

My Property Accounts

Help Guide

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My Property Accounts Overview:


My Property Accounts is an online service that allows property owners to access information about their property tax, utility and dog license accounts. All accounts are protected by a unique access code, which is provided on the property tax, utility or dog license notice.




Use My Property Accounts to:

- Sign up for email notification of your bills
- Access your current and previous bills for property taxes, utilities and dog licenses
- View your payment history and outstanding balances
- Access property assessment values
- Monitor water consumption history (metered customers only)
- Make a credit card payment for your Dog License Renewal

To access this service visit: www.surrey.ca/mypropertyaccounts

My Property Accounts Registration:



 MyPropertyAccounts  Surrey Online Services  Help

Login

Email Address

Password

Login

Click here to register for a MyPropertyAccounts profile.
Forgot your password? Fill in your email above and click here to reset.
[Read the Terms of Use](#)

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To begin the registration process, press the click here link circled above.

My Property Accounts Registration:

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Profile Registration

Complete this form to register a MyPropertyAccounts profile.

Applicant Information	
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Phone	<input type="text"/>

Password Information	
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Security Question	<input type="text" value="Select..."/>
Security Answer	<input type="text"/>

To begin, fill in all of the fields above and select a password that is at least 6 characters long.

Choosing your Security Question

All information is secure and confidential. This feature is used to prove your identity in the event you need to authenticate who you are. Please select a security question from the list of choices and provide a security answer.

Activating Your My Property Account Profile

Once your profile has been created, you will be sent a confirmation email to the email address you have provided. Click on the link in the email to complete the registration process. If you have not received the email, it may be located in your Junk or Spam folder. The next time you visit My Property Accounts you will be able to log in using your email address and the password you selected.

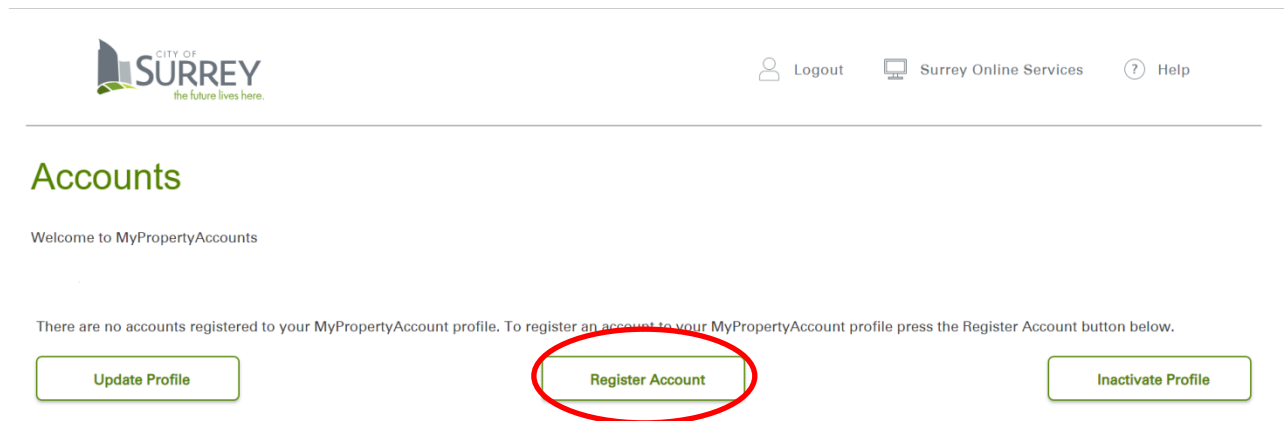
Additional Assistance

If you still need help creating your profile, please contact us at propertytaxesandutilities@surrey.ca or reach us by phone at 604-591-4181.

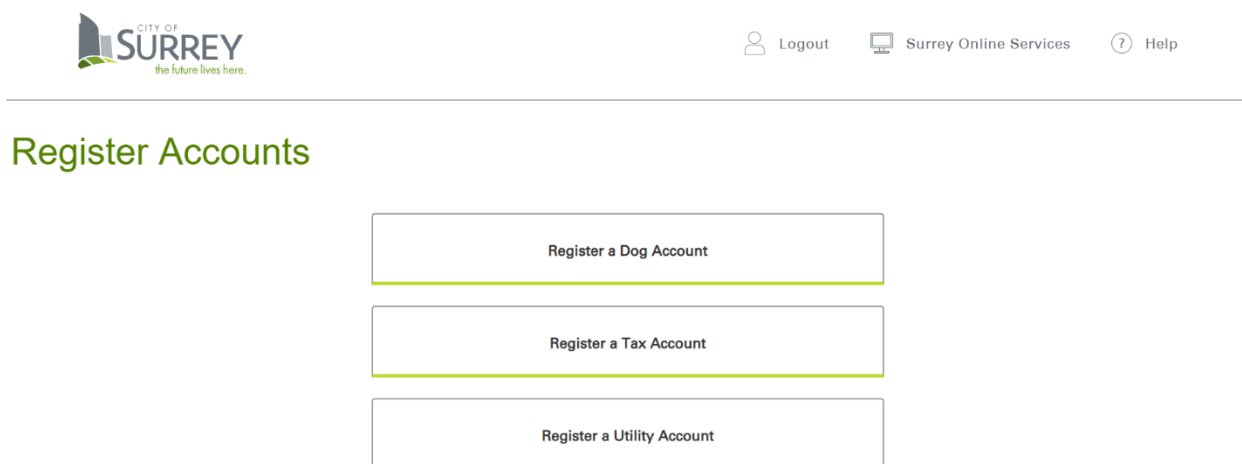
Adding Accounts:

Once you have activated your My Property Accounts profile, you may now register your accounts for:

- TAX – Property Tax Information
- UTILITY – Utility Account Information
- DOGS – Dog Licences



Select the Register Accounts button circled above. Each account requires an initial registration and then it will be available to you each time you login.



Select the account you would like to add. Each account requires the account number and access code that is unique to you and varies with each type of account. The required information will be listed on your bill.

Adding a Tax Account:

[Logout](#)[Surrey Online Services](#)[Help](#)

Register a Tax Account

Folio

Access Code

Subscribe for eBilling? ☐ Yes ☐ No

To add a Tax Account to your profile, enter the 10-digit folio number and 6-digit access code exactly as it appears on your tax notice, including dashes. If your folio has an "X," use upper case. This information can be found on your Property Tax Notice in the left-hand corner as shown below.

20XX PROPERTY TAX NOTICE
DUE DATE: July 2, 20XX

5% PENALTY IF NOT PAID OR GRANT NOT CLAIMED BY JULY 2, 20XX
ADDITIONAL 5% PENALTY ADDED TO ANY CURRENT TAXES OUTSTANDING
AFTER SEPTEMBER 2, 20XX

TOTAL NET ASSESSED VALUES FOR TAXATION PURPOSES		
GENERAL	SCHOOL	HOSPITAL
XXX XXX 1	XXX XXX 1	XXX XXX
COLUMN A	COLUMN B	COLUMN C
NO GRANT	BASIC GRANT	ADDITIONAL GRANT

PROPERTY TAX NOTICE - 20XX

DOE JOHN
DOE JANE
9999 CITY ST
SURREY BC A1A 1A1

FOLIO NUMBER	XXXX-XXXXXX-X
ACCESS CODE	XXXXXX

Once you have entered in your account information, you will have the option to sign up for eBilling. When logged in, you can view your Account Balances, Transactions, Assessments and Levies.

Adding a Utility Account:

[Logout](#)[Surrey Online Services](#)[Help](#)

Register a Utility Account

Account Number

Access Code

Subscribe for eBilling?

☐ Yes☐ No

To add a Utility Account to your profile you will need to provide your 6-digit Account Number and 7-digit Access Code. This information can be found on your Utility Bill in the upper right hand corner shown below.



UTILITY BILL

ACCT NUMBER: XXXXXX ACCESS CODE: XXXXXXX

DUE DATE: 10/01/2016 Billing Cycle: 10/01/2016 - 09/30/2017



NAME: SMITH JOHN
FOR SERVICE AT: 12345 CITY ST
ACCOUNT TYPE: RESIDENTIAL

Once you have registered your account, you will have the option to sign up for eBilling. When you are logged in you will be able to view your Account Balances, Readings, Consumption and Billing History.

Adding a Dog License Account:

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Register a Dog Account

Account Number

Access Code

Subscribe for eBilling?

☐ Yes

☐ No

Register

To add a Dog Account to your profile you will need to provide your 7-digit Account Number and 6-digit Access Code. This information can be found on your Dog License Renewal Invoice in the upper right hand corner. An example has been provided below.

20XX DOG LICENCE RENEWAL NOTICE

ACCOUNT NUMBER: 1005095
ONLINE ACCESS CODE: 123789

Once you have entered your account information, you will have the option to sign up for eBilling. When you have logged into your account you will be able to view your Account Balances, Transactions, eBills, Owner Information and Dog Information. You can also make a credit card payment on your Dog License Renewal.

Note! If you need to make a change to your dog license account, please contact Dog Licensing at 604-592-2601.

Forgotten Password:

[MyPropertyAccounts](#)[Surrey Online Services](#)[Help](#)

Login

Email Address

Password

Login

Click [here](#) to register for a MyPropertyAccounts profile.
Forgot your password? Fill in your email above and [click here](#) to reset.
[Read the Terms of Use](#)

Enter in your email address and then click on the link circled above.

A new password will be sent to the email address attached to the account after you provide us with the answer to the security question selected during registration. The email will contain the new password and there will be a link to login and reset the password.

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Password Reset

Please answer the question and click "Reset Password".

We will send your new password to

In what city were you married?

[Return to Login](#)

[Reset password](#)

Additional Assistance

If you still need help logging into your account, please contact us at propertytaxesandutilities@surrey.ca or reach us by phone at 604-591-4181.

Changes to your Profile:

[Logout](#)[Surrey Online Services](#)[Help](#)

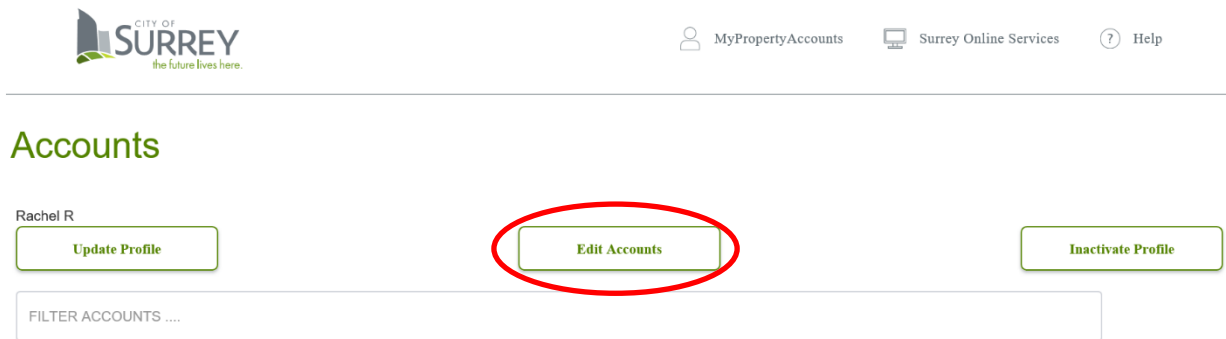
Update Profile

Accounts	Logout	Inactivate Profile
Profile Information		
Email		Change Email
First Name	<input type="text"/>	
Last Name	<input type="text"/>	
Phone	<input type="text"/>	
		Update Profile
Security		
Password	XXXXXXXXXXXX	Change
Security Question	In what city were you married?	Change

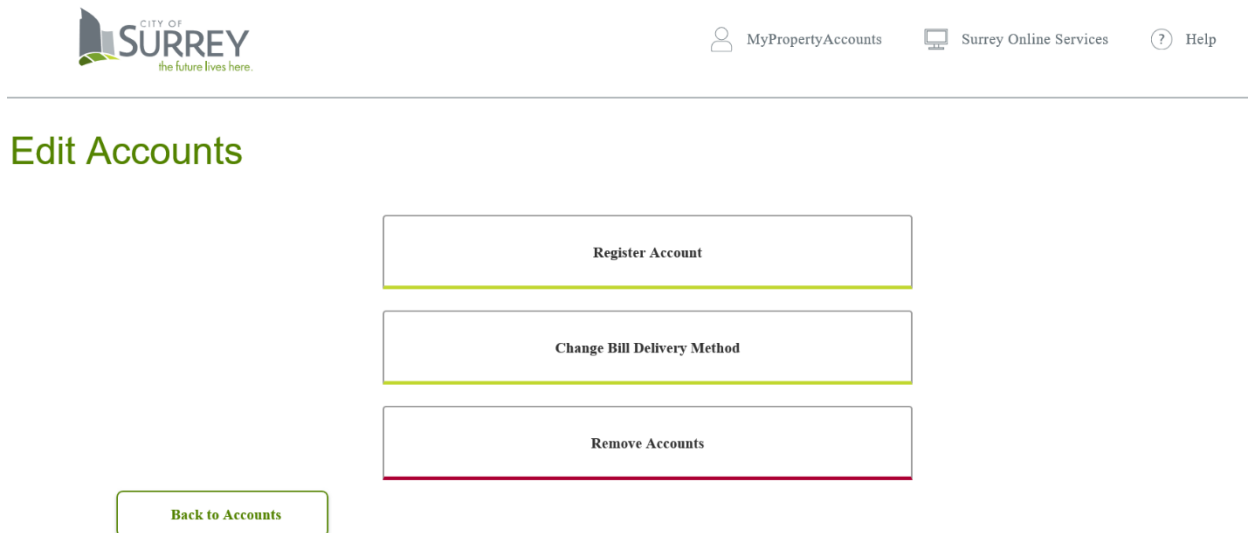
You will have the option to update your profile information, password or security question using this screen. You can also inactivate your profile from this screen.

Note! If you choose to inactivate this profile, this process cannot be undone and a new profile will need to be created.

Removing an Account:



To remove an account from your profile, select the Edit Accounts button circled above.



Select the Remove Accounts button shown above. Next, select the account you wish to remove and press the Remove Account button. The final step is to confirm the removal on the prompt that pops up.

Additional Assistance

If you still need help with your account you can contact us at propertytaxesandutilities@surrey.ca or reach us by phone at 604-591-4181.