

MYWHISTLER USER GUIDE

CREATING A MYWHISTLER PROFILE, ADDING ACCOUNTS,
OPTING FOR EBILLING AND UPDATING PROFILE
INFORMATION

The Resort Municipality of Whistler | October 27, 2014



THE RESORT MUNICIPALITY OF WHISTLER

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CREATING A MYWHISTLER PROFILE

1. To create a MyWhistler Profile, click on “Register now”



WHISTLER | Resort Municipality of Whistler

Welcome to MyWhistler accounts online. Please login:

Email Address:

Password:

Don't have a profile? [Register now.](#)

Forgot your password? Fill in your email address and [Reset it.](#)

Read the [Terms of Use](#)

Registration

Complete this form to register a MyWhistler profile.

Please note that the information entered here does not automatically update your mailing or contact details with the Resort Municipality of Whistler. To update your mailing and / or contact details, please email finance@whistler.ca

2. Fill in the information requested. Fields denoted with a * are required, you cannot proceed if any of these fields are blank. Once the requested information has been filled in, click on “Register”

Email address:	<input type="text" value="helpdesk@whistler.ca"/>
First Name:	<input type="text" value="help"/>
Last Name:	<input type="text" value="desk"/>
Unit:	<input type="text"/>
House:	<input type="text" value="4315"/>
Street:	<input type="text" value="blackcomb way"/>
City:	<input type="text" value="whistler"/>
Province/State:	<input type="text" value="British Columbia"/>
Country:	<input type="text" value="Canada"/>
Postal/Zip Code:	<input type="text" value="v0n1b4"/>
Phone (10 digits):	<input type="text" value="604 935 8255"/>
Password:	<input type="password" value="*****"/>
Confirm Password:	<input type="password" value="*****"/>
Choose Your Security Question:	<input type="text" value="What city were you married in?"/>
Security Answer:	<input type="text" value="Whistler"/>

(*) - required

3. If you have successfully entered in the required information to create MyWhistler profile, you will be presented this screen. You will then need to check the email address used in the registration process for a confirmation email from mywhistler@whistler.ca.

4. Here is an example of the activation email. Simply follow the instructions to complete your account registration.

5. If this page is displayed, you have successfully registered for MyWhistler. You can use the login link to login to the service and start registering your accounts and services.



Registration

Your profile has been created.

An email has been sent to helpdesk@whistler.ca. Follow the steps in that email to complete the registration.

Return to the [login](#) page.

Resort Municipality of Whistler

MyWhistler Profile Registration

helpdesk@whistler.ca.

Thank you for registering for a Resort Municipality of Whistler MyWhistler profile. To complete your registration, click [here](#) and follow the instructions.

If you have received this message in error and did not register for a MyWhistler profile, please disregard this email.

Resort Municipality of Whistler



Registration

Your profile has been activated. Thank you for registering.

The email address used for registration (helpdesk@whistler.ca) is your login id.

You may now [login](#) and add accounts to your profile.

Resort Municipality of Whistler

ADDING ACCOUNTS TO A MYWHISTLER PROFILE / OPT IN FOR EBILLING

1. To start using MyWhistler, you will need to add an account. In this example, a Property Tax Notice has been used.

You can see an example of where to find the Folio number and Access code by clicking on the link: [“Where do I find my Folio and Access Code?”](#)



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Accounts

Register Accounts

Profile

Log Out

Register Accounts

Enter account information

Account Type:

Folio:

Access Code:

[Where do I find my Folio and Access Code?.](#)



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2. A successfully registered account.

Accounts

Register Accounts

Profile

Log Out

Register Accounts

The account has been successfully registered.

Enter account information

Account Type:

Folio:

Access Code:

[Where do I find my Folio and Access Code?.](#)



Oct 14, 2014 2:12 PM | [Print](#) [Help](#)

3. Once an account has been registered, further information and options can be accessed by clicking on the Account Number.

Accounts

Register Accounts

Profile

Log Out

Accounts

Click the account number for details.

ACCOUNT TYPE	ACCOUNT	ADDRESS	ACTIONS	NOTE
TAX	012345.678	654321	Remove	

[Register](#) accounts now.

4. To Signup for the eBill Tax Notice delivery method, please select: *“Receive account statements by email only”* and click the *“change”* button.

Further information such as Levies, Assessments and Transactions for the Tax Account can be viewed by using the menu on the left of the screen

The screenshot shows the MyWhistler Profile page for the Resort Municipality of Whistler. The page header includes the Whistler logo and the text "Resort Municipality of Whistler" and "MyWhistler Profile". The date and time are "Oct 14, 2014 2:19 PM" with links for "Print" and "Help".

On the left side, there is a navigation menu with the following items: eBills (highlighted), Account Balances, Levies, Owners, Assessments, and Transactions.

The main content area is titled "Tax Account Details" and includes a "Close" button. Below this title is a table with columns for "Date", "Description", and "Amount". The table contains one row with a date of "2014-09-22" and a description of "TAX NOTICE".

Below the table, there is a section titled "eBills" with the text "Please email finance@whistler.ca to update your mailing and / or contact details".

Underneath, there is a section titled "Statement Notification Method" with the text "Select how you would like to receive account statements:". There are two radio button options: "Receive account statements by paper only (CURRENT)" (selected) and "Receive account statements by email only". A "Change" button is located below these options.

At the bottom, there is a section titled "Recent Statements" with a table showing the following data:

DATE	DESCRIPTION
Sep 22, 2014	TAX NOTICE

UPDATING YOUR MYWHISTLER PROFILE INFORMATION

1. To update your MyWhistler profile, simply log into MyWhistler and select Profile from the menu on the left of the screen.

N.B. the email address used in the signup process can be changed here. This is the email address that is used to send your eBill for Property Tax Notices. If your email address changes, you will need to update your MyWhistler profile with your new Email address.

The screenshot shows the MyWhistler user interface. At the top, there is a green header with the Whistler logo and 'Resort Municipality of Whistler' on the left, and 'MyWhistler' on the right. Below the header, the date and time 'Oct 14, 2014 2:20 PM' are displayed. On the left side, there is a vertical navigation menu with four items: 'Accounts', 'Register Accounts', 'Profile' (which is highlighted in green), and 'Log Out'. The main content area is titled 'Profile' and contains a form for updating user information. The form fields are as follows:

- Email Address:** helpdesk@whistler.ca [change](#)
- First Name:** help *
- Last Name:** desk *
- Unit:** *
- House:** 4315 *
- Street:** blackcomb way *
- City:** whistler *
- Province/State:** British Columbia ▼
- Country:** Canada ▼ *
- Postal/Zip Code:** v0n1b4 *
- Phone:** 604 935 8255 *
- Password:** [Change Password](#)
- Security Question:** [Change Security Question](#)

At the bottom of the form, there is a note: (*) - required. Below the form is an 'Update Profile' button.

