 |
| <input type="checkbox"/> Property Tax Information | \$28.00 |
| <input type="checkbox"/> Property Tax Statement of Account | \$23.00 |

Below the list is a 'Property' section with a dropdown menu labeled 'Identify property by' set to 'Address'. A search input field is labeled 'Search Address: (required)'. The search results are displayed in a list:

- 800
- 800 1 AV SW
- 800 101 ST SW
- 800 12 ST NW

At the bottom, there is a 'Selected products:' section showing 'No properties selected' and an 'Add to Cart' button with a red arrow.

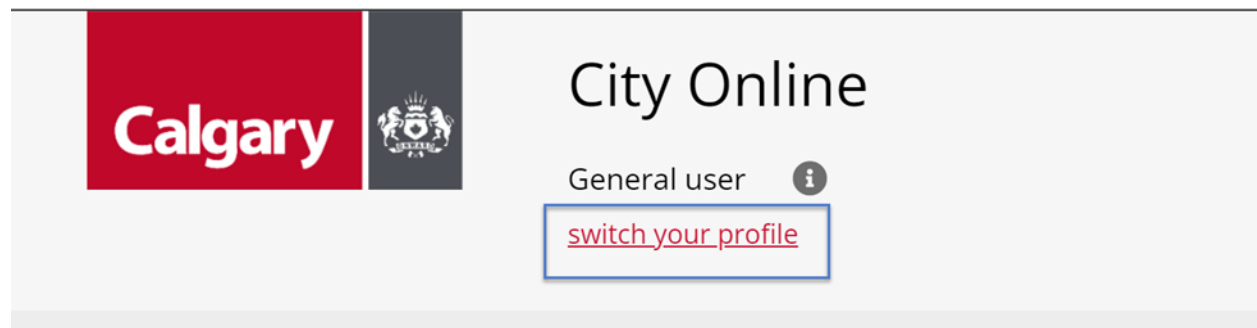
NOTE: Remember to use “#” to denote suite unit.

Also, use the MapViewer to double check the address before contacting City Online Support. The MapViewer can assist you in visually finding an address.

If the address search returns a message indicating City Online is unable to find an address, use the contact information located at the bottom of the product description page for assistance.

How do I access a different profile?

To access a different profile, once signed into City Online, click the “switch your profile” link as shown below, then select the desired profile from the list.



NOTE: Switching your profile will also switch to a different shopping cart.

Contact City Online customer support at cityonline@calgary.ca if you are not able to access a profile anymore.

Unable to access a profile anymore?

If you had access to a profile in the past and need to have it reactivated, contact City Online Support with the following information:

- To reactivate a **Subscriber** profile account, users need to provide City Online support with the Legal company name, and the customer number which can be found on the paper invoice.
- To reactivate an **Approved Vendor** or **Alberta Land Surveyor** profile account, users must provide The City of Calgary’s project manager name, the RFP (Request for approval) for the city project, the company’s legal name and the user’s name.

How can I download my purchased products again?

All purchased products remain downloadable for 7 business days from the purchased date. Access is available from **Your account > Order History** as indicated in the email receipt. The reports should always be saved on your personal PC for future use.

If unable to download a purchased product either with account or through Guest Checkout, request the report by contacting City Online Support at cityonline@calgary.ca and provide the transaction’s order number.